Michigan Statewide Automated Child Welfare System (MiSACWIS) Status Report

(FY 2021 Appropriation Act - Public Act 166 of 2020)

November 1, 2020

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 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.

    (m) The estimated costs for all planned change orders.

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

Michigan Department of Health & Human Services

BP Section 1903(2) PA 166 of 2020
Report 1

a) Areas where implementation went as planned.

There have been no Michigan Statewide Child Welfare System (MiSACWIS) releases during FY21. There was one last release for FY20 in September 2020. The release included defect fixes and changes to existing functionality. Below is a summary of key release information.

Key MiSACWIS implementation successes in September 2020 include:

1. ICWA Child Tribal Access: System updates give tribal users the ability to document case activity and create case service plans in MiSACWIS.

2. Central Registry: Perpetrators meeting the appropriate criteria are added to central registry upon supervisory approval of a category escalation record or upon supervisory approval of a Child Protective Services investigation and no longer at the time of submission to the supervisor.

3. Placement Address: When a new placement is created, users have the option to copy the child's placement address to the child's address record within the Person Profile removing the need for users to manually enter the data.

4. Juvenile Justice: To support Emergency Rules 2020-208, several changes needed to be made to Incident Reporting functionality.

5. Bridges Interface: The ability to view more Bridges data to determine instances when a recipient ID already exists and a new recipient ID is not needed allows users to dispose of CPS investigation when Bridges is in read-only mode.

6. Social Work Contacts: Contracted providers can add social work contacts into the MiSACWIS system once they are assigned the case.

7. Reimbursability: Reimbursability was updated to no longer require a trust accountant's decision for children with social security income (SSI) and the Child's Needs section was removed. Additionally, the Determination of Title IV-E Reimbursability (DHS-350) was updated to the newest version.

b) The number of known issues.

The MiSACWIS project tracks and monitors issues through the identification of defects. As of October 12, 2020, 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.

Between July 1, 2020, and September 30, 2020, the average number of help desk tickets submitted per day was 72. This is an increase from the September 1st FY20 status

update. Temporary leave days from May 17th thru July 25th where MDHHS staff worked 32 hours a week may have impacted the number of created help desk tickets.

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

From July 25, 2020, through October 12, 2020, 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.**

From July 25, 2020, through October 12, 2020, 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 continues to assess its operational processes to assure continuous quality improvement. Process implementation successes since the last FY20 status update on September 1st include:

Product Backlog Review: Due to the new team alignments, the MiSACWIS teams have combined their product backlogs and are working with business owners to prioritize all work associated work to those new team alignments.

Security Access: Database Security Application implementation to allow for an automated process to request access to MiSACWIS continues. The schedule was adjusted to be able to add two new groups – one group of 400 new non-MDHHS contracted users and a second group of central office security coordinators. At this time, eight of the 19 groups of users have been implemented with the ninth having started implementation tasks. The MiSACWIS team has and will continue to provide web-based trainings to assist end users.

Duplicate Person Analysis: The assigned MiSACWIS team has continued with field user sessions to identify problem areas within the application to determine possible technical or training solutions to avoid the creation of a duplicate person. This work is still in progress as participation from field users continues to be low. The Duplicate Person Power BI report pilot continues with a small set of field users to address scenarios where a person merge could occur with data validation. The pilot assists in generating options for how counties can implement using the report to be useful to field staff.

Microsoft Azure DevOps: To increase efficiencies and better support an Agile framework, MiSACWIS and related Child Welfare technical teams have decided to implement Azure DevOps as its one Application Lifestyle Management tool. This tool provides an end-to-end solution for the five core practices of DevOps: planning and tracking, development, build and test, delivery, and monitoring and operations including production support. The Team is currently being acclimated to using the tool and it is planned to be fully

implemented by October 19, 2020. Demonstration sessions continue to acclimate the business to the new tool and discuss business processes.

<u>Monitoring Users</u>: Efforts are in place to monitor privileged users that can modify data in the application, local office, and private agency MiSACWIS users. Reports continue to be reviewed and follow up completed as needed to ensure those users that do not need MiSACWIS access have access terminated.

<u>Reports Analysis</u>: Queries identifying reports not being saved have been sent to the field for their review and action. This will continue to be sent monthly as an ongoing effort to improve data quality.

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

No data exchange development has occurred this period. Additional data reports have been developed in the data warehouse; these are also accessible by private agencies. An assessment of data needs specifically for private agencies has been initiated to determine the need for data exchanges. The exchange of data with Licensing and Regulatory Affairs will be enhanced to support increased reporting on child caring institutions and Division of Child Welfare Licensing related oversight.

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

The final draft of the Request for Proposal for the initial module for the new CCWIS was published December 16, 2019, vendor proposals were received in January, proposal review and scoring was completed in February and vendor oral presentations were held (virtually) in March. Final scoring and best value assessments were significantly hampered by COVID-19 and the loss of anticipated CCWIS FY20 funding, however, are in the final stage. Activities are currently underway to finalize vendor selection and complete the draft contract and negotiations. Now that funding is again available, once the draft contract is complete, it can be sent on for review and approval by the federal Department of Health and Human Services Administration for Children and Families (ACF). Other activities to prepare for the transition to a new CCWIS have continued to the extent possible using existing resources. Efforts will be made to assure MiSACWIS continues its transition to comply with CCWIS regulations. Status updates have been provided to ACF.

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

The MiSACWIS team in partnership with Children's Services Agency (CSA) has continued development of the governance to support data quality planning and

management. This governance will formalize and establishes oversight, review, and resolution processes. Meetings with private agency partners and tribes have been initiated to discuss data quality monitoring and the Data Quality Plan (DQP). Ongoing meetings will be held to continue to work through the requirements and plan activities.

The MiSACWIS management team continues to partner with several other divisions in MDHHS, as well as Department of Technology, Management and Budget, to continue to enhance and implement the DQP and support activities. An increase in engagement and activity continues to be a priority. Information is being sought by other states to gather lessons learned to assist the team in further developing processes and structure around data quality planning and oversight.

The MiSACWIS team has completed several data quality improvements in the past quarter including updating thousands of duplicate person records and several system fixes and updates. The team continues to evaluate system issues that affect data quality and prioritize those items supporting the commitment to improve data that will eventually become part of the new CCWIS. Support from the Data Warehouse and Bridges teams will also assist the data quality improvement efforts. Data quality planning and monitoring will be a key component throughout the development of the new CCWIS system.

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

The exchange between MiSACWIS and Mindshare, which supports the Performance Based Child Welfare System in Kent County, allows Mindshare to have specific MiSACWIS data to analyze for improving child welfare practices. This interface is still in use. Meetings continue with tribes to assess, enhance, and improve data exchanged with tribal communities. 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 and subsequently the CCWIS system. Most of the necessary system modifications are complete to allow Michigan tribes to utilize MiSACWIS directly. Those who enter into the Title IV-E agreement will be able to utilize MiSACWIS for their case management. The assessment to review private agency data needs has been initiated and will guide the next steps regarding necessary development in the new CCWIS to address those needs. Integrated systems with private agencies and tribal governments have significant financial implications that need to be assessed and reviewed for decisions related to the new CCWIS. This will be an ongoing engagement.

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. This list has been reduced for MiSACWIS due to the preparations to move to the new CCWIS. Those items that will not be done in MiSACWIS but are relevant to consider in the design of the CCWIS have been documented as such and are available for the CCWIS team to review. The MiSACWIS backlog 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 loss of twenty-three (23) contract staff between the MiSACWIS and Child Welfare Data Warehouse teams in May and July have significantly impacted the amount of work that can be completed, thus making prioritization even more critical. The prioritization of items is being more frequently reviewed with CSA leadership.

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

The list below represents the projects previously approved by CSA as essential priorities to be considered for implementation in FY20, some of which would carry into FY21. The expectation is not that every project will be completed in FY21. Items defined as new development now require an additional review and approval through the IT Executive Governance. 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 9/30/20)
Payment Reconciliation and Recoupment	Complete	$51,500.00	*
Contractors access to MiSACWIS to enter social work contacts	In Progress	M&O	*

(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 9/30/20)
Provider exception handling	Complete	$11,400.00	*
Change to track tribal verification (DHHS 5598 tracking)	Complete	$2,060.00	*
Person merge items, Duplicate ID Creations (Including Indicator for Power BI report)	In Progress	$63,867.00	*
Family First Prevention Systems • Changes to support Qualified Residential Treatment Programs for FFPSA • Family First Prevention Services Act (FFPSA) System and Data Needs	In Progress	$595,299.00	$418.065.00
Upgrade to Oracle 19 (includes hardware)	In Progress	$558,634.00	$661,252.95
Azure Dev Ops	In Progress	$277,057.28	$191,549.00
Dynamics O365	Complete	$240,093.86	$135,451.33
Expand the MiSACWIS Web Services with Bridges	In Progress	$60,000.00	*
CPS Technology Suite Enhancements (Mobile and Supervisory Control Protocol)	Complete	$2,606,093.00	$1,982,020.71
Death Data batch to Children's Ombudsman Audit Finding	Planned	$50,000.00	*
Tribal Access to MiSACWIS	Complete	$112,979.00	*
MiSACWIS Address Pre-Fill	Complete	$51,164.00	*
MiSACWIS Central Registry and Routing	Complete	$36,511.00	*

(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 9/30/20)
Raise the Age	Planned	$581,650.00	$0
CPS Redesign	Planned	TBD	$0
CI Access Database Replacement ****	In-Progress	$1,398,673.67	$69,375.99

 * 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.

**** Grant funded project