Michigan Statewide Automated Child Welfare System (MiSACWIS) Status Report

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

March 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, 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.

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(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.

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(a)   Areas where implementation went as planned.

There has been one release in January 2020 to the MiSACWIS production environment since the status update in December 2019. The release included defect fixes and changes to existing functionality or implementation of new functionality. Below is a summary of key release information.

- Modifications were made within the foster care case service plans for children who are identified in MiSACWIS as Native American/Alaska Native to comply with federal requirements.

- Non-department MiSACWIS users assigned to a permanent ward case are now able to view the linked original case.

- Child Protective Services (CPS) intake and investigation report and CPS ongoing case service plan updates were made.

- A periodic dental reminder was added to support policy and Implementation, Sustainability and Exit Plan (ISEP) requirements.

- Adoption subsidy applications for non-child welfare cases with a special need factor of supplemental security income (SSI) can now be processed.

(b)   The number of known issues.

The MiSACWIS project tracks and monitors issues through the identification of defects. As of January 30, 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.

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

Between December 1, 2019, through January 27, 2020, the average number of help desk tickets submitted per day was 93. This is an increase from the first FY20 status update that reported an average of 87 help desk tickets submitted per day.

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

From December 2019, through January 2020, Michigan Department of Health and Human Services (MDHHS) did not use overtime hours for help desk tickets or known issues.

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(e)   Any contract revisions to address known issues and volume of help desk tickets.

From December 2019, through January 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 in the first quarter of FY20 include:

- Product backlog review.

- MiSACWIS project staff continue to work with the Database Security Application (DSA) development team to work on organizational efficiency regarding processing and tracking all access requests. Implementation of DSA will address current audit findings.

- Duplicate person analysis.

- The MiSACWIS project teams participated in the Azure DevOps overview training. This is the new enterprise, Application Lifecycle Management (ALM) tool that the project will be transitioning to in FY20.

- The MiSACWIS project team has developed processes to monitor end user access to ensure that all MiSACWIS users have appropriate access based on their role within an organization.

- To address audit and security requirements, MiSACWIS started an automated process on January 13, 2020, that terminates users that have not logged into MiSACWIS for 120 days.

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

No data exchange development has occurred from December 2019, through January 2020.

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

The federal Department of Health and Human Services Administration for Children and

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Families (ACF) has approved the Planning Advance Planning Document (PAPD) and Implementation Advance Planning Document (IAPD) which MDHHS submitted in November 2019 for approval to initiate the modular replacement of the MiSACWIS application. The PAPD documents the activities that have been occurring and are anticipated to plan for the new CCWIS. The IAPD plan is approved, however the approval does not provide authorization of funding. Authorization of the funding to support the IAPD will occur once an updated IAPD is submitted with updated budget information following vendor proposal reviews. The final draft of the Request for Proposal for the initial module for the new CCWIS was published December 16, 2019. Vendors submitted questions to the Department which were responded to and vendor proposals were to be submitted to the Department by 1/31/2020. Proposals that meet the requirements for review by Procurement will then be reviewed and scored in February 2020.

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

The MiSACWIS team has documented data quality efforts and concerns. 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 develop and implement the Data Quality Plan (DQP). Information is being sought by other states to gather lessons learned to assist the team in further developing processes and structure around data quality planning and oversight. Internal meetings continue regarding data quality activities.

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 will also assist the data quality improvement efforts. 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 have been held with Tribes to enhance and improve data currently exchanged with the tribal community. 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.

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(l)   The status of all change orders, planned or in progress
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(n)   The estimated and actual costs for all change orders in progress.

The list below represents the essential projects with initial approval to be considered for implementation in FY20.

(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 11/26/19*)
Medical and Dental Tracking for Returned Home Cases	Planned	$40,800.00	
State Pays First	In Progress	$4,320,000.00	$1,821,612.10
Expand the MiSACWIS Web Services with Bridges	Planned	$60,000.00	
Person merge items, Duplicate ID Creations	In Progress	$57,000.00	*
Central Registry Related Fixes	In Progress	$90,000.00	*
Case Closure Modifications	In Progress	$600,000.00	*
IV-E for YAVFC	Planned	$60,000.00	
MiSACWIS Documents Scan and Search Optimization (Landing Page Only)	Planned	$600,000.00	
Adoption Program Changes for Federal Reporting	Planned	M&O	
Maltreatment in Care (MIC) Related Fixes	Planned	M&O	
Death Data batch to Children's Ombudsman Audit Finding	Planned	$50,000	
FFPSA – Changes to support Qualified Residential Treatment Programs (QRTP)	Planned	$185,400	

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		Estimated Cost	**Actual Cost to Date** (*As of 11/26/19*)
FFPSA – Prevention Program	Planned	$157,899	
FFPSA – Data Reporting	Planned	$252,000	
Upgrade to Oracle 19	Planned	$121,600	
CPS Technology Suite Enhancements	Planned	$2,606,093	

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

** Estimates are based on a high-level ROM 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.