

Michigan Statewide Automated Child Welfare System (MiSACWIS) Status Report

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

July 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 April 2021 to the MiSACWIS. 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): Additional application enhancements were completed to support QRTP. Changes to functionality included: updated security for view only users to access uploaded QRTP documents, expanded linking functionality for QRTP assessments to improve the workflow, added the ability to create an assessment in error, revised the Determination of Title IV-E Reimbursability (DHS-350) form to include the new QRTP Details section, and added additional notifications now generated to help field staff complete tasks timely.
2. Placement: The placement service descriptions for Human Trafficking (752, 772, 1752 and 1772) were added under the service type child caring institutions (CCI's). Defect fixes were also completed to allow for the child's placement address to copy into the person profile record without an error message. These will provide worker relief and support improved data quality.
3. Juvenile Justice: To assist with timelines per Emergency Rules regarding restraints at CCI's, email notifications are auto generated and sent to staff in the following scenarios:
 - Incident reports in an *In Progress* status after two, five, and 10 business days.
 - Incident reports in a *Pending Approval* status after two, five, and 10 business days.The recipients of the e-mails will vary but will include either the individual that created the incident report or to whom it was routed back to for completion and the supervisor. For the final notifications at 10 business days, the organization's program manager and director will also be notified.
4. Provider Assignments: The Create Assignment button was removed from the Provider Summary screen to reduce end user confusion. Worker assignments can be made by a supervisor on the Assignment screen.
5. Inactive Users: The automated process to terminate inactive users that have not logged into MiSACWIS for 120 days was reduced to 60 days to address audit and security requirements. The user and the user's supervisor receive an email notification 15 days prior to the termination of the user's access to advise the termination will be occurring.

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(b) The number of known issues.

The MiSACWIS project tracks and monitors issues through the identification of defects. As of May 21, 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 March 20, 2021, and May 21, 2021, the average number of help desk tickets submitted per day was 73. 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 March 20, 2021, to May 21, 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 March 20, 2021, to May 21, 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. In addition, the review also entails identifying items that will wait until CCWIS or be prioritized for FY22.

Security Access: Implementation of an automated MiSACWIS access process via the Database Security Application (DSA) is nearing completion. At this time, all users have been transitioned to use DSA to request access. Activities to assist users in completing their bulk loaded requests remain in place through June. Implementation tasks to onboard approximately 200 non-department, contracted users to enter social work contacts to support QRTP aftercare services have been completed. A new process to have appointed business service center staff enter security requests rather than the application security unit is also under way. In addition, both a yearly renewal process and privileged user review process have been implemented.

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Duplicate Person Analysis: 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. Based on pilot feedback, the project team is meeting routinely and working to clean up duplicates via data fixes and collaborating with Bridges to reduce duplicates through automated tasks. This will assist the field with review of the duplicate persons. Expanded use of the tool is expected once the MiSACWIS team completes the automated tasks. The goal is to have more users review and validate the tool prior to statewide use.

Monitoring Users: 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 were completed in the April release to update the auto termination batch from terminating a user after 120 days of inactivity to 60 days of inactivity.

Reports Analysis: 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.

Provider Data Quality Review: 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.

Data Quality Plan: 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).

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Since Deloitte was selected as the vendor for the child welfare licensing module in March 2021, there have been numerous implementation and planning meetings to get the project moving forward.

A product owner for the Child Welfare Licensing module was onboarded in late April and additional supporting roles to the product team are in review to hire. There have been meetings held between state, contract staff, and Deloitte to discuss lessons learned, pain points from MiSACWIS, and other technology issues to assure the vendor is clear on needs and expectations. Technical and business strategy have been discussed with more meetings scheduled to finalize these items. The CCWIS foundation items such as security and access, electronic certification and digital signatures, database modeling, dashboards and reporting, and more have been the focus of several meetings and discovery sessions. These foundational items must be thoroughly discussed, and specific decisions made to clarify expectations and prevent or reduce rework in later modules. The Human Centered Design vendor, Civilla, was onboarded in May. They have been meeting with project resources to establish their engagement plan and have been reviewing all project documentation established to date.

Engagement with end users from the field and other critical stakeholders have been initiated. Champion teams were established to have representation from the field for both private Child Placing Agencies and MDHHS county offices as well as representation from the Division of Child Welfare Licensing (DCWL). There are also chief administrator representatives from child placing agencies and CCI's engaged to participate in sessions and provide feedback. The champion teams gather feedback from additional users and stakeholders in the field and provide that input in listening sessions that are held with the product owner and other project staff. Listening sessions are also held with other representatives. There is extensive discussion in these sessions. The information from the listening sessions is then provided in discovery sessions which are held with the product owner, the vendor, key DCWL representatives, and other project representatives. The discovery sessions establish what information will be used for the design of the system.

Other activities related to change management, test planning, and planning for training have also occurred. Multiple activities will continue in parallel and engagement with other stakeholders will continue to increase, especially as planning for the public facing portal begins.

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

The MiSACWIS team and CSA have continued development to the data quality plan (DQP). The governance that formalizes oversight, review, and resolution processes has required additional adjustments to adapt to organizational changes. 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 preparation for CCWIS discovery and design sessions. Meetings with private agency

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partners and tribal governments have occurred to discuss data quality monitoring and the Data Quality Plan. Ongoing meetings will be held to continue to work through the requirements and plan activities in detail. 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 there is awareness, consistency, partnership, and efficiency around child welfare data.

The MiSACWIS management team and CSA Division of Continuous Quality Improvement (DCQI) continue 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 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 private agencies and tribal governments to monitor, improve, and validate the data of the MiSACWIS application and subsequently the CCWIS system.

Activity continues in developing title IV-E agreements with several tribal governments. Those who enter a title IV-E agreement will be able to utilize MiSACWIS for their foster care case management. There will be ongoing meetings scheduled with tribal governments to continue discussion about anticipated CCWIS system development and potential utilization. The assessment to review private agency data needs in CCWIS have 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 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.

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The MiSACWIS project maintains a product backlog which is a list of all enhancements or change controls, defects, and work items. This list has been reduced for MiSACWIS to prepare for the transition to CCWIS. Those items that will not be completed in MiSACWIS but are relevant to the design of the CCWIS have been documented 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 determine the items that will be in the upcoming releases based upon the 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 MDHHS 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 in the remaining capacity. 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 projects previously approved by CSA as essential priorities to be considered for implementation in FY21. The expectation is 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 5/21/21)
Payment reconciliation and recoupment	Complete	\$51,500.00	*
Contractor access to MiSACWIS to enter social work contacts	Complete	Maintenance & Operation	*
Provider exception handling	Complete	\$11,400.00	*
Change to track tribal enrollment and eligibility verification (MDHHS-5598 tracking)	Complete	\$2,060.00	*

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		Estimated Cost	Actual Cost to Date
Person merge items, duplicate ID creations (including indicator for Power BI report)	Complete	\$63,867.00	*
Family First Prevention Services Act (FFPSA)	In Progress	\$1,081,293.52	\$1,071,246.20
<ul style="list-style-type: none"> Changes to support Q RTP for FFPSA 			
<ul style="list-style-type: none"> 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	*
Children's Protective Services (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	In Progress	\$50,000.00	*
Tribal government 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	\$148,620.75

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CPS Redesign	Complete	\$11,389.60	*
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		Estimated Cost	Actual Cost to Date
CI Access Database Replacement (CIADR)****	Complete	\$1,398,673.67	\$757,593.93
Incident reporting	Complete	\$210,569.79	\$204,045.33
<p>* Hours expended to date not broken out from the regular release tasks so cost data is not available.</p> <p>** Estimates are based on a high-level rough order of magnitude or revised estimate after business requirements have been completed.</p> <p>*** Actual costs are based on hours entered in the States Project Management time tracking tool where staff rates are applied.</p> <p>**** Grant funded project</p>			