

# Michigan Statewide Automated Child Welfare System (MiSACWIS) Status Report

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

**May 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, January 1, March 1, May 1, July 1, and September 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, and in each area including whether the implementation results in either enhanced user interface or portal access, conversion to new modules, or substantial operation improvement to the MiSACWIS system.***
- (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, and for each strategy area including whether the implementation results in either enhanced user interface or portal access, conversion to new modules, or substantial operation improvement to the MiSACWIS system.***
- (g) *Progress developing cross-system trusted data exchange with MiSACWIS.***
- (h) *Progress in moving away from a statewide automated child welfare information system (SACWIS) to a comprehensive child welfare information system (CCWIS).***
- (i) *Progress developing and implementing a program to monitor data quality.***
- (j) *Progress developing and implementing custom integrated systems for private agencies.***
- (k) *A list of all change orders, planned or in progress.***

# Michigan Statewide Automated Child Welfare System (MiSACWIS) Status Report

- (l) The status of all change orders, planned or in progress.*
- (m) The estimated costs for all planned change orders.*
- (n) The estimated and actual costs for all change orders in progress.*



## Section 1903(2) PA 67 of 2019 Report 4

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

There was one release in March 2020 to the MiSACWIS production environment since the status update in February 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 March 2020 include:

1. Child Protective Services (CPS) Intake and Investigation: Centralized intake was unable to reconsider complaints that had been linked to a case, resulting in a possible duplicate referral entry. The March release provided centralized intake users and CPS supervisors the ability to reconsider a linked/withdrawn/transferred CPS complaint.
2. Sibling Visitation Exceptions: Prior to the release, only one participant could be chosen when adding a sibling visit exception. The process was modified to include a new Child in Focus list and is required when entering a sibling visitation exception.
3. Adoption Progress Report: Fixes were made regarding Adoption Progress Questions. This issue was fixed with the March release.
4. Licensing & Provider Management Enhancements: For the March release there were four changes to provider management functionality. Changes included:
  - a. Modifications to correctly display and link existing providers in MiSACWIS that only had a daycare provider type to an inquiry. This fix and modification addressed scenarios that could lead to provider person duplication and also supports improved data quality.
  - b. To support situations where the begin date was prior to the day the supervisor linked the inquiry a new date field was added to Estates and Protected Individuals Code Guardianship and Juvenile Guardianship Home inquiries. This allows a user to enter the Provider Type Begin Date when a signed court order exists for a guardianship placement.
  - c. The DHS-875, Waiver of Foster Home Licensure, was decommissioned and has been removed as a report in MiSACWIS. This change was made to align system functionality with recent policy changes.
  - d. On the Provider Home Inquiry screen verbiage was added under the Inquiry Date to say, "Date of initial contact/Activity Log begin date" to provide more clear direction to users and assist them in entering the correct data in that field.
5. Financial: System fixes and changes for the finance area included:

## Section 1903(2) PA 67 of 2019 Report 4

- a. Specific manual payments were not generating on rosters and became stuck in the payment request pool. All manual payments are now placed on the correct roster instead of going to the payment request pool.
  - b. A fix was made to the “Exclude From Federal Reporting” box within Overpayments to assure data saves properly.
  - c. One on One Supervision and Assisted Care Services became eligible for IV-E payment after the March release.
  - d. Chargeback Details can be exported from the Chargeback Details screen so that users can export filters and selected details which supports processing.
6. Administrative Functions: To prevent automated termination of users who had not logged into the system within the specified timeframe, modifications were required to assure that MiSACWIS captures all log in information when a user is profiled across multiple organizations.

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

The MiSACWIS project tracks and monitors issues through the identification of defects. As of March 27, 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 January 27, 2020, through March 24, 2020, the average number of help desk tickets submitted per day was 86. This is a decrease from the last Fiscal Year (FY) 20 status update.

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

From January 27, 2020, through March 27, 2020, Michigan Department of Health and Human Services (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 tickets.**

From January 27, 2020, through March 27, 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, and for each strategy area including whether the implementation results in either**

## Section 1903(2) PA 67 of 2019 Report 4

**enhanced user interface or portal access, conversion to new modules, or substantial operation improvement to the MiSACWIS system.**

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

Product Backlog Review: Continuing product backlog reviews to determine critical items that will be considered for MiSACWIS development. In addition, determining if backlog items should be incorporated in Comprehensive Child Welfare Information System (CCWIS). Furthermore, withdrawing items that will not be considered for MiSACWIS development and will be completed within CCWIS.

Security Access: Database Security Application (DSA) implementation has begun. Using DSA to manage security will greatly improve monitoring of user access and compliance with security training and other ongoing verifications.

Duplicate Person Analysis: Tier 1 help desk analysts are continuing to review a report that identifies all newly created duplicate persons within the MiSACWIS application. They are working directly with individuals from the field who created the duplicate persons to identify why and where in the application the duplicate person was created.

Azure DevOps: To increase efficiencies and better support an Agile framework, MiSACWIS and related child welfare technical teams has selected 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.

Monitoring Users: The MiSACWIS project team has initiated efforts to monitor users that are able to modify data in the application. Reports continue to be reviewed and follow up completed as needed to ensure those users who do not need access have the access terminated.

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

No data exchange development has occurred from January 2020 through March 2020.

**(h) Progress moving away from a SACWIS to 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, initial scoring completed, and vendor oral presentations were held. Final scoring and best value assessment are in progress. Due to the loss of FY20 CCWIS funding, the procurement process to secure a vendor for the first CCWIS module cannot be finalized.

## Section 1903(2) PA 67 of 2019 Report 4

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

The MiSACWIS team continues to document and monitor data quality efforts and concerns. The MiSACWIS management team continues to partner with several other divisions in MDHHS, as well as Department of Technology Management and Budget, to continue to develop and implement the Data Quality Plan. 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. Internal meetings continue regarding data quality activities. Data quality is also discussed in the current CCWIS planning activities.

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.**

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 have been held 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.

**(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.***

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 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

**Section 1903(2) PA 67 of 2019  
Report 4**

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 Children’s Services Agency approved essential projects to be considered for implementation in FY20.

<b>(k) A list of all change orders, planned or in progress.</b>	<b>(l) The status of all change orders, planned or in progress.</b>	<b>(m) The estimated costs for all planned change orders.**</b>	<b>(n) The estimated and actual costs for all change orders in progress.***</b>
		<b>Estimated Cost</b>	<b>Actual Cost to Date (As of 3/23/20)</b>
Medical and Dental Tracking for Returned Home Cases	Planned	\$40,800.00	
State Pays First	In Progress	\$4,320,000.00	\$2,486,730
Expand the MiSACWIS Web Services with Bridges	Planned	\$60,000.00	
Person merge items, Duplicate ID Creations	In Progress	\$57,000.00	*
Central Registry Related Fixes	In Progress	\$90,000.00	*
Case Closure Modifications	In Progress	\$60,000.00	*
IV-E for young adult voluntary foster care (YAVFC)	Planned	\$60,000.00	
MiSACWIS Documents Scan and Search Optimization (Landing Page Only)	Planned	\$465,000.00	
Adoption Program Changes for Federal Reporting	Planned	M&O	*
Maltreatment in Care Related Fixes	Planned	M&O	*
Death Data batch to Children’s Ombudsman Audit Finding	Planned	\$50,000.00	

**Section 1903(2) PA 67 of 2019  
Report 4**

<b>(k) A list of all change orders, planned or in progress.</b>	<b>(l) The status of all change orders, planned or in progress.</b>	<b>(m) The estimated costs for all planned change orders.**</b>	<b>(n) The estimated and actual costs for all change orders in progress.***</b>
		<b>Estimated Cost</b>	<b>Actual Cost to Date (As of 3/23/20)</b>
Families First Preservation Systems - Changes to support Qualified Residential Treatment Programs (QRTP) for Family Preservation System and Data Needs (FFPSA) - FFPSA	Planned	\$595,299	
Upgrade to Oracle 19 (includes hardware)	Planned	\$558,634	\$17,090
CPS Technology Suite Enhancements	Planned	\$2,606,093	\$42,520
<p><i>* Hours expended to date not broken out from the regular release tasks so cost data not available.</i></p> <p><i>** Estimates are based on a high-level ROM or revised estimate after business requirements have been completed.</i></p> <p><i>*** Actual costs are based on hours entered in the States Project Management time tracking tool where actual staff rates are applied.</i></p>			