

Michigan Statewide Automated Child Welfare System (MiSACWIS) Status Report

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

July 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 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.***
- (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.***



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a) Areas where implementation went as planned.

There was one release in May 2020 to the Michigan Statewide Automated Child Welfare Information (MiSACWIS) production environment since the status report dated May 1, 2020. 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 May 2020 include:

1. Social Work Contacts: Users can copy a social work contact from investigation to investigation. A link was also added to the social work contact details screen to provide guidance to support proper data warehouse reporting.
2. Adoption: Documents uploaded into the Adoption Progress Assessments section are now only visible in this area to protect confidentiality. Technical modifications were also made to move documents displayed in the Case Documents area and uploaded in the Adoption Progress Assessments.
3. Licensing & Provider Management: Licensing staff can select themselves, provider members, children placed, and assigned staff on the social work contact screen.
4. Financial: Roster exports include all payments associated to the roster and chargeback payments are only pulled when the payment status is paid or Electronic Funds Transfer to ensure no duplicate charges to the counties.
5. Correspondence/Mailings: Modifications were made to send notifications to mandated reporters and court notification letters via the consolidated print center.
6. Federal Reporting: To comply with Adoption and Foster Care Analysis and Reporting System federal reporting, modifications were made to obtain additional data elements regarding prior adoption and guardianship activity.
7. County Child Care Fund (CCF): An error message, 'Basic Grant Cannot Exceed \$15,000', was turned back on to display on the CCF Forms screen. This was a defect fix that will assist users in completing their work.
8. Placement Service Codes: Changes were made to placement service code descriptions to make them more specific and assist users in making accurate selections.

b) The number of known issues.

The MiSACWIS project tracks and monitors issues through the identification of defects. As of May 28, 2020, 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.

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

Between March 25, 2020, through May 22, 2020, the average number of help desk tickets submitted per day was 76. This is a decrease from the May 1st FY20 status update.

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

From March 25, 2020, through May 28, 2020, 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 March 25, 2020, through May 28, 2020, 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 May 1st FY20 status update include:

Team Alignment: The MiSACWIS Project team is working to realign the current agile, scrum team structure to increase efficiency and better support prioritized work due to the reduction of resources.

Product Backlog Review: Teams continue thorough product backlog reviews to determine critical items that will be considered for MiSACWIS development and any items that should be incorporated in Child Welfare Information System (CCWIS).

Security Access: Database Security Application implementation continues, though the schedule was pushed out to adjust to COVID-19 impacts. The MiSACWIS team has and will continue to provide web-based trainings to assist end users. Implementation efforts began in March 2020 and will continue with a phased roll out through February 2021.

Duplicate Person Analysis: Tier 1 help desk analysts completed review and compiled a report outlining issues, user feedback, and areas where issues occur more frequently. The assigned MiSACWIS team started sessions with field users to identify problem areas within the application to determine possible technical or training solutions to avoid the creation of a duplicate person.

Azure DevOps: To increase efficiencies and better support an Agile framework, MiSACWIS and related child welfare technical teams are implementing Azure DevOps as

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its one Application Lifestyle Management tool. This tool provides an 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. Planning is still in progress to transition from the current application to Azure DevOps.

Monitoring Users: Efforts to monitor privileged users that can modify data in the application continue. Reports continue to be reviewed and follow up completed as needed to ensure those users that do not need MiSACWIS access have access terminated.

Reports Analysis: The team has initiated discussion to assess users that are not saving reports in the application. Work is in progress at this time to develop queries for multiple reports generated from the application.

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

No data exchange development has occurred this period beyond enhancing the data exchange between MiSACWIS and the Supervisory Control Protocol.

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

The final draft of the Request for Proposal for the initial module for the new CCWIS was published December 16, 2019. Vendor proposals were received, initial scoring completed, and vendor oral presentations were held. Final scoring and best value assessment are in progress. Due to the loss of FY20 CCWIS funding, the procurement process to secure a vendor for the first new CCWIS module cannot be finalized. Activities to prepare for the transition to a new CCWIS will continue to the extent possible using existing resources. Efforts to assure MiSACWIS continues its transition to comply with CCWIS regulations will continue. Status updates have been provided to the federal Department of Health and Human Services Administration for Children and Families (ACF).

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

The MiSACWIS team in partnership with Children's Services Agency is in the process of further developing the governance to support data quality planning and management. This governance will formalize and establishes oversight, review and resolution processes. Private agency partners will also become more integrated into the process.

The MiSACWIS management team continues to partner with several other divisions in MDHHS, as well as Department of Technology, Management and Budget, to continue to enhance and implement the Data Quality Plan. An increase in engagement and activity is a priority now and for FY21. Information is being sought from other states to gather

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lessons learned to assist the team in further developing processes and structure around data quality planning and oversight.

The MiSACWIS 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. Support from the Data Warehouse and Bridges teams will also assist the data quality improvement efforts. Efforts are continuing to obtain technical assistance from Bridges and other technical resources to implement automated verifications between systems to improve the data. 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 tribes to enhance and improve data currently 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. Several activities are in progress to allow Michigan tribes to utilize MiSACWIS.

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 prioritization of items is being more frequently reviewed with Children's Services Agency (CSA) leadership.

The agile, 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 high level with 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 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 volume, is prioritized. This analysis of impact and priority, backlog review, refinement and adjustment are consistent operational tasks.

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The list below represents the projects previously approved by CSA as essential priorities to be considered for implementation in FY20. The expectation is not that every project will be completed in FY20. Items defined as new development now require an additional review and approval through the Information Technology Executive Governance. 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.

<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 5/29/20)
Foster Care Case Service Plan Modifications	In Progress	\$47,500.00	\$38,950
Payment Reconciliation and Recoupment	In Progress	\$51,500.00	*
Contractors access to MiSACWIS to enter social work contacts	In Progress	M&O	*
Provider exception handling	In Progress	\$11,400.00	*
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		Estimated Cost	Actual Cost to Date (As of 5/29/20)
Change to track tribal verification (DHHS 5598 tracking)	In Progress	\$2,060.00	*
Person merge items, Duplicate ID Creations (Including Indicator for Power BI report)	In Progress	\$63,867.00	*
Families First Preservation Systems	In Progress	\$595,299.00	\$53,602
<ul style="list-style-type: none"> • Changes to support Qualified Residential Treatment Programs for Family Preservation System and Data Needs (FFPSA) 			
<ul style="list-style-type: none"> • FFPSA 			
Upgrade to Oracle 19	Planned	\$558,634.00	\$42,351

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(includes hardware)			
Expand the MiSACWIS Web Services with Bridges	Planned	\$60,000.00	*
CPS Technology Suite Enhancements (Mobile and Supervisory Control Protocol)	In Progress	\$2,606,093	\$1,328,817
Death Data batch to Children's Ombudsman Audit Finding	Planned	\$50,000.00	*
Tribal Access to MiSACWIS	Planned	\$185,400.00	*
<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>			