Chapter 1
Overview

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Accessing MiSACWIS (Non-MDHHS)

As a new non-MDHHS MiSACWIS user, there is a procedure that is followed in order to access the system:

After you complete and submit the DHS-815: MiSACWIS Security Agreement Non-MDHHS Employee form, you will receive an e-mail with instructions on how to subscribe to MiSACWIS. Also, included in the e-mail is a MiSACWIS PIN that you will need to subscribe to the MiSACWIS application.
Create a new MILogin account (Non-MDHHS)

New workers outside of the MDHHS network will need to create a new account in MILogin.

To access MiSACWIS, you will use this URL: https://milogintp.michigan.gov

To create a new MILogin account:

1. Using the non-MDHHS URL, navigate to MILogin.

2. On the login screen, click Create New Account.
Complete the required boxes, agree to the terms and conditions, and click **Next**. Be sure your name, e-mail, and phone number correspond with those on your DHS-815 form.

On the next screen, create your User ID and password using the guidelines provided. Then, respond to the secret security questions.
Click **Create Account**. You will receive a confirmation message.
Click the **Login to your account** link. You will be redirected to the login screen.

Sign in to MILogin. Your MILogin Home Page appears.

Click **Update Profile** and confirm your work phone number is correct. To update the other information, such as your name and email address, please contact the Client Service Center.

Click **Submit** to save any changes to your profile.

**Request MiSACWIS access (Non-MDHHS)**

After you successfully create your MILogin account and sign in, your next step is to subscribe to the MiSACWIS application. After you submit your access request, you will need to receive a Multifactored Authentication (MFA) code. This MFA passcode is active for 24 hours. You will need to request an MFA passcode every 24 hours to login to MiSACWIS.

**To request MiSACWIS access:**

1. On your MILogin Home Page, click **Request Access**.
In the **Search for an application** box, type *MiSACWIS* and click the search button. A list appears below **Step 2: Choose an application**.
Select **MDHHS MiSACWIS** from the list and click **Request Access**. The terms and conditions for the system appear.

Confirm the application you requested, read the terms and conditions, and click **I Accept**.
On the next screen, enter the **SACWIS Pin** you received via email. Your email address and work phone number have been prepopulated for you.

Click **Submit**. You will be directed to the MILogin Multifactor Authentication (MFA) screen.
Select your preferred method of receiving your MFA passcode.

If you select **Text Message** or **Email**, you will be directed to a screen where you will enter your passcode received via text or email. Your MiSACWIS Home Desktop screen will appear.

If you select **Phone Call Back**, you will receive an immediate phone call. Follow the instructions over the phone. You will be prompted to press any key on your phone. This key selection will log you into MiSACWIS.

To register your device as a security authentication token, select **Register Device**. Follow the instructions you receive via text message on your device. After registration is complete, your phone can be used to generate your MFA passcode via the Duo Mobile App. In MILogin, you will be directed to a screen where you will enter your passcode. Your MiSACWIS Home Desktop screen will appear.

After your device has been registered, the **Register Device** button changes to read **Duo App Token**. You can use this method in the future to enter the passcode generated via your device’s Duo Mobile App.
Login to MiSACWIS (Non-MDHHS)

As a non-MDHHS worker, you will need to obtain an MFA passcode every 24 hours to use MiSACWIS. After you create your MLLogin account and request access to MiSACWIS, your routine login process will be as follows:

To login to MiSACWIS:

1. Sign in to MLLogin. Your MLLogin Home Page appears.

2. Click MDHHS MiSACWIS. The MiSACWIS usage agreement will appear.

3. Read the usage agreement and click Acknowledge/Agree. The MLLogin Multifactor Authentication screen appears.
Select the method by which you want to receive your MFA passcode. Enter your passcode if you receive a screen prompt. Your MiSACWIS Home Desktop screen will appear.

Update your profile (Non-MDHHS)
On your MIlogin Home Page, click **Update Profile** to confirm information is correct. For name and email changes, you must submit a DHS-815 to Application Security so the information can be updated in MiSACWIS first. If you make any updates to your profile, click **Submit** to save your changes. If no changes are needed, click **Return to home page** at the bottom of the screen.

Change your password (Non-MDHHS)
Before your password expires, click **Change Password** on your MILogin Home Page to create a new password. If your password has already expired, you will need to contact the MiSACWIS Help Desk at 1-855-659-6599 to have your password reset.
Getting started in MiSACWIS

MiSACWIS is the statewide computer application you use to support day-to-day child welfare job tasks. This system provides:

- Real-time access.
- Data entry methods that reduce duplication of data collection and help eliminate paperwork.
- A single, comprehensive view of the child, youth, and family.
- Reporting capabilities.
- Maintenance of accurate data for decision making.
- Automated interfaces with external systems.

The goals of MiSACWIS are to monitor, track, and improve the outcomes of services delivered to children and families, thus fostering safety, permanency, and well-being for children in Michigan. These goals are accomplished through the multiple MiSACWIS functional areas like Intake and Case Management.

As a seclusion and restraint worker, you will have access to only certain areas of the system, mainly the Provider area.

The Provider Management area maintains information about foster homes, residential facilities, and relative caregivers throughout the state, including names, addresses, staff members, licensing information, home evaluations, and training.

System navigation and components

MiSACWIS navigation is modeled after well-known web applications. Its tab-based structure reflects the flow of normal worker and support staff business processes. You navigate MiSACWIS through a combination of tabs, menus, hyperlinks,
command buttons, and searches. When you first login to MiSACWIS, you will see the Home screen/Desktop tab. MiSACWIS supports primary and secondary navigation through tabs at the top of the system screens.

Upon navigating further into MiSACWIS, you access other navigational methods including the left hand menu.

The MiSACWIS screens include specialized form controls, like:

- Text boxes
- Drop-down lists
- Check boxes
- Option buttons
- Narrative boxes
- Multiple-select lists with Add and Remove features
- Pop-up calendars for date boxes
- Spell Check functionality

**Required fields**

You must enter required pieces of information in order to save a certain work item in the system. MiSACWIS-required fields are bold with a red asterisk at the end of the field name.

**Federal reporting elements**

MiSACWIS contains reporting elements of the federal Adoption and Foster Care Analysis and Reporting System (AFCARS), the National Child Abuse and Neglect Data System (NCANDS), and National Youth in Transition Database (NYTD). The federal elements/fields are in bold red text followed by a blue plus sign. If the federal elements are required, they have a red asterisk after the plus sign.

If at any time you need assistance using MiSACWIS, please review the online support tools listed on page 20 or the troubleshooting information in online help.
Overview

MiSACWIS Home screen

This screen serves as your starting point for work in MiSACWIS. Depending on your security profile, you can access various parts of MiSACWIS from this screen.

Tickler Summary

This area contains the most current ticklers for your workload. Click a tickler link to view the associated screen or work-item, or click view all ticklers to search for all ticklers related to your workload.

Tip of the Day

This section displays the MiSACWIS Tip of the Day. Some tips may include a link to view more information or graphics.

Message Board

This area displays broadcast messages for MiSACWIS users. Messages can be configured to display for all users, state users only, or for users from a certain organization.
Common screen components

The MiSACWIS system consists of screens, tabs, and sub tabs. It also contains some standard areas that are consistent from screen to screen.

Header Area
This area contains the home, search, help & training, switch organization, data warehouse portal, and log off links.

Navigation Area
This area consists of primary and secondary tabs. Not all screens in MiSACWIS display navigation tabs.

Main Screen Area
You interact with MiSACWIS data in this area, whether you are creating, updating, deleting, or viewing data.

Footer Area
Overview

This area contains a number of links to assist you on the job, such as Home, Help & Trng, Privacy & Security, Acct Maint, and Chge Password.
Support tools

MiSACWIS provides different ways to support you on your job, depending on your needs at a given time, as follows:

<table>
<thead>
<tr>
<th>Tool</th>
<th>How to display it</th>
<th>When to use it</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online Help</td>
<td>Click help &amp; training in the header. or Click help on a screen in the system.</td>
<td>You need assistance completing tasks in MiSACWIS, glossary definitions, information about the current screen, State policies, or other information.</td>
</tr>
<tr>
<td>CBT (Computer-Based</td>
<td>Visit the following URL: <a href="http://www.michigan.gov/dhs/0,4562,7-124-5455_72083---,00.html">http://www.michigan.gov/dhs/0,4562,7-124-5455_72083---,00.html</a></td>
<td>You are new to MiSACWIS and want to learn how to use it, or want to practice using it.</td>
</tr>
<tr>
<td>Training)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Webinar</td>
<td>Visit the following URL for the Incident Reporting webinar: <a href="http://midhs.adobeconnect.com/p1gveg6wt5/">http://midhs.adobeconnect.com/p1gveg6wt5/</a></td>
<td>You want to learn how to record an incident report for seclusion and restraint.</td>
</tr>
<tr>
<td>State policies</td>
<td>Click a policy link in a screen-level help topic. OR Perform a keyword search in the online help on the <strong>Search</strong> tab. OR Click help &amp; training in the header, and then click Rules, Regulations, &amp; Policy.</td>
<td>You want to refer to State policies that are related to subject matter of the current screen or in relevance to general MiSACWIS functionality.</td>
</tr>
</tbody>
</table>
Using online help

MiSACWIS online help, what you are viewing now, is a comprehensive, searchable version of a user manual. Instead of being printed on paper, online help is available within MiSACWIS at your specific point of need.

You can open online help in a few different ways. The fastest way to get help while in the system is to click the help link in the upper right of the screen:

Clicking this small help link causes the corresponding screen topic to appear:

![Screenshot of MiSACWIS online help](image)
To view the full online help system from the screen topic, click **Show** in the upper left corner of the topic:

The navigation window appears, displaying the full help system:

The **Contents**, **Index**, **Glossary**, and **Search** buttons offer different ways in which you can find information:

- **Contents** - Organizes topics according to the functional job areas within MiSACWIS. Categories of topics appear
as "books" in the contents. Specific topics appear as pages. In the right pane, you will see the topic you selected. When you open the main help system, the Contents display by default.

- **Index** - Offers an alphabetical list of keywords within the online help. This index is more interactive than one in a book in that you can search for keywords and topics. In the right pane, you will see the topic you selected.

- **Search** - Allows you to search the help content for specific terms. Type the term you are looking for in the Search box, and then press Enter. The topics containing the term you entered are listed in the pane. Click the topic to view the content. You can enable or disable the term highlighting feature by selecting the Highlight search results check box. In the right pane, you will see the topic you selected.

- **Glossary** - Contains the MiSACWIS terms for reference. Click a word, and its definition will appear in the box below.
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Chapter 2
Central Tasks

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Find or add a person

You can find a person through the general Person Search screen. Simply click search at the top of main screen in MiSACWIS. Person Search is the default search tab. From here you can make sure a person record already exists for someone. You cannot add a new person record from the main Person Search tab.

You can also find a person from a work item (e.g. incident report) and link the person to the work item. From this area, you can add a new person record. Before you add a person, you will be prompted to search. This helps eliminate the duplication of records.

To find a person:

1. From any screen, click search in the header. The Person Search screen appears.

2. Enter the criteria you want to use in your search:
   - If you know the person's ID, SSN, or reference value, enter it under Quick Person Search Criteria.
   - If you do not know the person's unique ID values, enter the person's last name under Advanced Search Criteria. You can enter additional criteria to narrow the search results.
3. **Click Search.** The matching person records appear in the **Person Search Results** area.

   If duplicate search results come back, review the person preview for each duplicate person to determine the correct record to use. You do this by clicking the person name hyperlink:

   ![Person Search Results](image)

4. **Click select** to view the person profile. If you are searching for a person from a work item, clicking **select** will add the person to the work item.

**To add a person:**

1. On your current work item screen, click the appropriate button to search for a person. The Person Search screen appears.
2. Enter the criteria you want to use in your search:

- If you know the person's ID, SSN, or reference value, enter it under **Quick Person Search Criteria**. If you do not know the person's unique ID values, enter the person's last name under **Advanced Search Criteria**. You can enter additional criteria to narrow the search results.

- If you do not know the person's unique ID values, enter the person's last name under **Advanced Search Criteria**. You can enter additional criteria to narrow the search results.

3. If the person does not appear in the search results, click **Add Person**. The Basic Person Information screen appears:

![Basic Person Information Screen](image)

4. Complete the required boxes on the screen and click **Save**.

**Online Help**

For more details on how to enter a new, complete person profile, please see the “Record a person profile” process in online help.
Add employees

Employee records include basic information, job history, and qualifications. An employee has both an employee record and a person record in MiSACWIS. When you record new employees, their name, birth date, gender, and other basic information is stored in their person record instead of their employee record.

To add employees:

1. From the Home screen, click search. The Person Search screen appears. Click the Employee Search tab. The Employee Search screen appears.

   OR

2. From the Home screen, click Administration > Staff. Click Maintain Staff in the left hand menu. The Employee Search screen appears.

3. Enter search criteria and click Search. The matching employees appear in the search results.

4. If the employee does not exist, click Add Employee. The Person Search screen appears.

5. Enter search criteria and select the person you want to add as an employee. The Employee Basic Information screen appears.

   If the person record does not exist, create a person profile. Upon saving the new person profile, the Employee Basic Information screen appears.

6. Enter the employee's e-mail address and hire date and click Apply.

7. Add a job for the employee:

   a. Click Add Job to record the employee's current position. The Employee Job Details screen appears.
b. Complete the following required information:

- **Start Date**
- **Organization Category**
- **Organization**
- **Job Title**
- **Scheduled Hours per Week**
- **Supervisor Type**

c. Enter any additional information.

d. Click **Link Employee** to search and select a supervisor to link to the employee record.

e. Click **Save**. You are returned to the Employee Basic Information screen.

8. Add a non-caseload weighted activity for the employee:

   a. Click **Add Non-Caseload Weighted Activity**. The Employee Non-Caseload Weighted Activity screen appears.

   b. Select an activity from the **Activity Type** list.

   c. Enter the percentage of the activity in the **Percentage** box.

   d. Click **Save**. You are returned to the Employee Basic Information screen.

9. Add professional licenses:

   a. Click the **Qualifications** tab. The Employee Qualifications screen appears.

   b. Click **Add License**. The Employee License Details screen appears.

   c. Complete the following required information:
      - **License Name**
      - **License Type**
      - **Start Date**

   d. Enter any additional information.
e. Click **Save**. You are returned to the Employee Qualifications screen.

10. Add education information:
   a. On the Employee Qualifications screen, click **Add Education**. The Employee Education Details screen appears.
   b. Complete at least the following required information:
      - **School**
      - **Degree**
      - **Major**
   c. Click **Save**. You are returned to the Employee Qualifications screen.

11. Add the employee's skills:
   a. On the Employee Qualifications screen, click **Add Skills**. The Employee Skills screen appears.
   b. Enter information about the employee's skills in the **Comments** box.
   c. Click **Save**. You are returned to the Employee Qualifications screen.

12. Click **Save**. You are returned to the Employee Search screen.
View existing incident reports

In MiSACWIS, you can view the incident reports that have been recorded for the organization.

To view incident reports:

1. Click the Provider tab and then the Directory tab. This takes you to the Provider Search screen.

2. Click Search to search for the facilities in your organization. Your facility is prepopulated in the Organization list.

3. In the search results, click select beside the facility. The Provider Summary screen appears.
4. From the left hand menu, click Incident Reports. The Incident Search screen appears.

5. If there are numerous incident reports, select the search criteria for the report you want to view and click Search. The matching reports appear in the results.

6. Click select beside the report you want to view. The Incident Details screen appears.

7. Click the tabs within the incident report to view the details about the incident.

8. Click Cancel to return to the Incident Search screen.
Add locations and sub locations

At times, you may need to add locations and sub locations for your facility. These locations/sub locations are specified as part of the incident report.

To add locations and sub locations:

1. From the Home screen, click the Provider tab. Click the Directory tab.

2. Enter the search criteria and click Search. The matching providers appear under Search Results.

3. Click select to select to view the provider record. The Provider Summary screen appears.

4. From the left hand menu, click Provider Location. The Provider Location screen appears. Existing provider locations are listed in the location list.
5. Click **Add Location** to add a new location. The Provider Location Detail screen appears.

6. In the **Location Name** box, enter the location name.

7. In the **Provider Sub Locations** section, select the appropriate sub location and click **Add Sub Location**.

8. Add additional sub locations by selecting them from the list and clicking **Add Sub Location**.

9. Click **Save**. You return to the Provider Location screen.
Record an incident report

Reporting incidents quickly and accurately is crucial to the daily operations of MDHHS for the care and safety of children, youth, and employees. In MiSACWIS, you record incident reports that include the incident details, the child or youth involved, and the provider members or staff involved.

Recording an incident report includes these high-level steps in the system:

1. Click the **Provider** tab and then the **Directory** tab. This takes you to the Provider Search screen.
2. Click **Search** to search for the facilities in your organization. Your facility is prepopulated in the **Organization** list:

![Search Screen](image1)

3. In the search results, click **select** beside the facility. The Provider Summary screen appears.

4. From the left hand menu, click **Incident Reports**. The Incident Search screen appears.

![Incident Search Screen](image2)
5. Enter the **Incident Date** and click **Add Incident Report**. The Incident Details screen appears.

![Incident List screen](image.png)

**Online Help**
Refer to Online Help for the next detailed steps:

- Enter basic information for an incident.
- Add children or youth involved in an incident. (Remember that the person selected as the perpetrator is the one who initiated the incident. Not all witnesses need to be included as observers, only those directly involved.
- Add provider members or staff involved in an incident.
- View the incident report factors.
- Submit the incident report for review.