Michigan Statewide Automated Child Welfare Information System (MiSACWIS)
(FY2016 Appropriation Bill - Public Act 84 of 2015)

October 30, 2015

Section 534 *This section requires that the department submit a report on the planning, implementation and operation, regardless of the current operational status, of the Michigan Statewide Automated Child Welfare Information System (MiSACWIS). The report shall include, 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.

MDHHS

Michigan Department of
Health & Human Services

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(a) Areas where implementation went as planned.

MiSACWIS Implementation successes in Fiscal Year 2015 include:

1. Redesign of the Centralized Intake Functionality: To better meet the needs of the centralized intake workers and supervisors, this redesign improved efficiency to capture the necessary needs of the complaint intake and reduced the worker's time spent on the phone with the reporting person.

2. Redesign of Provider Evaluations for Field Workers: MiSACWIS now meets the functionality needed by the field workers and reduced the data input time.

3. Court Reports/Service Plans: The MiSACWIS team received input from the field, program offices and court representatives to improve the efficiency of the report for court hearings and enhanced the service plans to capture the information necessary per policy.

4. Social Work Contact Enhancement: Functionality was added to increase the connection time to the database when workers are typing long narratives and auto save the data.

5. Quality in Financials: Quality controls have been implemented to increase the accuracy of payroll to private providers, increase the timeliness of payments to foster care parents and to adoptive parents. Analysis consistently occurs at each step in the payment process, monitoring system issues and end user inaction that stalls payments. MiSACWIS will track all foster care youth placed with MDHHS, funding determinations and service authorizations.

6. Federal Reporting Requirements: Functionality was added to track Adoption and Foster Care Analysis Reporting Systems (AFCARS), National Child Abuse and Neglect Data Systems (NCANDS) and National Youth in Transition Database (NYTD). MiSACWIS completed a successful federal review of AFCARS in July, 2015.

7. Implementation of Juvenile Justice (JJ) Case Management: MDHHS juvenile justice specialists, child welfare funding specialists, MDHHS public training schools and private contracted JJ residential facility staff are now using MiSACWIS to document JJ case management activities. Additionally, private contracted abuse/neglect residential facility staff are now using MiSACWIS to document seclusion and restraint incident reports. County and

court-operated juvenile detention facilities may report seclusion and restraint information in MiSACWIS.

(b) The number of known issues.

The MiSACWIS project tracks and monitors issues through the identification of defects. As of October 15, 2015, there are 105 open defects in the system. This is a decrease of 64.16 percent reported for Fiscal Year (FY) 2014.

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

The daily average number of submitted help desk tickets is 180.

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

In FY 2015, MDHHS utilized overtime in two critical areas: increased hours to directly reduce the number of help desk tickets and regression testing of the Child Care Fund (CCF) financial implementation and the integration of Juvenile Justice (JJ) Case Management into MiSACWIS.for Fiscal Year 2016. The additional overtime staffing costs in FY 2015 totaled $132,647.44.

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

In FY 2015, the MiSACWIS project did not issue contract revisions to address known issues and the volume of help desk tickets.

(f) Other strategies undertaken to improve implementation.

New Field Driven Business Support Model: The MiSACWIS team developed quarterly on-site field engagement sessions to provide on-site training, and learn the needs of the end user. The pre-visit survey is provided electronically to each prospective field site for all staff to provide feedback. The surveys provide a snapshot of the field's feedback on MiSACWIS in areas ranging from a design wish list, project support, and system issues. When the survey detected a theme or recurring issue, the review team addressed these issues during the onsite review whenever possible. After the MiSACWIS onsite visits, a post-visit survey is provided electronically to each field onsite for all staff to provide feedback. The survey provides a snapshot of the field's feedback on MiSACWIS, whether the visits were helpful, what was most beneficial, and how the onsite visits can be improved moving forward.

<u>Innovative New Geo Mapping</u>: This mobile device tool allows a MiSACWIS user to view providers and children in care on a map while working in the field. Benefits of the tool include and are not limited to:

- providers & children can be located within a specific geographic boundary;
- providers & children can be located by a specific Child Placing Agency;
- data can also be exported to Excel for sorting and printing.