

IT Strategic Plan

(FY2020 Appropriation Act - Public Act 67 of 2019)

April 30, 2020

Sec. 1905. (1) *The department shall report on a monthly basis to the chairs of the senate and house standing committees on appropriations, the senate and house appropriations subcommittees on the department budget, the senate and house appropriations subcommittees on the general government budget, the senate and house fiscal agencies, the senate and house policy offices, and the state budget office on all of the following:*

(a) *Fiscal year-to-date information technology spending for the current fiscal year by service and project and by line-item appropriation.*

(b) *Planned information technology spending for the remainder of the current fiscal year by service and project and by line-item appropriation.*

(c) *Total fiscal year-to-date information technology spending and planned spending for the current fiscal year by service and project and by line-item appropriation.*

(d) *A list of all information technology projects estimated to cost more than \$250,000.00 that exceed their allotted budget as well as all information technology projects that have exceeded their allotted budget by 25% or more.*

(2) *As used in subsection(1), "project" means all of, but not limited to, the following major projects:*

(a) *Community health automated Medicaid processing system (CHAMPS).*

(b) *Bridges and MiBridges eligibility determination.*

(c) *MiSACWIS.*

(d) *Integrated service delivery.*

(3) By April 30 of the current fiscal year, the department, in coordination with the department of technology, management, and budget, shall provide 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 a 5-year strategic plan for information technology services and projects for the department. The strategic plan shall identify any scheduled changes in the federal and state shares of costs related to information technology services and projects over the 5-year period. As part of the strategic plan, the department shall include total information technology expenditures from the previous fiscal year by fund source, total information technology appropriations as a percentage of total department appropriations by fund source, and a return on investment, by project, for all information technology expenditures in the previous fiscal year. The strategic plan shall also include, for the previous 5 fiscal years, the department's information technology spending compared to similar departments in 3 other states located in the Midwest.





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Objective

This document provides a 5-year strategic plan of information technology services and projects specific to MDHHS. It includes all IT Services and Projects from all MDHHS Funding and Appropriation Sources. It is not limited to specific information technology appropriations.

This plan supports the MDHHS values of HOPE:

- Human Dignity
- Opportunity
- Perseverance
- Ease

As part of a systemic approach to achieving HOPE, this plan implements the MDHHS Strategic IT Principles

- Optimize IT Portfolio
- Improve Customer/User Experience
- Utilize Data Driven Decision Making
- Enable Innovation and Continuous Improvement

A complete description of the MDHHS IT Strategic Principles is attached as Appendix A.

How to Use This Document

1. This document is divided into four sections. The first section lists the MDHHS Large Systems and provides an overview of the five-year direction for these systems. The second section provides a high-level description of the overall MDHHS Strategic IT Principles. The third section is organized by MDHHS Administrations or groups of functionalities with a narrative describing the major technology objectives for the next five years. The fourth and final section is a table of total information technology expenditures from the previous fiscal year by fund source and total information technology appropriations as a percentage of total department appropriations by fund source.

A list of MDHHS Computer Systems is attached as Appendix B.

Total expenditures and total appropriations are attached as Appendix C.

MDHHS is not able to provide a return on investment, by project, for all information technology expenditures in the previous fiscal year. DTMB Enterprise Project Management (EPMO) has a process to provide a measurement called Benefits Realization that will be available in the future.

MDHHS is not able to provide a comparison of the departments previous 5 fiscal years spending compared to similar departments in 3 other states located in the Midwest. MDHHS was not able to identify other states with the same structure and services as Michigan that could provide an accurate comparison.

MDHHS Large Systems

The five largest MDHHS systems are mature production systems which include:

Bridges

Bridges was implemented in 2008. It is the eligibility and enrollment system for the Administration for Children and Families (ACF), Centers for Medicare and Medicaid (CMS) and Food and Nutrition Service (FNS) programs. Over the years, Bridges has been extensively modified to meet Michigan business needs and changes required under the Affordable Care Act (ACA). Bridges is anticipated to be modernized in phases to provide future sustainability.

MiCSES

The Michigan Child Support Enforcement System (MiCSES) was originally implemented in the late 1990's. It is the oldest of the large systems that MDHHS supports. It is the case management and payment processing system used by courts, prosecuting attorneys, the Attorney General's Office, and Office of Child Support. The Child Support Program and its best practices have evolved considerably since the implementation of the system, and its technology is outdated and becoming unsupported. MiCSES will undergo incremental modernization to improve the ability to maintain it and align the system to the evolved program needs

MiSACWIS

The Michigan Statewide Automated Child Welfare Information System (MiSACWIS) is the newest of the large systems and was converted from Services Worker Support System (SWSS) in FY14. It provides the agency with the Child Welfare case management and information system. MiSACWIS is anticipated to be modernized to Comprehensive Child Welfare Information System (CCWIS) standards which will improve functionality and data sharing.

CHAMPS

The Community Health Automated Medicaid Processing System (CHAMPS), is the web based MDHHS Medicaid claims processing system. CHAMPS will continue to be enhanced to support the other large systems being modernized along with the concept of Integrated Service Delivery.

Data Warehouse

The Department of Health and Human Services Data Warehouse is the decision support and longitudinal data analysis tool for some areas of MDHHS. The MDHHS Data Warehouse will be modernized to span across multiple MDHHS program areas, support Integrated Service Delivery and implement an architecture that is sustainable into the future.

Behavioral Health and Public Health

Behavioral and Public Health (BPH) supports the programs and systems used to promote the health and well-being of, and provide services to, the people of Michigan. The 5 Year IT Roadmap includes systems used to support the following areas: Behavioral Health Community-Based Services Program, Behavioral Health State Hospital Program, Public Health Bureau of Health and Wellness, Public Health Bureau of Family Health Services, Public Health Bureau of EMS, Trauma, & Preparedness, Public Health Bureau of Epidemiology & Public Health, Public Health Bureau of Laboratories and Public Health Maintenance & Operations. While projects pertinent to Public Health are largely funded by grants and general fund monies, those in Behavioral Health leverage significant federal Medicaid matching funds, including the use of various Medicaid Advance Planning Documents (APDs).

The following activities are included in the 5 Year IT Roadmap for BPH:

FY20:

Behavioral Health

Many current systems are being enhanced to provide technological solutions to execute behavioral health programs and services and respond to audit requirements. Examples include system enhancements to operationalize Michigan's 1115 Behavioral Health Demonstration, 1915c Waivers, OBRA, and Medicaid Health Homes. Systems affected include CHAMPS, WSA, Care Connect 360, Avatar, MDHHS Data Warehouse, and OBRA. Additionally, new solutions are being created to optimize access to behavioral health services in Michigan and to support internal Behavioral Health and Developmental Disabilities Administration BHDDA operations. This includes, but is not limited to, the Michigan Integrated Crisis and Access Line (MiCAL) and its associated components (e.g., behavioral health treatment registry, medical clearance protocols, internal operational processes, etc.).

Public Health

New systems are being implemented to support the tracking of environmental lead exposure in housing structures and the lead exposure abatement registry. Systems reaching their technological end of life will be evaluated for modernization, system replacement or consolidation into an existing system. Systems will be integrated with MDHHS/DTMB standard solutions for increased security and authentication (MiLogin) along with improved person identification and matching capabilities (MPI). Birth Defects and Cancer Registries, Newborn Screening and PatientCare systems will be enhanced to use quality assurance testing and validation tools. Systems such as MCIR, MDSS, MSSS, MiWIC and OBRA will have new functionality enhancements implemented.

MDHHS IT Principles will be applied to the Behavioral and Public Health system portfolio. An inventory of systems and a recommendation for systems to be consolidated and / or sunsetted will be completed. IT governance will be redesigned and re-deployed. Incremental changes to improve Innovation and Continuous Improvement will be deployed. These incremental changes will include planning for the use of low code/no-code development environments as well as

planning for the use of a Service Oriented Architecture (SOA) which will promote both interoperability as well as modularity.

FY21:

Behavioral Health

MDHHS will continue to develop, implement, and improve its systems to execute its behavioral health and state hospital services. This includes the continued development of MiCAL, facets of Michigan's 1115 Behavioral Health Demonstration, data linkages to the MDHHS Data Warehouse, enhancements for the Health Homes, and OBRA. More specifically to the 1115 Demonstration, the required Substance Use Disorder (SUD) Health IT Plan necessitates the operationalizing of an eConsent pilot in a PIHP region by the end of FY21. MDHHS has initialized discussions with MiHIN to begin this development and the pilot will run in FY21. Broad systems affected include CHAMPS, WSA, Care Connect 360, MDHHS Data Warehouse, OBRA, Avatar, and Care Connect (data linkage within state hospitals).

Public Health

New systems are being implemented to support HHS Certification and Enforcement, Vital Events Reporting and Birth Registry, and the Newborn Screening Laboratory Information Management System. An application upgrade for the MDHHS Bureau of Laboratories Laboratory Information Management System (LIMS) will begin. Evaluation for modernization, replacement and consolidation of additional systems approaching their technological end of life continues. Electronic Death Record Subscriptions will be made available for use by any system within the Enterprise. Additional systems will continue to be integrated with MDHHS/DTMB standard solutions for increased security and person identification. Systems such as MCIR, MiCLPS, MDSS, MSSS and MiWIC will have new functionality enhancements implemented.

MDHHS IT Principles will continue to be applied to the Behavioral and Public Health system portfolio. Based on the inventory of systems and the recommendation for systems to be consolidated, underperforming systems will begin to be consolidated or replaced. IT governance will be utilized to implement incremental changes to improve Innovation and Continuous Improvement will be deployed. Systems will begin a refreshing process which will maintain or improve the systems business value. This continuous preventive maintenance will lessen occurrence of systems suddenly becoming obsolete.

FY22:

Behavioral Health

MDHHS will continue to develop, implement, and improve its systems to execute its behavioral health and state hospital services. This includes the continued development of MiCAL, facets of Michigan's 1115 Behavioral Health Demonstration, data linkages to the MDHHS Data Warehouse, enhancements for the Health Homes, and OBRA. This includes continued implementation of the 1115 Waiver's SUD Health IT Plan. Broad systems affected include CHAMPS, WSA, Care Connect 360, MDHHS Data Warehouse, OBRA, Avatar, and Care Connect (data linkage within state hospitals).

Public Health

A new Behavioral Health Case Management system is planned, and implementation of the LIMS system will be completed. Evaluation for modernization, replacement and consolidation of additional systems approaching their technological end of life continues. MDHHS systems will begin integrating with the Electronic Death Record Subscription Service and will continue as needed in future years. Additional systems will continue to be integrated with MDHHS/DTMB standard solutions for increased security and person identification. MCIR will complete their known functionality enhancements.

MDHHS IT Principles will continue to be applied to the Behavioral and Public Health system portfolio. Based on the inventory of systems and the recommendation for systems to be consolidated, underperforming systems will begin to be consolidated or replaced. IT governance will be utilized to implement incremental changes to improve Innovation and Continuous Improvement will be deployed. Systems will begin a refreshing process which will maintain or improve the systems business value. This continuous preventive maintenance will lessen occurrence of systems suddenly becoming obsolete.

FY23:

Evaluation for modernization, replacement and consolidation of additional systems approaching their technological end of life continues. Additional systems will continue to be integrated with MDHHS/DTMB standard solutions for increased security and person identification.

MDHHS IT Principles will continue to be applied to the Behavioral and Public Health system portfolio. Based on the inventory of systems and the recommendation for systems to be consolidated, underperforming systems will begin to be consolidated or replaced. IT governance will be utilized to implement incremental changes to improve Innovation and Continuous Improvement will be deployed. Systems will begin a refreshing process which will maintain or improve the systems business value. This continuous preventive maintenance will lessen occurrence of systems suddenly becoming obsolete.

FY24:

Evaluation for modernization, replacement and consolidation of additional systems approaching their technological end of life continues. Additional systems will continue to be integrated with MDHHS/DTMB standard solutions for increased security and person identification.

MDHHS IT Principles will continue to be applied to the Behavioral and Public Health system portfolio. Based on the inventory of systems and the recommendation for systems to be consolidated, underperforming systems will begin to be consolidated or replaced. IT governance will be utilized to implement incremental changes to improve Innovation and Continuous Improvement will be deployed. Systems will begin a refreshing process which will maintain or improve the systems business value. This continuous preventive maintenance will lessen occurrence of systems suddenly becoming obsolete.

Child Support Administration

Child Support includes an array of services and systems designed to ensure children have the financial and emotional support they need when their parents are not together. The major systems include MiCSES, its related Data Warehouse, and MiChildSupport which is Michigan's customer facing web portal for child support services. The Administration for Children and Families (ACF) participates at 66/34 ACF/MDHHS match rate.

The following activities are included in the 5 Year IT Roadmap for Child Support:

FY20:

MiCSES will continue to be updated to comply with Federal regulations. MiCSES modernization and IT tools & processes optimization (including an evaluation/assessment of replacing Rational with Azure Dev Ops for MiChildSupport); however, it was recently put on hold due to budget constraints. Transition of Remedy, an out-of-support system used by the child support helpdesk, to Microsoft Dynamics 365. These initiatives will optimize the IT portfolio and provide innovation and continuous improvement.

The MiChildSupport registration process will integrate with MiLogin, creating an improved and streamlined customer/user experience. The virtual customer interaction journey mapping completed with a human centered design approach.

Data Statistics and Analytics (DSA) maintenance and operations continues to increase access to information and self-service options for child support professionals used for data driven decision making with the use of data science and Analytics in FY21. DSA embraces the use of agile and industry best practices.

MiCSES maintenance continues to leverage cloud technologies. Data quality, integrity, and continuous improvement will continue with the Licensing and Regulatory Affairs (LARA) and the Department of Natural Resources (DNR) interfaces.

FY21:

MiCSES will begin implementing the Master Person Index (MPI) to improve person identification and matching capabilities. MiCSES will begin an incremental modernization approach, refactoring MiCSES Oracle forms front-end to move to a new platform that enables incremental and modular modernization. The child support systems will also begin to transition from IBM Rational application lifecycle management (ALM) to Azure Dev Ops. Microsoft Dynamics will be implemented as the child support helpdesk application. These initiatives will apply the MDHHS Strategic IT Principles by optimizing the IT portfolio, leverage existing IT investments and technologies, improving underperforming systems, and incrementally applying innovation and continuous improvement.

Child Support will be developing a holistic customer service strategy that will include transitioning the out of support Genesys servers for the child support IVR, while also applying the customer interaction journey mapping experience for virtual customer service. Child support will also be developing an IVR strategy for the internal customers (courts and

prosecuting attorneys). MiChildSupport will continue to expand self-service to customers. MiCSES will work collaboratively with Bridges to develop a process for child support professionals to grant good cause. These activities align with the MDHHS Strategic IT principles for improving the customer and user experience.

Data Statistics and Analytics (DSA) maintenance and operations will continue to increase access to information and self-service options for child support professionals. Analytics will be operationalized, applying data driven decision making and embracing the agile and industry best practices.

MiCSES maintenance will continue to leverage cloud technologies. Data quality, integrity, and continuous improvement will continue with improvements to the interface with the Michigan Department of State (MDOS).

FY22:

MiCSES will complete implementation of MPI to improve person identification and matching capabilities. MiCSES modernization will continue refactoring MiCSES Oracle forms front-end to move to a new platform and begin evaluating low code-no code options. The child support systems will continue transitioning from IBM Rational application lifecycle management (ALM) to Azure Dev Ops. Child Support will implement data governance by initiating the implementation of Enterprise Information Management (EIM) Program. Child Support will evaluate the use of additional MDHHS enterprise IT assets. These initiatives will apply the MDHHS Strategic IT Principles by optimizing the IT portfolio, leverage existing IT investments and technologies, improving underperforming systems, and incrementally applying innovation and continuous improvement.

Child support will implement the holistic customer service strategy that includes the transition of the Genesys servers for the child support IVR. Child support will also implement the IVR strategy for the internal customers. MiChildSupport will continue to expand self-service to customers.

Data Statistics and Analytics (DSA) maintenance and operations will continue increasing access to information and self-service options for child support professionals. Enhancements will be implemented based on analysis from operational analytics, applying data driven decision making and embracing the agile and industry best practices.

MiCSES maintenance will continue to leverage cloud technologies. Data quality, integrity, and continuous improvement will continue with improvements to any other system interface.

MDHHS IT Principles will continue to be applied to the Child Support system portfolio. IT governance will be utilized to implement incremental changes to improve Innovation and Continuous Improvement will be deployed. Systems will begin a refreshing process which will maintain or improve the systems business value. This continuous preventive maintenance will lessen occurrence of systems suddenly becoming obsolete.

FY23:

MiCSES modernization will begin the next incremental phase with business process reengineering. Continuous modernization efforts will be prioritized by focusing on friction points, considering business capabilities with poor application support. The Child Support systems will implement IT tools and process optimization when available. Implementation of data governance will continue with the Enterprise Information Management (EIM) Program. Child Support will evaluate the use of additional MDHHS enterprise IT assets. These initiatives will apply the MDHHS Strategic IT Principles by optimizing the IT portfolio, leverage existing IT investments and technologies, improving underperforming systems, and incrementally applying innovation and continuous improvement.

Child Support will continue implementing the holistic customer service strategy. MiChildSupport will continue to expand self-service to customers. These activities align with the MDHHS Strategic IT principles for improving the customer and user experience.

Data Statistics and Analytics (DSA) maintenance and operations will continue increasing access to information and self-service options for child support professionals. Enhancements will be implemented based on analysis from operational analytics, applying data driven decision making and embracing the agile and industry best practices.

MiCSES maintenance will continue to leverage cloud technologies. Data quality, integrity, and continuous improvement will continue with improvements to any other system interface, including integrating with the Electronic Death Record Subscription (EDRS).

MDHHS IT Principles will continue to be applied to the Child Support system portfolio. IT governance will be utilized to implement incremental changes to improve Innovation and Continuous Improvement will be deployed. Systems will begin a refreshing process which will maintain or improve the systems business value. This continuous preventive maintenance will lessen occurrence of systems suddenly becoming obsolete.

FY24:

MiCSES modernization will continue with business process reengineering. The Child Support systems will implement IT tools and process optimization when available. Implementation of data governance will continue with the Enterprise Information Management (EIM) Program. Child Support will evaluate the use of additional MDHHS enterprise IT assets. These initiatives above will apply the MDHHS Strategic IT Principles by optimizing the IT portfolio, leverage existing IT investments and technologies, improving underperforming systems, and incrementally applying innovation and continuous improvement.

MiChildSupport will continue to expand self-service options to customers and will align to the MDHHS Strategic IT principles for improving the customer and user experience.

Data Statistics and Analytics (DSA) maintenance and operations will continue increasing access to information and self-service options for child support professionals. Enhancements will be implemented based on analysis from operational analytics, applying data driven decision making and embracing the agile and industry best practices.

MiCSES maintenance will continue to leverage cloud technologies. Data quality, integrity, and continuous improvement will continue with improvements to any other system interface.

MDHHS IT Principles will continue to be applied to the Child Support system portfolio. IT governance will be utilized to implement incremental changes to improve Innovation and Continuous Improvement will be deployed. Systems will begin a refreshing process which will maintain or improve the systems business value. This continuous preventive maintenance will lessen occurrence of systems suddenly becoming obsolete.

Child Welfare Agency

Child Welfare is comprised of an array of services and systems designed to ensure that children are safe and that families have support to care for their children, including foster care, adoption, Children's Protective Services (CPS), foster home licensing and juvenile justice. The main system within the Child Welfare IT Portfolio is the MiSACWIS system which is a case management tool for child welfare in Michigan, including Children's Protective Services (CPS), Foster Care and Adoption cases. It is anticipated that the Administration for Children and Families (ACF) will fund MiSACWIS, Michigan Online Reporting System (MORS), CPS Tech Suite (Mobile Investigator & SCP Portal) and CCWIS new functionality at a 50/50 ACF/MDHHS match rate. Non-MiSACWIS/CCWIS development needs to consider the eligibility ratio of the foster care children in care (penetration rate) to determine the ACF match rate. This rate is approximately 55%. This means ACF is contributing 55% of 50% and results in a match of approximately 27/73 ACF/MDHHS match rate.

CCWIS Maintenance and Operations costs must be allocated across all impacted programs (i.e. Medicaid, Temporary Assistance to Needy Families (TANF), etc.). The amount identified for Title IV-E is matched at a 50/50 ACS/MDHHS match rate. Non-CCWIS Maintenance and Operations costs must first also be cost allocated across all impacted programs. The amount identified for Title IV-E must then consider the eligibility ratio of the foster care children in care (penetration rate) to determine the ACF match rate.

5 Year IT Roadmap for Child Welfare:

FY20:

The Child Welfare systems has started to align with the new Comprehensive Child Welfare Information System (CCWIS) Federal regulations with the creation and ongoing development of an overall data quality plan. System modifications have been made in support of the Implementation, Sustainability and Exit Plan (ISEP). Processes and systems have been modified to remediate CPS audit findings. Work has continued with system updates in accordance with Federal and State Program requirements. Data quality has continued to be improved in MiSACWIS by reducing and correcting duplicate data and making specific system changes/modifications. Michigan Online Reporting System (MORS) and CPS Tech Suite: Mobile Investigator and Supervisory Control Protocol (SCP) Portal will be implemented. Continue planning and exploration work for a solution for the Centralized Intake (CI) Access Databases by business improvement activities with the Casey Family Foundation, and the creation of a technology estimate.

MDHHS IT Principles will be applied to the Child Welfare IT portfolio. An inventory of systems and a recommendation for systems to be consolidated and or sunsetted will be completed. IT governance will be redesigned and re-deployed. Incremental changes to improve Innovation and Continuous Improvement will be deployed. These incremental changes will include planning for the use of low code/no-code development environments as well as planning for the use of a Service Oriented Architecture (SOA) which will promote both interoperability as well as modularity.

FY21:

The Child Welfare IT systems and team will continue planning the move to CCWIS regulations. Now that necessary funding is secured, work will occur on establishing the first module of the new CCWIS system. On-going efforts continue with the implementation of the data quality plan. Other Child Welfare systems will begin to be evaluated for inclusion into CCWIS module(s). Maintenance and Operations will continue for CPS Tech Suite (Mobile Investigator and SCP Portal) and MORS will continue. Continued planning to modernize Central Intake processes will occur. Child Welfare systems will be updated to accommodate Bridges and MiCSES modernization impacts. MiSACWIS modifications will be implemented in support of the MISEP as well as, Federal and State Legislative requirements including but not limited to Family First Prevention and Services Act (FFPSA) (federal mandate) and Raise the Age (State of Michigan mandate). Analysis and initiation will occur to prepare for all changes necessary to comply with the new federal reporting requirements for the Adoption and Foster Care Analysis and Reporting System (AFCARS). Required technical modifications will be implemented: complete Azure Dev Ops and Microsoft Dynamics, which includes streamlining the MiSACWIS Helpdesk processes and retiring legacy ALM tool. Children's Services Agency will continue with front-end redesign efforts which will include modified business processes to support strategic changes to the child welfare program operations overall.

MDHHS IT Principles will continue to be applied to the Child Welfare Administration system portfolio. Based on the inventory of systems and the recommendation for systems to be consolidated, underperforming systems will begin to be consolidated or replaced. IT governance will be utilized to implement incremental changes to improve Innovation and Continuous Improvement will be deployed. Systems will begin a refreshing process which will maintain or improve the systems business value. This continuous preventive maintenance will lessen occurrence of systems suddenly becoming obsolete.

FY22:

Child Welfare IT will continue to move towards a replacement of MiSACWIS through an implementation of technology modules that align with CCWIS regulations. Other Child Welfare systems will be evaluated for inclusion into the CCWIS modules. System modifications in MiSACWIS, CPS Tech Suite, MORS and other Child Welfare systems will be implemented in support of the Federal and State of Michigan mandates, policies, and requirements. Child Welfare system integrations will be updated to accommodate Bridges and MiCSES modernization. System changes to support AFCARS 2.0, federal reporting requirements, will be implemented. Modifications to Central Registry are likely to be necessary, as well as the introduction of new or enhanced safety and planning assessments.

MDHHS IT Principles will continue to be applied to the Child Welfare IT portfolio. Based on the inventory of systems and the recommendation for systems to be consolidated, underperforming systems will begin to be consolidated or replaced. IT governance will be utilized to implement incremental changes to improve Innovation and Continuous Improvement will be deployed. Systems will begin a refreshing process which will maintain or improve the systems business

value. This continuous preventive maintenance will lessen occurrence of systems suddenly becoming obsolete.

FY23:

Child Welfare IT will continue to move towards a replacement of MiSACWIS through an implementation of technology modules that align with CCWIS regulations. Other Child Welfare systems will be evaluated for inclusion into the CCWIS modules. System modifications in MiSACWIS, CPS Tech Suite, MORS and other Child Welfare systems will be implemented in support of the Federal and State of Michigan mandates, policies, and requirements. New or enhanced data exchanges for education and court related data will be pursued.

MDHHS IT Principles will continue to be applied to the Child Welfare IT portfolio. Based on the inventory of systems and the recommendation for systems to be consolidated, underperforming systems will begin to be consolidated or replaced. IT governance will be utilized to implement incremental changes to improve Innovation and Continuous Improvement will be deployed. Systems will begin a refreshing process which will maintain or improve the systems business value. This continuous preventive maintenance will lessen occurrence of systems suddenly becoming obsolete.

FY24:

Child Welfare IT will continue to move towards a replacement of MiSACWIS through an implementation of technology modules that align with CCWIS regulations. Other Child Welfare systems will be evaluated for inclusion into the CCWIS modules. System modifications in MiSACWIS, CPS Tech Suite, MORS and other Child Welfare systems will be implemented in support of the Federal and State of Michigan mandates, policies, and requirements

MDHHS IT Principles will continue to be applied to the Child Welfare IT portfolio. Based on the inventory of systems and the recommendation for systems to be consolidated, underperforming systems will begin to be consolidated or replaced. IT governance will be utilized to implement incremental changes to improve Innovation and Continuous Improvement will be deployed. Systems will begin a refreshing process which will maintain or improve the systems business value. This continuous preventive maintenance will lessen occurrence of systems suddenly becoming obsolete.

Economic Stability Administration

Economic Stability includes Bridges, the Eligibility and Enrollment System for the Centers of Medicare and Medicaid (CMS) and Food and Nutrition Service (FNS) programs, as well as the various Health and Human Services Eligibility and Enrollment systems that support Bridges and the Economic Stability Administration. It is anticipated the Centers for Medicare and Medicaid Services (CMS) will continue to participate at a 90/10 CMS/MDHHS match rate for new development and a 75/25 or 50/50 work type specific CMS/MDHHS match rate for maintenance and operations. The ability to use CMS funds for developing Medicaid functionality which can be shared with other programs ended last year.

The following activities are included in the 5 Year IT Roadmap for Eligibility:

FY20:

The Bridges environment will be modernized to improve the underlying technology. This will make future development more efficient. Eligibility systems supporting Bridges will be evaluated for inclusion into Bridges. Eligibility systems will be updated to include both HMP3 Time Limits and Medicaid Workforce Engagement. Updates will be made to the Universal Case Load functionality to better align it with Economic Stability Administration requirements.

MDHHS IT Principles will be applied to the Eligibility and Enrollment system portfolio. An inventory of systems and a recommendation for systems to be consolidated and or sunsetted will be completed. IT governance will be redesigned and re-deployed. Incremental changes to improve Innovation and Continuous Improvement will be deployed. These incremental changes will include planning for the use of low code/no-code development environments as well as planning for the use of a Service Oriented Architecture (SOA) which will promote both interoperability as well as modularity.

FY21:

The Bridges system will be updated with improved end user functionality. Systems identified in FY20 as overlapping with Bridges will begin the migration into Bridges. Additional eligibility systems supporting Bridges will be evaluated for inclusion into Bridges. Universal Case Load functionality will be implemented in additional counties and offices as well as updates made to the UCL delivery

MDHHS IT Principles will continue to be applied to the Economic Stability Administration system portfolio. Based on the inventory of systems and the recommendation for systems to be consolidated, underperforming systems will begin to be consolidated or replaced. IT governance will be utilized to implement incremental changes to improve Innovation and Continuous Improvement will be deployed. Systems will begin a refreshing process which will maintain or improve the systems business value. This continuous preventive maintenance will lessen occurrence of systems suddenly becoming obsolete.

FY22:

The Bridges systems will be updated with functionality which allows business users to maintain functionality that was previously reserved for the technical team to modify. Systems identified in FY20 as overlapping with Bridges will begin the migration into Bridges. Final Universal Caseload functionality will be implemented across the remainder of the state.

MDHHS IT Principles will continue to be applied to the Economic Stability Administration system portfolio. Based on the inventory of systems and the recommendation for systems to be consolidated, underperforming systems will begin to be consolidated or replaced. IT governance will be utilized to implement incremental changes to improve Innovation and Continuous Improvement will be deployed. Systems will begin a refreshing process which will maintain or

improve the systems business value. This continuous preventive maintenance will lessen occurrence of systems suddenly becoming obsolete.

FY23:

The Bridges system will be moved into Maintenance and Operations mode. Supporting systems will be placed into Maintenance and Operations as well.

MDHHS IT Principles will continue to be applied to the Economic Stability Administration system portfolio. Based on the inventory of systems and the recommendation for systems to be consolidated, underperforming systems will begin to be consolidated or replaced. IT governance will be utilized to implement incremental changes to improve Innovation and Continuous Improvement will be deployed. Systems will begin a refreshing process which will maintain or improve the systems business value. This continuous preventive maintenance will lessen occurrence of systems suddenly becoming obsolete.

FY24:

The Bridges system will be moved into Maintenance and Operations mode. Supporting systems will be placed into Maintenance and Operations as well.

MDHHS IT Principles will continue to be applied to the Economic Stability Administration system portfolio. Based on the inventory of systems and the recommendation for systems to be consolidated, underperforming systems will begin to be consolidated or replaced. IT governance will be utilized to implement incremental changes to improve Innovation and Continuous Improvement will be deployed. Systems will begin a refreshing process which will maintain or improve the systems business value. This continuous preventive maintenance will lessen occurrence of systems suddenly becoming obsolete.

Enterprise Systems

Enterprise Systems includes systems, projects and resources which are leveraged across the Department of Health and Human Services. Shared technologies such as MILogin, Master Person Index (MPI), ISD Portal, the Enterprise Service Buses and common security controls are administered within the Enterprise ISA. This ISA also enhances and maintains the systems which are not specifically supported within another ISA. It is anticipated the Centers for Medicare and Medicaid Services (CMS) will continue to participate at a 90/10 CMS/MDHHS match rate for new development and a 75/25 or 50/50 work type specific CMS/MDHHS match rate for maintenance and operations. The ability to use CMS funds for developing Medicaid functionality which can be shared with other programs ended last year. Health Information Exchange (HIE) funding is expected to end 9/30/2021. Electronic Health Records (EHR payments) will expire at the end of calendar year 21. There will be a need for some administrative dollars through FY 23 to finalize all audits and conduct wrap up reporting to CMS.

The following activities are included in the 5 Year IT Roadmap for Enterprise:

FY20:

Planning will commence for the implementation of common security controls across MDHHS. The Enterprise Service Buses are further expanded to connect additional MDHHS systems together. Additional data sources are loaded into MPI to support person matching across disparate systems. Individual systems within the Enterprise ISA are evaluated for consolidation into other systems or shutdown if they are no longer required.

MDHHS IT Principles will be applied to the Enterprise System portfolio. An inventory of systems and a recommendation for systems to be consolidated and or sunsetted will be completed. IT governance will be redesigned and re-deployed. Incremental changes to improve Innovation and Continuous Improvement will be deployed. These incremental changes will include planning for a Service Oriented Architecture (SOA) which will promote both interoperability as well as modularity.

FY21:

Common security controls will be implemented across MDHHS. The Enterprise Service Buses are further expanded to connect additional MDHHS systems together. Additional data sources are loaded into MPI. Individual systems within the Enterprise ISA are evaluated for consolidation into other systems or shutdown if they are no longer required.

MDHHS IT Principles will continue to be applied to the Enterprise System portfolio. Based on the inventory of systems and the recommendation for systems to be consolidated, underperforming systems will begin to be consolidated or replaced. IT governance will be utilized to implement incremental changes to improve Innovation and Continuous Improvement will be deployed. Systems will begin a refreshing process which will maintain or improve the systems business value. This continuous preventive maintenance will lessen occurrence of systems suddenly becoming obsolete.

FY22:

Common security controls will be implemented across MDHHS. The Enterprise Service Buses are further expanded to connect additional MDHHS systems together. Additional data sources are loaded into MPI. Individual systems within the Enterprise ISA are evaluated for consolidation into other systems or shutdown if they are no longer required.

MDHHS IT Principles will continue to be applied to the Enterprise System portfolio. Based on the inventory of systems and the recommendation for systems to be consolidated, underperforming systems will begin to be consolidated or replaced. IT governance will be utilized to implement incremental changes to improve Innovation and Continuous Improvement will be deployed. Systems will begin a refreshing process which will maintain or improve the systems business value. This continuous preventive maintenance will lessen occurrence of systems suddenly becoming obsolete.

FY23:

Common security controls will be implemented across MDHHS. The Enterprise Service Buses are further expanded to connect additional MDHHS systems together. Additional data sources are

loaded into MPI. Individual systems within the Enterprise ISA are evaluated for consolidation into other systems or shutdown if they are no longer required.

MDHHS IT Principles will continue to be applied to the Enterprise System portfolio. Based on the inventory of systems and the recommendation for systems to be consolidated, underperforming systems will begin to be consolidated or replaced. IT governance will be utilized to implement incremental changes to improve Innovation and Continuous Improvement will be deployed. Systems will begin a refreshing process which will maintain or improve the systems business value. This continuous preventive maintenance will lessen occurrence of systems suddenly becoming obsolete.

FY24:

Common security controls will be implemented across MDHHS. The Enterprise Service Buses are further expanded to connect additional MDHHS systems together. Additional data sources are loaded into MPI. Individual systems within the Enterprise ISA are evaluated for consolidation into other systems or shutdown if they are no longer required.

MDHHS IT Principles will continue to be applied to the Enterprise System portfolio. Based on the inventory of systems and the recommendation for systems to be consolidated, underperforming systems will begin to be consolidated or replaced. IT governance will be utilized to implement incremental changes to improve Innovation and Continuous Improvement will be deployed. Systems will begin a refreshing process which will maintain or improve the systems business value. This continuous preventive maintenance will lessen occurrence of systems suddenly becoming obsolete.

Medicaid Administration

Medicaid includes Michigan's Community Health Automated Medicaid Processing System (CHAMPS) which supports Medicaid provider enrollment and maintenance, beneficiary healthcare eligibility and enrollment, payments, and encounters. Additional Medicaid related applications support children, the aged, the disabled and the infirmed along with Medicaid fund management. It is anticipated the Centers for Medicare and Medicaid Services (CMS) will continue to participate at a 90/10 CMS/MDHHS match rate for new development and a 75/25 or 50/50 work type specific CMS/MDHHS match rate for maintenance and operations. The ability to use CMS funds for developing Medicaid functionality which can be shared with other programs ended last year.

The following activities are included in the 5 Year IT Roadmap for Medicaid:

FY20:

CHAMPS will implement enhancements such as improving system usability, Healthy Michigan Plan (HMP) HMP3 Waiver. CHAMPS will have a security assessment performed and be responsible for any remediation that is required. Supporting systems will be evaluated for inclusion into the CHAMPS system as well as continue in Maintenance and Operations.

MDHHS IT Principles will be applied to the Medicaid Administration system portfolio. An inventory of systems and a recommendation for systems to be consolidated and or sunsetted will be completed. IT governance will be redesigned and re-deployed. Incremental changes to improve Innovation and Continuous Improvement will be deployed. These incremental changes will include planning for the use of low code/no-code development environments as well as planning for the use of a Service Oriented Architecture (SOA) which will promote both interoperability as well as modularity.

FY21:

CHAMPS will implement enhancements such as HMP3 Waiver and Electronic Visit Verification. CHAMPS and Bridges will continue to be aligned. The CHAMPS security assessment and remediation will continue. CHAMPS infrastructure will be modernized to reflect industry trends with a preference for cloud infrastructure. The CHAMPS system will be enhanced to encompass the Standards set forth in the CMS Interoperability Final Rule. Additional supporting systems will be evaluated for inclusion into CHAMPS or other identified systems. Impacted supporting systems will be updated to accommodate HMP3 Waiver changes. Supporting systems will continue in Maintenance and Operations.

MDHHS IT Principles will continue to be applied to the Medicaid Administration system portfolio. Based on the inventory of systems and the recommendation for systems to be consolidated, underperforming systems will begin to be consolidated or replaced. IT governance will be utilized to implement incremental changes to improve Innovation and Continuous Improvement will be deployed. Systems will begin a refreshing process which will maintain or improve the systems business value. This continuous preventive maintenance will lessen occurrence of systems suddenly becoming obsolete.

FY22:

CHAMPS will implement enhancements such as Electronic Visit Verification. CHAMPS and Bridges will continue to be aligned. The CHAMPS security assessment and remediation will continue. The CHAMPS system will be enhanced to encompass the Standards set forth in the CMS Interoperability Final Rule. Additional supporting systems will be evaluated for inclusion into CHAMPS or other identified systems. Supporting systems will continue in Maintenance and Operations.

MDHHS IT Principles will continue to be applied to the Medicaid Administration system portfolio. Based on the inventory of systems and the recommendation for systems to be consolidated, underperforming systems will begin to be consolidated or replaced. IT governance will be utilized to implement incremental changes to improve Innovation and Continuous Improvement will be deployed. Systems will begin a refreshing process which will maintain or improve the systems business value. This continuous preventive maintenance will lessen occurrence of systems suddenly becoming obsolete.

FY23:

CHAMPS will implement enhancements such as Electronic Visit Verification. CHAMPS and Bridges will continue to be aligned. The CHAMPS security assessment and remediation will continue.

Additional supporting systems will be evaluated for inclusion into CHAMPS or other identified systems. Supporting systems will continue in Maintenance and Operations.

MDHHS IT Principles will continue to be applied to the Medicaid Administration system portfolio. Based on the inventory of systems and the recommendation for systems to be consolidated, underperforming systems will begin to be consolidated or replaced. IT governance will be utilized to implement incremental changes to improve Innovation and Continuous Improvement will be deployed. Systems will begin a refreshing process which will maintain or improve the systems business value. This continuous preventive maintenance will lessen occurrence of systems suddenly becoming obsolete.

FY24:

CHAMPS and Bridges will continue to be aligned. The CHAMPS security assessment and remediation will continue. Additional supporting systems will be evaluated for inclusion into CHAMPS or other identified systems. Supporting systems will continue in Maintenance and Operations.

MDHHS IT Principles will continue to be applied to the Medicaid Administration system portfolio. Based on the inventory of systems and the recommendation for systems to be consolidated, underperforming systems will begin to be consolidated or replaced. IT governance will be utilized to implement incremental changes to improve Innovation and Continuous Improvement will be deployed. Systems will begin a refreshing process which will maintain or improve the systems business value. This continuous preventive maintenance will lessen occurrence of systems suddenly becoming obsolete.

Appendix A: MDHHS Strategic IT Principles

1. Optimize IT Portfolio

Strengthen IT Governance

- IT governance is a formal framework that provides a structure for organizations to ensure that IT investments support business objectives. A key principle to a successful IT governance is to govern for value over predictability.

Make the Right IT Investments

- The thought process of selecting a logical choice from the available options. When trying to make a good decision, a person must weigh the positives and negatives of each option, and then consider all the alternatives.

Leverage existing IT Investments, Technologies, and Common Services

- Technology leverage is the ability for companies to gain increasing value from their technology investments at a faster rate, improving the value of existing systems while also making the spending more efficient and cost-effective.

Improve underperforming systems

- Investments in systems are planned and made so that the system's business and technical value are maximized. Conversely money is not spent when there is no increase in system stability, performance, or business function to support a goal.

Sunset legacy systems

- The removal of a system release from production, and occasionally even the complete system itself, an activity also known as system decommissioning or system sunseting.

Consolidate legacy systems

- The consolidation of duplicative business functionality that exists within multiple systems into fewer technical systems increases efficiency and reduces overall portfolio cost.

Protect systems and data

- Provide for a comprehensive approach to risk management to ensure that critical data and information are protected according to the correct level of risk throughout the system or asset's lifecycle.

2. Customer/User Experience

Utilize Human Centered Design (HCD) Approach

- An approach to creating solutions for problems and opportunities through a focus on the needs, contexts, behaviors, and emotions of the people that the solutions will serve.

Increase Speed to Market

- Speed to market refers to the amount of time it takes an organization to launch a product or services and make it available to the customer.

Interoperability & Usability

- Interoperability is a characteristic of a product or system, whose interfaces are completely understood, to work with other products or systems, at present or in the future, in either implementation or access, without any restrictions.

Enable self-service

- Self-service means offering customers and employees tools and information so they can find answers to their questions and have a better experience with a product or service.

Engage lean process improvement and readiness early

- Lean process improvement enables agencies to work effectively and efficiently by identifying and eliminating waste in government processes. Readiness assesses the business's ability to measure if they are ready to adopt the proposed change.

3. Data Driven Decision Making (DDDM-Evidence Based Culture)

Enforce Enterprise Data Management (EDM)

- Enterprise Data Management (EDM) is the ability of an organization to precisely define, easily integrate and effectively retrieve data for both internal applications and external communication. EDM is focused on the creation of accurate, consistent, and transparent content. EDM emphasizes data precision, granularity and meaning and is concerned with how the content is integrated into business applications as well as how it is passed along from one business process to another.

Implement DDDM framework

- Data-driven decision making (DDDM) involves decisions that are backed up by hard data rather than making decisions that are intuitive or based on observation alone.
- Use operational metrics, including user surveys to plan modernization tasks. The use of data in planning maximizes the effectiveness of modernization by targeting the poorest performing functionality first.

Revisit and Reevaluate

- As an organization changes internally or is impacted by changes externally, it is essential to revisit and reevaluate the current strategic plan, key performance indicators, and operational plans to ensure they are still applicable.

Access to Data

- To be available for decision making, data must be made available. Systems must be able to support the administrative safeguards of protecting information by using methodologies such as role-based security to ensure only the data that is needed for a given job is accessible, adhering to the principles of least privilege and minimum necessary.

Data Quality and Integrity

- Data must meet business needs and be relevant to those consuming it in that it clearly identifies and supports program needs and additionally, data must be current, accurate and consistent as well as resilient over time so that there is a certain reliability when being used to make decisions.

4. Innovation and Continuous Improvement

Cloud Smart

- Being cloud-first means designing new products and services to be delivered from a cloud infrastructure rather than sitting on a server in a company office or on a computer in a home.
- Modularity is the degree to which a system's components may be separated and recombined, often with the benefit of flexibility and variety in use.

Foundational research

- Uncovers deep insights into your users' thoughts, behaviors, needs, and goals. This creates a strong foundation of knowledge to inform user-centric design decisions, making it a great investment in the long-term success of your product.

Embrace agile and industry best practices

- Embracing the Agile development is iterative and allows features to be delivered incrementally. This gives early benefits while the product is in the development process. Development is fast and early. A few iterations ensure a functional 'ready to market' product.

Appendix B: MDHHS 5 Year IT Roadmap System Glossary

Objective

The objective of the System Glossary is to provide the reader with high level descriptions for MDHHS systems found in the Roadmap. The systems are listed in the same order as the Roadmap and are presented in the following order:

- The five largest MDHHS systems (Bridges, MiSACWIS, MiCSES, CHAMPS and the MDHHS Data Warehouse) are in individual tables at the beginning of the document.
- The shared MDHHS services are grouped together after the large systems.
- The remaining systems in the MDHHS portfolio are organized alphabetically by Administration.

MDHHS Large Systems

The five largest MDHHS systems are mature production systems and include:

System Name	Short Name	High Level Description	Administration
Bridges	Bridges	Michigan's single eligibility determination and case management system for multiple benefit programs including	Economic Stability

		food assistance, cash assistance, day care assistance, energy assistance and medical (Medicaid) assistance.	
Michigan Child Support Enforcement System	MiCSES	Centralized Child Support Program system that provides case management, establishment, financial, and enforcement functions.	Child Support
Michigan Statewide Automated Child Welfare System	MiSACWIS	A comprehensive automated case management tool that meets the needs of all staff involved in foster care and adoption assistance case management. The system also collects and manages the information necessary to facilitate the delivery of child welfare support services, including family support and family preservation.	Child Welfare
Community Health Automated Medicaid Processing System	CHAMPS	This is the Michigan Medicaid Management Information System (MMIS) that supports Medicaid provider enrollment and maintenance, beneficiary healthcare eligibility and enrollment, prior authorization, Home Help Electronic Service Verification, fee-for-service payments and managed care enrollments, payments, and encounters.	Medicaid Management
Michigan Department of Health and Human Services Data Warehouse	MDHHS DW	The decision support and longitudinal data analysis tool for some areas of MDHHS.	Enterprise Systems

MDHHS Leveraged Services

Summary Descriptions:

Service Name	Short Name	High Level Description	Administration
MILogin	MILogin	MILogin is the MDHHS standard for user authentication. It provides identity, credential, and access management.	Enterprise
Master Person Index	MPI	The Master Person Index is the MDHHS standard for identifying an individual in a system. It is designed to store and manage key data from multiple source systems using a sophisticated and flexible data model and attribute weighting. The probabilistic algorithms identify and link individuals across the source systems.	Enterprise
Integrated Service Delivery Portal	ISD Portal	The Integrated Service Delivery Portal is intended to become the unified web presence for MDHHS on the Internet. It provides a cloud-based citizen-facing portal for MDHHS Program applications and beneficiary self-service functionality.	Enterprise
State of Michigan Hub	SOM Hub	The State of Michigan Hub is an enterprise service bus that is used to provide communication between State of Michigan	Enterprise

		applications. It also can connect State of Michigan applications to external entities as well as serves as the primary gateway to the Federal Data Services Hub.	
MDHHS Data Hub	MDHHS Data Hub	A software integration and mapping tool that provides the environment to securely transmit public health information over the Internet. The software has specific features that support HL7 standard healthcare specific transactions.	Enterprise
FileNet	FileNet	FileNet is the MDHHS standard for document retention. It provides a complete document management functionality.	Enterprise
Health Information Exchange Messaging	HIE Messaging	The infrastructure used by the State of Michigan to exchange information with health care providers.	Enterprise
Analytics	Analytics	The MDHHS Data Governance Board is establishing the Data Analytics Strategy. It will consist of a data glossary, security policy and five-year plan. When complete, the adoption of standardized analytics will be included in the MDHHS 5 Year IT Roadmap.	Enterprise
Database Security Application	DSA	This application was initially used to electronically submit and approve user access to the CHAMPS application. It has been expanded and is now used to submit request for access to various MDHHS systems for new, change or renewal requests.	Enterprise

Administrations

Administrations provide the organizational structure to support the successful delivery of projects within a program area which include:

- Behavioral and Public Health (BPH) – This includes the programs and systems used to promote the health and well-being of, and provide services to, the people of Michigan.
- Child Support Administration – This includes projects and systems in support of the Child Support Program.
- Child Welfare Administration – This is comprised of an array of services and systems designed to ensure that children are safe and that families have support to care for their children.
- Economic Stability Administration– This includes the various health and human services eligibility and enrollment systems.
- Enterprise Systems – This includes systems, projects and resources which are leveraged across the Department of Health and Human Services and the State of Michigan.
- Medicaid Administration – This includes systems, projects and resources which are leveraged across the Medicaid enterprise, including Beneficiary Management, Provider and Payment Management, Aging and Adult Services and Michigan Medicaid as a Service (MIMaaS).

1. Behavioral and Public Health

System Name	Short Name	Description
Application for Service	AFS	An accounting module accessed from within the Michigan Centralized Birth Certification System. It allows MDHHS Vital Records to process payments for document requests for all vital records documents (birth records, death records, marriage records, etc.).
AVATAR	AVATAR/ EMBRs	Electronic Medical Business Record System for patient data and billing information for the five (5) SOM psychiatric facilities.
Behavioral Health Treatment Episode Dataset	BH-TEDS	Behavioral Health Treatment Episode Data Set (BHTEDS) System is a database for collecting and processing information of those in Substance Abuse and Mental Health Treatment programs throughout Michigan.
BIOMETRICS	BIOMETRICS	Process used to validate a user's access to the Electronic Death Registry System.
Birth Defects Registry	BDR	Data tables of birth defects, reports, and case summaries reported for statistical epidemiological research and referral by MDHHS.
BIRTH REGISTRY FOR HUMAN SERVICES (BR FOR HS)	BRS (aka MiCBCS)	Birth Registry for Human Services (BRS for HS) allows MDHHS Human Services staff to view the birth records for children to whom they are assigned as the primary worker in the Michigan Statewide Automated Child Welfare Information System (MiSACWIS).
CANCER REGISTRY ELECTRONIC MAPPING REPORTING AND CODING (eMARC)	eMARC	Electronic Mapping Reporting and Coding (eMaRC) was initially developed to receive and process Health Level Seven (HL7) files from anatomic pathology laboratories. Creates NAACCR-formatted abstract records.
Cancer Registry Web Plus	Web Plus	Cancer Registry Web Plus is a web-based application that collects cancer data securely over the public Internet. It is used by central cancer registries for all electronic reporting needs.

System Name	Short Name	Description
CAREWare	CAREWare	Collects demographic, clinical, and service utilization data on clients that receive services funded through the Ryan White HIV/AIDS Treatment Modernization Act used to meet the reporting requirements.
CARO Center Applications	CARO Center Applications	Software used to run the Caro Center facility.
Central Paternity Registry	CPR	The Central Paternity Registry (officially known as CPR/BRS for Child Support) is an application used by MDHHS to store and access paternity information for the State of Michigan.
CERTIFICATE OF NEED E-SERVE (CON E-SERVE)	CON E-Serve	CON E-Serve is a web-based application and management information system for online submissions of Letters of Intent and internal tracking of paper application processing and follow up for Michigan's Certificate of Need (CON) Program.
CERTIFICATE OF NEED FOR MAGNETIC RESONANCE IMAGING (CON MRI)	CON MRI	Application used to support the MRI Component of Michigan's Certificate of Need Program. Receives and processes physician and scan related data for every MRI scan taken in the state. The data is used to calculate utilization rates for MRI devices.
Critical Incident Reporting Database	Critical Incident Reporting Database	The MDHHS Event Reporting System is a file-based system to submit consumer-specific information about five specified events on a timely and regular basis from CMHSP's/PIHP's.
CRS Plus	CRS+	A client-server application that connects to the registry database on a Microsoft SQL Server running on a server computer; and, the client application that runs on individual workstations.
Developmental Disabilities (DD) Council Grant Tracking	DD	DD Grants is used by the DD Council to record track and monitor its federal grants. Data for Project Directors and Fiscal Agents are maintained for multiple DD Council mailing lists and assignment to the grants.
Electronic Death Registration System	EDRS	The Electronic Death Registry System is a Java web application utilized to submit store and distribute death information. This application is utilized by funeral homes, medical certifiers, physicians, medical examiners, and local and state registrars.
EGrAMS	EGrAMS	End to end electronic application system that includes application review award financial and progress reporting etc.

System Name	Short Name	Description
eMaintenance	eMaintenance	This is a software system utilized by the certain State Hospitals to enter and track maintenance requests for the facility.
Electronic Mapping, Reporting and Coding	E-MARC	Electronic Mapping, Reporting, and Coding creates North American Association of Central Cancer Registry formatted abstract records from pathology reports during import into the pathology laboratory database. It also maps and auto-populates the abstract with data received in the pathology report. Finally, it merges multiple physician reports for the same patient and tumor from the same facility.
Electronic Testing Order and Results	ETOR	A front-end interface to the StarLIMS Lab System. Allows laboratories to submit test orders to the State Lab for processing in the StarLIMS system and provides results back to the submitting lab.
Electronic Verification of Vital Events	EVVE	The Electronic Verification of Vital Events (EVVE) application (developed by NAPHSIS) allows participating agencies in other states to easily verify Michigan birth details using the internet.
Emergency Medical Resources	EMResources	Emergency Medical Resources EMResource is a powerful, web-based solution designed to address resource management needs across the health care continuum, equipping those involved in health care and emergency response with practical, convenient, and holistic operational views of area and regional resources. Vendor: EMSsystems
Emergency Medical Services Information System	MiEMSIS	Cloud-based Emergency Medical Services Information System for the entry, collection, and analysis of Emergency Medical Services incident and patient care records.
Emergency Medical Services Licensing System	EMS Licensing	A web-based system to manage the licensing of EMS personnel and agencies; the approval of EMS education programs and medical control authorities in the State of Michigan.

System Name	Short Name	Description
Emergency Medical Tracking	EMTrack	Emergency Medical Tracking is a web-based, multi-functional tracking system that is used to track patients, clients, and event participants and their property throughout almost any situation, from natural, man-made disasters to large-scale planned events. It offers a secure common operating picture that facilitates interoperable communication and situational awareness during events of any scale. Vendor: Juvare via Intermedix
Enhanced HIV/AIDS Reporting System	EHARS	Center for Disease Control (CDC)-provided software which collects case reporting and laboratory information for people living with HIV.
EREPORTS	EREPORTS	eReports is a front-end interface to the NBS database developed by the vendor Perkin Elmer. This system provides the capability for hospitals to submit test orders to the State Laboratory and view results.
Family Support Subsidy Program	FSS/Payments	The Family Support Subsidy (FSS) system is used to maintain data and produce assistance checks for clients that meet the specified requirements. The FSS Program provides financial assistance to families that include a child with severe developmental disabilities.
Genealogical Death Indexing System	GENDIS	Provides Internet access to information from archived death records. It allows the public user to search for records using key pieces of information such as the decedent's name, father's last name, and year of death.
Health Incident Command System	eHICS	Health Incident Command System is a robust platform with a flexible structure that offers health care organizations the means to plan and respond to emergencies at any level, from those affecting a single hospital to those affecting an entire health care system. eHICS provides hospital incident management coordinators and emergency managers with a secure, web-based solution that is designed for successful management of incidents. The system is based on the HICS Standard and follows the National Response Framework of best practices.

System Name	Short Name	Description
Healthy Housing and Lead Poisoning Surveillance System	HHLPSS	A web-based system that allows for screening of children for toxicity, identification and confirmation of cases, medical management of cases, and investigation and abatement of lead hazards, primarily from leaded-paint in home environment cases.
HHS Certification and Enforcement Database	HHS Certification and Enforcement Database	This system satisfies the requirements under EPA funding to track certification and enforcement of lead professionals. It is a new system that provides program efficiency, fulfills funding source requirements, provides increased self-service for lead professionals, ensures regulatory requirements are met and provides program quality control.
HIV Laboratory Management System	HIV LMS	Manages HIV lab results by importing and storing data in the application. After manually, automatically or uploading the data, lab follow-up can be done automatically or manually as necessary.
ITEMAGE	ITEMAGE	Used for processing Women Infant and Children Project Fresh coupons.
Lead Safe Housing Registry	LSHR	A public facing website providing a listing of single-family homes, duplexes, apartments, and daycare homes and centers that have received a professional lead service.
Maternal Infant Health Program	MIHP	MIHP (Maternal Infant Health Program) is a statewide home visitation program for all Michigan women with Medicaid health insurance who are pregnant and all infants with Medicaid. It is a benefit of Medicaid insurance and is focused on promoting healthy pregnancy. Maternal Infant Health Program provides the ability to enter critical monitoring information for Michigan women with Medicaid health insurance who are pregnant and all infants with Medicaid.
RxConnect	RxConnect	The State of Michigan (SOM) MDHHS is working with third-party vendors to implement RxConnect. This application was chosen as the medication management system for the five SOM psychiatric hospitals.
OPHP MI Prepares	OPHP MI Prepares	OPHP MI Prepares is a mobile application that allows a user to quickly pull together information into an emergency plan that they can share with their family.

System Name	Short Name	Description
		The application was created by Gravity Works and is supported by Center for Shared Solutions.
Michigan Breast and Cervical Cancer Information System	MiBCIS	The Breast and Cervical Cancer Control Program (BCCCP) is funded through a multi-year grant from the CDC. The program provides low-income women access to free breast and cervical screening and clinical services.
Michigan Care Improvement Registry	MCIR	The Michigan Care Improvement Registry (MCIR) formerly known as the Michigan Childhood Immunization Registry is a regionally based statewide web-based program that contains over 41 million shot records of 3.2 million people.
Michigan Childhood Lead Poisoning System	MICLPS	System used by MDHHS program staff to manage blood lead reports submitted by laboratories.
Michigan Comprehensive Lead Exposure Abatement Registry	MiCLEAR	As required as part of the Medicaid Children’s Health Insurance Program (CHIP) State Plan Amendment and Environmental Protection Agency (EPA) Grant compliance additionally required by statute that predates the Flint lead situation.
Michigan Dental Registry	MiDR	Dental Registry for medical providers and dental providers to input information on oral health needs of children and to get referrals for care. This is a specialized meaningful use registry. Access is through MI Login.
Michigan Disease Surveillance System	MDSS	The Michigan Disease Surveillance System (MDSS) is a web based communicable disease reporting system developed for the state of Michigan to 1. Facilitate coordination among local State and Federal Public Health Agencies 2. Provide for the secure transfer of information.
Michigan Drug Assistance Program	MiDAP	Allows clients who meet strict eligibility criteria to enroll in a program to pay for HIV drugs and cover routine medical appointments by covering the costs of medications, paying for health insurance premiums, covering gaps in insurance, and coordinating enrollment in insurance programs.

System Name	Short Name	Description
MICHIGAN PREGNANCY NUTRITION SURVEILLANCE SYSTEM (MI-PNSS) & PEDIATRIC NUTRITION SURVEILLANCE SYSTEM (PedNSS)	MI-PNSS & PedNSS	The Pregnancy Nutrition Surveillance System (PNSS) and the Pediatric Nutrition Surveillance System (PedNSS) are Centers for Disease Control and Prevention (CDC) administered program-based surveillance systems that monitor the nutritional status of low-income participants.
Michigan Syndromic Surveillance System	MSSS	The Syndromic Surveillance System (MSSS) facilitates public health rapid detecting and response to unusual outbreaks of illness that may be the result of bioterrorism outbreaks of infectious disease or other public health threats and emergencies.
Michigan TRACKING	MiTRACKING	Michigan Tracking Program (MiTracking) is an interactive web portal to provide public access to health and environmental data for Michigan. Public users can access the site via mi.gov to query the health and environmental data using multiple filters.
Michigan Trauma Registry/ImageTrend Patient Registry	Trauma Registry	The registry collects and analyzes information on trauma incidents, including severity, causes and outcomes to analyze contributing factors and the health system's response.
Michigan Women Infant and Children System	MiWIC	The MI-WIC Application is used by State of Michigan staff and local WIC Agencies to administer the Special Supplemental Nutrition Program for Women Infants and Children (WIC). WIC is a federally funded program that serves low income pregnant breastfeeding, and non-breastfeeding post-partum women, and infants and children up to age 5 who are found to be at nutritional risk.
Michigan Women Infant and Children Mobile	MiWIC Mobile	Mobile functionality supporting the WIC Program.
NEWBORN SCREENING LAB SYSTEM (SPECIMENGATE) (NBS)	SPECIMENGATE NBS	The Newborn Screening Lab System PE Specimengate tracks information on disorders such as Metabolic Endocrine or Sickle Cell from specimen entry through testing and reporting to clients throughout Michigan.
Newborn Screening Online	NBSO	A program created to track the "Blue" newborn screening cards through an inventory system that is used by the Newborn Screening and Accounting departments.

System Name	Short Name	Description
Omnibus Budget Reconciliation Act Application	OBRA	OBRA system evaluates and provides care for consumers with developmental disabilities. A Community Mental Health (CMH) agency performs an evaluation on the consumer and submits evaluation information to for review.
PatientCare	PatientCare	PatientCare is a module within the LIMS SpecimenGate that provides the means for reporting out positive and inconclusive results generated from the newborn screening laboratory and requested follow-up from the provider. There are algorithms for each date.
Pediatric Nutrition Surveillance System	PedNSS	The Pediatric Nutrition Surveillance System is a United States Department of Agriculture administered and program-based surveillance system that monitors the nutritional status of low-income infants, children, and women in federally funded maternal and child health programs.
Psychiatric Inpatient Denials Application	Psychiatric Inpatient Denials Application	Hosted and maintained by MPHI Customer: BHDDA
Psychotropic and Informed Consent Tracking Database	Psychotropic and Informed Consent Tracking Database	Psychotropic and Informed Consent Tracking Database
Research Electronic Data Capture	REDCap	Research Electronic Data Capture is needed to collect Zika Pregnancy Registry data and prepare for secure transmission to CDC.
STARLIMS	STARLIMS	The MDHHS Bureau of Labs (BOL) utilizes STARLIMS v10 as its Laboratory Information Management System (LIMS) for clinical and environmental laboratory testing and requires that the vendor comply with or exceed Centers for Disease Control and Prevention.
State and Territorial Exchange of Vital Events	STEVE	A secure, point-to-point messaging system for exchanging vital event data between trading partners.

System Name	Short Name	Description
State Hospital Billing Archive	State Hospital Billing Archive	The State Hospital Billing Archive is a database that stores historical itemized billing information from the mainframe, as the mainframe has been decommissioned. Users do not have an application front-end; they are able to query the data via business objects. Maintained by DTMB.
State Hospital Billing System	SHBS	A web-based system for First-Party Billing, County Billing and Cash Posting. It collects patient billing information from State Hospitals, obtains receipt of payment information, and provides the ability to produce County Bills and Statements.
SUMMER EBT FOR CHILDREN (MI-SEBTC)	MI-SEBTC	The SEBTC application is utilized by State MDHHS staff to administer nutritious WIC approved foods during the summer months to children pre-K to 12th grade.
Teleforms	Teleforms	Teleforms is a COTS product that interfaces with the Perkin Elmer vendor supported NBS lab system. Used for scanning blood forms and verifying data.
Trauma Registry	Trauma Registry	The Michigan Trauma Registry/ImageTrend Patient Registry collects and analyzes information on trauma incidents, including severity, causes and outcomes to analyze contributing factors and the health system's response.
Vaisala Veriteq viewLinc	viewLinc	Used in the laboratory to monitor lab refrigeration equipment to ensure the correct environment is maintained to protect clinical specimens that have been received from submitters throughout the State of Michigan for the evaluation and identifications of disease such as rabies and HIV. The equipment includes incubators, freezers, or refrigerators where temperature is a critical element.
Vital Statistics	Vital Statistics	Provides public access to regional birth, abortion, death, marriage, divorce, hospitalization, birth defects and cancer statistics. Vital Statistics encompasses the Vital Statistics database, website, Community Health Information website, and Genealogical Death Indexing System.

System Name	Short Name	Description
Volunteer Registry	Volunteer Registry	Provides an electronic environment for volunteers to indicate their interests and contact information for helping to support a public health or medical emergency response.
WEB Electronic Birth Certificates	WEBEBC	The WEB Electronic Birth Certificate System and Birth Registry System work in tandem to receive, maintain, and locate birth record documents for births registered with the State of Michigan. This system will be sunsetted and replaced by the Vital Events Reporting Application (VERA).
Women Infant and Children eForms	WIC EFORMS	Provides forms and processes to aid in the administration of the Women, Infants, and Children program.
Vital Event Registration Application	VERA	Vital Event Registration Application is used to facilitate establishing paternity in hospitals for newborns to unwed mothers. As a fully web-based application it creates birth and fetal death records and allows for certification. VERA is replacing WebEBC.

2. Child Support

System Name	Short Name	Description
Child Support Data Warehouse	CS DW	The decision support and longitudinal data analysis tool for Child Support.
Genesys Enterprise Workload Management	EWM	Supports OCS Operations workflow by assigning work to Operations staff based on their availability and profile.
Interactive Voice Response (IVR)-Child Support	IVR FOC/MiCSES/State	Provides case, financial, and enforcement information for customers with existing child support cases in any Michigan county. The system has the capability to transfer calls to the Michigan State Disbursement Unit (MiSDU) and the OCS Case Management IVR.
Interactive Voice Response (IVR)-Support Specialist	IVR SS	This system connects callers to the OCS Case Management Section (including Support Specialist staff, Intergovernmental staff, and case initiation staff) and the OCS Central Operations Section (including staff who handle tax refund offset, passport denial, and employer bonus).

System Name	Short Name	Description
Child Support - MiChildSupport Portal	MiChildSupport Portal	Website Portal that provides an entry point to other Child Support online offerings.
Michigan New Hires Operation Center	Michigan New Hires Operation Center	Michigan's New Hires Reporting Services is completely outsourced and managed by the vendor (Maximus). The Portal is designed to be an integrated, cloud-hosted web application which supports multiple employer-related services including, but not limited to, New Hire, Income Withholding and National Medical Support Notice functions. The New Hires Reporting Services contract is not paid from the IT budget. None of the resources are managed within the Child Support Administration.
Microsoft Dynamics 365	Dynamics 365	Customer Relationship Management (CRM) application that will replace the Remedy application used by the Child Support Help Desk.
Remedy-MiCSES Helpdesk	Remedy	The software application used to log, store, and manage calls (tickets) to the Help Desk.

3. Child Welfare

System Name	Short Name	Description
Adoption & Guardianship Assistance Annual Reporting System	AGAARS	AGAARS allows the ability of adoptive providers to enter the required annual report via the internet. Collected self-reported data is required to be submitted yearly and includes information to determine if the child is still in the home.
Adoption Assistance Eligibility Database	Adoption Assistance Eligibility Database	Adoption Assistance Eligibility Database is used for logging and tracking incoming adoption assistance applications, standard of promptness data, generating adoption assistance.
Adoption Records Imaging Management System	ARIMS	Adoption Records Imaging Management System (ARIMS) is an image repository of all adoption records processed by MDHHS as well as private agencies upon their closure. These images are stored on microfilm and then scanned digitally into ARIMS.

System Name	Short Name	Description
MDHHS MiSACWIS - AWOL	MDHHS MiSACWIS - AWOL	Provides Missing Children listings with photos and last known locations.
BCHS - BITS - Bureau Information Tracking System	BITS	Licensing system for child welfare child daycare and adult foster care facilities. This is a LARA owned System. It provides MDHHS with the Bureau of Information Tracking System tracks licensing data for a variety of areas including Foster Homes, Foster Family Group Homes, Child Caring Institutions, Court Operated Facilities, Child Placing Agencies, Adult Foster Care, Homes for the Aged, Child Care, and Camp licensing data (not an MDHHS System--LARA System, but paid by MDHHS).
Central Adoption Registry	CAR	Web application to log adoption information requests for individuals who were adopted or family of adoptees. It also tracks if an individual is open to consent regarding contact about an adoption.
Centralized Intake (Workflow Databases)	Centralized Intake (Workflow Databases)	Centralized Intake includes an Access database Excel spreadsheets and Cisco phone system. The Access database is utilized for multiple daily processes such as workflow management human resource information and equipment tracking.
Child Care Fund Tracking	CCFT	Tracks Child Care fund payments.
Child Welfare Data Warehouse	CW DW	The decision support and longitudinal data analysis tool for Child Welfare
Child Welfare Funding Specialist (CWFS) Monthly Report	CWFS	SharePoint team room site which allows each county to submit the DHS400 form electronically.
Child Welfare Licensing Access Database (CWL)	CWL	The Child Welfare Licensing Access Database is an unlinked database used to store information and assist in reporting details on statute required licensing inspections and special.

System Name	Short Name	Description
CPS CRT Access Database	CPS CRT Access Database	Child Protective Services Compliance Review Team is a centrally located unit within the MDHHS Children's Services Agency that reviews recent CPS investigations to analyze child safety and policy adherence.
Drug Screen Portal	Drug Screen Portal	Drug Screen Portal is a web-based portal for drug screening for Bio Parents suspected of drug abuse.
Early on Referral	Early on Referral	Tracks information mandated by the Child Abuse Prevention and Treatment Act that requires all child victims, aged birth to 36 months on substantiated cases of I or II to be referred to a Part C funded early intervention service (known in Michigan as Early On).
Edgenuity	Edgenuity	Edgenuity is an educational suite for Juvenile facilities. The system provides a learning experience to classrooms of any size and shape using cutting-edge digital tools and research-backed instructional strategies.
Families First	FFIS	Offers families intensive, short-term crisis intervention and family education services in their home for four to six weeks.
Family Team Meeting (originally called Team Decision Making) Migrating to MiTeam Fidelity	Family Team Meeting	The Family Team Meeting is a web application that tracks and reports progress of requirements for formal meetings with CPS, Foster Care families about specific actions/policy points. Examples include considering a child removal, permanency planning, etc.
Giftworks	Giftworks	Giftworks is utilized to track names and contact information related to fundraising efforts. The system provides reporting utilized in direct mail efforts, as well as other contact methods. This system is vendor hosted.
GiveSmart	GiveSmart	GiveSmart is an online auction event software that allows guests to purchase tickets and register for mobile bidding at the Children's Trust Fund's Pam Posthumus Signature Auction. The system is used to manage the auction items, guest reservations, sponsors tables, cash donations, purchases, and guest checkout.

System Name	Short Name	Description
Guardianship Assistance Database	Guardianship Assistance Database	Used for logging and tracking incoming guardianship assistance applications, standard of promptness data, and generating guardianship assistance agreements.
Interstate Juvenile Justice Database	JJ DB	Interstate Juvenile Justice Database
Juvenile Justice OnLine Technology	JJOLT	Integrates information for statewide juvenile justice and child welfare services.
Michigan Adoption Resource Exchange	MARE	Michigan Adoption Resource Exchange is a statewide information and referral service for families interested in adopting children from foster care, and for adoption workers looking for homes for these children.
Michigan Juvenile Justice Assessment System	MJJAS	The MJJAS is a structured risk assessment tool that identifies the likelihood of a youth engaging in future criminal behavior and informs appropriate risk classification. The MJJAS can be re-administered over time to determine changes in risk level based upon changes in behavioral profile or life situation. The MJJAS can be used at five different decision points for a youth: diversion, detention, disposition, residential, and reentry. In addition to risk assessment, results from the disposition, residential and reentry tools are assistive for case planning, and for identification of residential and re-entry service needs.
Michigan Online Reporting System	MORS	Michigan Online Reporting System (MORS) is a website which provides a convenient and efficient method for mandated reporters to report suspected child abuse and neglect online instead of making an oral report on the Centralized Intake phone hotline.
MiTEAM Fidelity	MiTEAM	The MiTEAM Fidelity tool is an assessment instrument designed to measure the extent to which the enhanced MiTEAM Practice Model behaviors are being practiced.

System Name	Short Name	Description
Mobile Investigator	Mobile Investigator	The Mobile Investigator Mobile Application provides CPS Investigators a user-friendly, mobile application that improves worker relief by supporting the ability for effective case management tasks outside the office environment. The Mobile Investigator application integrates with the current Michigan Statewide Automated Child Welfare Information System as it is the system of record.
National Youth Transition Database Survey (NYTD)	NYTD	National Youth Transition Database Survey collects survey information from youths in foster care on their 17th, 19th, and 21st birthdays. This data includes information regarding six outcomes: financial self-sufficiency, experience with homelessness, educational attainment, positive connections with adults, high-risk behavior, and access to health insurance. This information is compiled in the NYTD report with additional information from MiSACWIS and then sent to the federal government twice a year.
Protective Factors Survey	PFS	Online Survey portal for Children's Trust Fund (CTF) grantees to report data.
Quality Assurance Compliance Review	QACR	A web-based case review system that uses MiSACWIS data and security. The case record review evaluates compliance with the requirements outlined within the Modified Settlement Agreement not reported in other data driven reports from MiSACWIS.
Relias Teacher Training Tool	Relias Teacher Training Tool	Relias Teacher Trainer Tool is a learning management system that hosts interactive, online courses for professionals who work in adult corrections, community corrections, and juvenile services. These courses meet specific national and state accreditations necessary for Bureau of Juvenile Justice employees.

System Name	Short Name	Description
Services Worker Support System	SWSS	The child welfare case management tool that was previously used by the State of Michigan (SOM) Department of Health and Human Services (DHHS) to record child welfare data. SWSS has not been the system of record since the implementation of Michigan Statewide Automated Child Welfare Information System (MiSACWIS) in April 2014. SWSS now has limited access.
Special Education Management System (SEMS)	SEMS	The Special Education Management System is an educational system that provides an innovative K-12 education technology that energizes educational operations, classroom culture, student growth, and family engagement. PowerSchool provide staff with one place to exchange information, access resources for students needing special services, and meets compliance requirements.
Supervisory Control Protocol Portal	SCP	This system provides an integrated visualization of the Supervisory Control Protocol for CPS Supervisors through a Web portal to support CPS Audit remediation. Supervisory Control Protocol (SCP) Portal was developed as a CPS supervisor tool to increase a supervisor’s caseworker oversight and to address remediation efforts for the CPS Investigation Audit.
Total Recall	Total Recall	Total Recall is a software program used to track closed cases that are maintained by the Royal Oak Storage facility. Only authorized DHHS staff may conduct data entry according to the appropriate retention periods. This information includes case name, case number, ID number, closure date, program type and notes on files sent for storage. The established guidelines must be adhered to for packaging and pick-up. Material may only be destroyed based on program disposal schedules. After the District’s Closed Files Retention period or capacity, files are sent to Royal Oak.

4. Economic Stability

System Name	Short Name	Description
Asset Verification System	AVS	Medicaid asset verification service.
Bridges Information Mart	BRIMM	A database that is an extract of the MDHHS Data Warehouse that is used by local office and central office users as a reporting tool to create specific ad-hoc reports as defined by the users. These reports provide information such as caseload assignment, number of applications submitted per program, etc.
Electronic Document Management - BSI (Bridges Scanning and Indexing)	BSI	Document Capture and Imaging (EDM) - (Electronic Document Management) The system that electronic documents are created from based off their paper originals as well as documents that have been faxed or emailed. Documents are categorized by metadata to be stored in FileNet and later retrieved by Bridges for processing.
MDHHS MiSACWIS CPS Central Registry Web Service	Central Registry	Web Service which provides Bridges with access to CPS Central Registry data from MiSACWIS.
CDC Internet Billing	CDC I-Billing	Utilized by childcare providers for billing and payment tracking for services provided. System interfaces with Bridges eligibility system for payment processing and other payment related transactions.
Correspondence Tracking	CTS	The Correspondence Tracking System (CTS) is used to document or log correspondence between an office using CTS and any outside source. CTS provides a basic user interface to enter message information for storage in a single database repository.
Disability Determination System and Payroll	DDS	Disability Determination System Payroll that is interfaced to SIGMA for payment.
Disability Determination System Federal Reporting	DDS	Disability Determination System (DDS) Payroll that is interfaced to MAIN for payment using ML/MF.
Electronic Payment Processing and Information Control	EPPIC	This system is a part of the payment processing and controls for EBT cards. System works along with Conduent to perform transactions against the benefits cards to ensure they reflect correct balance and such.

System Name	Short Name	Description
Family Automate Screening Tool	FAST	Family Automated Screening Tool is a 50-question survey that a client is required to complete. The FAST questions collect information regarding barriers, strengths, and client's needs which help creates the Family Self-Sufficiency Plan (FSSP) and employment plan. Completion of this survey is mandatory for all FIP recipients. The client has 30 days to complete the survey. Failure to complete it will lead to application denial or program.
Family Self Sufficiency Plan	FSSP	Each adult receiving the Family Independence Program, cash assistance, must create a plan to overcome barriers and engage in activities designed to reach self-sufficiency. Michigan's success in meeting federal work participation requirements is measured by the customer's actual hours of participation in work related activities as documented on the FSSP.
Integrated Contact Center	ICC	A statewide, virtual contact center and supports the UCL concept. MDHHS beneficiaries call a single toll-free number for information and questions, to report changes, and to participate in scheduled telephone appointments with caseworkers. The ICC has an automated self-service feature to answer common questions which then frees up time for caseworkers to process tasks. After the self-service prompts, the beneficiary may choose to speak to a caseworker directly. ICC routes the call to specialists depending on the expertise needed.
Internet Criminal History Access Tool	ICHAT	A public resource maintained by the Michigan State Police for name-based Michigan criminal history background checks. State agencies use ICHAT plus other systems to perform required background checks on potential and already enrolled and/or licensed providers. Bridges has web service functionality to ICHAT for certain users who enroll/maintain providers.
Kiosks (Delivery Channel)	Kiosks	DHHS Offices kiosks, the kiosks solution is a combination of hardware and software aimed at worker relief. The kiosks provide access to a variety of DHHS services including but not limited to MiBridges ISD (Integrated Service Delivery) portal.

System Name	Short Name	Description
Local Office Accounting Local Office Automation	LOA2	Legacy ASP Application for DHHS Eligibility of Bridges LOA2 this application assist with recoupment process with over and under payments. This is application also keeps a historical record and corrects payments.
MAGI Rules Engine (Modified Adjusted Gross Income)	MAGI	Rules engine to determine Medicaid eligibility based upon Modified Adjusted Gross Income (MAGI) rules. MAGI Rules Engine is an Oracle Policy Automation solution used for State of Michigan Modified Adjusted Gross Income Medicaid and CHIP eligibility determination.
National Voter Registration Act Activity Reporting System	NVRA	MDHHS is a designated voter registration agency and is required to provide voter registration applications to customers in the local offices and via mail at application, redetermination and upon request. To track and report the applications, each local office must complete a monthly report using the NVRA Activity Reporting System available on the MDHHS intranet.
Opcon (Batch Scheduling) - Eligibility	OPCON	Bridges automated scheduling manager software performs batch scheduling for Bridges and is part of the DTMB Virtual Server Farm. Bridges batch process consists of two primary activities; interface management, updates, and reporting.
Opus/Tango (Correspondence tool) - Eligibility	OPUS/Tango	Correspondence document creation tool.
Pathways to Potential Donations	P2	Web application which allow Pathways to Potential Online Donations from the public.
Recoupment Tracking and Reporting System	Recoupment Tracking and Reporting System	Identifies and tracks Medicaid beneficiaries that are using an excessive amount of specific services they are eligible to receive. The Beneficiary Monitoring Program web application will perform analysis on the beneficiary population to determine candidates for monitoring.
Temporary Assistance to Needy Families (TANF) Work Participation and Case Review	TANF-OQA	Web application which performs case reviews of TANF cases. The application calculates and reports monthly TANF work participation rates to the Federal government.

System Name	Short Name	Description
Universal Case Load (UCL) - Eligibility	UCL	Caseload Management Workflow. A caseload management system that instead of each Eligibility Specialist having a defined list of cases to manage in a specific county, UCL divides casework into functional tasks distributed across staff based on roles regardless of geography. The number of specialists assigned to functional tasks and the exact geography they cover are all configurable.
Welfare Debt Database	Welfare Debt Database	A database that the Collections office used to retrieve information regarding payments against existing claims in Bridges. It continues to be used to file federal reports and addendums.

5. Enterprise

System Name	Short Name	Description
Abacus	Abacus	MDHHS System architecture management tool used for analytics of MDHHS portfolio of systems.
Agency Alerts	Agency Alerts	Provides time sensitive news and alerts to MDHHS Executives from county director's and staff.
AppTracker	AppTracker	Application used by the Internet and SharePoint Development team to track development and support information on various MDHHS systems and websites.
Automated Reporting System for the Inspector General	ARSIG	Tracks backend client welfare fraud in Wayne County.
Beneficiary Monitoring Program (BMP)	BMP	Vendor (OPTUM) created web application. The Beneficiary Monitoring Program identifies and tracks Medicaid beneficiaries that are utilizing an excessive amount of specific services they are eligible to receive. The BMP web application will perform analysis.
Care Connect 360	CC360	Vendor (OPTUM) created web application. This application assists Medicaid providers in coordination of care. It was originally released under the name FRANK.
CASE READ CFSR	CFSR	The Case Read Michigan Statewide Automated Child Welfare System Web Application has been written to obtain information from Statewide Automated Child Welfare System. The application was originally written to gather information from Services Worker Support System.
ChangePoint	CP	MDHHS project portfolio tracking tool (replaced by Clarity FY19).
Children's Rights Reporting	CRR	Generates a variety of control reports used by local offices, DHHS, State and Federal leadership. These reports monitor caseloads and effectiveness of programs, including annual reporting.
Children's Services Reporting	CSR	Generates a variety of control reports used by local offices, MDHHS, State and Federal leadership to monitor caseloads as well as

System Name	Short Name	Description
		effectiveness of programs. Includes annual reporting.
Clarity	Clarity	MDHHS project portfolio tracking tool (replaced ChangePoint FY19).
Client Survey Excellence Site	Client Survey Excellence Site	Team site for providing client surveys.
Community Resource Program (CRP)	CRP	Community Resource Program (originally Volunteer Services) tracks volunteer programs in each county including costs. Generates monthly reports for each county.
Composite Directory	Composite Directory	Web application that contains the list of MDHHS Human Services offices and contacts for Children's Services.
Contract Tracking Payment System (CTP)	CTP	Contract Tracking Payment System (CTP) is an automated document tracking system for all central office grants and Financial DHHS Contracts. The Financial Contracts module provides a method where contract budget and expenditures can be easily identified.
Corrective Action Tracking System	CATS	CATS Application is part of MFR which allows users to track the receipt progress and completion of Audits and their Corrective Actions.
Counseling Services Database	Counseling Services Database	Search tool that provides a list of available counseling services within selected county.
County Office Information	County Office Information	WEB Application used to check County stats.
Crime Victims Services Commission (CVSC) Sigma Application (Sigma 1.5)	CVSC SIGMA	The Sigma Application is used for the federal Victims of Crime Act (VOCA). It is solely used for data and record keeping purposes. At one time the system was used to process payments to grantees. Payments are now processed using the EGrAMS System. NOTE: NOT AN ACTIVE APPLICATION.
Crime Victims Compensation Claim System (the name has been changed to MiCAVS)	CVCCS (MiCAVS)	All case management, workflow, data depository, payment, reporting and inquiry functions for claim investigation and determination activities authorized under PA 223 of 1976.

System Name	Short Name	Description
		This system will replace the Crime Victim Services Commission (sigma 1.5), which will be become obsolete once this system is implemented.
Crime Victims Services Commission (CVSC) Oracle Application	CVCS Oracle	The Oracle Application is the claims management system the Compensation Program utilizes to input and maintain claims. Through a series of steps, the claim is either denied or approved in the system. If the claim is approved the Oracle system, then processes the claim.
Critical Incident Reporting Database	Critical Incident Reporting Database	The MDHHEvent Reporting System is a file-based system to submit consumer-specific information about five specified events on a timely and regular basis from CMHSP's/PIHP's to MDHHS. The five specific reportable events are: <ul style="list-style-type: none"> •Suicide •Non-suicide Death •Emergency Medical Treatment due to Injury or Medication Error •Hospitalization due to Injury or Medication Error •Arrest of Consumer
Pharmacy Crosswalk Drug Reference (XDR)	XDR	Vendor (OPTUM) created web application. The Pharmacy Crosswalk Drug Reference program (XDR) will provide MDHHS the ability to manage HCPCS (Healthcare Common Procedure Codes). This includes the ability to search by NDC, HCPCS or both and the ability to maintain Healthcare Common Procedure Coding System inactive lists.
Customer Complaint Tracking Database	Customer Complaint	Web application that tracks Customer complaints for Specialize Action Center.
Departmental Work in Progress	DWIP	Departmental Work in Progress is a web-based front end to the IBM-RTC system used to manage and facilitate the workflow of the MDHHS Strategic Integration Administration's work intake process.
Developmental Disabilities (DD) Council Grant Tracking	DD	DD Grants is used by the DD Council to record track and monitor its federal grants. Data for Project Directors and Fiscal Agents are maintained for multiple DD Council mailing lists and assignment to the grants.

System Name	Short Name	Description
DHS Contact	DHS Contact	Web application that allows users to email MDHHS from the MDHHS public site (michigan.gov). Users can contact MDHHS regarding a general inquiry, complaint, compliment, and/or their opinion.
DHS Public Content Changes Vignette	DHS Public Content Changes Vignette	Web content management system that supports the Michigan.gov portal.
DHS Union Grievance Tracking	DHS Union Grievance Tracking	Program that tracks Union Grievances.
Disability Management Database System	DMDS	Disability Management Database System used by DHHS Personnel. The System responsible for MDHHS worker's compensation/Injury Entry, Incident reporting, unemployment verification and leave of absence system.
Disability Management Database System (Leave of Absence)	DMDS: LoA	A subcomponent of the Disability Management Database System responsible for leave of absence records.
Disability Management Database System (Workers Comp/Injury Entry)	Disability Management Database System (Workers Comp/Injury Entry)	DMDS Personnel-Worker's Comp/Injury Entry is a subcomponent of the Disability Management Database System responsible for workers compensation/injury entry and reporting.
Disability Management Database System Personnel - Incident Reporting	DMDS: Incident Reporting	A subcomponent of the Disability Management Database System responsible for personnel incident reporting.
Disciplinary Logs	Disciplinary Logs	Union discipline records.
DMDS Personnel - Leave of Absence	Leave of Absence	The subcomponent of the Disability Management Database System responsible for leave of absence records.
DMDS Personnel - Worker's Comp/Injury Entry	Workers Comp/Injury Entry	The subcomponent of the Disability Management Database System responsible for workers compensation/injury entry and reporting.
Download Forms and Publications	Download Forms and Publications	Provides MDHHS workers with ability to access and download forms and publications.

System Name	Short Name	Description
MIDC - EGRAMS - Electronic Grants Administration and Management System	EGrAMS	End to end electronic application system that includes application review, award, financial and progress reporting, etc.
Employee Transfer and Recall Application	ETRA	The Employee Transfer and Recall Application is used by MDHHS Human Resources to facilitate the proper handling of employee transfers from one location to another, with respect to union rules and regulations.
Employee Vacancy Turnover System	Employee Vacancy Turnover	Employee Vacancy Turnover system to show available and used vacancies in MDHHS.
File Transfer MDHHS	MDHHS FTP	An FTP service used internally for Department of Health and Human Services systems.
File Transfer System	File Transfer	A managed file transfer system that stores and forwards files between State of Michigan agencies and internal and external trading partners.
Fleeing Felony Cases	Fleeing Felony Cases	SharePoint team site that provides bi-weekly reports for the Attorney General's office regarding a court case.
Freedom of Information Act	FOIA-GovQA	Automate Freedom of Information Act (FOIA) request and response process.
IBM Rational Tools	Rational	AI software suite of tools to deliver configuration and change management, requirements management, build automation, system testing management, automated testing and improve application security.
Idea Stream	Idea Stream	SharePoint site that allows employee-generated ideas and suggestions to be reviewed by management and allows the tracking of approved ideas through the implementation process.
Inside MDHHS - SharePoint	Inside MDHHS - SharePoint	Intranet portal for MDHHS in SharePoint and includes 100+ team sites for MDHHS.
Learning Management System	LMS	Learning Management System tracks training encounters for DHHS staff.
Lifeline	Lifeline	Lifeline is a web application that allows a user to submit information to determine if a person is potentially eligible for payment assistance for a phone. Used by LARA staff but supported by MDHHS.

System Name	Short Name	Description
Local Accounting System Replacement - (LASR)	LASR: Account	LASR (Local Accounting System Replacement) is a customized web-based application of "Oracle E-Business Suite from Oracle Corp primarily used by Accounting Department of Health and Human Services Counties and MiSDU (Michigan State Disbursement Unit) NOTE: DHHS ACCOUNTING SERVICES IS NO LONGER USING THIS. THEY HAVE MOVE TO SIGMA 100%. TO BE DECOMMISSIONED.
Local Accounting System Replacement (Background Check)	LASR Background Check	Used for Background check of MDHHS employees.
Local Accounting System Replacement (Email and FTP)	LASR: Email and FTP	Custom module to automate emails and File Transfer Protocol from Local Accounting System Replacement.
Local Accounting System Replacement (Income Tax Offset)	LASR: ITO	State Income Tax Offset management interface to Treasury via Bridges in Local Accounting System Replacement.
Local Accounting System Replacement (Management Information Database Password Change)	LASR: MIDB	Automated process to manage Management Information Database password generation, change, and storage.
Local Accounting System Replacement - (LASR) for MiSDU	LASR: MiSDU	LASR (Local Accounting System Replacement) is a customized web-based application of "Oracle E-Business Suite from Oracle Corp primarily used by Accounting Department of Health and Human Services Counties and Michigan State Disbursement Unit (MiSDU).
Local Accounting System Replacement (Positive Pay)	LASR: Pay	Interface to confirm Local Accounting System Replacement checks.
Local Accounting System Replacement (Reimbursement)	LASR: Reim	Local Accounting System Replacement reimbursement module to submit Local Accounting System Replacement payment details to Sigma via Bridges for county reimbursement.
Local Accounting System Replacement (SIGMA Interface)	LASR: Sigma	Interface between Local Accounting System Replacement and Sigma.
Local Accounting System Replacement (Tax Processing System)	LASR: 1099	Uses vendor profile 1099 tax indicator and current address to send 1099 tax forms for

System Name	Short Name	Description
		payment made in Local Accounting System Replacement each year.
Local Accounting System Replacement Suite	LASR	A customized web-based application suite, primarily used by Accounting Department of Michigan's Health and Human Services Department, Counties, and Michigan State Disbursement Unit to issue payments from Social Welfare Fund and Child Care Fund, manage recoupments, issue tax certificates, and maintain related books of accounts.
Local Office Contact	Local Office Contact	Local Office Contact is a web application that contains a directory of all the job types, staff, telephone numbers, and email addresses within the county offices.
Mail Tracking	Mail Tracking	This is an executive administrative tool used to record and track mail that is received. The item can be assigned and reassigned with due dates and large comment areas. Mail Tracking is an executive administrative tool used to record and track mail that is received. The item can be assigned and reassigned with due dates and large comment areas.
Medicaid Audit Recovery and Investigation System (MARIS/i-Sight)	MARIS	The Medicaid Audit Recovery and Investigation System (MARIS/i-Sight) application is used by the Office of Inspector General (OIG) to automate the investigation of Medicaid fraud waste and abuse. The i-Sight Case Management Software (i-Sight) provides the platform that streamlines the investigative process from initial intake to final report and provides the information to analyze results, demonstrate trends and prevent losses.
Medicaid Part D	Medicaid Part D	Medicaid Part D - Data Warehouse Reporting maintains a roster of citizens who are eligible for Medicare Part D. Tracks enrollments and disenrollment's.
Medicaid Part D - Data Warehouse Reporting	Part D	Maintains a roster of citizens who are eligible for Medicare Part D. Tracks enrollments and disenrollment's.
Medicaid Statistical Information System (MSIS)	MSIS	Vendor (OPTUM) created web application. MSIS produces reports required by the Federal Government related to the State Medicaid

System Name	Short Name	Description
		system. The system allows users to make changes to report parameters.
MHR1031 Employee Inventory Report	MHR1031 Employee Inventory Report	A listing of MDHHS's employees by Department Code for a given pay-end-date range. Application designed to replicate the old paper MHR1031 Report with additional features.
MiBridges - Self Serve	MiBridges	MiBridges (ISD) - is an Online self service that allows clients update benefits apply for benefits apply for assistance in multiple programs.
Michigan Administrative Hearing System	MAHS	Michigan Administrative Hearing System is a SharePoint site that tracks court cases for OIG.
Michigan Business Resource System	MiBRS	Michigan Business Resource System allows Michigan Rehab Services District Offices to manage dual customers (business/agency) in prevention, recruitment, hiring, consultation, and retention services for agency participants and businesses.
Michigan Cashiering and Receivables System	MICARS	A revenue control application that communicates with the State of Michigan's central accounting application, and that also interfaces with several MDHHS systems. It provides all business functionality required to manage and control revenue in a governmental environment.
Michigan Victim Information and Notification Everyday (MI-VINE)	MIVINE3	An automated service that lets you track the custody status of offenders incarcerated in Michigan. Citizens can register to be notified by phone, email, and/or text message if the custody status of an offender changes.
Michigan Department of Health and Human Services Boilerplate Tracking System	MDHHS Boilerplate	Tracks notifications of 3rd parties when DHHS policy changes.
Michigan Domestic Violence Prevention and Treatment Board	MDVPTB	Tracks the administration of state and federal funding for domestic violence shelters and advocacy services.
Michigan Inspector General System	MIGS	The MIGS application is used by the MDHHS - Office of Inspector General (OIG) to automate the investigation of Human Services (food assistance cash assistance etc...) fraud waste and abuse. The i-Sight Case Management Software (i-Sight) provides the platform that streamlines the

System Name	Short Name	Description
		investigative process from initial intake to final report and provides the information to analyze results, demonstrate trends and prevent losses.
Michigan Unified Query - Social Security Administration	MUQ-SSA	Web application which load information on Workman's Comp and TANF eligibility for use by the local Social Security Administration office.
MILogin for ISD Portal	MILogin	Customized MiLogin service specific for ISD portal
Office of Human Resources	Office of Human Resources	An application that supports the Office of Human Resources.
OHSIG Audit Application	OHSIG Audit Application	A database used for audit purposes by the Office of Inspector General.
Online Manuals Maintenance/Retrieval	Online Manuals	A custom-coded SharePoint application that allows anyone with a State of Michigan user id to view and search MDHHS Policy Manuals documents.
Operational Data Store	ODS	The Operational Data Store is being developed in conjunction with the Project SIGMA initiative. It will store SIGMA extracted information that each MDHHS agency system will use to perform referential checks and accurately process transactions that are sent to SIGMA.
OWDT/OPD	OWDT/OPD	An application that supports the Office of Workforce Development Training.
Peace of Mind Registry	Peace of Mind Registry	The Peace of Mind registry website, MIPeaceofMind.org, and call center are managed by Gift of Life Michigan, located in Ann Arbor, Michigan. The State of Michigan provides oversight of the registry through The Michigan Department of Health and Human Services (MDHHS).
Personnel Employee Grievance Tracking	Personnel Employee Grievance Tracking	MDHHS employee grievance tracking support for data history.
Personnel Employee Hiring Packet	Personnel Employee Hiring Packet	Packet of information for new employee hiring by MDHHS Personnel.

System Name	Short Name	Description
Employee Transfer Request Application (ETRA)	ETRA—Department of Corrections	Employee Transfer Request Application (ETRA) used by MDHHS Personnel NOTE: THIS APPLICATION IS NO LONGER USED. DECOMMISSION DATE UNKNOWN AT THIS TIME.
Personnel Incident Reporting	PIR	Personnel Incident Reporting is a digital incident reporting form.
Piktochart	Piktochart	Piktochart is a web-based infographic application which allows users without intensive experience as graphic designers to easily create infographics and visuals using themed templates.
MDHHS Report Access (RAP) System	RAP	Standard HR and Accounting Reports from MiDB NOTE: TO BE DECOMMISSIONED. TIMING IS UNKNOWN.
Report Status	RptStat	Report Status is a web application which contains the following parts: DHS Tracking System, Audit Reporting, Boilerplate Reporting.
Residential Leases	Residential Leases	The database holding the information about the residential group homes under state lease. It is used both by the Housing Services Section staff as data repository, as well as the staff of the Mental Health Support Section in Accounting, which generates a SIGMA interface extract that generates the rental payments for these leases.
RightFAX	RightFAX	A virtual fax service for external customers/providers to send a fax to a State agency or for selected State personnel to "print", and outgoing faxes that are sent to a customer/provider.
Rolodex	Rolodex	Rolodex is an executive administrative tool used to record phone calls, including callers name, address, etc., as they are received. The executive uses the names and addresses as a contact log.
SAS Fraud System	SAS Fraud System	End of Life It is a solution to increase data updates and allow automated analytics to be run on a timelier basis to detect patterns of fraud by public assistance recipients, employees or businesses or providers within Michigan. It also allows for expanded reporting capabilities.

System Name	Short Name	Description
MDHHS Selection and Recruitment	MDHHS Selection and Recruitment	Selection and Recruitment process used by DHHS Personnel. Drug testing employee recall and applicant verification. NOTE: THIS APPLICATION IS NO LONGER USED. DECOMMISSION DATE UNKNOWN AT THIS TIME.
Service Awards DHS	Service Awards DHS	This system is used by Human Resources to print out certificates for employees reaching milestone anniversaries (every 5 years.) This application gets most of its data from MIDB which is updated bi-weekly.
Service Map	Service Map	MDHHS services mapping application for Helping Hands website.
SharePoint/MDHHS Intranet	SharePoint/MDHHS Intranet	SharePoint intranet portal for more than 100 MDHHS team sites.
Splunk - Eligibility	Splunk	Investigate, Monitor, Alert tool.
Statewide Operations Status Application	Statewide Operations Status Application	Statewide Operations Status Application is a web application that is integrated into SharePoint which provides at-a-glance availability and status of all MDHHS systems from the Inside MDHHS SharePoint technology page. System provides automated email notifications when a system is unavailable.
Surgeon General System	Surgeon General System	Internal statistical WEB application tool for Office of the Surgeon General's staff.
Symmetry	Symmetry	Symmetry is a tool that is utilized to meet federal oversight and reporting mandates (the CMS Final Managed Care Rule) and to meet SOM mandates incorporated into the Medicaid health plan contract.
T-MSIS Web	T-MSIS Web	Web application that allows users to make changes to the Medicaid Statistical Information System report parameters. The Medicaid Statistical Information System produces reports required by the Federal Government related to the State Medicaid system.
TRIMM	TRIMM	TRIMM is for document capture and imaging repository for record retention.

System Name	Short Name	Description
Waiver Support Application	WSA	Waiver Support Application is the core web application used to support MDHHS's waiver programs (Habilitation, Severely Emotionally Disturbed, and Children's). Each program has a separate subsystem within Waiver Support Application. Waiver Support Application provides the following related to waiver programs and beneficiaries: automated workflow; data entry; submission and tracking; and reporting. It will also provide full auditing. Vendor (OPTUM) created web application. The WSA is the core web application used to support MDHHS' waiver programs (Habilitation Severely Emotionally Disturbed and Children's) which will each have a separate subsystem within WSA.
WAYNE - Closed Files CFS GSA	WAYNE-Close File	Wayne County Application: Tracks closed cases sent to Iron Mountain Office of Attorney General
WAYNE-County Fiscal Tracking System	WAYNE-County Fiscal Tracking System	Tracks invoices and payments for providers in the District Offices.
WAYNE-County SharePoint Site	WAYNE-County SharePoint Site	Wayne County Team SharePoint Site.
WAYNE-Court Database	WAYNE-Court Database	Wayne County court database.
WAYNE-DHS Wayne Internet Site	WAYNE-DHS Wayne Internet Site	Provide info to MDHHS Wayne Staff.
Web Requests	Web Requests	Web Requests is a SharePoint integrated application which allows users to submit maintenance tickets to the MDHHS Internet & SharePoint Development Team for application updates and maintenance.

6. Medicaid

System Name	Short Name	Description
Aging Information System	AIS	This is a vendor supported vendor hosted system including the following modules: ADRC Information System (ADRCIS), AIS Project Library (PDL), Annual and

System Name	Short Name	Description
		Multi-year Planning System (AMPS), Area Agency on Aging Assessment Guide, Congregate Meal (CongMeal), Financial Information Reporting System Technology (FIRST), Legal Services Information System (LSIS), National Aging Program Information System (NAPIS), Nutrition Management (NM), Partner Channel User Management System (PUM), Resource Maintenance (RM), Resource Request (RR), Secure Grantee Report - File Retrieval (File Retrieval), Secure Report - File Drop (File Drop) Vendor User Administration (VUM), Volunteer Annual Funding Agreement (VAFA) and Volunteer Information System (VIS).
Adult Services Automated Payment	ASAP	ASAP (Adult Services Automated Payment system) is a web-based system used to generate payment authorizations for the Home Help and Adult Foster Care programs. The information necessary to generate these payment authorizations are retrieved from the Michigan Adult Information Management System (MiAIMS). This system also has an Accounts Receivable module to recoup monies paid out in error.
Children with Special Needs Fund (CSN) Oracle	CSN	CSN is used to track requests to the CSN Fund. It stores the status demographics and correspondence and enables the administrator to create reports based on this information.
Children's Health Care Automated Support Systems (CHASS)	CHASS	Supports the non-operational functions of the Children's Special Health Care Services Program such as Non-Emergent Transportation Tracking.
Children's Special Health Care Services	CSHCS	Maintains Medicaid Title 5 eligibility and enrollment information for the Children's Special Health Care Services area. Additionally, it monitors when client information requires renewal, payment agreement, private duty nursing benefit, and insurance premium payment information and activity is maintained.
Data Collection Tool	DCT	This is a Maximus function used to take applications over the phone, added to DCT, then sent via Hub to MAGI then to Bridges
Electronic Medicaid Incentive Payment Program	eMIPP	A solution for managing the Medicaid Incentive Payment Program, Medicaid Health Record and Health Information Exchange Connectivity.

System Name	Short Name	Description
Full Cost Clinic Reporting	FCCR	Full Cost Clinics Reporting (FCCR) provides the Hospital and Clinic Reimbursement Division with a way to validate eligibility and process clinic claims data to generate summary and detail reports pertaining to those claims. This data is then input toward the determination of a settlement. Some claims data is pulled from the Data Warehouse, whereas other claims data can be received in file format from clinics.
Hospital and Client Settlements (Medicaid Fiscal Review Application)	Hospital and Client Settlements	Calculates settlements for the Hospital Cost Settlement System's various programs and other processes, such as: Quality Assurance Assessment Program, Medicaid Access to Care Initiative, Provider Information Portal, Capital Interim Payment, Federally qualified Health Center, and Rural Health Clinics.
Hospital Data Software Program (Cardfile)	Hospital Data Software Program	Provides the necessary resources to enable staff to access data, manage various systems, generate reports, and monitor activities including: Paid Claims, Cost Settlements, Client Settlements.
Jira	Jira	Jira is a Software package used to enter project and task information, including resources, hours, and details. The application is based on the Agile methodology and utilized for project management, sprint planning, bug tracking, and reporting.
Long Term Care (LTC) Application	LTC	Maintains tracing of long-term care provider cost reporting, auditing & cost settlement activities; maintains history of long-term care provider's and facility's; maintains history of licensed beds in the long-term care provider facility; creates and stores long term care provider's Medicaid reimbursement rates for room and board.

System Name	Short Name	Description
Low Volume Scanning and Indexing	LVSI	The Low Volume Scanning Indexing (LVSI) consists of two workstation-based applications: Scan Documents and Data Capture and Document Indexing. Scan Documents converts paper documents to electronic images by managing the process of scanning documents to an encrypted NAS drive using a Fujitsu fi-6770 scanner. Data Capture retrieves the batches of document images processed by Scan Documents. It manages the process of presenting the images one-by-one for a user to associate indexing metadata to each document and then preparing the image file and its metadata file for upload to the FileNet document repository. The applications reside on SOM workstations and as noted image file and its metadata is stored on FileNet.
MAGI Viewer	MAGI Viewer	Functionality part of Maximus Enrollment Broker.
Maximus Enrollment Broker	MaxEB	A web-based utility used by the MAXIMUS Call Center and some SoM Users. MAXeb is used for: Conducting beneficiary enrollments into Managed Care for both Medicaid Plans and Integrated Care Organizations, Provider searches to aid the beneficiary with specific doctors, Managing Health Plan capacity, Generating beneficiary enrollment related correspondence, Requesting a number of SOM mailings, Producing/Ingesting interface files with CMS and CHAMPS
Maximus Oracle Financial Accounting	MAX OFA	The financial subsystem in CHAMPS integrated with SIGMA to ensure Medicaid payments to providers and health plans and tracking of payables and receivables for generation of remittance advice (RA).
Medicaid Clinical Quality Measurement Recovery and Repository Service	CQMRR	Receives, quality-checks, and validates, organizes, and restructures inbound Quality Reporting Data Architecture-formatted data files (electronic Clinical Quality Measures) submitted by Medicaid providers. CQMRR supports payment reform, data-driven quality improvement, delivery system transformation, and other CMS initiatives.
Medicaid Symantec Protection Engine	Medicaid SPE	Symantec protection engine as part of CHAMPS.

System Name	Short Name	Description
Medical Service Administration Manual Payment System	MSAPay	The Medical Services Administration (MSA) Manual Payment System is a Medicaid payment program operated by the Department of Health & Human Services (DHHS). Some Medicaid recipients are eligible for additional payments not covered by normal Medicaid processing. This system processes approved vouchers for these additional payments. An example would be transportation expenses for recipients who meet income restrictions.
Michigan Adult Integrated Management System	MiAIMS	Michigan Adult Integrated Management System (MiAIMS) is the application for creating, maintaining, and authorizing payments for all Independent Living Services and Adult Protective Services and Adult Community Placement referrals/cases.
MyCareVisit	MyCareVisit	A mobile application for Home Help providers to submit verification of authorized services provided to eligible Medicaid beneficiaries.
myHealth Button	myHealth Button	A mobile application that interfaces with the State of Michigan's Medicaid Management Information System and provides non-Personal Health Information data to Medicaid and Children's Special Health Care Services beneficiaries related to their own Medicaid record.
myHealth Portal	myHealth Portal	An online application that interfaces with the State of Michigan's Medicaid Management Information System. It provides non-Personal Health Information data to Medicaid and Children's Special Health Care Services beneficiaries related to their own Medicaid record.
Oracle Financials	OFIN	Maintains MI Health Account data for CHAMPS.
Presumptive Eligibility	PE	Online application used to apply for and have eligibility determined for temporary Medicaid health care coverage.

System Name	Short Name	Description
Quality Improvement and Evaluation System	QIES	The CMS Quality Improvement and Evaluation System (QIES) including the Assessment Submission and Processing (ASAP) system, Certification and Survey Provider Enhanced Reports (CASPER) and the Automated Survey Processing Environment (ASPEN) system collects and validates data on provider- and beneficiary-specific outcomes of care and performance. CMS uses the data from QIES to improve the quality and cost-effectiveness of services paid under the Medicare and Medicaid programs.
Site Visit Pro	Site Visit Pro	Mobile application supporting scheduled or unannounced site visits to provider offices. It focuses on identifying, and proactively preventing, fraud and abuse of the Medicaid program.
Third Party Electronic Database	TED	Processes Medicaid Health Care Claim data to determine when a third-party carrier was responsible for payment. This system will then create and send billings to the other health care insurance carriers. TED also provides supporting functions for the various Third-Party Liability activities included in the retrieval of erroneously paid health care claims.
Time Tracking System	Time Tracking System	An application used by MDHHS Office of Audit staff to track their work hours. This system then interfaces with SIGMA for payment processing.
Workflow Management System Editing	WFMS Editing	Allows key data entry for the Medicaid paper health care claims scanned by WFMS Scanning.
Workflow Management System Scanning	WFMS Scanning	Workflow Management System (WFMS) is a suite of 10 workstation-based applications used by 7 to 10 personnel in the DTMB Data Center Operations (Westshire) group. WFMS is used to process paper claims sent in by Medicaid providers requesting payment for services. WFMS converts the paper to electronic images, created document indexes, uploads image and index files to FileNet, and sends payment claim data to CHAMPS.

Appendix C: Total expenditures and total appropriations

2019 IT Actuals and Budget By Fund Source and Percentage of Total Department Appropriations							
Fund	Fund Name	2019 Budget			2019 Actual		
		IT Appropriations	Total Department	Dept %	IT Appropriations	Total Department	Dept %
1000	State general fund/general purpose	109,413,735	4,487,178,800	2%	104,297,495	4,421,412,305	2%
1200	State restricted revenues	1,999,800	3,020,524,193	0%	1,157,360	2,949,647,792	0%
3000	Federal funds	261,235,151	18,700,796,210	1%	222,790,269	17,927,508,436	1%
4000	Local funds		164,868,595	0%		115,832,185	0%
5000	Private funds	25,089,366	210,094,413	12%	20,065,996	131,317,530	15%
6313	IDG	1,067,000	13,818,372	8%	1,067,000	12,874,949	8%
	Total	398,805,051	26,597,280,582	1%	349,378,120	25,558,593,197	1%