This guide provides the steps for getting started in MISACWIS as a Juvenile Justice (JJ) Specialist and Juvenile Justice Residential Case Manager, including for MDHHS and Non-MDHHS users. This includes navigation within MiSACWIS and available resources and tools.

## Before you begin

All users must have access to MiSACWIS. If access has not been obtained, the following documents should be followed: *MiSACWIS\_GainingAccess\_Steps\_v5* and *MiSACWIS/CCWIS Enrollment Overview*. These documents can be found on the Child Welfare Technology Communications website under Job Aids > Security.

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## **Getting Started in MiSACWIS (SOM and Non-SOM)**

MiSACWIS is the statewide computer application used to support day-to-day child welfare job tasks. This system provides:

- Real-time access.
- Data entry methods that reduce duplication of data collection and help eliminate paperwork.
- A single, comprehensive view of the child, youth, and family.
- Reporting capabilities.
- Maintenance of accurate data for decision making.
- Automated interfaces with external systems.

The goals of MiSACWIS are to monitor, track, and improve the outcomes of services delivered to children and families, thus fostering safety, permanency, and well-being for children in Michigan. These goals are accomplished through the multiple MiSACWIS functional areas.

#### **Functional Areas**

MiSACWIS is a task-based system in which the flow of information supports the way users perform job tasks. The system is organized around multiple functional areas. Access to the Functional Areas depend on security access and job functions in the system.

- Intake: The Intake functional area is where referrals are received and recorded on behalf of a child or family. MDHHS receives two types of referrals for intakes: those alleging child abuse or neglect (CPS), and those not alleging child abuse or neglect (Non-CPS). For JJ cases, a Non-CPS Intake is entered by the JJS or supervisor to begin case management.
- Case Management: The Case Management area of MiSACWIS is where all case data is maintained, including social work contacts, permanency plans, Permanent Ward cases, case services, placements and court actions. Residential workloads and records are also housed within Case Management, allowing residential staff the ability to manage the residential records for each youth placed in their facility.
- Person Management: In the Person Management area, details are recorded for case members, employees, provider home staff, and other people involved in MiSACWIS.
   Person details include a Person Profile, Financial, Education, Health Information, Person Characteristics, and other relevant data.
- Provider Management: The Provider Management area maintains information about foster homes, relative caregivers, CCIs and QRTP facilities throughout the state, including names, addresses, and staff members, licensing information, home evaluations, and training.



- Financial Management: The Financial Management area is where fiscal activities are managed, such as service authorizations, budgets and ceilings, rosters, payment processing, and eligibility determination. Also included are tools to assist in revenue maximization by supporting the tracking of various federal and state fund sources in addition to other minor grants available to MDHHS.
- **Administration**: The Administration area supports MiSACWIS operations and manages security, ticklers, broadcast messages, and MiSACWIS users.

## **System Navigation and Components**

MiSACWIS navigation is modeled after well-known web applications. Its tab-based structure reflects the flow of normal case manager and support staff business processes. To navigate MiSACWIS, a combination of tabs, menus, hyperlinks, command buttons, and searches are used. When first logging into MiSACWIS, the Home screen will display. MiSACWIS supports primary and secondary navigation through tabs at the top of the system screens.

Upon navigating further into MiSACWIS, other navigational methods are accessed including the left-hand menu.

The MiSACWIS screens include specialized form controls, like:

- Text boxes
- Drop-down lists
- Checkboxes
- Option buttons
- Narrative boxes
- Multiple-select lists with Add and Remove features
- Pop-up calendars for date boxes
- Spell Check functionality

### **Required Fields**

Certain work items in the system require a response. MiSACWIS-required fields are bold with a red asterisk at the end of the field name.





## **Federal Reporting Elements**

MiSACWIS contains reporting elements of the federal Adoption and Foster Care Analysis and Reporting System (AFCARS), the National Child Abuse and Neglect Data System (NCANDS), and National Youth in Transition Database (NYTD).

The federal elements/fields are in bold red text followed by a blue plus sign. If the federal elements are required, they have a red asterisk after the plus sign.

Race +
American Indian/Alaska Native
Asian
☐ Black/African American
☐ Native Hawaiian/Other Pacific Islander
White
Additional Race Unknown
Abandoned
Declined
☐ Incapacitated
Safe Haven
Unable to Locate
Ethnicity/Ancestry
Hispanic/Latino: + No V



## **Switch Organizations**

If you work for more than one organization, MiSACWIS prompts you to select an organization when you login. After you login, you can switch your organization access at any time without logging off MiSACWIS. Your access rights are coordinated by your unit supervisor and implemented by state and organization administrators. MiSACWIS applies security access rights assigned to you under each associated profile.

## **To Switch Organizations**

1. Click the <u>switch organization</u> header at the top of any MiSACWIS screen. The Select Organization screen appears.



2. From the **Organization** list, select the organization in which you need to work.



3. Click **Select**. The Home screen appears. You now have the access rights and workload from the organization selected.

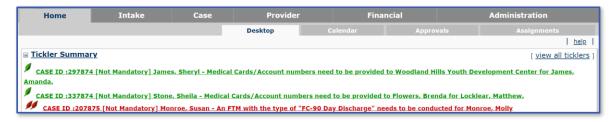


#### **MiSACWIS Home Screen**

This screen serves as a starting point for work in MiSACWIS. Depending on security profile, users can access various parts of MiSACWIS from this screen.

### **Tickler Summary**

This area contains the most current ticklers for your workload. Click a tickler link to view the associated screen or work-item or click <u>view all ticklers</u> to search for all ticklers related to your workload.



## Tip of the Day

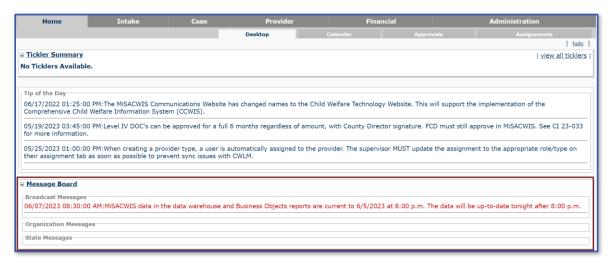
This section displays the MiSACWIS Tip of the Day. Some tips may include a link to view more information or graphics.





## **Message Board**

This area displays broadcast messages for MiSACWIS users. Messages can be configured to display for all users, state users only, or for users from a certain organization.

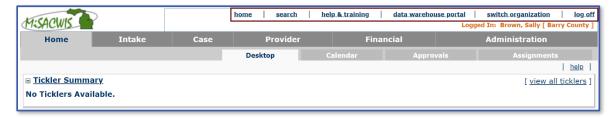


## **Common Screen Components**

The MiSACWIS system consists of screens, tabs, and sub tabs. It also contains some standard areas that are consistent from screen to screen.

#### **Header Area**

This area contains the home, search, help & training, switch organization, data warehouse portal, and log off links.



### **Navigation Area**

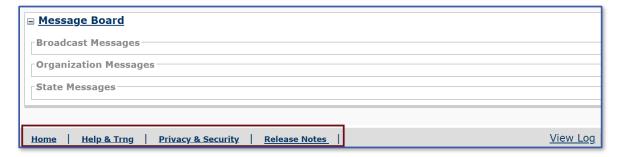
This area consists of primary and secondary tabs. Not all screens in MiSACWIS display navigation tabs.





#### **Footer Area**

This area contains numerous links to assist you on the job, such as Home, Help & Training, Privacy & Security and Release Notes.



## **Online Support Tools**

MiSACWIS provides different ways to support you, depending on your needs at a given time, as follows:

## **Online Help**

Online Help, should be used when assistance is needed to complete tasks in MiSACWIS, to access glossary definitions, information about the current screen, State of Michigan policies, and other information.

## **To Access Online Help**

1. Select help & training in the header. The Help & Training screen appears.



2. Select Online Help. The Online Help pop-up displays.





### **Baby Help**

On every screen in MiSACWIS, there is a <u>help</u> link, referred to as "Baby Help". This function can provide step-by-step direction as to how to complete information on the current screen.

#### To Access Baby Help

1. Select <u>help</u> on the current MiSACWIS screen. A pop-up will display with the screen name, and information.



### **Computer Based Trainings (CBTs)**

CBTs should be used to view webinars and information videos on specific topics. These can be accessed via the Learning Management System (LMS) using the link: <a href="https://michigan.csod.com/client/michigan/default.aspx">https://michigan.csod.com/client/michigan/default.aspx</a>

## **Child Welfare Technology Communications Website**

The Child Welfare Technology Communication Website contains many job aids that provide step-by-step direction as how to complete specific tasks in MiSACWIS, as well as Communication Issuances (CIs) and other helpful information.

#### To Access the Child Welfare Technology Communications Website

 Select <u>help & training</u> in the header of any MiSACWIS screen. The MiSACWIS Help & Training Screen appears.

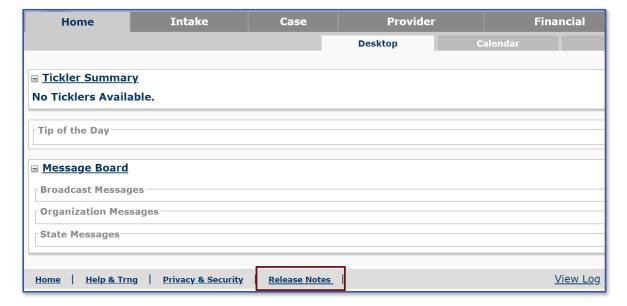




2. Select <u>Child Welfare Technology Communications</u>. The Child Welfare Technology Communications Website opens in a new tab.



 Or the Release Notes link in the footer can be used to open the Child Welfare
 Technology Communications Website in a new tab without losing the page you are
 currently on.



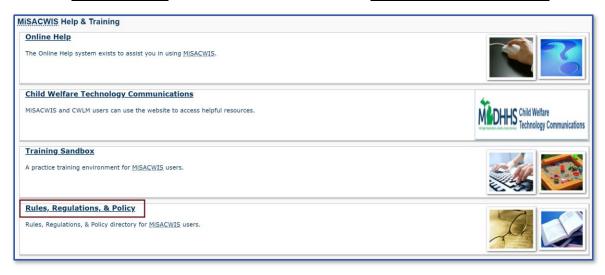


### Rules, Regulations, & Policy

State of Michigan Policy should be referenced often for related subject matter topics on the current task being completed in MiSACWIS.

#### **To Access Policy**

- Select a policy link in screen-level help topic
- Perform a keyword search in the Online Help search tab
- Select <u>help & training</u> in the header, and then select <u>Rules</u>, <u>Regulations</u>, <u>& Policy</u>



### **Central MiSACWIS Tasks**

#### **Find Records in MiSACWIS**

The <u>search</u> header link at the top of each MiSACWIS screen allows the user to find a person, intake, case, provider, or employee. When conducting a search, MiSACWIS looks for records statewide, not just in your own organization.

You can add a new non-MDHHS provider record or a new employee record from the Provider Search screen or Employee Search screen, respectively. Persons, Intakes and Cases cannot be added when using <u>search</u> to find a person, intake, or case.

1. Click <u>search</u>. The Person Search screen appears.





- 2. Click one of the tabs, depending on the record you want to find:
  - Person Search: Displays person records.
  - Intake Search: Displays open and closed intakes.
  - Case Search: Displays open and closed cases.
  - **Provider Search:** Displays records for providers home, residential providers, and Non-MDHHS providers.
  - **Employee Search:** Displays records for MDHHS, Central Office, Centralized Intake, tribe, court, and agency employees.



- Enter search criteria.
- 4. Click **Search**. The matching records appear under **Search Results**.
- 5. Click select to view the record details.
- 6. Click Close or Cancel to close the record.

#### **View Ticklers**

MiSACWIS generates a tickler reminding you to complete some tasks. Ticklers can be seen when you first login on the Home screen, and case specific ticklers on the Case Overview screen. MiSACWIS creates ticklers based on the status of records and outstanding actions that need to be completed. If you do not complete the action by the due date, the tickler escalates to your supervisor. If the second escalation date passes, MiSACWIS notifies the next level of authority. The escalation dates and path depend on the tickler definition and the practices of your organization. The state sets the default tickler escalation dates.

You can create ad hoc ticklers to remind yourself of actions MiSACWIS does not track. If you are a supervisor, you can view your employee's ticklers and edit the associated work items.

1. Click the **Home** tab or the <u>home</u> link at the top of the screen. The MiSACWIS Home screen appears.



2. Click a tickler description to view the associated work item. Click **Close** or **Cancel**. The Tickler Search/Detail screen appears.



3. To view all ticklers assigned to you, click <u>view all ticklers</u>. The Tickler Search/Detail screen appears.



- 4. Enter search criteria and click **Search**. The matching ticklers appear under **Ticklers**.
- 5. Click the tickler link to view the work item or task that triggered the tickler. These links are only enabled for system-generated ticklers. Ad hoc ticklers display in a different format on the Tickler Search/Detail screen.

#### **View Case Workload**

The Case Workload screen displays the cases to which you are assigned, divided by Investigation, Ongoing, and Permanent Ward case categories.

If you are a supervisor, the screen displays the cases assigned to your unit's case managers.

If you are not assigned to the case, you can search and view case information on the general search screen, as described in the previous section.

If you are a residential user, see View the Residential Workload on page 35 to manage your workload.

1. On the Home screen, click the **Case** tab. The Case Workload screen appears, displaying your open case count assigned by category.



2. Click 
☐ for the appropriate case category link to see your assigned cases, which appear in alphabetical order by the case reference person's (CRP's) last name.



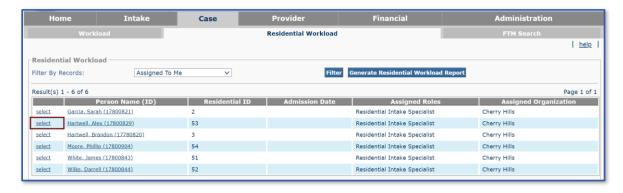
- Click the case ID number link:
  - If the category is Investigation Cases, the Investigation Overview screen appears.
  - If the category is Ongoing Cases, the Case Overview screen appears.
    - Under Case Actions, click <u>View Case Information</u> to view basic case information. Click Cancel to return to the Case Overview screen.
  - If the category is Permanent Ward, the Adoption Case Overview screen appears.
    - Under Case Actions, click <u>Adoption Case Details</u> to view basic case information. Click Cancel to return to the Adoption Case Overview screen.

#### View the Residential Workload

The Residential Workload screen displays your assigned residential cases, listed by the last name of the youth. You may also filter to view cases assigned to your organization.

If you are not a residential user, you will not be able to access this screen.

- 1. On the Home screen, click the **Case** tab. The Residential Workload screen appears.
- 2. (Optional) Select **Assigned To My Organization** from the **Filter By Records** dropdown to view residential cases assigned to your organization.
- 3. Click <u>select</u> next to the record you wish to view. The Residential Overview screen appears.





#### **Case Overview**

The Case Overview screen displays high-level case information including the Case Name, Status, Safety Hazards, Ticklers, and Case Assignment information. Authorized MiSACWIS users can access additional information such as Case Detail, Members, Households, Case Relationships, Associated Persons, and Linked/Associated Cases.

If you are assigned to the case, you can access the case from your case workload or you can access the case using the general search screen.

- 1. Access the case using your workload screen or the general search screen. The Case Overview screen appears.
- 2. Click <u>View Case Information</u>. The Case Detail screen appears. Click **Cancel** to return to the Case Overview screen.



- (Optional) From the Case Detail screen, click the Members, Households, Relationships, or Associated Persons tab to view additional case information. Click Cancel to return to the previous screen.
- 4. On the Case Overview screen, click the left-hand menu links to view actions taken on the case.



#### **Residential Overview**

The Residential Overview screen displays high-level information including the Residential ID, basic information about the youth, Residential Placement information, Ticklers, and Residential Assignment information. Authorized MiSACWIS users can access additional information such as Residential Detail, Members, Associated Persons, and Linked/Associated Intakes.

If you are assigned to the case, you can access the residential overview screen from your residential workload.



- 1. Access the record by clicking <u>select</u> next to your desired record on the residential workload screen. The Residential Overview screen appears.
- 2. Click <u>View Residential Detail</u>. The Residential Detail screen appears. Click **Close** to return to the Residential Overview screen.
- (Optional) From the Residential Detail screen, click the Associated Persons tab or the Intake ID link to view additional case information. Click Close to return to the Residential Overview screen.
- 4. On the Residential Overview screen, click the left-hand menu links to view actions taken on the case.

#### Find and View Person Profile

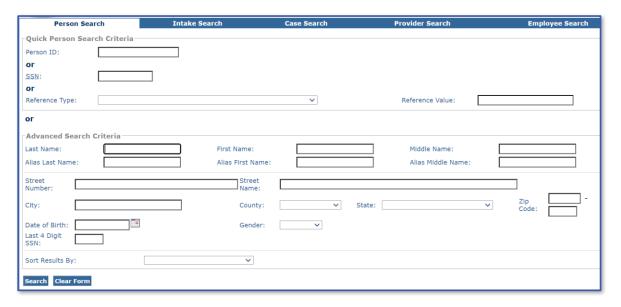
To locate a person profile in the system, use the <u>search</u> link at the top of the MiSACWIS screen to access the Person Search screen. Enter search criteria, such as the person's name, address, and other details.

When you select a person record from the search results, the Person Overview screen appears. From this screen you have access to all available information about the person, including the person profile, education profile, financial profile, military background, and other information. If you have the correct security role, you can update the person's information via the Person Overview screen.

1. Click <u>search</u>. The Person Search screen appears.



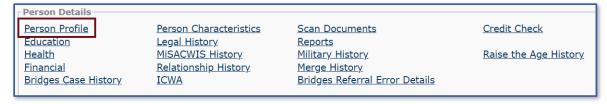
- 2. Enter the criteria you wish to use in your search:
  - If you know the Person ID, SSN, or a reference value, enter it under **Quick Person Search Criteria**.
  - If you do not know the person's unique ID values, enter the person's last name under Advanced Search Criteria. You can enter additional criteria to narrow the search results.



- 3. Click **Search**. The matching person records appear in the **Person Search Results** area.
- 4. Click select next to the person's name. The Person Overview screen appears.



5. Under **Person Details**, click <u>Person Profile</u> to view the person profile details. The Basic tab of the Person Profile appears.



- 6. Click the other tabs to view additional information about the person.
- 7. Click Cancel to return to the Person Overview screen.



- 8. Click other links to view additional profiles for the person, such as <u>Education</u>, <u>Financial</u>, and Legal History.
- 9. Click Close to return to the Person Search screen.

## Juvenile Justice Intake Workload

The JJ Intake screen displays a dashboard from which intakes can be created, viewed, edited, or deleted. Intake workers can view an intake's current status or generate an intake report. Once an intake is screened out, linked to an investigation, or linked to a case, it no longer appears on the related workload screen.

All MiSACWIS users can search for and view intake records using the general search tool through the <u>search</u> header link.

- 1. From the Home screen, click the **Intake** tab. The CPS Intake Workload screen appears, displaying your CPS intake records.
- 2. Click the **Juvenile Justice Intake** secondary tab. The Juvenile Justice Intake Workload screen appears, displaying your Juvenile Justice intake records.



 Click <u>select</u> to view the intake record details. The Juvenile Justice Intake – Basic Information screen appears for JJ intake records.



## **View or Print Administrative Reports**

Administrative reports are on-demand reports that have pre-defined formats. Rather than being scheduled as a batch job, the on-demand reports generate only when requested. Each report has one or more user roles associated with it, and only users with those roles can generate or retrieve the report.

1. From the Home screen, click **Administration** > **Reports**. The Report Search screen appears.



2. Enter the **Report Category** and **Report Type** and click **Search**. The matching report types appear in the search results.



- 3. Click <u>report</u> beside the type of report you want to generate. The Report History screen appears.
- 4. Click the report ID link to view the report in PDF format.



#### **Other Resources**

If at any time assistance is needed using MiSACWIS, please review the Online Support Tools or the troubleshooting information in Online Help.

For additional assistance with MILogin, DSA and Accessing MiSACWIS, refer to the following:

- MiSACWIS\_GainingAccess\_Steps\_v5
- MiSACWIS/CCWIS Enrollment Overview
- DSA Request Status job aid
- Online Help topic: About security roles and access

For more information on MiSACWIS functionality, refer to the following Online Help topics:

- About intake in MiSACWIS
- About Juvenile Justice Intakes
- About Case Management
- About Residential Records
- About Provider Management
- About Residential Provider Management
- About Financial Management

