

Michigan Department of Human Services

MiSACWIS Overview and Update



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Definition of MiSACWIS

Michigan Statewide Automated Child Welfare Information System

- * Comprehensive automated case management tool used by both State and private child welfare agencies
- * Federal Requirement : a single system, consistent, uniform way of recording case activities and presents a comprehensive view of the family – the “official case record” for child welfare workers.
- * Supports Michigan-specific child welfare business practices, policies, and processes.

System Data Interfaces

- * Substantial Collaboration between DHS, DTMB, Interface Partners, DCH, BCAL, Bridges, Private Agencies
- * Major Business Interfaces Provide
 - * Medicaid
 - * Assistance
 - * Child Support
 - * Birth Registry
 - * Health Immunizations
 - * Provider Placements
 - * Financials- Automation of Foster Care and Provider Payments
 - * All Private Agency End Users Secure Access

Implementation

- * Unique to a Michigan SACWIS
- * Design to Implementation in 37 months
 - * Design and testing by workers in the field
- * Conversion of millions of records of historical data from 5 different systems into a single SACWIS
- * All workers - 6800 both public and private statewide
 - * **Enormous** change to business processes
 - * **Substantial** learning curve

Implementation

- * Statewide Launch of Core System on April 30, 2014.
 - Centralized Intake
 - Children's Protective Services Investigations
 - Case Management
 - Financials
 - Court & Eligibility
 - Provider Management
 - Adoption
 - Interfaces with other Major State Systems

Priority Focus:Day1

- Support for Workers: Help Desk and Triage Staff Support
- Centralized Intake: 24/7 child abuse neglect hotline
- Stabilization of the System
- Secure Access to all Workers
- Payment Payroll
 - * New Interactive Voice Recognition (IVR)
 - * Foster Care and Adoption Subsidy Payrolls

Priority Focus: 30-60 days

- * Support for Workers
 - * Help Desk
 - * Triage
 - * Local Office Experts
 - * Training
 - * Defect Management
- * Stabilizing the Technical System
- * Secure Access to all end users

Priority Focus: 90 days

- Governance Structure Enhancement
- Evaluation of Field Support Model
 - Training, Comprehensive On-Site Reviews, Web Trainings w Releases
- ACF Pre-SACWIS Visit
- Technical Capacity Model (Agile – Team Approach)
- Building Data Integrity & Reporting Capacity
- Focus on Financials and Payments

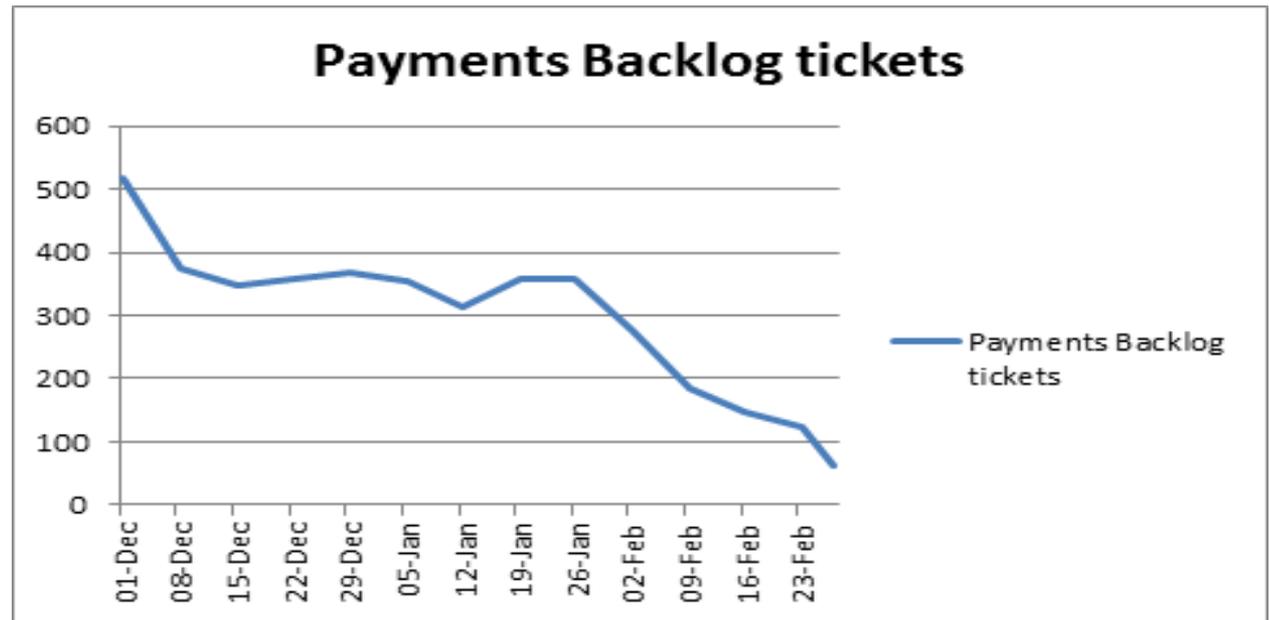
Improvements Moving Forward: User Support

- * Help Desk
 - * First and Second Tier
 - * Financial Specialization
- * Onsite Technical Assistance Visits
 - * Conduct Assessments
 - * Survey Staff
 - * Document Problems
 - * Set Priorities
- * Training
- * Technical Fixes

Help Desk Management

Implementation of the Financial Specialization 2nd Tier Help Desk

Was created as a result of private agencies and field staff having issues with Financials. December 1, 2014 starting at 517 tickets. February 26, 2015 are at 62 tickets.



Help Desk Response Time

- * Wait time dropped from **15 minutes** to **30 seconds** average wait time.
- * Tickets resolved within first call went from **30%** of to **70%**.
- * Approximately $\frac{2}{3}$ of every call received is resolved within 24hours.

Planned Enhancements

- Child Care Fund
- Juvenile Justice Information Management System (JJIMS)

Boilerplate Report 534 (a)

- * All eight core business functional areas were delivered with 100 percent availability to the end users at go-live .
- * Areas of implementation that went as planned :
 - * Executive sponsorship and engagement to allow for fast decision making and to assure continued progress
 - * Multiple executions of the technical migration of data from the legacy system to the MiSACWIS production system
 - * A clear and enforced governance model
 - * Exceptional planning by the agency with the transition of provider payroll issuance
- * 26 releases since go live, limited deployment delays or issues.
- * Agile principals has improved upon the team's productivity rate and response to the end-user needs.

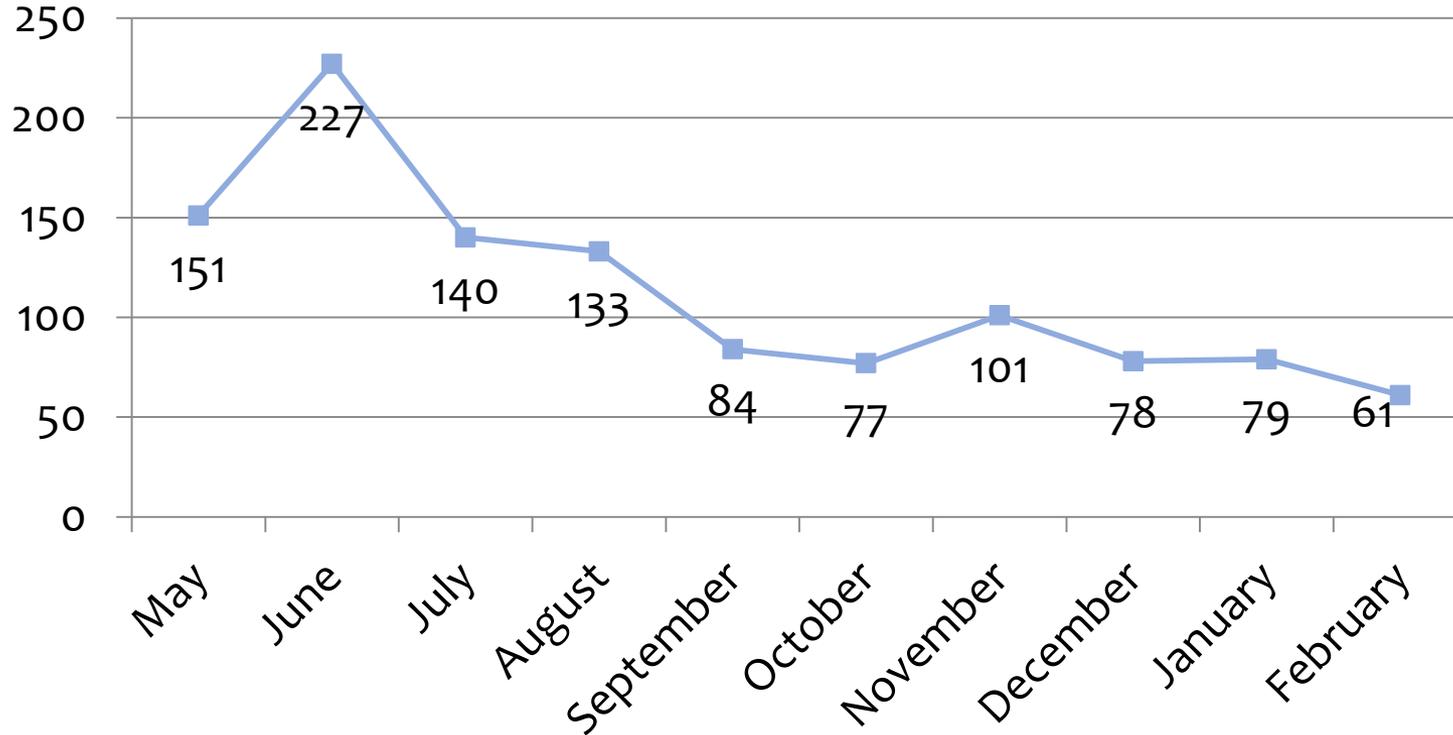
Boilerplate Report 534 (b)

Known Issues

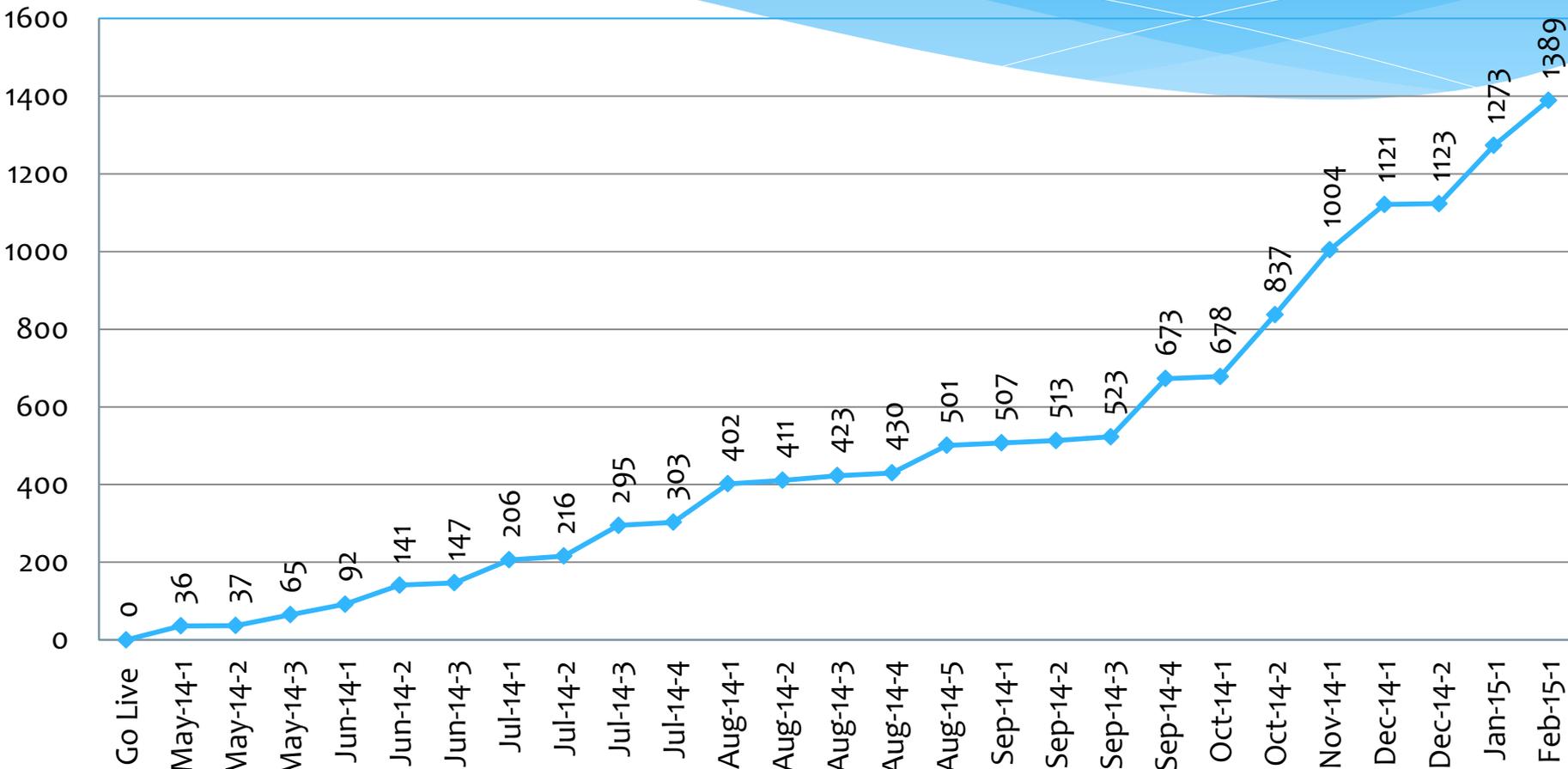
- * Defects are currently used by the MiSACWIS project to track and monitor known issues.
- * As of February 28, 2015, there are 260 known open defects.
- * These known issues were collected since the MiSACWIS implementation date of April 30, 2014 to February 28, 2015.
- * During this same time period, the MiSACWIS Project identified and fixed 1,389 known issues.

534 (b) Known Issues – Contd.

Defects Reported per month Thru Feb 21, 2015



534(b) Fixes Applied



Boilerplate Report 534 (e) Contract Revisions

- * Maintenance and Operations assistance are procured through Change Notices 14 & 17. These staff augmentation services will be through second option year of the vendor contract;
- * DTMB has been and will continue to replace vendor resources with State resource and thereby not consume the entire vendor allocation through March 2016.

Boilerplate Report 534 (e)

Contract Revisions

- * The MiSACWIS project has not issued contract revisions to address the volume of help desk tickets.
- * DTMB has exercised an option on the existing software vendor's contract to assist with system operations/maintenance and enhancements.
- * The revisions to support enhancements focus on incorporating County Child Care Fund (Change Notices 18 & 19) and eligible Juvenile Justice functionality into MiSACWIS (Change Notice 16 & 19).

Conclusion

- * Large, very complex system
- * Significant learning curve requires training and ongoing support
- * Constant and robust focus on fixes
- * Field workers setting priorities for change
- * Positive review from Federal government, Peter Howe

Children's Bureau, Administration for Children and Families

“It has been our experience that when states implement a new SACWIS system and when child welfare policies change significantly in the state at the same time, many workers feel overwhelmed with the changes and may express that the system is a hindrance to accomplishing work that they are doing.

In reality the system has been designed to follow the agency's policies, business practices and standard workflow and is forcing the workers to follow approved child welfare practice and policy and requiring that this work be documented in the child welfare system—often at a new or expanded level of detail.

Without this thorough documentation, children and families in Michigan may not be getting the help that they need to keep the families in together, to lead to a quick unification of the family or the permanency of the children in care.”

- Mr. Peter Howe, 1/12/2015

Questions?

Thank you!