Children's Protective Services
Process and Technology Reforms
(FY2019 Appropriation Act - Public Act 618 of 2018)

September 30, 2019

Sec. 454. The funds appropriated in part 1 for children's protective services reforms shall be used to implement process and technology reforms as recommended by the children's protective services operation excellence team. By September 30, 2019, the department of health and human services shall provide to the senate and house appropriations subcommittees on health and human services, the senate and house fiscal agencies, the senate and house policy offices, and the state budget office a report describing the progress of implementing the reforms developed by the children's protective services operation excellence team and detailing how these funds were expended.

Michigan Department of Health & Human Services

Children's Protective Services
Process and Technology Reforms

The funds appropriated in part 1 for children's protective services (CPS) reforms have been focused on the implementation and ongoing enhancement of the Supervisory Control Protocol and the CPS Mobile Investigator application. Minor modifications were also made to MiSACWIS to improve efficiency and usability. MDHHS has taken the necessary steps to allow for funds not expended in FY19 to be utilized in FY20. The remaining funds will be used to fund the support costs of the items that have been developed and implemented to date, as well as optimizing the document scan and search function in MiSACWIS, CPS accept and link functionality, increasing utilization of the centralized print center, and central registry clean-up.

FY 2019 Status Update

Supervisory Control Protocol (SCP):
The SCP portal was developed and implemented statewide by a team of policy and field staff in response to the CPS audit. The SCP was designed to increase the frequency and effectiveness of supervisory review and approval of investigation activities, improve worker compliance with CPS investigation requirements, and verify that required documentation occurred. Technology was developed to enable efficient application of the protocol and as a way for supervisors, program managers, county directors and Children's Services Agency leadership to monitor practice compliance.

The SCP technology was developed in seven weeks through an efficient partnership between MDHHS and DTMB. This timeframe was supported by leveraging an existing vendor contract and technology platform. The first wave of the SCP was released on December 16, 2018. Statewide implementation of the SCP occurred on February 18, 2019. An improved version of the SCP was successfully implemented on May 2, 2019. The updates were designed to improve usability and increase efficiency within the SCP Portal for CPS supervisors.

The first Power Business Intelligence Dashboard, SCP Progress Status, was implemented on August 2, 2019 and provides visibility around the number of open SCPs and the timeliness of each SCP by stage. This dashboard allows all levels of leadership to manage the flow of SCPs statewide and by region, county, and supervisor. The second dashboard, SCP Activity Compliance, is expected to be released in October 2019 and will provide performance data around the activities within the SCP.

CPS Mobile Investigator Application:
The CPS Mobile Investigator application consists of three key elements including:

> (a) A safety feature which allows workers to check-in with their supervisors while in the field.
> (b) The ability to remotely enter social work contacts in the MiSACWIS system.

(c) The ability to remotely upload documents and photos to the MiSACWIS case record.

All three elements were successfully developed in seven weeks, and the first wave of implementation was released on December 16, 2018. Statewide implementation successfully occurred on February 18, 2019.

The department continues to seek feedback from the field to improve the effectiveness and efficiency of the Mobile Investigator to support widespread user adoption and utilization. Reported defects and enhancement requests are logged and prioritized for resolution, with the most recent release occurring on August 16, 2019.

Person Search Display & View Case History:
The MiSACWIS application was modified and enhanced to allow for quicker more efficient review of person and case history. These changes reduced the time and effort it takes for workers to review critical history and increases the potential for the worker to review key information such as worker safety concerns, abuse or neglect trends or previous termination of parental rights.

CPS Investigation Report Revisions:
Modifications were made to the CPS Investigation report generated by MiSACWIS to support supervisors in a more thorough and efficient review of the report. The report was modified so the supervisor could review the pertinent information all at once instead of in different formats or reports.