



## Michigan Department of Health & Human Services

# MiSACWIS Overview and Update

*Putting people first, with the goal of helping all Michiganders lead healthier and more productive lives, no matter their stage in life.*

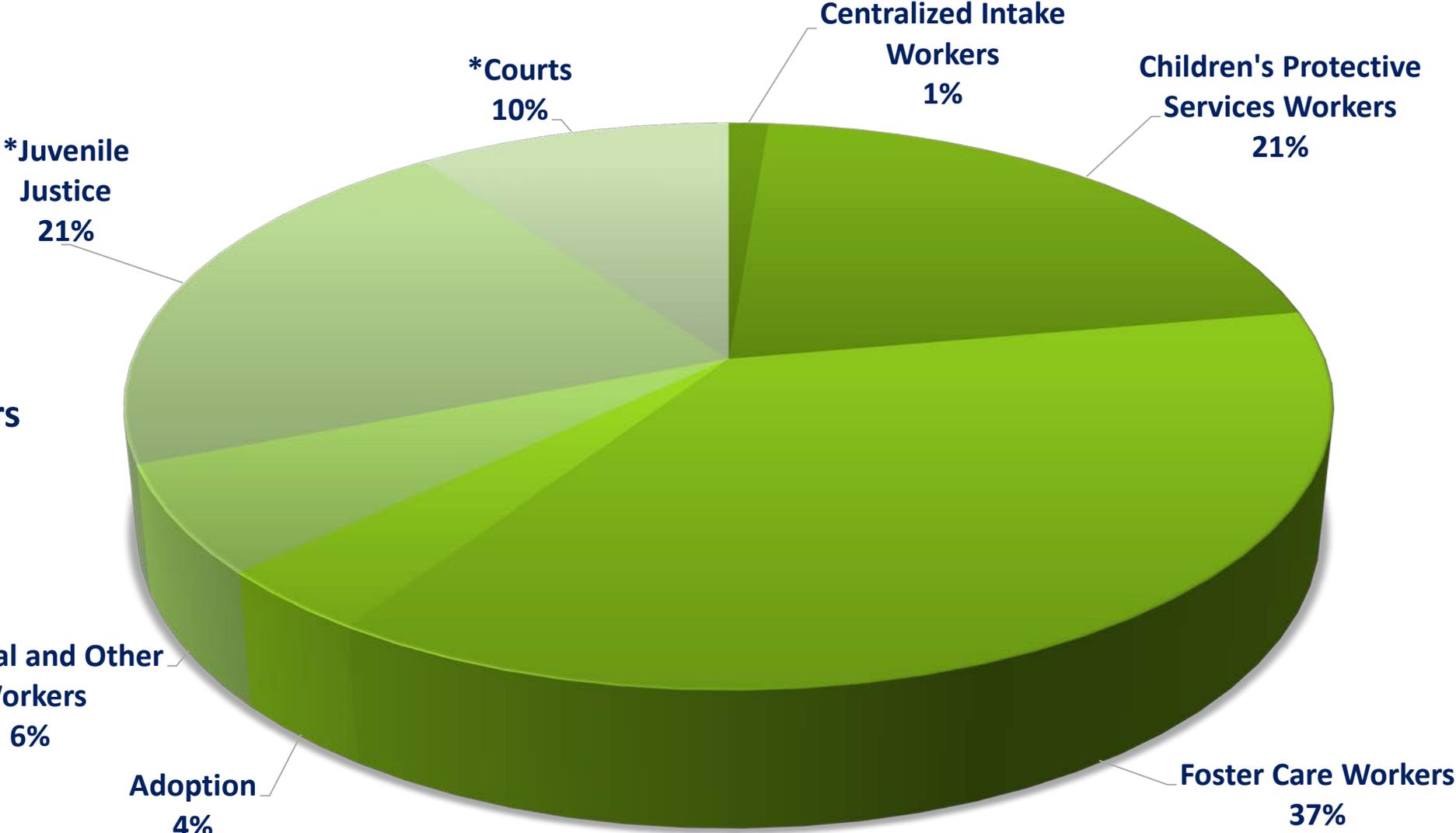
# Agenda

1. Introductions
2. MiSACWIS overview
3. Improvements for staff
4. Private agency engagement
5. Payment improvements
6. Additional functionality
7. Future improvements in MiSACWIS
8. Questions

# Michigan Statewide Automated Child Welfare Information System - MiSACWIS

- Child welfare case management
- Implemented in 2014
- Ongoing alignment with Federal policy mandate
- Complex system with multiple business integration points
- 8,000 public and private agency caseworkers

# Child Welfare Program Areas – Caseworkers



Approximately 8,000  
Child Welfare Workers  
Use MiSACWIS

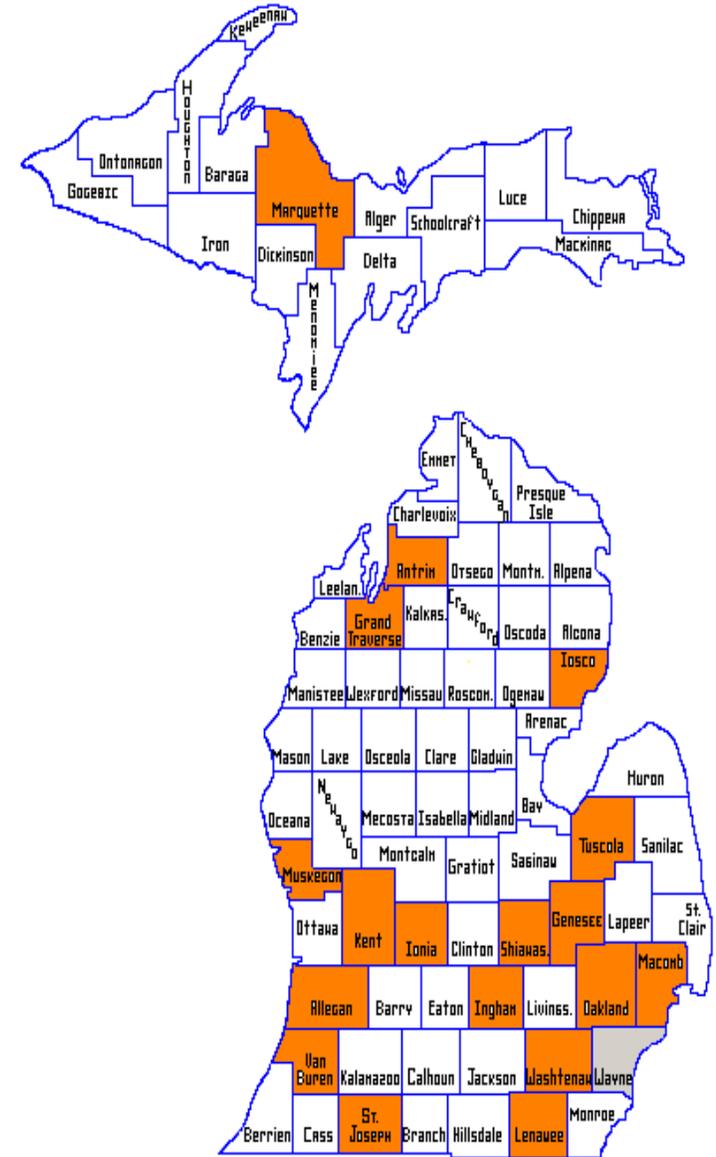
\* Implemented October 2015

# MiSACWIS Improvements for Staff

2014 Challenges	2015 Solutions
<ul style="list-style-type: none"><li>• System defects</li></ul>	64.1% decrease in defects since last update
<ul style="list-style-type: none"><li>• System too complex</li></ul>	171 training sessions were conducted with 2,285 participants
<ul style="list-style-type: none"><li>• Amount of data entry takes too much time</li></ul>	Successful redesigns in program areas to reduce data entry and to provide worker relief
<ul style="list-style-type: none"><li>• Lack of field worker engagement for changes</li></ul>	Field onsite visits were conducted

# On-Site Visits

- Traveled to 19 counties to conduct on-site field visits
- On-site visits provide:
  - Agency staff an opportunity to work directly with central staff
  - Central staff an opportunity to experience challenges of agency staff
- On-site visits include:
  - Local staff
  - Business partners
  - Technical partners
  - Subject matter experts



# On-Site Visits (Continued)

- The on-site locations are determined with the assistance of the Business Service Center (BSC) directors
- All workers engaged in pre-survey and post-survey about MiSACWIS
- UAW international leadership and UAW worker membership participated
- Michigan Association of Governmental Employees (MAGE) membership participated
- UAW workers conducted co-training of other workers

# Private Agency Engagement

- 13 full training and on-site field engagement sessions
  - Included agencies and satellite offices
  - Included business partners, technical partners, subject matter experts and agency staff
  - Specialized assistance in security
- Specialized change controls
- Customized payment reports

# MiSACWIS Payment Improvements

## 2014 Payment Challenges for:

- Foster care parents
- Private provider agencies
- Service provider

## 2015 Accomplishments:

- Training
  - Specialized strike team training at 33 private agencies
- Created specialized help desk for payment assistance
- Payment help desk tickets declined from 517 on Dec. 1, 2014 to 1 on Nov. 1, 2015

# Leveraging MiSACWIS to Address the Juvenile Justice Program Improvements and Budget Management of County Child Care Fund for Court

## 2014 Challenges:

- Old technology
- Multiple systems for caseworkers

## 2015 Accomplishments:

- MiSACWIS investments were leveraged to implement functionality in a single year
  - Currently no critical defects identified in Juvenile Justice or County Child Care Fund for Court
- Resulted in single Statewide case management system

# Future Improvements\* in MiSACWIS

- Continue on-site visits to gather input for system improvements
- Centralized Intake system
  - Amends 1975 PA 238
- Integration of MiSACWIS with other Health and Human Services data
- Complete federal compliance activities
  - Monitoring visit scheduled for Summer 2016

\* Contingent on Funding

# Questions ?