

Michigan Statewide Automated Child Welfare System (MiSACWIS) Status Report

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

September 1, 2020

Sec. 1903. (1) The department shall report to the senate and house appropriations subcommittees on the department budget, the senate and house fiscal agencies, the senate and house policy offices, and the state budget office by November 1 of the current fiscal year the status of an implementation plan regarding the appropriation in part 1 to modernize the MiSACWIS. The report shall include, but not be limited to, an update on the status of the settlement and efforts to bring the system in compliance with the settlement and other federal guidelines set forth by the United States Department of Health and Human Services Administration for Children and Families.

(2) *The department shall report to the senate and house appropriations subcommittees on the department budget, the senate and house fiscal agencies, the senate and house policy offices, and the state budget office by November 1 of the current fiscal year a status report on the planning, implementation, and operation, regardless of the current operational status, regarding the appropriation in part 1 to implement the MiSACWIS. The report shall provide details on the planning, implementation, and operation of the system, including, but not 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.***
- (g) *Progress developing cross-system trusted data exchange with MiSACWIS.***
- (h) *Progress in moving away from a statewide/tribal automated child welfare information system (SACWIS/TACWIS) to a comprehensive child welfare information system (CCWIS).***
- (i) *Progress developing and implementing a program to monitor data quality.***
- (k) *A list of all change orders, planned or in progress.***
- (l) *The status of all change orders, planned or in progress***
- (m) *The estimated costs for all planned changed orders.***
- (n) *The estimated and actual costs for all change orders in progress.***



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a) Areas where implementation went as planned.

There was one release in July 2020 to the Michigan Statewide Automated Child Welfare Information (MiSACWIS) production environment since the status report dated July 1, 2020. The release included defect fixes and changes to existing functionality or implementation of new functionality. Below is a summary of key release information.

Key MiSACWIS implementation successes in July 2020 include:

1. Young Adult Voluntary Foster Care (YAVFC): Modifications were made to calculation logic for determining timely family team meetings on YAVFC cases which impacts funding.
2. Licensing & Provider Management: System changes were implemented to assist case workers in completing required tasks per policy that also impact payments to relatives. In addition, the copy functionality for the Initial Foster/Adoption Home Evaluation (CWL-3130) initial report was restored. Over 60% of the report populates from the original initial to the newly created initial report. This change provides worker relief.
3. Financial: The institutional care line on the County Child Care Fund Reimbursement forms was not sufficiently coded with business rules to support the most accurate accounting. Modifications were made to support improved accounting values on all lines prior to approval.
4. ICWA Child Tribal Enrollment/Eligibility Verification: A new checkbox with the label of 'MDHHS-5598, American Indian and Alaska Native Child Tribal Enrollment/Eligibility Verification' displays in social work contacts. This is a reportable field and allows for documentation that the MDHHS-5598 was completed.
5. Juvenile Justice (JJ): Out of state JJ youth require JJ service plans per policy. System changes were made to allow users to create JJ service plans for out of state JJ youth.
6. Children's Protective Services: A new screen was added to allow an egregious act confirmer to enter and update information regarding the protective services flag. The protective service flag assists with birth match and denotes a person that has had termination of parental rights, an egregious act, or child death.
7. Family Team Meetings (FTMs): The system was enhanced in displaying details to workers for the recommended service and linking FTMs. Modifications provide worker relief, increase data accuracy and quality.
8. Placement Exception Requests (PERs): The system now removes the PERs from a draft placement if the user unlinks or changes the provider causing the PER to no longer be needed per policy. The change prevents confusion on PER requirements.

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b) The number of known issues.

The MiSACWIS project tracks and monitors issues through the identification of defects. As of July 24, 2020, there are no critical defects in the system. There are other defects identified in the application that are defined as low, medium, or high severity.

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

Between May 23, 2020, through July 23, 2020, the average number of help desk tickets submitted per day was 61. This is a decrease from the May 1st FY20 status update. Temporary leave days from May 17th thru July 25th where MDHHS staff worked 32 hours a week may have impacted the reduction in help desk tickets.

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

From May 28, 2020, through July 24, 2020, MDHHS did not use overtime hours for help desk tickets or known issues.

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

From May 28, 2020, through July 24, 2020, the MiSACWIS project did not issue contract revisions to address known issues or the volume of help desk tickets.

f) Other strategies undertaken to improve implementation.

The MiSACWIS project continues to assess its operational processes to assure continuous quality improvement. Process implementation successes since the July 1st FY20 status update include:

Team Alignment: The MiSACWIS project team realigned the current agile, scrum team structure to increase efficiency and better support prioritized work due to the reduction of resources. This change was implemented on July 8th.

Product Backlog Review: Teams continue thorough product backlog reviews to determine critical items that will be considered for MiSACWIS development and any items that should be incorporated in the future planned, new Comprehensive Child Welfare Information System (CCWIS). Also, due to the new team alignments, the MiSACWIS teams are working to combine their product backlogs to prioritize future work and adapt the resource capacity to the work items.

Security Access: Database Security Application implementation to allow for an automated process to request access to MiSACWIS continues, though the schedule was pushed out to adjust to COVID-19 impacts. The MiSACWIS team has and will continue to provide web-based trainings to assist end users. Implementation efforts began in March 2020 and

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will continue with a phased roll out through February 2021. At this time, three of the 17 groups of users have been implemented with the fourth having started implementation and the fifth beginning implementation tasks.

Duplicate Person Analysis: Tier 1 help desk analysts completed review and compiled a report outlining issues, user feedback, and areas where issues occur more frequently during last reporting period. The assigned MiSACWIS team has continued with field user sessions to identify problem areas within the application to determine possible technical or training solutions to avoid the creation of a duplicate person. This work is still in progress as participation from field users continues to be low. The Duplicate Person Power BI report pilot continues with a small set of field users to address scenarios where a person merge could occur with data validation. The pilot assists in generating options for how counties can implement using the report to be useful to field staff.

Microsoft Azure DevOps: To increase efficiencies and better support an Agile framework, MiSACWIS and related Child Welfare technical teams have decided to implement Azure DevOps as its one Application Lifestyle Management tool. This tool provides an end-to-end solution for the five core practices of DevOps: planning and tracking, development, build and test, delivery, and monitoring and operations including production support. The goal is to implement Azure DevOps in October 2020. Demonstration sessions have begun to acclimate the business to the new tool and discuss template configurations.

Monitoring Users: Efforts are in place to monitor privileged users that can modify data in the application, local office, and private agency MiSACWIS users. Reports continue to be reviewed and follow up completed as needed to ensure those users that do not need MiSACWIS access have access terminated.

Reports Analysis: The team continues discussion to assess users that are not saving reports in the application. Queries are currently being validated for accuracy with the goal to share with end users to improve the availability of reports in the application.

g) Progress developing cross-system trusted data exchanges with MiSACWIS.

No data exchange development has occurred this period beyond enhancing the data exchange between MiSACWIS and the Supervisory Control Protocol.

h) Progress moving away from a statewide/tribal automated child welfare information system (SACWIS/TACWIS) to a comprehensive CCWIS.

The final draft of the Request for Proposal for the initial module for the new CCWIS was published December 16, 2019, vendor proposals were received in January, proposal review and scoring was completed in February and vendor oral presentations were held (virtually) in March. Final scoring and best value assessments have been significantly hampered by COVID-19 and the loss of the CCWIS FY20 funding, however, have continued. Activities are currently underway in the procurement process to select a final vendor and proceed through contract negotiations to establish a draft contract that can

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be moved forward once funding is obtained. Activities to prepare for the transition to a new CCWIS will continue to the extent possible using existing resources. Efforts will be made to assure MiSACWIS continues its transition to comply with CCWIS regulations. Status updates have been provided to the federal Department of Health and Human Services Administration for Children and Families.

i) Progress developing and implementing a program to monitor data quality.

The MiSACWIS team in partnership with Children's Services Agency (CSA) is in the process of further developing the governance to support data quality planning and management. This governance will formalize and establishes oversight, review, and resolution processes. Private agency partners will also become more integrated into the process.

The MiSACWIS management team continues to partner with several other divisions in MDHHS, as well as DTMB, to continue to enhance and implement the Data Quality Plan (DQP). An increase in engagement and activity is a priority now and for FY21. Information is being sought by other states to gather lessons learned to assist the team in further developing processes and structure around data quality planning and oversight.

The MiSACWIS team continues to evaluate system issues that affect data quality and prioritize those items supporting the commitment to improve data that will eventually become part of the new CCWIS. Support from the Data Warehouse and Bridges teams will also assist the data quality improvement efforts. Efforts are continuing to obtain technical assistance from Bridges and other technical resources to implement automated verifications between systems to improve the data. Data quality planning and monitoring will be a key component throughout the development of the new CCWIS system.

j) Progress developing and implementing custom integrated systems for private agencies and tribal governments.

The exchange between MiSACWIS and Mindshare, which supports the Performance Based Child Welfare System in Kent County, allows Mindshare to have specific MiSACWIS data to analyze for improving child welfare practices. This interface is still in use. Meetings continue with Tribes to enhance and improve data currently exchanged with the tribal community. It is the department's intent to partner with the private agencies and tribes to monitor, improve, and validate the data of the MiSACWIS application and subsequently the CCWIS system. Several activities are in progress to allow Michigan tribes to utilize MiSACWIS directly.

k) A list of all change orders, planned or in progress.

l) The status of all change orders, planned or in progress

m) The estimated costs for all planned changed orders.

n) The estimated and actual costs for all change orders in progress.

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The MiSACWIS project maintains a product backlog which is a list of all enhancements/change controls, defects, and work items. These items are monitored and ranked by the different functional teams along with business owners. The teams then determine the items that will be in the upcoming releases based upon that ranking, prioritization and capacity. The prioritization of items is being more frequently reviewed with CSA leadership.

The agile, operational process currently has teams planning in detail for the short term, about 4-6 months or 2-3 releases, and the longer-term planning is high level with general estimations. Projects (typically large effort items) are handled differently than the smaller, maintenance items which are predominantly defect fixes. Project work is typically planned first, then defects are put into releases as they fit into the remaining capacity. However, maintenance work that is critical, significantly impacts users or help desk volume, is prioritized. This analysis of impact and priority, backlog review, refinement and adjustment are consistent operational tasks.

The list below represents the projects previously approved by CSA as essential priorities to be considered for implementation in FY20. The expectation is not that every project will be completed in FY20. Items defined as new development now require an additional review and approval through the IT Executive Governance. Projects will be added to this list as new needs are determined. The addition of a project requires review of the prioritization of the entire approved project list.

<i>(k) A list of all change orders, planned or in progress.</i>	<i>(l) The status of all change orders, planned or in progress.</i>	<i>(m) The estimated costs for all planned change orders.**</i>	<i>(n) The estimated and actual costs for all change orders in progress.***</i>
		Estimated Cost	Actual Cost to Date (As of 7/29/20)
Payment Reconciliation and Recoupment	In Progress	\$51,500.00	*
Contractors access to MiSACWIS to enter social work contacts	In Progress	M&O	*
Provider exception handling	In Progress	\$11,400.00	*
Change to track tribal verification (DHHS 5598 tracking)	In Progress	\$2,060.00	*
Person merge items, Duplicate ID Creations (Including Indicator for Power BI report)	In Progress	\$63,867.00	*
Family First Prevention Systems	In Progress	\$595,299.00	\$148,331
<ul style="list-style-type: none"> • Changes to support Qualified Residential Treatment Programs (QRTP) for FFPSA 			

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<ul style="list-style-type: none"> Family First Prevention Services Act (FFPSA) System and Data Needs 			
Upgrade to Oracle 19 (includes hardware)	In Progress	\$558,634.00	\$126,432
Azure Dev Ops	In Progress	\$277,057.28	\$95,250
Dynamics O365	In Progress	\$240,093.86	\$135,451
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		Estimated Cost	Actual Cost to Date (As of 7/29/20)
Expand the MiSACWIS Web Services with Bridges	In Progress	\$60,000.00	*
CPS Technology Suite Enhancements (Mobile and Supervisory Control Protocol)	In Progress	\$2,606,093.00	\$1,776,162
Death Data batch to Children's Ombudsman Audit Finding	Planned	\$50,000.00	*
Tribal Access to MiSACWIS	In Progress	\$112,979.00	*
MiSACWIS Address Pre-Fill	In Progress	\$51,164.00	*
MiSACWIS Central Registry and Routing	In Progress	\$36,511.00	*

* Hours expended to date not broken out from the regular release tasks so cost data not available.

** Estimates are based on a high-level ROM or revised estimate after business requirements have been completed.

*** Actual costs are based on hours entered in the States Project Management time tracking tool where actual staff rates are applied.