Michigan Statewide Automated Child Welfare System (MiSACWIS) Status Report

(FY 2019 Appropriation Act - Public Act 207 of 2018)

November 1, 2018

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, 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 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 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.

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(a) Areas where implementation went as planned.

There were multiple releases to the MiSACWIS production environment in FY2018. Releases included defect fixes and change controls (changes to existing functionality or implementation of new functionality). Release items do not account for all MiSACWIS project work. The information provided below does not represent all items released as all releases include defects and minor adjustments resulting in an extensive list of items.

Key MiSACWIS implementation successes in Fiscal Year 2018 include:

1. Medical Information: The functionality of the health screens within MiSACWIS were improved to work towards commitments of the Implementation, Sustainability, and Exit Plan (ISEP). Modifications have been and continue to be made to maintain the most up to date medical provider and medication information within the application. The Medical Passport redesign was also completed, which maintains documentation of a youth's medical and health information. This change has supported MDHHS's goal of ensuring better care of foster children by enhancing the processes and systems for improving the productivity of the work force, improving the quality of data and information, providing a single source for complete medical information; along with providing better tools and functionality for the case workers. This enhancement was essential to reduce unnecessary data and gather the most pertinent health and medical data.

2. Child Welfare Licensing: The integration of the Division of Child Welfare Licensing (DCWL) into MiSACWIS has continued into FY18 with the goal of streamlining the DCWL processes and providing a better tool for users, while supporting the progress expected towards associated commitments of the ISEP. The project also continues to support DCWL's compliance with Act 116 of the Public Acts of 1973, as Amended, Licensing Rules for Child Placing Agencies and Child Caring Institutions. Additional updates were completed for the licensing/provider management area to assist in improving the workflow for users in the areas of provider inquiry, members, and closure.

3. Relative Home Evaluations: For Children's Protective Services (CPS) and Foster Care workers completing an Initial Relative Safety Screen (DHS-588) or Relative Placement Home Study (DHS-3130A), additional questions were added to document if the placement was court ordered. This change has alleviated the need to complete an addendum for the DHS-588 and DHS-3130A and improves the workflow for both CPS and Foster Care workers. This enhancement reduces the time needed to complete the relative home evaluations when the court has ordered the placement and MDHHS does not approve of the placement.

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4. Adoption Process: MiSACWIS project staff continued collaboration with policy office to enhance the adoption work areas and make them more user friendly throughout FY18. The adoption process redesign work included enhancing the existing functionality to maintain data integrity, address gaps in functionality, update reports, update Michigan Children's Institute consent functionality, and address errors regarding sealing/closing a case. These efforts support adoption workers in completing adoption work more easily in MiSACWIS.

5. Intake and Investigation Process: Improvements in the intake and investigation process were completed throughout FY18 in MiSACWIS. A new screen was added to allow Centralized Intake to view all prior decisions on an intake. CPS workers and supervisors are now able to modify a person ID on an unknown person before an investigation is approved, preventing a CPS investigator from potentially working with an incorrect person ID or creating a duplicate person ID. Additionally, MiSACWIS functionality was aligned with MDHHS policy by allowing users to dispose an investigation with allegations attached to victims over the age of 18 as "No Evidence" instead of "No Preponderance." Two levels of approval are now required for Category V abbreviated investigations; one from the CPS supervisor and one from the county director or designee.

6. Central Registry: Central Registry (CR) enhancements were made in FY18 to display additional details when searching CR records. The CR search screen displays the worker's name and the county/district who added the record, as well as information to indicate the source that created the record. The CR search screen also indicates the SWSS CIS Case Number, if one exists for that record.

7. Sexual Orientation and Gender Identity or Expression (SOGIE) and Prison Rape Elimination Act (PREA): MiSACWIS changes were made to capture information related to SOGIE and PREA. Specifically, MiSACWIS was modified to include three additional screens to document any SOGIE information available in court records, case files or facility behavioral records. The department needs the ability to extract information for federal reporting purposes. Child welfare and juvenile justice programs are working to ensure that SOGIE data is collected for individuals involved with open cases. This is required to make appropriate placement decisions, develop appropriate case plans and treatment plans, as well as provide necessary services. This information is necessary to identify the service population and needs for staff training, federal reporting, and to comply with PREA when making placement and programming decisions for youth. The PREA, 42 USC Chapter 147, prohibits placement of LGBTI youths solely based on self-identification or status. Placement in a facility requires a case by case assessment to ensure the youth's health and safety and Title IX of the Education Amendments of 1972 (Title IX), 20 USC 1681 et seq, and associated rules apply to the placement of transgender youth.

8. Placement Exception Requests: Placement Exception Request (PER) enhancements were implemented in FY18 to capture additional data per policy and auto-generate

more PERs, removing the need for workers to manually create PERs. Additional changes made to PER functionality in collaboration with policy office included the addition of new siblings placed apart PER reasons and generating a second initial residential PER when a child moves from one child caring institution (CCI) to another CCI within the approved timeframe of the first initial residential PER period.

9. <u>Court Reports and Case Service Plans</u>: Court report and case service plan modifications were completed to improve readability. Court reports were reformatted to be more aesthetically fluid for field workers and the court. Changes were made to the initial, updated and permanent ward court reports. Other minor changes were made to case service plans related to timeframes and what data was to be included in the report period.

10. <u>Java Version and WebSphere Application Server Version Upgrades</u>: The MiSACWIS application was developed with a Java code version that became unsupported in April 2018 and thus required an upgrade. Additionally, WebSphere was also upgraded to become more compatible with the Java upgrade. Most of the efforts with the upgrades were with coding, configuration changes, testing and validation of the current application after the upgrades were completed. Any defects found in testing required development staff to troubleshoot and resolve.

11. <u>Oracle Database and Crystal Report Upgrades</u>: The MiSACWIS application used Oracle Database and Crystal Reports versions that were outdated. The MiSACWIS database was upgraded to the current Oracle version and the Crystal Reports 2016 version. Most of the efforts with the upgrades were with coding, configuration changes, testing, and validation of the current reports after the upgrade was completed.

(b) The number of known issues.

The MiSACWIS project tracks and monitors issues through the identification of defects. As of September 27, 2018, 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 from October 2017 to September 2018 was 105.

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

In FY 2018, MDHHS did not utilize overtime hours for help desk tickets or known issues.

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

In FY 2018, 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 and increased efficiency and effectiveness while delivering a quality product in a timely manner.

Several new or improved processes have been established and are outlined below.

1. <u>Customized Site Support Model</u> including pre- and post-site support surveys to determine needs and effectiveness of the assistance provided.

2. <u>Enhanced MiSACWIS Training</u> that focuses on providing program specific and payment training support to MiSACWIS users. A new curriculum of instructor led training workshops has also been developed and can be utilized in addition to the webinars, computer-based trainings, job aides and online help that the MiSACWIS field support team provides.

3. <u>Enhancement Request</u> process for the submission of requests. MiSACWIS project staff will be working with Children's Services Agency (CSA) executive management and the business service center (BSC) directors regarding the proposed changes with full implementation of the new process anticipated to occur in FY19.

4. <u>Security Access Request</u> improvements include the requirement that all new users must complete the MiSACWIS security computer-based training prior to being granted access to MiSACWIS, along with an electronic signature process. MiSACWIS staff are also working to determine the system requirements for a Database Security Application (DSA), a web-based application for submitting, processing and viewing historical requests for access to state applications such as MiSACWIS. Implementation of a DSA is planned to occur by the end of FY19.

5. <u>Sprint Planning</u> changes allow the developers and testers to take immediate action without having to wait for requirements to be finalized. Teams are meeting prior to each sprint to review areas where cross team planning is needed for quality assurance. The sprint release calendar has been modified to allow agile teams more time between each release for planning to improve efficiencies. Other process improvements resulting from the Material Internal Control Weakness Remediation and Accountability Program (MICWRAP) have been implemented.

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6. <u>Help Desk Ticket Classifications</u> are being defined to assist MiSACWIS users in understanding how system issues will be addressed. After the help desk process is finalized, a communication will be sent to the field to explain the categories and timeframes. These adjustments will provide clarity to the field, improved structure to the project and address audit findings.

7. <u>Release Notes</u> template review was initiated in FY18 to determine alternate methods to convey the release changes to end users in a more user friendly format. The goal is to also improve the release notes process internally to increase project efficiency, as the same set of staff do several, primary tasks.

8. <u>User Satisfaction Survey</u> to assess satisfaction with using the system, training resources, and the help desk in order to determine areas where the MiSACWIS project can improve in providing better support to end users. The survey will be implemented during FY19 with the plan to annually survey end users to ensure ongoing satisfaction.

9. <u>Leading Agile</u>, a free resource offered by the Administration for Children and Families, has been utilized to assist in assessing project procedures and provide suggestions or recommendations for overall operational improvement. This has initiated several changes that have streamlined processes, offer a path to greater transparency and improved consistency in the operational methodology.

Specific efforts implemented in the previous fiscal year, such as implementing a tier 1.5 to provide additional, initial review of help desk tickets prior to tier 2 and product backlog reviews with Business Owners, continue to assist with efficiency and process.

The MiSACWIS project continues to participate in and utilize the governance structure of the Child Welfare Program Management Office (PMO) and other services of the Business Integration Center. The PMO also offers project managers the ability to manage and oversee the projects within MiSACWIS.

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

In FY19, MiSACWIS will be implementing a cross-system trusted data exchange with the Enterprise Service Bus Hub interface solution, which will allow for replacing the numerous, existing web service interfaces. Once MiSACWIS is connected to the Hub, the connections to other systems will be handled through services between those systems and the Hub, therefore reducing the number of different connections systems need to have to exchange data.

<u>Master Person Index (MPI):</u> The MiSACWIS team continues to examine what benefits and data the MPI can provide to assist MiSACWIS in current, critical functions. The MPI will increase the capability of end-user searches across multiple programs to manage case information.

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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 utilize for enhancing, monitoring and improving child welfare practices.

Education data: Utilizing the Hub to gain access to additional educational data through the Department of Education would improve efficiencies in addressing educational needs. The implementation of this data exchange is currently estimated to be achieved in FY20.

Death Data: Access to death data would assist in timely termination of payments and making case adjustments as a result of a death. A Data Share Agreement (DSA) for death data to be used by MiSACWIS is currently under review that would allow 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 MPI and the service bus.

Medical Information: Foster Care workers currently access crucial medical claims information via the CareConnect 360 application, which provides customized views, based on caseworker assignment and child program type, to the data in the medical services data warehouse. To allow for a more efficient exchange of data from the medical services data warehouse, core MiSACWIS application changes are necessary and will occur throughout FY19.

MiFILE: The State Court Administrative Office (SCAO) has initiated MiFILE, 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. It is assumed that MiFILE may offer significant opportunity and efficiency to child welfare related to the filing of child protective proceeding petitions.

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

The department submitted the Advance Planning Document (APD) for MiSACWIS to the U.S. Department of Health and Human Services, Administration for Children and Families (ACF). The APD documents what was accomplished in the previous fiscal year and what is planned for the next fiscal year. This year's APD also required the department to indicate if there is a plan to comply with the CCWIS regulations and to describe that plan. MDHHS did provide information on the planning and declared to transition from a SACWIS system to a CCWIS system utilizing the existing application, MiSACWIS. The APD has been reviewed and approved by ACF. The Department's Information Technology Strategic Roadmap also includes and supports CCWIS planning.

Key next steps for moving forward toward CCWIS compliance is the initiation and planning of the formal data quality plan for the CCWIS. The MiSACWIS project

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management team has been and continues to participate in all the CCWIS specific webinars sponsored by the ACF to gain additional understanding of the CCWIS regulation. There also continues to be discussions with Michigan's ACF liaison regarding planning for CCWIS.

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

The MiSACWIS project has initiated planning efforts to increase quality control processes, including data queries that can be run on a consistent basis to monitor data quality. The documentation of the formal data quality project plan is to begin in October 2018 and will seek to establish a committee of primary stakeholders, including private agencies.

A request has also been made for a report from the DTMB child welfare data warehouse that provides a consolidated view of specific, primary data elements that will identify where data quality issues may exist and require resolution. Additional efforts are in progress to request support from the Bridges project to assist in updating specific data to allow for additional merging of person data in the MiSACWIS application. Planning is also moving forward specific to how to utilize the Master Person Index functionality to improve the data quality, primarily around person data.

The MiSACWIS project continues to collaborate with the Division of Continuous Quality Improvement (DCQI), which 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 the federal Children's Bureau. The Information System Review is intended to demonstrate that Michigan's MiSACWIS system, at a minimum, 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.

(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 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.

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(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 details on projects or defects that drive estimates and effort are not always completed far in advance. 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 very high level and 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 out 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 volumes, can certainly be prioritized ahead of certain project work. 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 FY19. The expectation is not that every project will be completed in FY19. Projects will likely be added to this list as time passes as new needs are determined. The addition of a project requires review of the prioritization of the entire, approved project list.

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(k) A list of all change orders, planned or in progress.	(l) The status of all change orders, planned or in progress.	Estimates are based on a high-level ROM or revised estimate after business requirements have been completed. (m) The estimated costs for all planned change orders.	Actual costs are based on hours entered in ChangePoint multiplied by a blended rate of $95/hour. (n) The estimated and actual costs for all change orders in progress.
		Estimated Cost	Actual Cost to Date
Medical and Dental Tracking for Returned Home Cases- BIC 14406	Planned	$40,800.00	
Youth Medical Information- Medical Passport Phase II- Behavioral/Developmental Detail in Medical Passport- 6410, 13362	In Progress	$900,000.00	$85,500
State Pays First- BIC 20976, 15409, 23632, 15159, 6813, 15689partial)	In Progress	$4,320,000.00	$30,875
NCANDS Risk Factors-BIC 21246	In Progress	$61,750.00	Initiation and Planning phase. *
CI Mandated Reporter- BIC 2591	In Progress	$595,166.00	$73,440.38
MiSACWIS Master Person Index- BIC 2641	Planned	$302,000.00	
Expand the MiSACWIS Web Services with Bridges- BIC 7080	Planned	$60,000.00	
Person merge items, Duplicate ID Creations- BIC 15544	In Progress	$57,000.00	$85,025.00
Adoptive Family Assessments- Adoption Functionality Redesign- 17357 & 4759	Planned	$300,000.00	
DCWL Public Act 116 Provider license status updates- BIC 23120	Planned	$18,000.00	

Social Work Contacts- BIC 11475	Planned	$314,880.00	
CPS Audit Risk Assessment Modifications	Planned	$60,000.00	
Central Registry Related Fixes	In Progress	$90,000.00	*
Case Closure Modifications	In Progress	$600,000.00	*
Interstate Compact on the Placement of Children (ICPC) Updates - BIC 21092	Planned	$600,000.00	
MiSACWIS User Access Modifications - BIC 20987	Planned	$255,075.00	
IV-E for YAVFC- BIC 7790	Planned	$60,000.00	
Kent County PBFC Model (remaining work)- BIC 2650	Planned	$160,800.00	
CPS Investigation Report Revision and MiSACWIS Changes- BIC 222326	In Progress	$43,400.00	$3,657.50
Child Placement Network Changes- BIC 15698	In Progress	$287,760.00	*
CF14 Approval functionality in MiSACWIS (defects; creating new module)	Planned	$1,200,000.00	
MiSACWIS Documents Scan and Search Optimization (Landing Page Only) BIC 3484	Planned	$600,000.00	
MiSACWIS Person Search Display & View Case History prorate BIC 17505	In Progress	$235,440.00	$10,640
Data Vault updates (technical)	Planned	$60,000.00	
Hibernate Version Upgrade (technical)	Planned	$300,000.00	
Changes to unlicensed, relative placement documents for payments and safety- BIC 17766	In Progress	$337,897.00	$153,235.00
Revisions to DHS 588 and 3130A- BIC 23722	In Progress	$285,000.00	Initiation and Planning phase. *
* Hours expended to date not broken out from the regular release tasks so cost data is not available.			