MDHHS Information Technology

April 15, 2025

Sudhakar Ramaswamy, Senior Deputy Director, Strategic Integration Administration

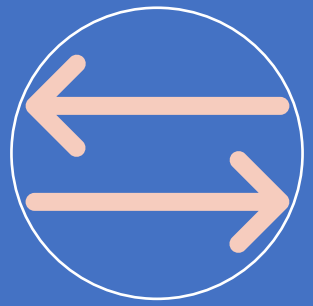
MDHHS
Michigan Department of Health & Human Services

Information Technology (IT) Overview

MDHHS
Michigan Department of Health & Human Services

Strategic Integration Administration Mission

Ensures the IT initiatives MDHHS pursues align with the MDHHS strategic plan.



Acts as a liaison between MDHHS program areas and DTMB to identify, define, and ensure technology solutions meet program needs.

Protects MDHHS data and ensures compliance with system and data usage laws and regulations.

MDHHS Information Technology Executive Governance (ITEG)

- Serves as the Agency IT Investment Management Governing Board in compliance with DTMB policy 1352.00 Investment Management Methodology.

- ITEG Responsibilities:
  - ✓ Overall IT governance of the 289 systems supporting MDHHS programs and residents.
  - ✓ Sets the IT vision and strategy for MDHHS.
  - ✓ Accountable for MDHHS IT investment portfolio.
  - ✓ All IT work must be approved by the governance body before execution.

MDHHS Information Technology Executive Governance (ITEG) Members

TITLE	SITTING MEMBER
MDHHS Chief Operating Officer	David Knezek
MDHHS Senior Deputy Director – Financial Operations Administration	Amy Epkey
MDHHS Senior Deputy Director – Strategic Integration Administration	Sudhakar Ramaswamy
DTMB General Manager supporting MDHHS	Nathan Buckwalter

IT Systems Overview

- 289 systems to support MDHHS programs and residents.

- Primary IT Systems:
  - Bridges Integrated Eligibility Determination System.
  - MiBridges Online Self-Service Eligibility System.
  - CHAMPS Community Health Automated Medicaid Processing System.
  - MiCSES Michigan Child Support Enforcement System.
  - MiSACWIS/CCWIS Child Welfare Case Management and Information System.

Bridges Integrated Eligibility Determination System

- A multi-benefit integrated eligibility determination system focused on providing public assistance for our most vulnerable Michigan residents:
  - ✓ Cash Assistance.
  - ✓ Food Assistance.
  - ✓ Health Care Coverage.
  - ✓ State Emergency Relief.

- Application serves 2.8 million recipients; Active cases: approximately 1.2 million.

- Approximately 3,200 application users:
  - ✓ Case specialists.
  - ✓ Administrative support.
  - ✓ Help desk and exceptions staff.

MiBridges Online Self-Service Eligibility System

- Award-winning online self-service system that allows residents to:
  - ✓ Apply for assistance.
  - ✓ Check eligibility status.
  - ✓ Manage their account online.
- Application serves approximately 3.2 million recipients.
- Approximately 140,000 application users:
  - ✓ Community partners.
  - ✓ Resident mandatory reporters.
  - ✓ State navigators.
  - ✓ MR CI workers.
  - ✓ Help desk.
  - ✓ Mandated reporters.

CHAMPS Community Health Automated Medicaid Processing System

- A web-based, rules-driven, real-time adjudication Medicaid Management System.
- Comprised of:
  - ✓ Provider Enrollment.
  - ✓ Eligibility and Enrollment.
  - ✓ Prior Authorization.
  - ✓ Claims and Encounters.
  - ✓ Contracts Management.
- Application serves approximately 2.5 million recipients.
- Approximately 92,000 application users:
  - ✓ Providers.
  - ✓ Health plans.
  - ✓ State of Michigan employees.

MiCSES Michigan Child Support Enforcement System

- Primary statewide system used by Child Support Professionals for case information and workflow processes to support critical services provided to families:
  - ✓ Case Intake and Case Management.
  - ✓ Establishment of Paternity.
  - ✓ Establishment and Maintenance of Support Orders.
  - ✓ Collection and Distribution of Support Payments.
  - ✓ Enforcement of Support Orders.

- Application serves approximately 819,000 Michigan children and their families.

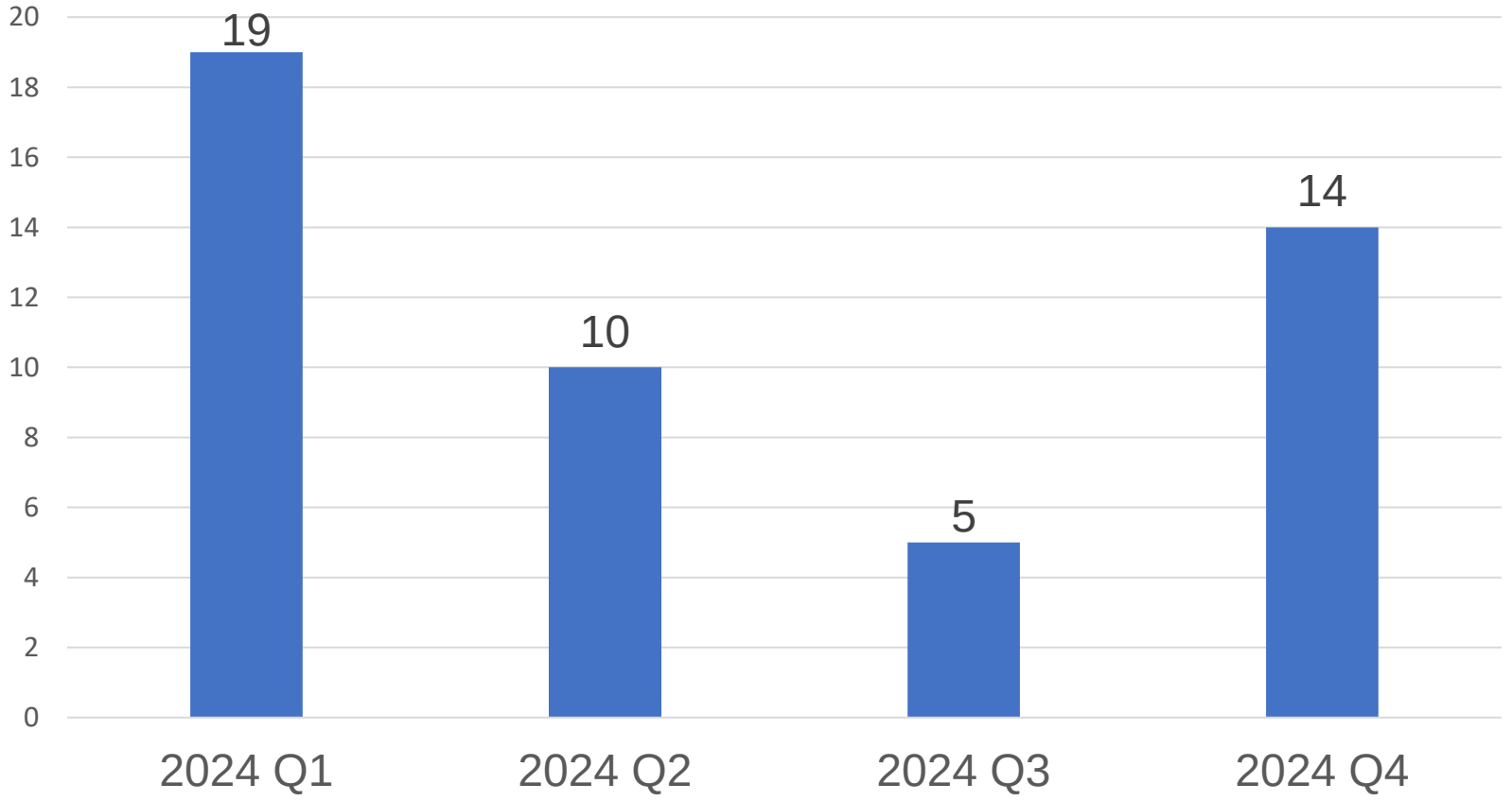
- Approximately 2,200 application users:
  - ✓ State of Michigan employees.
  - ✓ Contractors.
  - ✓ Friend of the Court.
  - ✓ Prosecuting Attorney's offices.

MiSACWIS Michigan Statewide Automated Child Welfare Information System

- Comprehensive automated case management tool used by both state and private child welfare agencies.
- MiSACWIS is in the process of being modernized to the Comprehensive Child Welfare Information System (CCWIS) standards to improve functionality and data sharing.
- Application serves approximately 58,000 children.
- Approximately 6,900 application users:
  - ✓ State of Michigan employees.
  - ✓ Private agencies.
  - ✓ Tribal partners.

IT Accomplishments

- 48 IT projects completed in FY24. The quarterly breakdown:

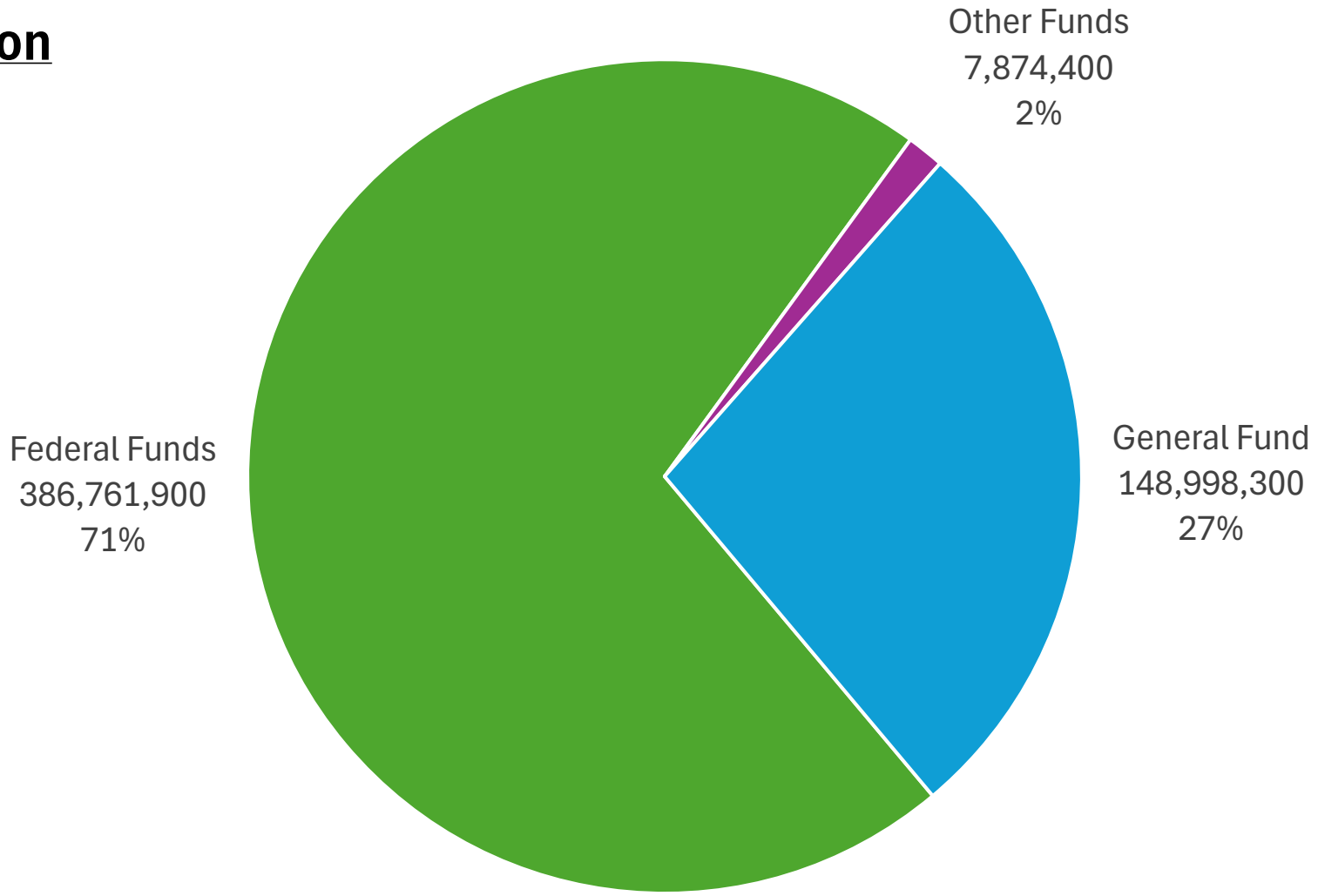


Information Technology Budget Overview

MDHHS
Michigan Department of Health & Human Services

2026 Information Technology Funding

Total: $543.6 million



Comprehensive Child Welfare Information System (CCWIS) Update

MDHHS
Michigan Department of Health & Human Services

Comprehensive Child Welfare Information System (CCWIS)

Children's Services Administration Priorities:

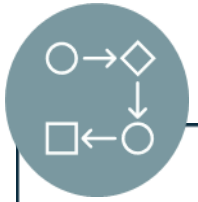
CCWIS Roadmap/Timeline

FY 2021 - 2023

- Develop and deploy Child Welfare Licensing Module (CWLM). Go-live on Oct. 31, 2022.
- Developed and deployed Michigan Foster Care Portal (MFCP). Go-live in January 2023.

FY 2023 - 2025

- Pre-work/planning for remaining modules.
- Procurement activities; Contract development.
- CWLM enhancement work.



FY 2025 - 2028

- Vendor onboarding – FY 2025/2026.
- Begin development of remaining modules – FY 2025/2026.
- System release – FY 2028.

CCWIS Roadmap/Timeline

FY 2021 - 2023

- Develop and deploy Child Welfare Licensing Module (CWLM). Go-live on Oct. 31, 2022.

- Benefits/value include:
  - ✓ Reduced time to provider enrollment.
  - ✓ Improved efficiency by eliminating physical paperwork across county offices.
  - ✓ Improved data quality.
  - ✓ Improved reporting and monitoring capabilities for licensing specialists and supervisors.

- Developed and deployed Michigan Foster Care Portal (MFCP). Go-live in January 2023:
  - ✓ Created a public facing portal for prospective foster parents.

CCWIS Roadmap/Timeline

FY 2023 - 2025

- Pre-work/planning for remaining modules: complete
  - ✓ Human-Centered Design (HCD) – End-user interviews, policy and practice reviews, prototyping to validate user input and workflow requirements.

  - ✓ Business Process Redesign (BPR).
    - Completed BPR and optimized 100+ business flows eliminating unnecessary steps, improving resource utilization, efficiency, effectiveness and performance.
    - 4,000 streamlined requirements were created representing the full detailed scope.

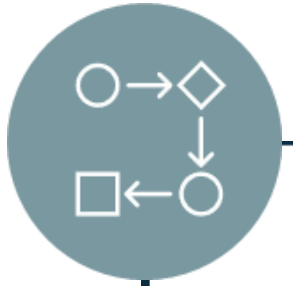
CCWIS Roadmap/Timeline

FY 2023 – 2025 continued

- Procurement activities; Contract development in final stages.

- CWLM enhancement work:
  - ✓ Foster parent recruitment and retention planning, public facing licensing search website, admin ability to complete Corrective Action Plans, and updates to licensing rules.

CCWIS Roadmap/Timeline



FY 2025 - 2028

- Vendor Onboarding — FY 2025/2026.

- Begin Development of Remaining Modules — FY 2025/2026:
  - ✓ Licensing and provider.
  - ✓ INNOVATE (Intake, Investigation, CPS Ongoing, Prevention, Native American, and Maltreatment in Care).
  - ✓ Foster care and juvenile justice.
  - ✓ Security and administration.
  - ✓ Adoption and payments.

- System release — FY 2028.

Questions & Discussion

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Thank you!
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