Michigan Statewide Automated Child Welfare System (MiSACWIS) Status Report

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

September 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 June 2021 to the Michigan Statewide Automated Child Welfare System (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. <u>Court</u>: The Adoption and Foster Care Analysis and Reporting System (AFCARS) includes a new federal requirement for all out of home placements except for Interstate Compact on the Placement of Children (ICPC) or Interstate Compact for Juveniles (ICJ) Receiving. To comply with this requirement, a modification to the court functionality was made to include a section for the Child and Family Circumstance at Removal, and new reasons and/or conditions were added in the removal record. This section is for any removal record entered on or after 7/1/2021 and replaces the previous removal reason selections.

   The following court orders were added to the system: JC15a - Authorization/Denial/ Notice of Hearing, JC15m - Motion Re Transfer/Hearing/Placement, and JC15o - Order Regarding Qualified Residential Treatment Program Placement.

2. <u>Child Care Fund (CCF)</u>: System fixes to resolve improper functioning were implemented on offset and deminimus indicators and the Monthly Offset Statement Report.

3. <u>Juvenile Justice</u>: The Protective + Risk Observations for Eliminating Sexual Offense Recidivism (PROFESOR) assessment was added to support policy. This replaces the Estimate of Risk of Adolescent Sexual Offense Recidivism (ERASOR) and Juvenile Sex Offender Assessment Protocol (J-SOAP) assessments. The ERASOR and J-SOAP remain as options temporarily to ensure any historically completed assessments can be added.

4. <u>Intake and Investigation</u>: To align with National Child Abuse and Neglect Data System (NCANDS) data reporting requirements, updates were completed in child protective services (CPS) intakes and investigations. These updates apply to CPS intakes and investigations created after 6/12/21.

5. <u>Indian Child Welfare Act (ICWA) Notifications</u>: Minor updates were made to the ICWA notifications, including renaming the notification and updating contact information.

b) The number of known issues.

The MiSACWIS project tracks and monitors issues through the identification of defects. As of July 20, 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.

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

Between May 22, 2021, and July 20, 2021, the average number of help desk tickets submitted per day was 70. 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 May 22, 2021, to July 20, 2021, the 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 May 22, 2021, to July 20, 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 product backlog has been reduced due to the recent effort with business owners to establish work to be completed in CCWIS versus MiSACWIS. Priority items are reviewed routinely with Children's Services Agency (CSA) leadership to assure resources are aligned with priorities. Reviews also provide information beneficial the Comprehensive Child Welfare Information System (CCWIS) planning.

Security Access: Implementation of the automated MiSACWIS access request process via the Database Security Application (DSA) has completed. All users have been transitioned to use DSA to request access. Activities to assist users in completing bulk loaded requests and renewals are in place. Users can reach out to the DSA email box or MiSACWIS help desk for assistance as well as attend a standing weekly training. A new process to have appointed business service center (BSC) staff enter security requests for BSC users rather than the application security unit continues.

Duplicate Person Analysis: The Duplicate Person Power BI report pilot continues and the users who have access has been expanded and queries modified to document duplicate counts more accurately. A metrics dashboard was created to allow a view of changes in duplicate counts in real time. The MiSACWIS team has maintained mass data clean-up efforts to prevent front-end users from having to manually review issues. Expanded use of the tool is expected once the MiSACWIS team completes more of the automated clean up. The goal is to have more users utilize and validate the tool prior to statewide use.

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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.

Reports Analysis: Queries identifying case reports that are approved but not saved are sent monthly to the field for their review and action. This continues to be an ongoing effort to improve data quality.

Provider Data Quality Review: Resources continue to focus 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. There is a significant amount of partnering and coordination between MiSACWIS and several other areas including Division of Continuous Quality Improvement (DCQI), local office, and private agency quality assurance analysts, as part of the data quality plan activities and oversight.

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

Compiling current data exchange information continues as MDHHS prepares for CCWIS implementation. Meetings with private agencies continue to improve awareness of current gaps in functionality. Private agency needs are documented, and efforts will be made to bridge the gaps in the new CCWIS. Work is planned to review the areas where private agencies are addressing gaps in MiSACWIS via their own mechanisms (spreadsheets, databases, technology systems). Addressing private agency 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).

CCWIS foundation matters such as security/access, electronic certification/digital signature, database modeling, and data syncing have been the focus of several meetings and discovery sessions. These items include significant complexity due to the syncing back and integration with the MiSACWIS application and the significant difference between the two technologies. Several decisions are in progress to assure the proper information has been assessed and long-term consequences are considered.

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There has been significant engagement with end users from the field and other licensing stakeholders. 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 were also chief administrator representatives from child placing agencies and child caring institutions engaged in providing feedback. The champion teams gather feedback from users and stakeholders and provide that input in listening sessions that are held with the product owner, project staff, and other representatives. Information learned from the listening sessions was utilized in the discovery sessions which were held with the product owner, the vendor, key DCWL representatives. and other project representatives. The discovery sessions establish the information that will be directly used for the documenting and design of the baseline business process and needs of the licensing module. The discovery sessions initiated the documenting of user stories that inform design and development. One sprint of technical development of functionality has been completed and a second is underway while the third sprint is currently in planning. Numerous agile ceremonies are held regularly.

MDHHS has contracted with Deloitte and Civilla and both organizations are actively engaged in human centered design work.

The training plan and approach is in progress and test planning and preparations are ramping up. Testing of the functions developed in the first sprints will begin in early August. Field testers will be engaged in these initial rounds of functional testing (MDHHS staff.) Organizational change management activities continue to increase, including the establishment of change agents.

Activities for planning the MiSACWIS changes to adapt to CCWIS will be ramping up significantly now that some of the module design is documented. Planning will occur to establish the elements in MiSACWIS that will change to read only or removed/hidden for completion in the CCWIS module.

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

The MiSACWIS team and CSA have continued development of the data quality plan (DQP). The governance that formalizes oversight, review, and resolution processes has required adjustments to adapt to organizational changes and increased partnering. Data quality presentations 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 DQP. Ongoing meetings will be held to continue to work through the requirements and plan activities in detail. The team has been 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.

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The MiSACWIS management team and the Division of Continuous Quality Improvement (DCQI) within CSA 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 new CCWIS system. Engagement with the Bridges and enterprise integration team has significantly increased surrounding data cleansing and data stewardship activities between systems.

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 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 are ongoing meetings scheduled with Tribal partners to continue discussion about anticipated CCWIS system development and potential utilization. The assessment to review private agency data needs in the new 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 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 to prepare for the move to the new CCWIS. Those items that will not be completed 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

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along with business owners on an increasing frequency. The teams then determine the items contained in the upcoming releases based upon that ranking, prioritization and capacity. Limited resources from existing DTMB and DHHS vacancies continue to add complexity in completing priority work and supporting CCWIS transition efforts. 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. Required project work is typically planned first, then defect fixes are put into releases as they fit into the remaining capacity. Maintenance work that has significant impacts to users is prioritized when possible, however, more capacity will have to focus on supporting the CCWIS project. 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 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 team along with review of the 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 7/16/21*)
Payment Reconciliation and Recoupment	Complete	$51,500.00	*
Contractors access to MiSACWIS to enter social work contacts	Complete	Maintenance & Operation	*
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)	Complete	$63,867.00	*
Family First Prevention Systems	In Progress	$1,081,293.52	$1,071,246.20

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• Changes to support Qualified Residential Treatment Programs (QRTP) for FFPSA			
• Family First Prevention Services Act (FFPSA) System and Data Needs			
• Family First Prevention Systems Change Order	Planned	$354,382.00	$172,005.82
(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.** **Estimated Cost**	**(n) The estimated and actual costs for all change orders in progress.*** **Actual Cost to Date** *(As of 7/16/21)*
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	Complete	$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	Complete	$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	$342,607.86
CPS Redesign	Complete	$11,389.60	*

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CI Access Database Replacement (CIADR)****	Complete	$1,398,673.67	$757,593.93
Incident Reporting	Complete	$210,569.79	$204,045.33

* 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.

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

**** Grant funded project.

Note: Change order for the FFPSA project was requested based on scope discovery uncovered during initial development requiring the schedule to extend through the balance of the fiscal year. There is no net change in capacity required for this change request, given the capacity will be reduced from the MiSACWIS maintenance project.