

Michigan Statewide Automated Child Welfare System (MiSACWIS) Status Report

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

March 1, 2021

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.***

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(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 has been one release in December 2020 to the MiSACWIS production environment. 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 include:

1. Financial: A system update was made to improve data integrity by requiring the user to select the appropriate responsible fiscal county prior to saving the service authorization. Other changes in financial included a fix to the Child Care Fund (CCF) forms 206b (Michigan Department of Health and Human Services [MDHHS]) and 207 (Court) and a fix for the chargeback offset status.
2. Incident Reports: Multiple changes were made to incident report functionality to support Emergency Administrative Rules and improve data quality. Incident reports are most critical for documenting incidents, such as physical restraints or personal injury to a child, which occur within Child Caring Institutions, including State Training Schools.

(b) The number of known issues.

The MiSACWIS project tracks and monitors issues through the identification of defects. As of January 22, 2021, 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 November 23, 2020, and January 22, 2021, the average number of help desk tickets submitted per day was 78. This is a decrease from the prior status update.

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

From November 23, 2020, through January 22, 2021, Michigan Department of Health and Human Services (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 November 23, 2020, through January 22, 2021, the MiSACWIS project did not issue contract revisions to address known issues or the volume of help desk tickets.

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(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 prior status update include:

Product Backlog Review: The MiSACWIS teams have combined their product backlogs and are continuing to work with business owners to prioritize all work associated with the new team alignments. Additional reviews are being conducted by MiSACWIS leaders and Children's Services Administration (CSA) leadership to ensure appropriate items are prioritized for the remainder of FY21.

Security Access: Implementation of an automated MiSACWIS access process continues with the Database Security Application (DSA). At this time, 12 of the 19 groups of users have been implemented with the 13th having started implementation tasks. The MiSACWIS team has and will continue to provide Teams trainings to walk end users through submitting a request.

Duplicate Person Analysis: This work is in progress and 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.

Microsoft Azure DevOps: The Azure DevOps tool is a Software as a service (SaaS) platform from Microsoft that provides 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 Azure DevOps tool provides increased efficiencies and better support for an Agile project framework.

Monitoring Users: Efforts are in place to monitor 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 or users that have more access than needed for their role have access updated.

Reports Analysis: Queries identifying approved reports not saved are sent monthly to the field for their review and action. This is 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. The Interagency Agreement between MDHHS and Licensing and Regulatory Affairs (LARA) was amended, and the Data Share Agreements updated to add data elements in the exchange to support enhanced reporting on Child Caring Institutions. Additional reports are currently in development that will provide private agencies a mechanism to run data reports on various aspects of their placement providers including who is actively licensed and any that may be under a special investigation.

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As we increase preparations for the Comprehensive Child Welfare Information System (CCWIS) we are increasing activity around data and data quality. The initial focus of the data review with private agencies is to ensure current gaps are documented and all efforts are made to incorporate the appropriate data and bridge the gaps in the new CCWIS. Addressing their data needs in the CCWIS will avoid additional costs and overhead of additional data exchanges where not required.

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

The draft vendor contract resulting from final negotiations was submitted to the federal Administration of Children and Families (ACF), Division of State Systems, for their review and approval on December 18, 2020. Upon ACF approval, the procurement process will be finalized which includes publishing the award letter, the 5-day protest period, the approval from the State Administrative Board, the final signatures on the contract, the Purchase Order established, and the vendor onboarded. It is anticipated that the vendor can be onboarded in March 2021. The department has also submitted the advance planning document to ACF to document the details of the new CCWIS project planned and proposed at this point and requested federal financial participation for the new CCWIS costs, which would equate to a 50% federal match to the state funds.

Other activities to prepare for the transition to a new CCWIS have continued to the extent possible using existing resources and continue to ramp up quickly. This includes preparatory meetings with the MDHHS Division of Child Welfare Licensing (DCWL), progress on establishing a position for a Product Owner for the Child Welfare Licensing Module and documenting supporting roles to the Product Owner. Efforts will be made to assure MiSACWIS continues its transition to comply with CCWIS regulations. Status updates continue to be provided to ACF.

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

The MiSACWIS team and Children's Services Agency has continued development of the governance to support data quality planning and management. This governance is formalizing oversight, review, and resolution processes. A data quality presentation was provided to DCWL to re-engage their area with data quality concepts and expectations, and how that translates into their preparation for CCWIS discovery and design sessions. We are utilizing feedback from that presentation to adjust the content as needed and will continue providing these presentations to other CSA program areas, private agencies and the CCWIS Transition Workgroup. Meetings with private agency partners and Tribal governments 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 Data Quality Oversight team is currently completing a biennial review as required by the CCWIS regulations. The team is also

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engaging with additional stakeholders that work closely with MDHHS to review data so that there is awareness, consistency, partnership, and efficiency around child welfare data.

The MiSACWIS management team continues to partner with several other divisions in MDHHS, as well as the Department of Technology, Management, and Budget (DTMB), to continue to enhance and implement the DQP and support activities. An increase in engagement and activity continues to be a priority, especially in preparation for data cleansing related to the first CCWIS module. The MiSACWIS team continues to make data quality improvements, including continuing to address duplicate person records and related 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. 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 tribal governments 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. The necessary system modifications are complete to allow Michigan's federally recognized tribes to utilize MiSACWIS directly, in a similar fashion to private agencies. This functionality will be part of the necessary title IV-E agreements currently being developed with several tribal governments. Those who enter into the title IV-E agreement will be able to utilize MiSACWIS for their foster care case management. There is a meeting scheduled with the tribes to continue discussion about anticipated CCWIS system development and potential utilization. The assessment to review private agency data needs in the new CCWIS has been initiated and will guide next steps. 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

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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. CSA leadership is frequently reviewing backlog item prioritization due to continued restricted resources including but not limited to the loss of twenty-three (23) contract staff from the MiSACWIS and Child Welfare Data Warehouse teams in May and July 2020 and the already existing DTMB and DHHS vacancies that may not be filled. The available capacity of remaining MiSACWIS resources will be increasingly impacted due to support that will have to be provided to the CCWIS project.

The agile, operational process currently has teams planning in detail for the short term (about 4-6 months or 2-3 releases), and general estimation planning for larger, long-term projects. Project work is typically planned first, then defect fixes are put into releases as they fit into the remaining capacity. However, maintenance work that has significant impacts to users is prioritized. This analysis of impact and priority, backlog review, refinement and adjustment are consistent operational tasks.

The list below represents the essential projects with initial approval to be considered for implementation in FY21. The expectation is that the entire project list will not be completed in FY21. Any new development items require an additional review and approval through the IT Executive Governance along with review of existing approved project list.

<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 1/22/21)
Payment Reconciliation and Recoupment	Complete	\$51,500.00	*
Contractors access to MiSACWIS to enter social work contacts	In Progress	M&O	*
Provider exception handling	Complete	\$11,400.00	*
Change to track tribal verification (DHHS 5598 tracking)	Complete	\$2,060.00	*

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		Estimated Cost	Actual Cost to Date (As of 1/22/21)
Person merge items, Duplicate ID Creations (Including Indicator for Power BI report)	In Progress	\$63,867.00	*
Family First Prevention Systems	In Progress	\$558,634.00	\$747,420.38
<ul style="list-style-type: none"> Changes to support Qualified Residential Treatment Programs (QRTF) for FFPSA 			
<ul style="list-style-type: none"> Family First Prevention Services Act (FFPSA) System and Data Needs 			
Upgrade to Oracle 19 (includes hardware)	Complete	\$558,634.00	\$661,252.95
Azure Dev Ops	Complete	\$277,057.28	\$214,435.65
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	*
Raise the Age	Planned	\$581,650.00	\$9,956.84
CPS Redesign	In-Progress	TBD	*

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		Estimated Cost	Actual Cost to Date (As of 1/22/21)
CI Access Database Replacement (CIADR)****	Completed	\$1,398,673.67	\$757,593.93
Incident Reporting	In-Progress	\$101,906.00	\$135,527.03
CCI Dashboards	In-Progress	\$70,163.00	\$70,035.09
<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 States Project Management time tracking tool where actual staff rates are applied.</i></p> <p><i>**** Grant funded project</i></p>			