

# Michigan Statewide Automated Child Welfare System (MiSACWIS) Status Report

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

**January 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/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***

# Michigan Statewide Automated Child Welfare System (MiSACWIS) Status Report

*(m) The estimated costs for all planned changed orders.*

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



# Michigan Statewide Automated Child Welfare System (MiSACWIS) Status Report

## a) Areas where implementation went as planned.

There has been one release to the MiSACWIS production environment in the first quarter of FY20. The release 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 first quarter FY20 include:

1. Unlicensed, Relative Placement Documents: Modifications to the Initial Relative Safety Screen and the Relative Placement Home Study forms required updates to support reporting and paying approved, unlicensed relatives.
2. Child Placement Network (CPN) Functionality: CPN functionality changes were completed which will assist users in finding appropriate placements for children.
3. State Pays First: Changes were made within MiSACWIS to the chargeback area to enhance usability and provide necessary modifications for the State Pays First Project to support Public Acts 21-22 of 2018.
4. Children's Protective Services (CPS) Investigation Social Work Contacts: Functionality was added to the system to improve usability and create efficiency.
5. Vital Records Batch Processing: MiSACWIS completed updates to process information received from Vital Records on deceased individuals to prevent payments from being dispersed to deceased individuals in error.
6. Foster Care Case Service Plan Improvements: Policy indicators were added in MiSACWIS to assist foster care case workers with documentation.
7. Tribal Home Information: Information was added to assist users in locating tribal homes.
8. Provider Assignments: Assignment functionality for providers was modified to require an assignment for all open providers to improve data quality.
9. Case Closure: Foster care case closure requirements were updated.

## b) The number of known issues.

The MiSACWIS project tracks and monitors issues through the identification of defects. As of December 5, 2019, there were four critical defects in the system specific to new chargeback functionality released in the November 23<sup>rd</sup> MiSACWIS release. These issues did not impact end users. An immediate release addressed the issues.

# Michigan Statewide Automated Child Welfare System (MiSACWIS) Status Report

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

Between September 1, 2019, through November 25, 2019 the average number of help desk tickets submitted per day was 87. This is a decrease from FY19.

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

In the first quarter of FY20, 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 the first quarter of FY20, 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 in the first quarter of FY20 include:

- MiSACWIS project implemented a help desk process to categorize tickets more clearly.
- MiSACWIS staff continue to improve security.
- Agile training was provided to MiSACWIS staff.
- Testing functionality and business scenario reviews were improved.

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

Death Data: MiSACWIS now sends notifications to users regarding deaths of child welfare members and updates the MiSACWIS system with the date of death. This process will be utilized until the automated death notification process from Vital Records is fully established.

No other modifications to data exchanges have occurred this quarter.

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

Children's Services Agency (CSA) has received approval for the Planning Advance

# **Michigan Statewide Automated Child Welfare System (MiSACWIS) Status Report**

Planning Document (PAPD) and an Implementation Advance Planning Document (IAPD) from the federal Department of Health and Human Services, Administration for Children and Families (ACF) to initiate the modular replacement of the MiSACWIS application. The PAPD documents the activities that have occurred and are anticipated for the new Comprehensive Child Welfare Information System (CCWIS). The IAPD provides an overview of the initial planning for the new CCWIS, as well as request for funding. The final draft of the Request for Proposal for the initial module for the new CCWIS has also been published.

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

The MiSACWIS management team continues to partner with several other divisions in MDHHS, as well as DTMB, to continue to develop and implement the data quality plan (DQP). 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. Internal meetings are underway to establish additional methodology and prepare for additional stakeholder engagement. Formalizing a committee of primary stakeholders, including private agencies and tribes is expected to be complete in the next quarter of FY20.

**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. A meeting is scheduled with tribes 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 and subsequently the CCWIS system.

***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 list below represents essential projects that CSA is considering 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.

## Michigan Statewide Automated Child Welfare System (MiSACWIS) Status Report

<i>(k) A list of all change orders, planned or in progress.</i>	<i>(l) The status of all change orders, planned or in progress.</i>	<i>(m) The estimated costs for all planned change orders.**</i>	<i>(n) The estimated and actual costs for all change orders in progress.***</i>
		Estimated Cost	Actual Cost to Date (As of 11/26/19)
Medical and Dental Tracking for Returned Home Cases	Planned	\$40,800.00	
State Pays First	In Progress	\$4,320,000.00	\$1,821,612.10
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 Young Adult Voluntary Foster Care	Planned	\$60,000.00	
Child Placement Network Changes	In Progress	\$352,754.00	\$361,770.49
MiSACWIS Documents Scan and Search Optimization (Landing Page Only)	Planned	\$600,000.00	
Pay Unlicensed Relatives Phase 2	In Progress	\$435,064.76	\$368,596.01
Adoption Program Changes for Federal Reporting	Planned	M&O	
Maltreatment in Care (MIC) Related Fixes	Planned	M&O	
Death Data batch to Children's Ombudsman Audit Finding	Planned	\$50,000.00	
Family First Prevention Services Act (FFPSA) Fingerprinting for Adults working in IV-E Child Caring Institutions	Planned	\$237,500.00	

## Michigan Statewide Automated Child Welfare System (MiSACWIS) Status Report

<i>(k) A list of all change orders, planned or in progress.</i>	<i>(l) The status of all change orders, planned or in progress.</i>	<i>(m) The estimated costs for all planned change orders.**</i>	<i>(n) The estimated and actual costs for all change orders in progress.***</i>
		<b>Estimated Cost</b>	<b>Actual Cost to Date (As of 11/26/19)</b>
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	
CPS Technology Suite Enhancements	Planned	\$2,606,093	
<p><i>* Hours expended to date not broken out from the regular release tasks so cost data not available.</i></p> <p><i>** Estimates are based on a high-level ROM or revised estimate after business requirements have been completed.</i></p> <p><i>*** Actual costs are based on hours entered in the State's Project Management time tracking tool where actual staff rates are applied.</i></p>			