



JENNIFER M. GRANHOLM  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF HUMAN SERVICES  
LANSING



ISMAEL AHMED  
DIRECTOR

February 13, 2009

The Honorable Bill Hardiman, Chair  
Senate Appropriations Subcommittee on DHS  
Michigan State Senate  
Lansing, Michigan 48933

The Honorable Dudley Spade, Chair  
House Appropriations Subcommittee on DHS  
Michigan House of Representatives  
Lansing, Michigan 48933

Dear Senator Hardiman and Representative Spade:

Section 280 of 2008 Public Act No. 248 (Enrolled House Bill 5814) requires the Department of Human Services (DHS) to report on the status of the department's information technology improvement initiatives, including the "Bridges" integration project. Provided below and in the attachments is the requested information.

The report includes the following:

- a) Amounts expended and description for the Bridges and Services Worker Support System (SWSS) projects (attachment 1).
- b) For fiscal year 2009, the Information Technology and Services Project appropriation had work project carry forward amounts of \$9,710,000. These amounts are for Bridges project costs anticipated for late fiscal year 2008 that are now going to be realized and expended in fiscal year 2009.
- c) Listings of information technology work requests that encompass the various projects and system enhancements completed during the previous fiscal year and the first quarter of the current fiscal year (attachments 2 & 3).
- d) Information technology needs in the future years (attachment 4).
- e) Projection of resources necessary to link Bridges to Law Enforcement Information Network (attachment 5).

If you have any questions about the attached material, please contact John Sorbet, chief administrative officer, at 373-7787.

Sincerely,

*Stanley M. Stewart for*

Ismael Ahmed

Attachments

C: Senate and House Appropriations Subcommittee on DHS  
Senate and House Fiscal Agencies  
Senate and House Policy Offices  
State Budget Office

## Bridges

Cost Category	\$,000s			
	FY06 Actual	FY07 Actual	FY08 Actual	FY09 1 <sup>st</sup> Qtr. estimated
Development & Implementation	1,782	26,078	33,400	18,914
Program Management	4,301	5,295	7,250	1,605
Hardware/Software	8,085	4,594	4,300	1,427
Other Project Costs	287	917	800	522
Obligations to-Date	14,454	36,885	45,750	22,468
Less: Capitalized/Deferred future payments	-	13,645	(13,645)	-
DHS expenditures	<b>14,454</b>	<b>23,240</b>	<b>59,390</b>	<b>22,468</b>

### Description

Currently, DHS field workers primarily use three different computer applications to register clients (ASSIST), maintain their cases and issue benefits (CIMS), and determine client financial eligibility for programs (LOA2). Field staff must also use numerous other subsystems to perform additional functions required to support eligibility such as verification form generation, program policy research and employment activity tracking, etc. Each of these systems has its own look and feel, functionality, database and hardware platform. This results in reduced productivity and increased errors. The goal of the Bridges project is to consolidate the functionality in all three primary eligibility systems and the numerous other subsystems with a common look and feel on one platform.

### Benefits

- Improved service to client customers by reducing the waiting time in DHS offices, and improving the delivery time for benefits.
- Improved efficiency of first-line staff to reduce paperwork and computer time and greater focus on individuals' and families' safety, employment and quality of life.
- Improved efficiency allowing staff time to focus on work currently undone.
- Easier implementation of policy and benefit changes (dozens of programs; significant dollars).
- Improved data integrity for state and federal reporting, potentially reducing error rates and penalties.
- Reduction in application development staff time needed for updates and enhancements to the new application.

- Significant reduction in costs associated with the support of multiple mainframe computers.

**Past Year Accomplishments/Progress**

- Piloted training curriculum and approach to Calhoun County:
  - 600+ users trained.
- Piloted Bridges application in Calhoun, Barry and Eaton counties:
  - 39,000+ active cases.
  - 62,000+ active individuals.
  - \$21M+ benefits issued.
- Updated Bridges application and training:
  - Monitored and assessed application usability.
  - Completed 4 significant releases of application upgrades.
  - Modified training focus and material based upon pilot feedback.

**Recent Status Evaluation**

- Assess expanded pilot application in Barry/Eaton counties.
- Assess revised training and site support approach for statewide deployment.
- Plan additional pilot expansion to Ingham County in February 2009.
- Target statewide deployment in 5 waves from March 2009 through August 2009.

**Service Worker Support System (SWSS)**

Cost Category	\$ , 000s	
	FY08 Actual	FY09 1st Qtr (Actual)
Contractual Development	1,256	22
Contractual Operational	346	13
Hardware/Software Development	6	
Hardware/Software Operational	282	2
Other Project Costs	94	
<b>DHS expenditures</b>	<b>1,984</b>	<b>37</b>

### **Description**

The Service Worker Support System (SWSS) is an automated system used by services specialists in DHS local offices. This system is used for data entry, case management and reporting for DHS services such as children's foster care, adoption, children's protective services (CPS), and some components of juvenile justice.

### **Benefits**

- Provides access to statewide child welfare information.
- Provides data for reporting on child welfare outcomes.

### **Past Year Achievements**

- SWSS was enhanced with an interface to the new Bridges eligibility system so that it updates Medicaid eligibility. Previously this was a two-step process; SWSS would determine eligibility and print out an update form, then another worker would update the legacy Medicaid system.
- A statewide file clearance using the new Master Client Index allows workers to search against all DHS clients easily.
- Prevention and guardianship was added to SWSS. This captures more detailed information about the services prevention and guardianship cases.
- A new birth match process was developed that matches parents in reported births against Central Registry and notifies workers if a possible match is found. This change protects the most vulnerable of the state's population.
- A new child death notification was added to the CPS module.
- Based on a federal review, errors in the funding modules in foster care, adoption and juvenile justice (FAJ) were changed to comply with Title IVE federal requirements.

### **Current Plans**

- Improve the SWSS FAJ component so that it is more user-friendly and provides workers easier means to complete their work.
- Allow child placing agencies the ability to update SWSS with information about the cases they supervise for the state.
- Develop reports and changes needed for the Children's Rights lawsuit settlement.
- Replace the legacy mainframe payment system for foster care and adoption subsidy with a payment system integrated into the applications.
- Make system changes to support the "Fostering Connections" federal legislation.
- Addition of child welfare financial specialist functionality to SWSS FAJ.
- Work with the Department of Information Technology to ensure the system works quickly enough for staff.

- Work with vendor selected in request for proposal to do assessment of present and future system needs to determine the best approach to attain federal certification for SACWIS.

**Department Of Human Services  
Technology Work Requests Completed  
10/01/2008 - 12/31/2008**

Attachment 2

Work Request Id	Program	Title	Submit Date	Close Date	WR Status Code
2213	BAFM-Administrative Services	Delete Printing of GA-550 Form	09/09/2008	12/09/2008	Production
2137	CFS-Adoption Services	Adoption Subsidy Case Growth	04/10/2008	12/05/2008	Production
2029	CFS-CPS	New SWSS CPS/New Birth Match	10/08/2007	10/31/2008	Production
2168	CFS-CPS	Child Fatality Change Prior to Bridges	06/12/2008	12/10/2008	Production
1940	CFS-Multiple Programs	Prevention and Guardianship Services for Families	05/15/2007	12/02/2008	Production
2167	CFS-Multiple Programs	Central Registry Requirement Change	06/12/2008	12/10/2008	Production
2227	CFS-Multiple Programs	Changes to SV-021 Report	10/01/2008	12/12/2008	Production
2207	DCH-Medicaid	AFC/HA Providers Rate Increase	08/27/2008	11/19/2008	Production
2230	FISA/OFAP-Child Day Care	CDC Provider message regarding Provider Survey	10/07/2008	11/07/2008	Production
2232	FISA/OFAP-Child Day Care	I-billing Login Message 826 Billing Deadline - Annual Maintenance	10/07/2008	11/26/2008	Production
2193	FISA/OFAP-Energy	Deliverable Fuel Summer Fill	07/25/2008	10/13/2008	Production
2201	FISA/OFAP-Energy	Annual LIHEAP to TANF MOE Transfer	08/08/2008	11/07/2008	Production
2109	FISA/OFAP-Financial Services	Child Day Care Recoupment - Improve CI-592 Journal Voucher	03/12/2008	11/07/2008	Production
1769	FISA/OFAP-Multiple Programs	CIMS SVES Process Transition Changes	08/31/2006	10/02/2008	Production
2092	FISA/OFAP-Multiple Programs	FAP Notice of Missed Interview	02/22/2008	10/01/2008	Production
2175	FISA/OFAP-Multiple Programs	Updates to Refugee Assistance Employment Penalties in legacy	06/18/2008	10/02/2008	Production
2192	FISA/OFAP-Multiple Programs	FIP/SDA Monthly Assistance Payment Standard/Issuance Tables Increase-BRIDGES	07/24/2008	11/12/2008	Production
2190	ITMS	Bull- 5 MAGNA Programs Need to be Converted.	07/23/2008	10/07/2008	Production
1534	CFS-Adult Services	MPS/AFC Payroll: Front Door	02/10/2005	12/09/2008	Withdrawn
1956	CFS-Multiple Programs	Wayne County JJ Agreement	06/15/2007	12/12/2008	Withdrawn
1525	DCH-Medicaid	MPS SOP Special Message Area	01/13/2005	12/09/2008	Withdrawn
1637	DCH-Medicaid	CIMS Automatic Corrections to FFS Claims/Medicare coverage	02/06/2006	12/09/2008	Withdrawn
1674	DCH-Medicaid	Infants on Medicaid	04/03/2006	12/09/2008	Withdrawn
1902	Field Operations-OutState Ops	HR-032, SSI Advocate Report	03/19/2007	12/09/2008	Withdrawn
1877	Field Operations-Wayne Co.	Recoupment Case Identification & Authorization for File Destruction	01/31/2007	12/09/2008	Withdrawn
2202	Field Operations-Wayne Co.	Adult Med/Services and Grand River/Warren District -Switch	08/14/2008	10/08/2008	Withdrawn
1396	FISA/OFAP-Child Day Care	Day Care Provider Enrollment - Model Payments System	03/22/2004	10/24/2008	Withdrawn
1682	FISA/OFAP-Child Day Care	CDC - Add Aides to Provider Automated Recoupment System	04/11/2006	12/09/2008	Withdrawn
1738	FISA/OFAP-Child Day Care	Child Day Care Relative Providers - Require 3-Year Redeterminations	08/04/2006	10/28/2008	Withdrawn
1893	FISA/OFAP-Child Day Care	Child Day Care - Synchronize CDC and FAP Redeterminations	02/28/2007	12/09/2008	Withdrawn

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<b>Work Request Id</b>	<b>Program</b>	<b>Title</b>	<b>Submit Date</b>	<b>Close Date</b>	<b>WR Status Code</b>
2040	FISA/OFAP-Child Day Care	Child Day Care - Change Redetermination Cycle to Six Months(CR20412)	10/26/2007	10/14/2008	Withdrawn
1313	FISA/OFAP-Energy	Reporting Changes for Regular and Consolidated Vendoring	10/21/2003	12/09/2008	Withdrawn
1869	FISA/OFAP-Energy	LOA2 SER Budget	01/22/2007	12/09/2008	Withdrawn
1239	FISA/OFAP-Financial Services	LOA2 - OI/UI	08/11/2003	12/09/2008	Withdrawn
1442	FISA/OFAP-Financial Services	State Fund Disabled FIP Adults	06/25/2004	12/09/2008	Withdrawn
1450	FISA/OFAP-Financial Services	FNS-Disqualified Recipient Ssystem Federal Registry	06/28/2004	12/09/2008	Withdrawn
1548	FISA/OFAP-Financial Services	TANF Case Profile Data	04/08/2005	12/09/2008	Withdrawn
1678	FISA/OFAP-Financial Services	JET Pilot - Outcome Measure Report	04/10/2006	12/09/2008	Withdrawn
1730	FISA/OFAP-Financial Services	Business Objects (InfoView) QI-002 Stephany Wills/Dick Hall	07/20/2006	12/09/2008	Withdrawn
1763	FISA/OFAP-Financial Services	Burial Pilot for SER	08/28/2006	12/09/2008	Withdrawn
1791	FISA/OFAP-Financial Services	FIP closure file	10/05/2006	12/09/2008	Withdrawn
1828	FISA/OFAP-Financial Services	National Directory of New Hires	11/03/2006	12/09/2008	Withdrawn
1867	FISA/OFAP-Financial Services	Home Help W2 Truncation	01/19/2007	12/09/2008	Withdrawn
1904	FISA/OFAP-Financial Services	Unnumbered, SSI Status of Disability Deferred JET Recipients	03/20/2007	12/09/2008	Withdrawn
2045	FISA/OFAP-Financial Services	Add MIDB to MPS Payroll Process	11/05/2007	12/09/2008	Withdrawn
1585	FISA/OFAP-Multiple Programs	CDC, SER Service Provider Purge Report	08/29/2005	12/09/2008	Withdrawn
1754	FISA/OFAP-Multiple Programs	Consolidated Inquiry Maintenance/Enhancements	08/14/2006	12/09/2008	Withdrawn
1764	FISA/OFAP-Multiple Programs	Plan First Monthly Report	08/28/2006	12/09/2008	Withdrawn
2225	FISA/OFAP-Multiple Programs	Bridges Only - Send JET Terminations on Negative Action Effective Date	09/26/2008	10/13/2008	Withdrawn
675	FISA-OSTS	New Intranet Site for Local Office CIS/ASSIST Security Coordinators	10/05/2001	12/09/2008	Withdrawn
1991	Inspector General	DHS Fraud Referral Tracking-OIG, TDM Tracking - Bridges Changes	08/14/2007	12/12/2008	Withdrawn
1185	ITMS	Central Security	05/19/2003	12/09/2008	Withdrawn
1819	Multiple Assessment Teams	MNGP Negative Action Posting Program	10/23/2006	12/09/2008	Withdrawn
1634	Performance Excellence	Partial Tuition Refund Program - Web-Based Interface	02/01/2006	12/09/2008	Withdrawn

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10/01/2007 - 09/30/2008**

Attachment 3

Work Request ID	Program	Title	Submit Date	Close Date	WR Status Code
1957	BAFM-Administrative Services	My Info Macro in Toolbar 1	06/21/2007	02/04/2008	Production
1971	BAFM-Administrative Services	LASR Regional Accounting-Oscoda Region 2 Additional	07/09/2007	12/04/2007	Production
2022	BAFM-Administrative Services	Enhancements to the Correspondence Tracking System	09/28/2007	08/28/2008	Production
2036	BAFM-Administrative Services	CDC Provider-DHS Grantee Crisscross	10/16/2007	06/04/2008	Production
2088	BAFM-Administrative Services	Poverty Project Web Site	02/15/2008	08/28/2008	Production
2096	BAFM-Administrative Services	Delinquency Date Update/Upload	02/29/2008	04/14/2008	Production
2107	BAFM-Administrative Services	Change Office Max Fed ID Number	03/12/2008	03/14/2008	Production
2017	BAFM-Budget	Annual Maintenance Boilerplate Tracking System FY 2008	09/17/2007	11/19/2007	Production
855	CFS-Adoption Services	Adoption Subsidy Access Database Re-Write	05/06/2002	10/24/2007	Production
1248	CFS-Adoption Services	Adoption Subsidy Re-Write/Data Warehouse	08/18/2003	10/24/2007	Production
1935	CFS-Adult Services	Expand Recipient Field in FDGS file	05/03/2007	10/03/2007	Production
2019	CFS-Adult Services	AFC Provider List for DCH - Excel Report	09/21/2007	10/02/2007	Production
2089	CFS-Adult Services	Home Help Provider Wage Increase-ASCAP Changes Needed	02/15/2008	05/07/2008	Production
2073	CFS-Community & Supportive Serv	Residential Foster Care - Retroactive Payments	01/17/2008	06/04/2008	Production
184	CFS-CPS	SWSS FAJ (C Protective Services Management Information System/Central Registry)	10/27/2000	06/25/2008	Production
1478	CFS-CPS	Office of Children's Licensing Access to Central Registry	08/04/2004	02/21/2008	Production
1943	CFS-CPS	New SWSS CPS - Safety Assessment	05/21/2007	06/25/2008	Production
1944	CFS-CPS	New SWSS CPS - Early On	05/21/2007	01/31/2008	Production
1948	CFS-CPS	The New SWSS CPS - DHS 140	05/21/2007	01/31/2008	Production
2153	CFS-CPS	Automated Dispositional Check List CPS SWSS	05/06/2008	08/28/2008	Production
2059	CFS-Foster Care	Revenue Maximization Project - Task 1a - Case Lists	11/27/2007	02/06/2008	Production
2069	CFS-Foster Care	Placement Agency Foster Care Retro Payments	12/26/2007	06/04/2008	Production
2172	CFS-Foster Care	FC Placement Providers (licensed and unlicensed)Receiving ILS	06/16/2008	09/15/2008	Production
1531	CFS-Juvenile Justice	Juvenile Justice Information System (JJOLT)	02/10/2005	05/12/2008	Production
2024	CFS-Juvenile Justice	DHS - JJIS EDUCATION - STANDARDIZE TESTING TOOLS - MME	10/01/2007	11/13/2007	Production
2038	CFS-Juvenile Justice	State Ward Chargeback Rate Increase	10/22/2007	10/30/2007	Production
2074	CFS-Juvenile Justice	DHS - JJIS EDUCATION - BJJ Adult Learning Plan	01/18/2008	02/25/2008	Production



**Department Of Human Services  
Technology Work Requests Completed  
10/01/2007 - 09/30/2008**

Attachment 3

Work Request ID	Program	Title	Submit Date	Close Date	WR Status Code
2080	CFS-Juvenile Justice	SWSS-FAJ data required for BJJ Recidivism report	01/30/2008	03/18/2008	Production
2093	CFS-Juvenile Justice	State Ward Chargeback Rate Increase	02/25/2008	04/14/2008	Production
1145	CFS-Multiple Programs	Interface from SWSS (CPS) to CIMS	03/13/2003	01/31/2008	Production
1831	CFS-Multiple Programs	FEMR Transaction for Services Cases	11/13/2006	09/11/2008	Production
1883	CFS-Multiple Programs	DHS Birth Registry and SWSS	02/14/2007	06/25/2008	Production
1889	CFS-Multiple Programs	Inconsistent Defaults in Legal	02/21/2007	09/11/2008	Production
1950	CFS-Multiple Programs	Consolidated Income Query - Bridges	06/01/2007	08/28/2008	Production
2000	CFS-Multiple Programs	Annual -School District and Living Arrangement for youth 5-17yr on 10/31/07	09/04/2007	11/19/2007	Production
2046	CFS-Multiple Programs	Burial Rates for FY'08 - Annual	11/05/2007	11/21/2007	Production
2112	CFS-Multiple Programs	AFCARS File - Dropped Cases	03/17/2008	04/07/2008	Production
2113	CFS-Multiple Programs	Consolidated Inquiry Updates in legacy	03/18/2008	08/28/2008	Production
2158	CFS-Multiple Programs	Child Development and Care-CDC Providers Receiving ILS	05/22/2008	06/12/2008	Production
2001	DCH-Medicaid	Adult Medical Program (AMP) - Open enrollment	09/04/2007	12/19/2007	Production
2027	DCH-Medicaid	Quarterly Home Help FICA Magnetic Tape Elimination	10/04/2007	02/29/2008	Production
2035	DCH-Medicaid	Edit 4214 on FPAC transaction for New PACE Provider	10/16/2007	06/30/2008	Production
2049	DCH-Medicaid	Annual Update of Excell Worksheet, DHS-1176, RAP Medical Worksheet	11/06/2007	07/16/2008	Production
2075	DCH-Medicaid	Report Distribution	01/22/2008	06/25/2008	Production
2077	DCH-Medicaid	Annual Federal Poverty Level (FPL) update	01/29/2008	08/28/2008	Production
2078	DCH-Medicaid	Guardianship Allowance Increase	01/29/2008	03/27/2008	Production
2114	DCH-Medicaid	Provide Home Help Provider Names/Addresses to DCH	03/18/2008	04/04/2008	Production
2143	DCH-Medicaid	AMP enrollment freeze	04/22/2008	07/01/2008	Production
2174	DCH-Medicaid	DCH Interface - Bridges CC #23888	06/17/2008	08/28/2008	Production
1795	Field Operations-OutState Ops	Creation of Statewide "FIP" Living Arrangement Code- ASSIST	10/10/2006	10/22/2007	Production
1934	Field Operations-OutState Ops	To Correct data elements in MSDHA file	05/01/2007	10/25/2007	Production
1941	Field Operations-OutState Ops	OLM List of Values (LOV) Tables Update	05/16/2007	12/12/2007	Production
1983	Field Operations-OutState Ops	Timing of FAST Notice	08/03/2007	10/22/2007	Production
2005	Field Operations-OutState Ops	Muskegon County list of potential TIP recipients	09/10/2007	11/14/2007	Production
2026	Field Operations-OutState Ops	AFF-CRIS Enhancements	10/03/2007	10/22/2007	Production
2044	Field Operations-OutState Ops	Pending Application Display	11/05/2007	01/31/2008	Production
2072	Field Operations-OutState Ops	NVRA Site Activity Summary Report	01/16/2008	03/26/2008	Production

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Work Request ID	Program	Title	Submit Date	Close Date	WR Status Code
2086	Field Operations-Wayne Co.	Wayne County Change Center Unit-Tracking Application	02/08/2008	09/17/2008	Production
2162	Field Operations-Wayne Co.	Change Reporting Center-Alerts Reports Modifications	05/30/2008	08/28/2008	Production
1871	FISA/OFAP-Child Day Care	Child Day Care - Reduce Maximum Hours to 90	01/23/2007	01/22/2008	Production
1887	FISA/OFAP-Child Day Care	Child Day Care - Add PSOR, OTIS, and NSOR to Data Exchange	02/21/2007	11/09/2007	Production
1968	FISA/OFAP-Child Day Care	Child Care Fund Tracking System - Reports #1	07/05/2007	04/30/2008	Production
1969	FISA/OFAP-Child Day Care	Child Care Fund Tracking System - Reports #2	07/05/2007	04/30/2008	Production
2047	FISA/OFAP-Child Day Care	CDC-B Notices - Annual	11/05/2007	12/12/2007	Production
2055	FISA/OFAP-Child Day Care	CDC Provider Rate Increase	11/14/2007	01/17/2008	Production
2103	FISA/OFAP-Child Day Care	Add message to CH-151 and I-Billing login	03/07/2008	03/11/2008	Production
2116	FISA/OFAP-Child Day Care	CDC Automatic CDC Client Case Terminations	03/24/2008	07/01/2008	Production
2118	FISA/OFAP-Child Day Care	CDC/Automatic Inactivation of Aide/Relative Providers	03/25/2008	07/01/2008	Production
2128	FISA/OFAP-Child Day Care	Add data coll. field for caretaker relative to Bridges (CR 20752)	04/08/2008	08/28/2008	Production
2155	FISA/OFAP-Child Day Care	Child Day Care - Provider Rate Increase	05/08/2008	06/25/2008	Production
2164	FISA/OFAP-Child Day Care	Enhancement of monthly CDC provider closure process	06/02/2008	06/26/2008	Production
2179	FISA/OFAP-Child Day Care	Add File Date to MDE Relative Text File	06/25/2008	08/22/2008	Production
1137	FISA/OFAP-Energy	File Transfer Process (FTP) - Home Heating Credit System	03/10/2003	10/24/2007	Production
1985	FISA/OFAP-Energy	ES-160 LIHEAP Demographic Summary/Revision - Annual	08/03/2007	02/20/2008	Production
1986	FISA/OFAP-Energy	LIHEAP to TANF MOE Transfer - Annual	08/03/2007	10/22/2007	Production
1988	FISA/OFAP-Energy	LOA2/Bridges SER Budget - Annual	08/07/2007	10/02/2007	Production
2028	FISA/OFAP-Energy	Annual Year-end Closeout - Energy Services	10/08/2007	02/04/2008	Production
2050	FISA/OFAP-Energy	Annual Home Heating Credit (HHC) Denials	11/07/2007	12/03/2007	Production
2110	FISA/OFAP-Energy	LOA2 SER Budget	03/13/2008	04/04/2008	Production
2152	FISA/OFAP-Energy	Arrearage Payment Program	05/02/2008	06/25/2008	Production
1768	FISA/OFAP-Financial Services	Work Participation and TANF Data Reporting	08/30/2006	10/25/2007	Production
1930	FISA/OFAP-Financial Services	Automated Recoupment System - FNS and TOP	04/26/2007	12/19/2007	Production
1952	FISA/OFAP-Financial Services	FSSP Enhancements	06/06/2007	10/19/2007	Production
1984	FISA/OFAP-Financial Services	Wording Change on 1605 Client Notices	08/03/2007	10/03/2007	Production
2002	FISA/OFAP-Financial Services	Annual RSDI/SSI Update - 2007	09/04/2007	01/15/2008	Production
2006	FISA/OFAP-Financial Services	Annual DQ Reports Update-2007	09/11/2007	10/30/2007	Production

**Department Of Human Services  
Technology Work Requests Completed  
10/01/2007 - 09/30/2008**

Attachment 3

Work Request ID	Program	Title	Submit Date	Close Date	WR Status Code
2010	FISA/OFAP-Financial Services	DW EBT Support - Bridges	09/13/2007	08/27/2008	Production
2014	FISA/OFAP-Financial Services	DHS Public Assistance Data Model - Bridges	09/13/2007	08/27/2008	Production
2030	FISA/OFAP-Financial Services	Annual update of provider rates for SDA-SLA provider rates - MPS	10/08/2007	10/26/2007	Production
2031	FISA/OFAP-Financial Services	Recipient Annual Statement	10/10/2007	02/04/2008	Production
2032	FISA/OFAP-Financial Services	Annual update of provider rates for SDA-SLA provider rates - LOA2	10/10/2007	12/11/2007	Production
2056	FISA/OFAP-Financial Services	RSDI/SSI Income Limit Update - Annual	11/14/2007	12/11/2007	Production
2060	FISA/OFAP-Financial Services	Work Participation Reports - Changes and Additions	11/28/2007	06/04/2008	Production
2062	FISA/OFAP-Financial Services	Home Help W2 Correction File	12/03/2007	01/30/2008	Production
2066	FISA/OFAP-Financial Services	ITO/MARCS Payments Made to Clients Converted to Bridges	12/13/2007	05/14/2008	Production
2070	FISA/OFAP-Financial Services	Records enter to FSSP after closure	01/07/2008	04/04/2008	Production
2079	FISA/OFAP-Financial Services	Change FICA Letter contact phone number	01/30/2008	02/07/2008	Production
2106	FISA/OFAP-Financial Services	Provide view into legacy pending payments from Bridges (CR 23147)	03/11/2008	08/28/2008	Production
2159	FISA/OFAP-Financial Services	ARS Data Extract	05/22/2008	08/28/2008	Production
1742	FISA/OFAP-Multiple Programs	REGIONAL ACCOUNTING MAIN EXPENDITURES	08/11/2006	11/15/2007	Production
1748	FISA/OFAP-Multiple Programs	Transition Legacy Changes	08/14/2006	08/28/2008	Production
1837	FISA/OFAP-Multiple Programs	PARIS Project: Interstate, VA, Federal Employer Data Match	11/21/2006	10/25/2007	Production
1929	FISA/OFAP-Multiple Programs	SWSS Funding Changes	04/24/2007	09/11/2008	Production
1967	FISA/OFAP-Multiple Programs	FSSP - Bridges Changes	07/05/2007	08/28/2008	Production
1999	FISA/OFAP-Multiple Programs	Bridges Client Notice	08/29/2007	08/28/2008	Production
2007	FISA/OFAP-Multiple Programs	CIMS Current Month Case Opening Cut-Off Dates for 2008 - Annual	09/11/2007	12/19/2007	Production
2018	FISA/OFAP-Multiple Programs	Security Profile for ASCAP	09/18/2007	01/31/2008	Production
2021	FISA/OFAP-Multiple Programs	Bridges- CIMS to Word Replacement - R1	09/25/2007	08/28/2008	Production
2033	FISA/OFAP-Multiple Programs	Data Request For Family To Family Analysis	10/10/2007	11/14/2007	Production
2037	FISA/OFAP-Multiple Programs	Bridges Batch Administration Tool	10/18/2007	08/28/2008	Production
2053	FISA/OFAP-Multiple Programs	Jan 2008 Program Policy Bulletin, FIP policy change	11/13/2007	01/18/2008	Production
2095	FISA/OFAP-Multiple Programs	DHS-4481	02/28/2008	05/14/2008	Production
2099	FISA/OFAP-Multiple Programs	DLEG JET Referral Interface	03/06/2008	07/16/2008	Production
2120	FISA/OFAP-Multiple Programs	Replace MQ Interface Architecture for Bridges & Services Interfaces	03/26/2008	08/28/2008	Production
2129	FISA/OFAP-Multiple Programs	Additional Forms needed in Bridges.	04/08/2008	08/28/2008	Production
2138	FISA/OFAP-Multiple Programs	Legacy Inquiries After Case/Client Conversion to Bridges	04/11/2008	08/28/2008	Production

**Department Of Human Services  
Technology Work Requests Completed  
10/01/2007 - 09/30/2008**

Attachment 3

<b>Work Request ID</b>	<b>Program</b>	<b>Title</b>	<b>Submit Date</b>	<b>Close Date</b>	<b>WR Status Code</b>
2149	FISA/OFAP-Multiple Programs	Provide baseline historical data for MiCSES Simulate CIMS(CR 22591) - Bridges	04/29/2008	08/28/2008	Production
2169	FISA/OFAP-Multiple Programs	Annual Children's Clothing Allowance	06/12/2008	09/16/2008	Production
1844	FISA-OCS	Legacy / MiCSES Interim Changes (Black Box For MiCSES)	12/14/2006	09/23/2008	Production
1936	FISA-OSTS	FAP Annual COLA Standards and Issuance Tables Update 2007	05/03/2007	10/19/2007	Production
1972	Inspector General	Automated Reporting System Inspector General (ARSIG)	07/10/2007	01/30/2008	Production
2004	Inspector General	ARSIG - DHS Director Name Change	09/07/2007	10/10/2007	Production
2020	Inspector General	Front End Eligibility (FEE)	09/21/2007	12/12/2007	Production
2141	Inspector General	PARIS: LOA2/Federal Match	04/16/2008	06/04/2008	Production
1732	ITMS	OLM Screens - Remove FIA	07/20/2006	09/24/2008	Production
1777	ITMS	CDC IVR & I-Billing Changes for Oracle	09/19/2006	12/03/2007	Production
1885	Legal Affairs	Post Child Support Policy to the Office of Child Support Website	02/14/2007	10/02/2007	Production
1688	Multiple Assessment Teams	Bridges Interfaces for DCH	04/27/2006	08/28/2008	Production
1689	Multiple Assessment Teams	Bridges Interface for DLEG	04/27/2006	09/26/2008	Production
1690	Multiple Assessment Teams	Bridges Interface for New Hires	04/27/2006	09/26/2008	Production
1691	Multiple Assessment Teams	Bridges Interface for SSA SOLQ	04/27/2006	08/28/2008	Production
1692	Multiple Assessment Teams	Bridges Interface for SSA SVES	04/27/2006	08/28/2008	Production
1813	Multiple Assessment Teams	Bureau of Community Action and Economic Opportunity Website	10/18/2006	10/25/2007	Production
1951	Multiple Assessment Teams	Add a Complaint category to FAQ link on public website	06/01/2007	10/25/2007	Production
1912	OCAL	BITS Modifications to accomodate federal law 109-248 Adam Walsh Child Protection	03/30/2007	02/12/2008	Production
2108	OCAL	FORI Tutorial questions	03/12/2008	08/28/2008	Production
2003	Office of Communications	Name Change in DHS Director to Ismael Ahmed	09/05/2007	11/09/2007	Production
2064	Office of Communications	Revamp of Individual and Family Services Section of DHS Web Site	12/13/2007	03/26/2008	Production
2102	Performance Excellence	Add WR Submission Instructions to Project Finance Web Tool	03/06/2008	08/28/2008	Production
368	BAFM-Accounting	LASR Automatic Generation of Journal Entries	02/27/2001	09/30/2008	Withdrawn
660	BAFM-Accounting	EFT - Regular Vendor Payments(FIP,SA)	09/20/2001	11/29/2007	Withdrawn
661	BAFM-Accounting	EFT - Consolidated Vending (FIP,SA)	09/20/2001	11/29/2007	Withdrawn
1825	CFS-Multiple Programs	AWOLP Program/Child Locator Unit	10/27/2006	09/29/2008	Withdrawn
2052	CFS-Multiple Programs	CPP conversion from DL Payroll to MiCSES/MiSDU	11/13/2007	03/10/2008	Withdrawn
1130	Field Operations-OutState Ops	Field Staff on Board Reporting System	02/27/2003	09/25/2008	Withdrawn

**Department Of Human Services  
Technology Work Requests Completed  
10/01/2007 - 09/30/2008**

Attachment 3

Work Request ID	Program	Title	Submit Date	Close Date	WR Status Code
1598	Field Operations-OutState Ops	Site on DHS-Net for Departmental Standing Committee Meeting Minutes	09/26/2005	09/26/2008	Withdrawn
2061	Field Operations-Wayne Co.	Wayne County Change Center Unit-Tracking Application	11/30/2007	02/08/2008	Withdrawn
615	FISA/OFAP-Child Day Care	Child Day Care Recoupment - ARS Changes	08/21/2001	11/29/2007	Withdrawn
1812	FISA/OFAP-Child Day Care	Child Day Care - New Aide/Relative Provider Mailing Labels	10/18/2006	11/16/2007	Withdrawn
1917	FISA/OFAP-Child Day Care	Child Day Care - Edit Relatives in Same Home	04/06/2007	09/24/2008	Withdrawn
1918	FISA/OFAP-Child Day Care	Child Day Care - Edit Non-Relative Aides in Same Home	04/06/2007	09/24/2008	Withdrawn
1657	FISA/OFAP-Energy	DTE & Consumers Income Tape	03/07/2006	10/24/2007	Withdrawn
2198	FISA/OFAP-Energy	Annual - SER Deliverable Fuel Summer Fill	08/04/2008	08/04/2008	Withdrawn
137	FISA/OFAP-Financial Services	CIS MA Child Support - Disqualification	10/18/2000	11/28/2007	Withdrawn
1553	FISA/OFAP-Financial Services	Redetermination Application	04/21/2005	09/29/2008	Withdrawn
1834	FISA/OFAP-Financial Services	CIMS Transaction changes to Support CSES Payments during Bridges	11/16/2006	03/21/2008	Withdrawn
2016	FISA/OFAP-Financial Services	MAIN Payment Status File	09/14/2007	01/22/2008	Withdrawn
2039	FISA/OFAP-Financial Services	FAST Confirmation	10/23/2007	01/22/2008	Withdrawn
2048	FISA/OFAP-Financial Services	Bridges-Add 3rd Party Payee Fields to Services-Bridges Interface	11/06/2007	06/25/2008	Withdrawn
1773	FISA/OFAP-Multiple Programs	Front End Eligibility (FEE)	09/12/2006	10/09/2007	Withdrawn
2041	FISA/OFAP-Multiple Programs	DHS Interface Process - 44A Model Payments	10/29/2007	11/05/2007	Withdrawn
2042	FISA/OFAP-Multiple Programs	DHS Interface Process - 39S IP Payroll	10/29/2007	11/05/2007	Withdrawn
2083	FISA/OFAP-Multiple Programs	Wayne County Change Reporting Center	02/06/2008	02/12/2008	Withdrawn
2160	FISA/OFAP-Multiple Programs	DHS-1046A	05/27/2008	06/17/2008	Withdrawn
2176	FISA/OFAP-Multiple Programs	CIMS-ANNUAL STATEWIDE PUBLIC SCHOOLS/FAP PROGRAM DATA EXCHANGE	06/18/2008	06/19/2008	Withdrawn
575	FISA-OSTS	Local Office Internal Controls Report (CIMS2+)	07/23/2001	11/29/2007	Withdrawn
379	Internal Audit	LASR Data: LR-340 Report - (Receipts Register)	03/06/2001	09/30/2008	Withdrawn

## **Information Technology Needs for Future Years**

### **Bridges**

The Bridges system is currently being piloted and planned for phased implementation with statewide implementation in August 2009. The department has planned for transition of maintenance and operations activities for the system once the development is complete and the development contract has ended. These plans include augmenting existing staff in MDIT as well as DHS with skill sets necessary and commensurate with the newer technology, size, and complexity of the system. As the system is implemented additional needs may be identified.

### **Child Development and Care Attendance Certification**

The department has initiated an aggressive plan to improve the child development and care payment processes. Changes to existing technologies and systems, including Bridges, Interactive Voice Response systems, etc. have been identified and included in the current technology plans. Additional technology needs may evolve with continued enhancement of the program.

### **Services Worker Support System**

The department has released an RFP for an independent assessment of the child welfare technology systems environment. The RFP will result in a contractual award to assess currently installed systems environment and recommend a course of action to meet the needs of programmatic and management data identified as part of the Children's Rights initiative, meet federal Statewide Automated Child Welfare Information System requirements, and the needs of department staff and partners for effective case management and accomplishing the mission of child welfare in Michigan. The results of the assessment will identify needed additional technology enhancements or replacement of the current technology environment supporting child welfare. The assessment is anticipated to be completed in nine (9) months after the contract is awarded.

**Estimated Resources for DHS Bridges and State Police LEIN interface**

Item	# of Hours	Total	
<b>Design/Development</b>		initial costs	
Define business/system requirements	160	\$	7,200.00
Develop test plans	40	\$	1,800.00
Perform system testing	120	\$	5,400.00
Develop/publish related policy changes	160	\$	7,200.00
IT Programming Costs		\$	150,000.00
<b>Maintenance and Operation</b>		on-going costs	
DIT (.25 FTE)	520	\$	39,000.00
DHS (.25 FTE)	520	\$	33,800.00
<b>Estimated Total</b>		\$	210,600.00

Notes:

- 1 The hour and cost estimate is preliminary based on general understanding of requirements. Estimates may change once specific requirements are developed and validated
- 2 IT programming contractual costs are based on preliminary estimates provided by current contractor.
- 3 The timing of implementation is subject to state staff and contractual resource availability