



RICK SNYDER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF HUMAN SERVICES  
LANSING

MAURA D. CORRIGAN  
DIRECTOR

October 24, 2014

The Honorable Bruce Caswell, Chair  
Senate Appropriations Subcommittee on DHS  
Michigan State Senate  
Lansing, Michigan 48933

The Honorable Peter MacGregor, Chair  
House Appropriations Subcommittee on DHS  
Michigan House of Representatives  
Lansing, Michigan 48933

Dear Senator Caswell and Representative MacGregor:

This report is provided pursuant to the Department of Human Services' (DHS') Fiscal Year 2015 Appropriations Act, PA 252 of 2014, Article X, Section 534. This section requires that DHS 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.

**(a) Areas where implementation went as planned.**

MiSACWIS was implemented statewide on April 30, 2014, and has been in a maintenance and operation mode since that date. The planning and preparation activities necessary to migrate system data to the new system required a collaborative effort between DHS, DTMB, interface-trading partners, vendors, DHS field workers and contracted service providers. As expected, the implementation strategy produced a healthy minimalistic core system that is expected to undergo post-implementation modifications that focus on system stabilization, management of defects, and the ability to consume and execute field-driven changes as they are identified.

The three critical areas of implementation that went as planned are the legacy data migration that occurred the week prior to statewide implementation, the total inclusion and automation of foster care and provider payments and the availability of the MiSACWIS core functionality.

The total inclusion and automation of foster care and provider payments was a major achievement. The innovative functionality of financial automation and the elimination of the manual bubble sheet scanning process for foster care parents required a dedication of extensive resources to mitigate any potential of delayed payments.

MiSACWIS’s core functionality was delivered with 100 percent availability to the system users on the statewide implementation date. MiSACWIS’s core functionality exists in the eight operational areas outlined below:

**Business Core Functional Areas Operational in MiSACWIS**

1. <b>Centralized Intake Children’s Protective Services:</b> Statewide system for all mandated and non-mandated reports of child abuse neglect.
2. <b>Children’s Protective Services Investigations:</b> Management of child abuse investigations from assignment to investigation disposition.
3. <b>Case Management Functions:</b> Inclusion of all demographic information for case members, case assessments, service plans and management activities for all CPS and title IV-E cases.
4. <b>Financials:</b> Payroll for foster care parents through automated voice response phone system to pay weekly. Validation of payments by contracted private providers within the MiSACWIS application. Automation of adoption subsidy payments.
5. <b>Court &amp; Eligibility Court:</b> Inclusion of reports, forms and templates and a fully-functional title IV-E eligibility determination for foster care and subsidy within MiSACWIS.
6. <b>Provider Management:</b> Inclusion and automation of all contract updates and provider rate changes with centralized administrative roles.
7. <b>Adoption:</b> Inclusion of all children with finalized adoptions and management of those children through the system.
8. <b>Interfaces:</b> Inclusion of interfaces with MAIN for financials, Bridges for Medicaid, Provider Licensing, and the Department of Community Health and Birth Registry Information.

**(b) The number of known issues.**

The MiSACWIS project tracks and monitors issues through the identification of defects. Since implementation, the MiSACWIS project has identified and fixed 1,288 known issues. As of October 5, 2014, there are 293 known open defects in the system.

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

During the first five months of implementation the daily average number of opened help desk tickets is 191.

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

Since implementation DHS has utilized overtime in two critical areas: increased hours to address the influx of help desk tickets and field staff preparation for implementation. The additional hours and staffing costs of the help desk from implementation April 30, 2014 through August 31, 2014, totaled \$191,661.06.

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

The MiSACWIS project has not issued contract revisions to address known issues and the volume of help desk tickets. DTMB has exercised an option on the existing software vendors contract to extend the transition period and assist with system operations and maintenance. As part of this option, the software vendor has also been engaged to assist in the development and incorporation of new functionality into the existing MiSACWIS. The use of the contract option was vetted through MiSACWIS Executive Governance. The MiSACWIS project also engaged the federal government regarding the exercised option and was successful in securing matching funds for these efforts.

**(f) Other strategies undertaken to improve implementation.**

- Careful consideration of field users continues to be a primary focus of refining the MiSACWIS implementation and business change management. This includes the adoption of an Agile technology approach of continual evaluation that keeps the end user informed and involved in development for maintenance and operations and the continued execution of the MiSACWIS governance model.
- The MiSACWIS project team conducted 80 onsite visits statewide to provide the public and private field staff onsite training and support the deployment of the system.
- Good data entry is the key to data integrity, and a user friendly system is a platform for good data entry. An automated metrics view was introduced through the MiSACWIS data warehouse to allow the end users the ability to evaluate their performance and validate their own data entry. The data is current and has a user-friendly dashboard design. The data is secure, accessible at all levels of management, and inclusive for contracted private agencies.

On September 2, 2014, the State of Michigan received a formal letter of approval from the Administration for Children and Families (ACF) on the overall plan and budget for operation and maintenance of the SACWIS Modernization Project. The Michigan ACF federal liaison has provided positive feedback on the initial stages of MiSACWIS verses other states that have been operating SACWIS systems for several years. ACF representatives were impressed with the project infrastructure and also recommended additional optional programs be added to the case management and reporting system. The juvenile justice youth population is now slated to be part of MiSACWIS, and development is underway.

DHS is committed to mature the technical capacity of the system through focused engagement of the field. This effort will naturally build data integrity and better outcomes for Michigan children and families.

If you have any questions, please contact Steve Yager, Children's Services Administration director, at (517) 241-9859.

Sincerely,

A handwritten signature in black ink that reads "Susan Kangas". The signature is written in a cursive style with a long horizontal stroke at the end.

Susan Kangas  
Chief Financial Officer

cc: Senate and House Appropriations Subcommittees on DHS  
Senate and House Fiscal Agencies  
Senate and House Policy Offices  
State Budget Office