Michigan Statewide Automated Child Welfare System (MiSACWIS) Status Report

(FY2017 Appropriation Act - Public Act 268 of 2016)

November 1, 2016

Sec 534 (2) *The department shall report to the senate and house appropriations subcommittees on the department budget, the senate and house fiscal agencies, the senate and house policy offices, and the state budget office by November 1 of the current fiscal year a status report on the planning, implementation, and operation, regardless of the current operational status, regarding the appropriation in part 1 to implement the MiSACWIS. The report shall provide details on the planning, implementation and operation of the system, including but not be limited to, all of the following:*

- *(a) Areas where implementation went as planned.*
- *(b) The number of known issues.*
- *(c) The average number of help tickets submitted per day.*
- *(d) Any additional overtime or other staffing costs to address known issues and volume of help tickets.*
- *(e) Any contract revisions to address known issues and volume of help tickets.*
- *(f) Other strategies undertaken to improve implementation.*
- *(g) Progress developing cross-system trusted data exchange with MiSACWIS.*
- *(h) Progress in moving away from a statewide/tribal automated child welfare information system (SACWIS/TACWIS) to a comprehensive child welfare information system (CCWIS).*
- *(i) Progress developing and implementing a program to monitor data quality.*
- *(j) Progress developing and implementing custom integrated systems for private agencies and tribal governments.*

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(a) Areas where implementation went as planned.

MiSACWIS implementation successes in Fiscal Year 2016 include:

1. Juvenile Justice: The October 2015, MiSACWIS release integrated Juvenile Justice (JJ) case management functionality. Michigan Department of Health and Human Services (MDHHS) juvenile justice specialists, MDHHS JJ training schools, and private contracted JJ residential facility staffs are now using MiSACWIS to document case management activities. Private contracted abuse/neglect residential facility staff are now using MiSACWIS to document seclusion and restraint incident reports. This functionality replaces portions of the Juvenile Justice Online Technology (JJOLT) system.

2. County Child Care Fund (CCCF) Functionality: Since October 2015, MDHHS county and court users enter yearly CCCF budget information and complete monthly CCCF billing in MiSACWIS. This functionality replaces portions of the Juvenile Justice Online Technology (JJOLT) system.

3. CCF (Child Care Fund) Chargeback Functionality: MiSACWIS implemented a monthly report and reconciliation for county and state expenditures. The system creates either a voucher report (request for payment to the county) or a "repayment" report that identifies how much the county potentially owes to the state.

4. Recoupment and Reconciliation: MiSACWIS was enhanced to include recoupment and reconciliation functionality. The enhancements assist in identifying overpayments, provide notice to a provider of the need for a recoupment and track fund source reconciliations.

5. Preventing Sex Trafficking and Strengthening Families Act, P.L. 113-183: MiSACWIS has been modified to collect demographic information for victims of sex trafficking for federal and state reporting.

6. Credit Checks: In accordance with federal legislation, MiSACWIS was enhanced to require credit checks for youth in foster care who are between the ages of 14 to 21 years old; youth age 18 and older can opt out of this requirement.

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7. <u>Medical Information</u>: Several enhancements have been implemented over the last year to collect more medical information for children in foster care. Per the Implementation, Sustainability, and Exit Plan (ISEP) functionality was also implemented to support psychotropic medication informed consent tracking and oversight.

8. <u>Social Work Contacts</u>: MiSACWIS made a number of user-friendly improvements to the social work contacts module. The changes were based on information provided by MiSACWIS users during the MiSACWIS quarterly on-site visits.

9. <u>Flint Medicaid Waiver Coverage</u>: MiSACWIS collects new information on children living or placed at a Flint-impacted address; MiSACWIS sends this information to the MDHHS Bridges system which then adds the Flint waiver indicator to a child's Medicaid eligibility.

(b) The number of known issues

The MiSACWIS project tracks and monitors issues through the identification of defects. As of September 16, 2016, there are 35 open defects in the system which is a decrease of 66.67 percent from those reported in fiscal year (FY) 2015.

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

The average number of help desk tickets submitted per day is 126.

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

In FY 2016, MDHHS utilized overtime hours to reduce the number of help desk tickets and address known issues. The overtime costs in FY 2016 totaled $68,122.36.

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

In FY 2016, the MiSACWIS project did not issue contract revisions to address known issues and the volume of help desk tickets.

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(f) Other strategies undertaken to improve implementation.

<u>Field-Driven Business Support Model</u>: The MiSACWIS project team continues to conduct quarterly on-site visits with MDHHS offices and private agencies. The visits seek engagement between the MiSACWIS field users to provide input on MiSACWIS system enhancements and provides the user with onsite over-the-shoulder system support. A pre-visit survey is provided electronically to each prospective field site for all staff to provide feedback. The survey provides a snapshot of the user's feedback on MiSACWIS in areas ranging from a design wish list, project support and system issues. When the survey detects a theme or recurring issues, the review team addresses the issues during the on-site visit.
After the MiSACWIS onsite visit, project staff send a post-survey to each participant. The survey collects user feedback on the system, the effectiveness of the visit and site visit improvement suggestions. Based on the survey responses and information gathered during the visits, a quarterly report is developed detailing the visits, the survey results and the top 10 field-identified MiSACWIS issues.

<u>New Worker MiSACWIS Training</u>: MiSACWIS and the Office of Workforce Development and Training (OWDT) staff continue to provide Pre-Service MiSACWIS training to new workers. MiSACWIS project staff are offering new worker training to juvenile justice residential staff and working with the Division of Child Welfare Licensing (DCWL) to create and provide new licensing worker training.

<u>MiSACWIS Training Academy</u>: MiSACWIS field support staff conduct training workshops. Training needs are identified through help desk trends, feedback provided during the on-site visits and system updates. The workshops are offered to MDHHS and private agency users. The training occurs in a classroom setting scheduled geographically around the state to limit the amount of travel and participants receive in-service training credit hours. During training sessions, end users have time to ask questions, practice system functionality and address case issues.

<u>Train the Trainer Workshops:</u> MiSACWIS staff develop and provide train-the-trainer workshops for staff to provide the same training to others in their offices. Project staff send the training materials to all training participants and support them in facilitating training in their offices.

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E-Learning Training: MiSACWIS staff develop and conduct webinars with assistance from OWDT staff to provide further support to field users. System online help and job aids are developed or revised for each MiSACWIS release. Project staff develop new computer-based training and revise existing trainings with each MiSACWIS release. The MiSACWIS project team also works closely with the Strengthening Our Focus Advisory Council (SOFAC) MiSACWIS sub-team to address areas of need or concern identified by the field.

The MiSACWIS project continues to work on improving implementation in the technical arena. This includes expanding the utilization of agile design and development methodologies to increase overall efficiency and the ability to effectively adapt to changing system needs and priorities. There are increased efforts to train the relevant project staff in accurate estimating of work effort to assure maximization of capacity. The project has also worked to improve release planning strategies by bolstering coordination between the technical and business teams and incorporating more standardized approaches for the project as a whole.

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

Michigan Child Support Enforcement System (MiCSES): The MiSACWIS to MiCSES interface was automated on June 17, 2016. MiSACWIS and MiCSES began exchanging information on a daily basis for children in out-of-home placements. MiSACWIS sends MiCSES foster care payment information and in exchange MiCSES sends MiSACWIS child support payment information.

Medical Information: Efforts are underway to access specific health data for foster children from the Medical Services data warehouse via MiSACWIS. This will support enhanced medical oversight for the ISEP. Enhancements allow access to crucial medical information via the CareConnect 360 application, which provides views to the data in the Medical Services data warehouse. Those views are customized based on specific MiSACWIS data, such as caseworker assignment and the child's program type.

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

Analysis is underway regarding the transition to a Comprehensive Child Welfare Information System (CCWIS). To gain additional understanding of CCWIS, the MiSACWIS project management team participates in the CCWIS specific webinars sponsored by the Administration of Children and Families (ACF). Open discussions have been initiated with the ACF liaison regarding specific considerations for Michigan's business model. The department is analyzing the potential impact of a CCWIS transition to the Integrated Service Delivery (ISD) project, as well as any implication to the department's overall strategic vision.

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

In preparation for the third round of the child and family services review (CFSR), the Division of Continuous Quality Improvement (DCQI) and MiSACWIS project staff are strategizing the ability to measure data accuracy in MiSACWIS. The group is reviewing CFSR Self Assessments from other states who have received a strength rating on the Statewide Information System systemic factor during the CFSR reviews. Michigan is developing a semi-annual review to verify data accuracy.

(j) Progress developing and implementing custom integrated systems for private agencies and tribal governments.

Design of the Performance Based Child Welfare System in Kent County will provide for a customized data exchange. The exchange between MiSACWIS and Mindshare will allow Mindshare specific MiSACWIS data to utilize for enhancing and improving child welfare practices. Design sessions are underway and development is slated to begin in January of 2017. Efforts are ongoing to enhance and improve data exchanged with the tribal community.