

Michigan Statewide Automated Child Welfare System (MiSACWIS) Status Report

(FY 2018 Appropriation Act - Public Act 107 of 2017)

November 1, 2017

Sec 1903 (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 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.*
- (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.*
- (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/TACWIS) 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 and tribal governments.*



Michigan Department of
Health & Human Services

RICK SNYDER, GOVERNOR
NICK LYON, DIRECTOR

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(a) Areas where implementation went as planned.

MiSACWIS implementation successes in Fiscal Year (FY) 2017 include:

1. Child Welfare Licensing: The October 2016 release incorporated child welfare licensing components of Bureau Information Tracking Service (BITS) into MiSACWIS and eliminates previously manual processes. Throughout FY 2017, multiple, new licensing reports were added to MiSACWIS as well as ticklers for upcoming or overdue tasks, changes to allow for tracking who views Criminal Justice Information Services (CJIS) and other secure, confidential data and the ability to directly route variance reports to Division of Child Welfare Licensing consultants for approval.
2. Court Redesign: In the November 2016 release, enhancements were made within court functionality that provides a more accurate picture of a child's custody episode in instances when there are multiple custody episodes. Multiple legal statuses, eligibility determinations, and discharge dates are more easily entered with the new functionality. The enhancements reduced a high-volume of help desk tickets and data fixes associated to custody episodes, legal statuses, and eligibility records.
3. Unknown Person: The March 2017 release removed the requirement of assigning a Person ID to an unknown person on an intake, which now allows centralized intake (CI) users to add an unknown person to a children's protective services (CPS) intake without needing to search for an unknown person. This change prevents the creation of duplicate persons and improves the work flow between CI and local office CPS staff.
4. Human Trafficking Documentation: In April 2017, CI and CPS workers began documenting whether a child is a victim of trafficking on the intake and/or the investigation. Additional information has been added to screens to support collecting human trafficking details within the intake and investigation.
5. Adoption Redesign: As part of the adoption redesign implemented throughout the spring 2017, MiSACWIS project staff collaborated with policy office to enhance the adoption work areas and make them more user friendly. Multiple screens and reports were updated as part of this effort.
6. Personal Identifying Information: In order to comply with federal regulations, MiSACWIS changes were made in June 2017 to track all access to Personal Identifying Information. An audit trail now identifies who views Personal Identifying Information within the system.

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7. Comprehensive Addiction and Recovery Act Reporting: MiSACWIS changes were made in September 2017 to capture information related to the Comprehensive Addiction and Recovery Act (CARA) for infants. CPS intakes and investigations now document if an infant was identified as being affected by substance abuse and/or if withdrawal symptoms or Fetal Alcohol Spectrum Disorder resulting from prenatal drug/alcohol exposure, are present. The CPS intake and investigation outline if there is a plan for safe care, if service referrals were made and how those service referrals will be monitored.
8. MILogin and Next Generation Digital Infrastructure: MiSACWIS began the transition in June 2016 to leverage the Michigan Identity, Credentialing and Access Management infrastructure to provide MILogin the Single Sign-on capabilities. This transition supported enhanced security and meets the multi-factor authentication requirements for private sector partners.
9. Central Registry: Central Registry enhancements were made in FY 2017 to align the search criteria between MiSACWIS, child welfare licensing, the child welfare data warehouse, and the Bridges application. An audit report was also implemented to track user(s) who search and view the screen displaying Central Registry information.
10. SIGMA – Financials: MiSACWIS has made necessary code changes throughout FY 2017 and has completed end to end and user acceptance testing to support SIGMA (Statewide Integrated Governmental Management Applications) implementation, which occurred on October 1, 2017. Payments to foster care/adoptive parents, as well as private and service providers, are completed in MiSACWIS and are now automated through Michigan's treasury system, SIGMA.
11. Kent County Consortium – Performance Based Contracting: MiSACWIS and the child welfare data warehouse have been enhanced to allow for full functionality of a modified child welfare delivery system for the Kent County Consortium Project.

(b) The number of known issues.

The MiSACWIS project tracks and monitors issues through the identification of defects. As of September 26, 2017, there are 3 open, critical defects in the system which is a decrease of 91 percent from those reported in FY 2016. There are other defects identified in the application that are defined as low, medium or high severity.

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

The average number of help desk tickets submitted per day from October 2016 to September 2017 is 129.

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

In FY 2017, MDHHS utilized overtime hours to reduce the number of help desk tickets by specifically addressing defect fixes and known issues. The overtime costs in FY 2017 totaled \$108,044.88.

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

In FY 2017, the MiSACWIS project did not issue contract revisions to address known issues and the volume of help desk tickets.

(f) Other strategies undertaken to improve implementation.

Field-Driven Business Support Model: The MiSACWIS project team continues to conduct on-site visits with MDHHS offices and private agencies to seek engagement with MiSACWIS field users and to provide support regarding system enhancements. A process for the field to communicate suggestions for system enhancements was implemented in January 2017 and the implementation of a yearly MiSACWIS survey to seek additional input from MiSACWIS users is being developed. MiSACWIS project staff regularly consult with Children's Services Agency executive management, the Quality Improvement Council, business service center directors and Child Welfare Services & Support on changes to the onsite visit format to increase field engagement.

New Worker MiSACWIS Training: MiSACWIS and the Office of Workforce Development and Training staff continue to provide Pre-Service MiSACWIS training to new workers and are collaborating to provide training to new supervisors. MiSACWIS field support staff also provide training to new juvenile justice residential staff and are working with the Division of Child Welfare Licensing to provide new licensing worker training.

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MiSACWIS Training Academy: MiSACWIS field support staff conduct training workshops. Training needs are identified through help desk trends, feedback provided during the onsite visits and system updates. The workshops are offered to MDHHS and private agency users. The training occurs in a classroom setting scheduled geographically around the state to limit the amount of travel and participants receive in-service training credit hours. During training sessions, end users have time to ask questions, practice system functionality and address case issues.

Train the Trainer Workshops: MiSACWIS staff develop and provide train-the-trainer workshops for staff to provide the same training to others in their offices. Project staff send the training materials to all training participants and support them in facilitating training in their offices.

E-Learning Training: MiSACWIS staff develop and conduct webinars with assistance from Office of Workforce Development and Training staff to provide further support to field users. System online help and job aids are developed or revised for each MiSACWIS release. Project staff develop new computer-based training and revise existing trainings with each MiSACWIS release.

Help Desk: Help Desk Tier 1.5 was initiated in April 2017 by adjusting existing staff to have two help desk analysts assigned to assist five of the project's agile teams. Tier 1.5 analysts review all new help desk tickets escalated to Tier 2 for review, as well as those pending additional information. This allows help desk tickets to be reviewed more timely when sent to Tier 2 for review and resolution.

Product Backlog Review: Each of the project's agile teams has implemented a monthly meeting with all Business Owners to review the projects assigned to their team and their backlogs to prioritize the work for the next sprint release.

Sprint Planning: MiSACWIS process changes were implemented for sprint release planning to allow the developers and testers to take immediate action without having to wait for requirements to be finalized. The spring release calendar has been modified to allow agile teams more time between each release for planning and to improve efficiencies.

Technical Improvements: MiSACWIS has implemented improvements in the build and other technical processes to reduce downtime and technical issues. Other process improvements resulting from the Material Internal Control Weakness Remediation and Accountability Program have been implemented.

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

Master Person Index: The MiSACWIS team has been working with the Master Person Index (MPI) team to determine what benefits and data the MPI can provide. MPI is enterprise search/validation software developed by MDHHS but not currently utilized by MiSACWIS. This solution is across multiple state agency programs. The MPI will increase the capability of end-user searches across multiple programs to manage case information. There is additional benefit to child welfare users in that they will have access to information on people that they do not currently have access to, or central access to, within the application's current search functionality.

Education and Death Data: There has been planning initiated on gaining access to Education and Death data, likely via the MPI or the data hub, during FY 2018. An interface to gain additional educational data would be extremely beneficial to caseworkers across the state and would be expected to improve efficiencies in addressing educational needs. The death data would also improve effectiveness and would assist in timely ending of payments and making case adjustments as a result of a death.

Medical Information: Efforts are underway to access specific health data for foster children from the Medical Services data warehouse via MiSACWIS. Enhancements allow access to crucial medical information via the CareConnect 360 application, which provides views to the data in the Medical Services data warehouse. Those views are customized based on specific MiSACWIS data, such as caseworker assignment and the child's program type.

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

Analysis was completed by the strategic integration team of the Business Integration Center regarding the potential to transition to comply with Comprehensive Child Welfare Information System (CCWIS) regulations. The finding was that the new CCWIS regulation and the MDHHS strategic direction are in close alignment. The functionality that is currently available in MiSACWIS, combined with Michigan's current SACWIS status, places Michigan in a favorable position to make the modifications required to become CCWIS compliant while concurrently meeting the MDHHS priorities. It was also noted that the CCWIS funding methodology is consistent with the S/TACWIS model.

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The MiSACWIS project management team has been participating in all of the CCWIS specific webinars sponsored by the Administration of Children and Families (ACF) to gain an additional understanding of CCWIS. There have been discussions with Michigan's liaison from ACF regarding planning for CCWIS as well. Additional discussions are planned with the ACF liaison regarding specific considerations for Michigan's business model. The Department will make a formal, internal decision to transition to CCWIS this fall so that planning and tasks can begin to document the CCWIS plan required by July 2018.

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

The Division of Continuous Quality Improvement (DCQI) implemented a semi-annual Information System Review to report the accuracy of recording information about youth and families served in Michigan's foster care system to Children's Bureau. The Information System Review is intended to demonstrate that Michigan's MiSACWIS system can readily identify the status, demographic characteristics, location, and goals for the placement of every child who is or has been in foster care within the immediately preceding 12 months. Michigan will review a minimum of 265 cases to measure accuracy. The results are incorporated into the Child and Family Services Review Round 3 statewide assessment and the Annual Progress and Services Report. In addition, MiSACWIS Project staff developed the Missing/Outlying Values report to assist caseworkers in ensuring all federal reporting requirements are captured for accurate federal reporting.

Planning has been initiated within the MiSACWIS project to increase quality control processes including data queries that can be run on a consistent basis to monitor data quality. The project also addresses any data concerns uncovered throughout daily work and help desk tickets. The project is hoping to establish some additional bandwidth within the project to initiate more processes and monitoring of data quality starting in the fall of 2017.

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

The Performance Based Child Welfare System in Kent County will provide for a customized data exchange. The exchange between MiSACWIS and Mindshare will allow Mindshare to have specific MiSACWIS data to then analyze and utilize for enhancing, monitoring and 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.