Michigan Statewide Automated Child Welfare System (MiSACWIS) Status Report

(FY 2020 Appropriation Act - Public Act 67 of 2019)

November 1, 2019

Sec. 1903. (1) The department shall report to the senate and house appropriations subcommittees on the department budget, the senate and house fiscal agencies, the senate and house policy offices, and the state budget office by November 1 of the current fiscal year the status of an implementation plan regarding the appropriation in part 1 to modernize the MiSACWIS. The report shall include, but not be limited to, an update on the status of the settlement and efforts to bring the system in compliance with the settlement and other federal guidelines set forth by the United States Department of Health and Human Services Administration for Children and Families.

(2) The department shall report to the senate and house appropriations subcommittees on the department budget, the senate and house fiscal agencies, the senate and house policy offices, and the state budget office by November 1, January 1, March 1, May 1, July 1, and September 1 of the current fiscal year a status report on the planning, implementation, and operation, regardless of the current operational status, regarding the appropriation in part 1 to implement the MiSACWIS. The report shall provide details on the planning, implementation, and operation of the system, including, but not limited to, all of the following:

(a) Areas where implementation went as planned, and in each area including whether the implementation results in either enhanced user interface or portal access, conversion to new modules, or substantial operation improvement to the MiSACWIS system.

(b) The number of known issues.

(c) The average number of help tickets submitted per day.

(d) Any additional overtime or other staffing costs to address known issues and volume of help tickets.

(e) Any contract revisions to address known issues and volume of help tickets.

(f) Other strategies undertaken to improve implementation, and for each strategy area including whether the implementation results in either enhanced user interface or portal access, conversion to new modules, or substantial operation improvement to the MiSACWIS system.

(g) Progress developing cross-system trusted data exchange with MiSACWIS.

(h) Progress in moving away from a statewide/tribal automated child welfare information system (SACWIS) to a comprehensive child welfare information system (CCWIS).

(i) Progress developing and implementing a program to monitor data quality.

(j) Progress developing and implementing custom integrated systems for private agencies.

(k) A list of all change orders, planned or in progress.

(l) The status of all change orders, planned or in progress

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(m) The estimated costs for all planned changed orders.
(n) The estimated and actual costs for all change orders in progress.

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a) Areas where implementation went as planned.

There were multiple releases to the MiSACWIS production environment in FY2019. Releases included defect fixes and changes to existing functionality or implementation of new functionality. Below is a summary of key release information.

Key MiSACWIS implementation successes in Fiscal Year 2019 include:

1. MiSACWIS Person Search and View Case History: The process to view full case history of a person in MiSACWIS was cumbersome for users and posed risk for users to miss valuable case history information. To enhance the view of person and case information, changes were made to existing functionality.

2. CPS Investigation: The Children's Protective Services (CPS) Investigation Report was updated as well as a new report, the Supervisory Children's Protective Services Investigation Report was created to improve report quality, allow for better supervisory oversight and accountability, and to address audit findings from the Michigan Office of the Auditor General's (OAG), CPS investigations audit.

3. Risk Assessment: MiSACWIS focused efforts on fixing defects specific to risk assessments.

4. Behavioral/Developmental Detail in Medical Passport: MiSACWIS completed changes required per the federal lawsuit to the medical passport to allow users the ability to document and track behavioral and developmental concerns of youth. This data provides additional relevant information to placement providers and parents. Additionally, the medical passport is required by statute and policy.

5. Case Closure: MiSACWIS has fixed several backlog items related to case closure as well as made system modifications to assist end users in closing a case.

6. Adoption Workflow: MiSACWIS continued to work on adoption workflow improvements to achieve better usability.

7. State Pays First: Previously, county childcare funded (CCCF) payments were paid by county governments directly. The Michigan State Legislature passed bills 529 and 530 which required MDHHS to implement a new payment process to allow the agency to be the initial payer for all case services in cases where the agency is assigned for case and supervision. Modifications were made throughout FY19 to implement the new payment process and allow MDHHS and each county/tribe to pay for services to children under their respective supervision. The State Pays First system changes were completed on October 1, 2019.

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8. <u>Pay Unlicensed Relatives</u>: Functionality changes were completed to support payment to unlicensed relatives beginning April 2019. This project required significant implementation tasks due to the necessity to enroll over 1,000 providers in Bridges and SIGMA.

9. <u>Recoupment Process Changes</u>: During FY19, work was initiated on the recoupment process to move toward meeting the department's need to have a fully functional recoupment process to address audit findings.

10. <u>Other Child Welfare Application Support</u>: MiSACWIS has completed development work in FY19 to support new Michigan Child Welfare applications – Michigan Online Reporting System (MORS), Supervisory Control Protocol (SCP) Portal and Mobile Investigator. MORS was implemented to comply with the State mandate that allows a mandated reporter to submit complaints through a web application. The SCP Portal was created to assist CPS supervisors in verifying completion of investigation requirements. The Mobile Investigator application was developed to enable CPS investigators to work more efficiently in the field using smartphones.

11. <u>Child Welfare Licensing</u>: The Bureau of Information Tracking System (BITS) completed updates on provider records to support changes to Public Act 116 which became effective March 28, 2018. BITS sends provider information to Bridges and MiSACWIS via interface. Modifications were made in MiSACWIS to process the data received in the file sent by BITS. MiSACWIS adjustments were specific to licensing status and events. MiSACWIS also maintains historical license status and events for provider records before March 28, 2018. These system changes will ensure BITS, Bridges, and MiSACWIS are coordinated.

12. <u>Field End User Operational Enhancements</u>: MiSACWIS project staff continued to seek field input on system enhancements. The MiSACWIS program will continue engaging the field through information gathering sessions for the betterment of data entry and ease of use for the workers. Change control enhancements provided directly from the field input include, but are not limited to the following:

- New functionality was implemented allowing both MDHHS and private agency users to have the ability to search for any provider inquiry without restriction.
- A new screen was added to allow users to search for CPS-Maltreatment in Care (MIC) intakes directly from the provider record and associate it back to a specific provider record.
- The Provider Management Workload screen was modified to include additional information at a glance.
- The Bridges Referral Error tickler was modified to be escalated to the assigned primary worker's supervisor on the case if not resolved within five days.
- Changes were made to the address record to require the end user to enter the zip code and county. This change was made to reduce payment processing errors and improve data quality.

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- Placement exception requests (PERs) were updated to display the routed task history so end users know who has approved the PER.
- An edit was added to case service plans to validate whether a safety assessment for foster care was required and/or linked to the case service plan.
- The central registry manual add selections were fixed to prefill appropriately.
- A new child death notification was created.
- Policy instruction was added to the risk assessment screens to provide quick support to workers to assist them in properly completing the assessment.
- A new centralized intake notification is automatically sent to assigned workers removing the need for centralized intake staff to manually create the notification.

b) The number of known issues.

The MiSACWIS project tracks and monitors issues through the identification of defects. As of September 29, 2019, there are no critical defects in the system. There are other defects identified in the application that are defined as low, medium, or high severity.

c) The average number of help tickets submitted per day.

The average number of help desk tickets submitted per day was 98 for the time period of October 1, 2018 through August 31, 2019. This is a decrease from last year.

d) Any additional overtime or other staffing costs to address known issues and volume of help desk tickets.

In FY19, MDHHS did not use overtime hours for help desk tickets or known issues.

e) Any contract revisions to address known issues and volume of help desk tickets.

In FY19, the MiSACWIS project did not issue contract revisions to address known issues or the volume of help desk tickets.

f) Other strategies undertaken to improve implementation.

The MiSACWIS project has continued to assess its operational processes to assure continuous quality improvement.

Further process implementation successes in Fiscal Year 2019 include:

Customized Site Support Model: Site support has continued in FY19 to engage and assess MiSACWIS business usability and provide triage and over-the-shoulder support to MiSACWIS end users.

New Worker MiSACWIS Training: Training collaboration has continued throughout FY19

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with the Office of Workforce Development and Training (OWDT) to provide MiSACWIS training to new CPS, foster care, juvenile justice, and adoption workers. The MiSACWIS field support team will begin providing all MiSACWIS training during the OWDT new worker training institutes in October 2019. There were 52 new CPS and foster care worker payment trainings with 835 participants, four juvenile justice worker trainings with 42 participants, and 10 new supervisor payment trainings specific to foster care with 105 participants.

MiSACWIS Training Academy Workshops: Instructor led training workshops to address training issues identified in help desk trends have continued throughout FY19 to provide ongoing MiSACWIS training in the areas of intake and investigation, service plans and assessments, placement and payment, adoption and provider management. There were 66 training sessions provided with 352 participants. The field support team also provides any needed MiSACWIS training academy workshops for OWDT business service center in-service trainings. There were nine sessions provided in FY19 helping 27 field staff.

Training Resources: The MiSACWIS field support team records webinars and computer-based trainings (CBTs) to provide further support to end users. The MDHHS field support analysts update and create job aids as needed in addition to updating and creating CBTs, webinars, and online help. In FY19, the MiSACWIS field support team led 166 training sessions, webinars, or presentations with 2,534 participants. In addition, there were 15 CBTs and 94 job aids maintained. All 15 CBTs were modernized, and nine of the 94 job aids were newly developed.

Training Requests: MiSACWIS project staff continue to provide assistance as requested via the MiSACWIS training request process. This process allows agencies and local offices to request webinars, job aids, CBTs, or in-classroom support as needed. There have been twelve requests from the field during FY19. To date, onsite training has been provided for most requests. All offices have given positive feedback on the training received.

Help Desk: MiSACWIS project staff are preparing to implement a help desk process to categorize tickets more clearly. Categories and timeframes are being defined to assist MiSACWIS users in understanding how their system issues will be addressed. These adjustments will provide clarity to the field users, improved structure to the project and address audit findings.

g) Progress developing cross-system trusted data exchanges with MiSACWIS.

Enterprise Service Bus (Hub):
In FY19, a MDHHS Enterprise Service Bus (Hub) interface solution was implemented which provides applications the ability to connect and share data through this Hub. This solution provides a standardized platform for integration and eliminates the need of utilizing direct web service interfaces for data exchange between applications. MiSACWIS joined the HUB and established a communication for data exchange with applications

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Bridges, Michigan Online Reporting System (MORS), Mobile Investigator, and Supervisory Control Protocol (SCP).

Other applications that have a current web service interface connection with MiSACWIS will be reviewed and prioritized for this HUB solution with MiSACWIS. This will be a phased approach to minimize risks of establishing new Hub connections and testing of too many applications with MiSACWIS at once.

Mindshare:
The Performance Based Child Welfare System pilot in Kent County includes a customized data exchange. The exchange between MiSACWIS and Mindshare allows Mindshare to have specific MiSACWIS data to then analyze and use for enhancing, monitoring and improving child welfare practices. This data exchange was expanded in FY19 and remains operational.

Death Data:
A Data Share Agreement (DSA) for death data to be used by MiSACWIS was completed in FY19. This DSA allows for the utilization of an interim process to obtain date of death information on child welfare participants until the automated process is fully established and MiSACWIS can receive that data through the service bus.

MiFILE:
The State Court Administrative Office (SCAO) has initiated the MiFILE project which is the statewide electronic filing (e-filing) project. MiFILE is a single platform that will support all trial courts and is a comprehensive filing solution that will be consistent across the state. An electronic document management system (EDMS) component is also available. SCAO has engaged with MDHHS to determine the benefits that can be realized by MDHHS and SCAO through the utilization of this filing process. Preliminary discussions have occurred thus far, however additional meetings are expected in November 2019 to move the engagement and action planning forward.

h) Progress moving away from a statewide/tribal automated child welfare information system (SACWIS/TACWIS) to a comprehensive child welfare information system (CCWIS).

Following the assessments of the MiSACWIS application and the completion of planning activities, CSA has submitted an Implementation Advance Planning Document (IAPD) to the federal Department of Health and Human Services Administration for Children and Families (ACF) for approval to initiate the modular replacement of the MiSACWIS application. This IAPD provides an overview of the initial planning for the new CCWIS, as well as request for funding for the next fiscal year. The IAPD is currently under review by ACF.

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A request for proposal (RFP) for a vendor to implement the first module of the new CCWIS system is in progress and expected to be ready for executive and procurement team review in early October 2019.

i) Progress developing and implementing a program to monitor data quality.

The MiSACWIS team has documented data quality efforts and concerns. The initial data quality plan (DQP) was submitted to ACF and approved in September 2019. The MiSACWIS management team is partnering with several other divisions in MDHHS, as well as DTMB, to continue to develop and implement the DQP. A key activity for the near future is to incorporate the DQP process into the planning for the new CCWIS. Data quality planning will be a task throughout the planning and implementation process for the new CCWIS system. There are activities underway in MiSACWIS that are working to correct and improve data which will improve the data that will eventually become part of the new CCWIS. Formalizing a committee of primary stakeholders, including private agencies and tribes is planned for early FY20.

j) Progress developing and implementing custom integrated systems for private agencies and tribal governments.

The Performance Based Child Welfare System in Kent County is a customized data exchange. The exchange between MiSACWIS and Mindshare allows Mindshare to have specific MiSACWIS data to analyze for improving child welfare practices. There have also been ongoing efforts to enhance and improve data exchanged with the tribal community. It is the department's intent to partner with the private agencies and tribes to monitor, improve, and validate the data of the MiSACWIS application.

k) A list of all change orders, planned or in progress.
l) The status of all change orders, planned or in progress
m) The estimated costs for all planned changed orders.
n) The estimated and actual costs for all change orders in progress.

The MiSACWIS project maintains a product backlog which is a list of all enhancements/change controls, defects, and work items. These items are monitored and ranked by the different functional teams along with business owners. The teams then determine the items that will be in the upcoming releases based upon that ranking, prioritization and capacity. The operational process currently has teams planning in detail for the short term, about 4-6 months or 2-3 releases, and the longer-term planning is high level with general estimations. Projects (typically large effort items) are handled differently than the smaller, maintenance items which are predominantly defect fixes. Project work is typically planned first, then defects are put into releases as they fit into the remaining capacity. However, maintenance work that is critical, significantly impacts users or help

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desk volumes, is prioritized. This analysis of impact and priority, and backlog review, refinement and adjustment are consistent operational tasks.

The list below represents the list of essential projects approved that CSA has deemed the list of projects to be considered for implementation in FY20. The expectation is not that every project will be completed in FY20. Projects will be added to this list as new needs are determined. The addition of a project requires review of the prioritization of the entire approved project list.

(k) A list of all change orders, planned or in progress.	(l) The status of all change orders, planned or in progress.	(m) The estimated costs for all planned change orders.**	(n) The estimated and actual costs for all change orders in progress.***
		Estimated Cost	Actual Cost to Date (As of 9/3/19)
Medical and Dental Tracking for Returned Home Cases	Planned	$40,800.00	
State Pays First	In Progress	$4,320,000.00	$1,526,486.72
Expand the MiSACWIS Web Services with Bridges	Planned	$60,000.00	
Person merge items, Duplicate ID Creations	In Progress	$57,000.00	*
Central Registry Related Fixes	In Progress	$90,000.00	*
Case Closure Modifications	In Progress	$600,000.00	*
IV-E for YAVFC	Planned	$60,000.00	
Child Placement Network Changes	In Progress	$352,754.00	$303,929.83#
MiSACWIS Documents Scan and Search Optimization (Landing Page Only)	Planned	$600,000.00	
Pay Unlicensed Relatives Phase 2	In Progress	$329,968.00	$167,573.50
Adoption Program Changes for Federal Reporting	Planned	M&O	

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		Estimated Cost	Actual Cost to Date (As of 9/3/19)
Maltreatment in Care (MIC) Related Fixes	Planned	M&O	
Death Data batch to Children's Ombudsman Audit Finding	Planned	$50,000.00	
FFPSA Fingerprinting for Adults working in IV-E Child Caring Institutions	Planned	$237,500.00	
Changes to support Qualified Residential Treatment Programs (QRTP) for FFPSA	Planned	$1,200,000.00	
Family Preservation System and Data Needs (FFPSA)	Planned	$84,000.00	
Data Exchange with SSA-Beneficiary data Federal Mandate	Planned	$60,000.00	
Support Title IV-E claiming for Foster Care Child Day Care	Planned	$285,000.00	
Upgrade to Oracle 19	Planned	$121,600.00	

Hours expended to date not broken out from the regular release tasks so cost data not available.

* Estimates are based on a high-level ROM or revised estimate after business requirements have been completed.*

**** Actual costs are based on hours entered in the States Project Management time tracking tool where actual staff rates are applied.*