

# Michigan Statewide Automated Child Welfare System transition to the Comprehensive Child Welfare Information System

(FY 2020 Appropriation Act - Public Act 67 of 2019)

**November 1, 2019**

***Sec. 1906. (1) The workgroup, in collaboration with the Michigan Federation of Children and Families and the Association of Accredited Child and Family Agencies, shall issue a report to the house and senate appropriations subcommittees on the department budget, the house and senate fiscal agencies, the house and senate policy offices, and the state budget office no later than November 1, January 1, March 1, May 1, July 1, and September 1 of the current fiscal year that must consist of, but is not limited to, the following:***

- a) Recommendations for the future funding and operations of MiSACWIS and the replacement state child welfare information system.***
- b) Recommendations for any remedial actions that the workgroup considers necessary for the department to implement in order to improve the functions of MiSACWIS and the subsequent state child welfare information system, and measures established to determine the success of MiSACWIS and the replacement state child welfare information system.***
- c) Any other information the workgroup would like to provide regarding MiSACWIS and the replacement state child welfare information system.***

***(2) As used in this section, "workgroup" means the workgroup established by the department to facilitate the transition from the use of MiSACWIS to a replacement state child welfare information system, according to the independent assessment of Michigan's statewide automated child welfare information system and child welfare data reporting infrastructure submitted to the United States District Court for the Eastern District of Michigan on February 25, 2019.***



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The MDHHS' Children's Services Agency (CSA) engaged the Michigan Federation of Children and Families and the Association of Accredited Child and Family Agencies in three Michigan Statewide Automated Child Welfare System (MiSACWIS) related activities:

- Held sessions with end-users to review and evaluate MiSACWIS functionality versus transitioning to a comprehensive child welfare information system (CCWIS). The results of the end user evaluations were used in the overall assessment of the application.
- Selected leadership participants to meet with CSA and discuss gaps and needs specific to the agencies to assure their inclusion in the development of a gap analysis.
- Established a stakeholder review committee that met between April and June 2019 to discuss the activities that were being completed as part of the MiSACWIS review.

The CCWIS executive committee has been established and is working closely with the initial CCWIS Planning Team. The initial CCWIS planning team will continue working on federal reporting documents and the procurement process. As the CCWIS planning develops, additional stakeholders will be incorporated into the planning phase.

## **Recommendations for the future funding and operations of MiSACWIS and the replacement state child welfare information system:**

As a result of the activities described above and the recommendations provided by contractor Level 42, the department is pursuing the incremental, modular replacement of MiSACWIS, beginning calendar year 2020. MiSACWIS will be maintained throughout the development of the new CCWIS in order to continue to support child welfare operations. As functions are implemented in CCWIS, corresponding functions will be retired in MiSACWIS. Further changes or enhancements to the MiSACWIS application will be closely scrutinized and strictly monitored to assure they are necessary.

## **Recommendations for remedial actions to improve MiSACWIS functionality and CCWIS, and measures established to determine the success of MiSACWIS and CCWIS:**

Modifications have been made to MiSACWIS in FY19 to improve usability and address key user needs. Efforts will continue to improve MiSACWIS functionality where fiscally reasonable and critical for usability, worker relief, or compliance with mandates. Information from the assessments and lessons learned from MiSACWIS operations will continue to be utilized when prioritizing work. The focus, in addition to the state or federal mandated changes, will be on usability, data quality, and fixes that will reduce the need for users to call in help desk tickets. Measures to determine success of MiSACWIS and

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the new CCWIS have not yet been finalized.

Significant effort has been invested in assessing the options for the new CCWIS system to replace MiSACWIS. There have been ongoing discussions with other states that are also planning to build or procure a new CCWIS application. Close communication has been maintained with the Administration for Children and Families (ACF). Vendor Spotlights provided the opportunity for sixteen different vendors to provide insights and recommendations to Michigan Department of Health and Human Services (MDHHS) and Department of Technology Management and Budget (DTMB) leadership for successful Request for Proposals (RFP), Human Centered Design approaches and CCWIS project implementations. The department has committed to assuring there is a review of the current policies and practice to streamline workflow and increase efficiency that will then be supported by the new technology. The request for proposal is in its final stages.