

Information Technology Expansions Report 1

(FY2020 Appropriation Act - Public Act 67 of 2019)

January 15, 2020

Sec. 1901. (1) The department shall provide a report on a quarterly basis 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 all of the following information:

(a) The process used to define requests for proposals for each expansion of information technology projects, including timelines, project milestones, and intended outcomes.

(b) If the department decides not to contract the services out to design and implement each element of the information technology expansion, the department shall submit its own project plan that includes, at a minimum, the requirements in subdivision (a).

(c) A recommended project management plan with milestones and time frames.

(d) The proposed benefits from implementing the information technology expansion, including customer service improvement, form reductions, potential time savings, caseload reduction, and return on investment.

(e) Details on the implementation of the integrated service delivery project, and the progress toward meeting the outcomes and performance measures listed in section 1904(2) of this part.

(f) A list of projects approved in the previous quarter and the purpose for approving each project including any federal, state, court, or legislative requirement for each project.

(2) Once an award for an expansion of information technology is made, 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 a projected cost of the expansion broken down by use and type of expense.



Information Technology Expansion Quarterly Report – Quarter 1

Sections 1901 (1) of Public Act 67 of 2019

January 15, 2020

Requests for Proposals (1901. (1) (a))

The Children Services Administration plans to update the current Michigan Statewide Child Welfare Information System (MiSACWIS) to be compliant with the Comprehensive Child Welfare Information System (CCWIS) rules established in August 2016 (45 CFR 1355.50-1355.59). CCWIS requires systems to be modular in design. A Request for Proposal was created and published on December 16, 2019 to award a contract for development of a foster care licensing module. This module is planned as the first of several which will modernize the existing system and move Michigan forward with full compliance with the Modified Implementation, Sustainability and Exit Plan (MISEP). Each module will be designed to operate independently while fully integrating with the legacy application and future modules. The winning bidder must develop the module on a SOM selected platform and must leverage existing SOM IT investments. Each bidder must submit a project plan with milestones and timeframes. Bidder proposals are due January 31, 2020

Approved Information Technology Expansion Utilizing Existing Resources (1091 (1) (b), (c) & (d))

No new expansion projects were approved in the first quarter of FY20.

Integrated Service Delivery Project Progress (1901. (1) (e))

Integrated Service Delivery Portal

- Healthy Michigan Plan Time Limits and Work Requirements projects continue to be supported by the ISD Portal. Work is planned through the 2nd quarter of FY20.
- SIM Grant Enhancement Project work continues from FY19 and will continue through the 2nd quarter of FY20.
- The Office of the Inspector General is developing a charter for work which will impact the ISD Portal. ISD-related work is planned for the final quarter of FY20.

Key notable metrics

- The ISD portal implemented the Michigan Online Reporting System in FY19, resulting in a 55% decrease in processing time for mandatory reporting of suspected child neglect or abuse.
- The Women, Infants & Children (WIC) program was also added to the ISD portal to increase the number of Michigan parents and children with access to service. As of September 2019, 11,000 families who were referred to WIC through the ISD portal were approved for services.

Release Schedule

Release Number	Date	Weeks of Development
R5.6	11/23/2019	8
R6.0	1/25/2020	17

Release Number	Date	Weeks of Development
R20-1	2/15/2020	6
R20-2	3/7/2020	4
R20-3	4/25/2020	9
R20-4	5/9/2020	6
R20-5	6/13/2020	6
R20-6	6/27/2020	9
R20-7	7/25/2020	4
R20-8	8/8/2020	6
R20-8	9/19/2020	6
R21-1	10/10/2020	6
R21-2	10/31/2020	12

Universal Caseload and Contact Center

- The project work has continued to proceed based on executive approval issued on a month-to-month basis until the project priorities for FY20 are finalized.
- No additional counties were rolled out in the final quarter of FY19.

Key notable metrics

- Metrics will be available when roll-out is completed.

Release Schedule

UCL/CC Independent Release	10/21/2019
UCL/CC Geo-Group Split (MITop10 / FAB4)	10/21/2019
UCL/CC Major Release (First Major in Year Three)	11/23/2019
UCL/CC Pilot Strategy Defined	12/2/2019-12/20/2019
UCL/CC Minor Release	12/14/2019
Onboard Additional Business Readiness Resources	1/6/2020-1/24/2020
UCL/CC Major Release (Alignment with HMP3)	1/24/2020
UCL/CC Minor Release	2/22/2020
UCL/CC Minor Release	3/21/2020
UCL/CC Major Release (Alignment with BRIDGES Release)	4/25/2020
UCL/CC Minor Release	5/23/2020
Start of Pilot Rollout	6/8/2020
Pilot Group Support/Assessment	6/8/2020-9/7/2020

UCL/CC Major Release	6/20/2020
UCL/CC Minor Release	7/25/2020
UCL/CC Minor Release	8/22/2020
UCL/CC Major Release	9/19/2020
Project Closedown Complete	10/16/2020

Projects Approved During Quarter (1901. (1) (f))

ID	Project	Purpose
BRG-BICWR-1122	Bridges Interview Guide options link to case comments	Initiative to improve efficiency and effectiveness of services to clients
BRG-BICWR-1144	Simplify Asset Screen	Initiative to improve efficiency and effectiveness of services to clients
BRG-BICWR-1145	Auto Registration for State Emergency Relief	Initiative to improve efficiency and effectiveness of services to clients
BRG-BICWR-1150	Bridges Correspondence Inquiry Change for Location	Initiative to improve efficiency and effectiveness of services to clients

Projected Cost of Expansions Awarded During Quarter (1901. (2))

No awards for expansion of information technology were made during the quarter so no projected cost information is provided.