Michigan Statewide Automated Child Welfare System (MiSACWIS) Status Report

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

May 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 was one planned release in February 2021 to the MiSACWIS production environment. The release included defect fixes and changes to existing functionality. Below is a summary of key release information.

Key MiSACWIS implementation successes include:

1. Qualified Residential Treatment Program (QRTP): Application changes to functionality within the areas of court, reimbursability, placement, service authorization, and notifications have been ongoing over the last couple of releases to support QRTP implementation. In addition to system modifications, a new assessment has also been developed. All coding completed through the February release will be made available to users on April 1st.

2. Relative Home Evaluations: Verbiage changes were made to the relative home evaluations (MDHHS-5770 and DHS-3130A) to meet Modified Implementation, Sustainability and Exit Plan requirements specific to the storage of weapons, firearms, or ammunition. In addition, the Infant Care Assessment section in the DHS-3130A is now only required if a child is between the ages of 0-12 months and can remain blank for children more than 12 months. This change reduces work for field staff and supports policy requirements.

3. Placement: To prevent potential data duplication within the child's address on the person profile, the question "Do you want to copy placement address to person profile?" was removed for those youth with an Independent Living placement service.

4. Incident Reporting: Changes continue to be made to incident report functionality to support emergency administrative rules and improve data quality. The Debriefing section of an incident report was revised to ask an additional question for the youth and staff along with entering the date and time. All previously listed incident sub types and the sub type box have been removed when either Physical Restraint, Injury - Child/Youth or Mechanical Restraint incident types are selected.

5. Investigation: An update to risk assessment scoring was communicated in Communication Issuance 20-011 and the Children's Protective Services (CPS) risk assessment definitions were updated to align both the application and policy. Also, when adding a CPS initial service plan extension request, the new due date takes into consideration any previously denied request, so the due date is correctly calculated and assists workers with completing reports timely.

(b)   The number of known issues.

The MiSACWIS project tracks and monitors issues through the identification of defects. As of March 19, 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 January 23, 2021, and March 19, 2021, the average number of help desk tickets submitted per day was 86. This is an increase from the prior status update.

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

From January 23, 2021, to March 19, 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 January 23, 2021, to March 19, 2021, 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 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 to the new team alignments. Additional reviews are being conducted by MiSACWIS leaders and Children's Services Agency (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, 14 of the 19 groups of users have been implemented (6,872 users) with both groups 15 and 16 having started implementation tasks. Implementation tasks to onboard 281 non-department contracted users to enter social work contacts have been completed. Efforts are in motion to assist child caring institutions to gain access to enter social work contacts to support QRTP aftercare services.

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 in which a person merge could occur with data validation. The goal is to open this up to additional users to allow for more review and validation of the tool. Expanded use is expected once the MiSACWIS team completes activities that address duplicates in automated tasks so that the field users do not have to address them.

<u>Monitoring Users</u>: Efforts remain in place to monitor MiSACWIS users. Reports continue to be reviewed and follow up completed as needed to ensure those users who do not need MiSACWIS access have access terminated, or users who have more access than needed for their role have access updated. System changes are also in progress for the April release to update the auto termination batch from terminating a user after 120 days of inactivity to 60 days of inactivity. Communication has been drafted for field awareness of this upcoming access change.

<u>Reports Analysis</u>: Queries identifying reports that are approved but not saved are sent monthly to the field for their review and action. This is an ongoing effort to improve data quality. There has been great improvement in reports being saved. The average number of approved reports per month that were not saved has decreased from a monthly average of 1,500 to 630.

<u>Data Quality Review</u>: Resources have focused on data quality items as it relates to provider/licensing information in preparation for the Comprehensive Child Welfare Information System (CCWIS). This effort is being led with MiSACWIS management and data quality oversight team members to ensure the team is prioritizing appropriate data quality items that will assist with conversion, migration, and accuracy of data as development begins for CCWIS. This activity includes actions that address duplicate person and other data quality issues beyond licensing.

<u>Data Quality</u>: The team is actively updating the Data Quality Plan which includes planning, organizing, and resolving items identified as data quality.

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

No data exchange development has occurred this period. Compiling of current information regarding existing data exchanges continues to increase as we prepare for CCWIS and significantly increase activity around data quality. Further meetings will be held with private agencies 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 vendor contract for the first module of the CCWIS, Child Welfare Licensing, was finalized on March 2, 2021. Approval of the current CCWIS plan and the federal funding participation for the first module, a 50% federal match to the state funds, was also received by the federal Administration of Children and Families (ACF), Division of State Systems. Planning meetings with Deloitte Consultants, the selected vendor for this module, were immediately initiated and have been held consistently to date. A formal kick-off will occur in early April though several meetings and activities are planned.

The additional preparatory meetings will finalize vision and outcomes planning with CSA leadership and with the MDHHS Division of Child Welfare Licensing (DCWL). A Product Owner for the Child Welfare Licensing module is expected to be onboarded in mid-April and documenting supporting roles to the Product Team will be finalized in the coming weeks. Additionally, there will be meetings held to discuss lessons learned, pain points from MiSACWIS and other technology supports, gap analysis documentation and multiple other sources to assure needs are well understood from the very beginning. Goals and success measures will also be discussed. Technical and business strategy will be addressed as well as the CCWIS foundation items such as security/access, technical features such as electronic certification/digital signature, database modeling, dashboards/reporting and much more. These items will occur prior to initiating design to clarify expectations and prevent/reduce rework in later modules. The Human Centered Design vendors are currently being assessed and it is anticipated a selected vendor will be onboarded in May.

(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. Data quality presentations will continue to be provided to business areas and field representatives to re-engage discussion on data quality concepts and expectations, and how that translates into their preparation for CCWIS discovery and design sessions. Meetings with private agency partners and Tribal governments have occurred 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 continuing the biennial review of data quality activities as required by the CCWIS regulations. The team is also 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 and the Division of Continuous Quality Improvement (DCQI) within CSA continues to partner with several other divisions in MDHHS, as well as 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 determine options to address those issues to continue to support the commitment to improved data for 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. The department is committed to partnering with the private agencies and tribes to monitor, improve, and validate the data of the MiSACWIS application and subsequently the CCWIS system.

Activity continues in developing the title IV-E agreements 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 will be ongoing meetings 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 preparations for the 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 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 frequently reviews 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.

(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.***
		Estimated Cost	Actual Cost to Date (As of 3/22/21)
Payment Reconciliation and Recoupment	Complete	$51,500.00	*
Contractors access to MiSACWIS to enter social work contacts	Complete	M&O	*
Provider exception handling	Complete	$11,400.00	*
Change to track tribal verification (DHHS 5598 tracking)	Complete	$2,060.00	*
Person merge items, Duplicate ID Creations (Including Indicator for Power BI report)	In Progress	$63,867.00	*
Family First Prevention Systems • Changes to support Qualified Residential Treatment Programs (QRTP) for FFPSA • Family First Prevention Services Act (FFPSA) System and Data Needs	In Progress	$1,081,293.52	$913,953.02
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
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	planned or in progress.	planned change orders.**	change orders in progress.***
		Estimated Cost	Actual Cost to Date
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	In Progress	$581,650.00	$528,236.67
CPS Redesign	In Progress	TBD	*
CI Access Database Replacement (CIADR)****	Completed	$1,398,673.67	$757,593.93
Incident Reporting	In Progress	$210,569.79	$178,241.7
CCI Dashboards	Complete	$70,163.00	$70,035.09

 * Hours expended to date not broken out from the regular release tasks so cost data not available.

** Estimates are based on a high-level rough order of magnitude or revised estimate after business requirements have been completed.

*** Incurred costs are based on hours entered in the States Project Management time tracking tool where actual staff rates are applied.

**** Grant funded project