



MDHHS: FY21 Budget Executive Recommendation

Strategic Integration Administration

February 26, 2020

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The **Strategic
Integration
Administration
(SIA)**,
in coordination
with MDHHS
Financial
Operations and
DTMB:

Helps MDHHS program areas identify and define their needs.

Ensures the initiatives MDHHS pursues align with our goals and priorities.

Acts as a liaison between MDHHS program areas and DTMB to ensure technology meets program needs.

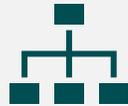
Management of IT Shortfall

- Freeze on non-essential IT development
- Freeze on most MDHHS hiring
- \$12 million in GF vendor concessions in 2019; \$6.8m YTD in 2020
- \$12m in GF admin. savings to close 2019; \$6m budgeted in 2020
- Increased financial oversight, with detailed & timely vendor billing
- Documentation of new project requests
- MDHHS/DTMB IT Governance Board
- Lean Process Improvement
- Agile Transformation

SIA and DTMB Role in Management of IT Shortfall



All project initiatives are approved via an MDHHS executive committee, including the DTMB General Manager.



All project management staffing is now controlled via DTMB and the EPMO.

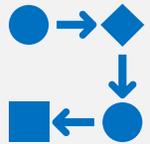


MDHHS and DTMB are aligned with how IT projects are classified as either New Development or Maintenance and Operations.



All project budgets and estimates are reviewed by MDHHS Financial Operations and DTMB Agency Services staff prior to project approvals.

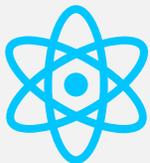
Key Projects and Activities



IT Lifecycle Lean Process Improvement Activity with DTMB



Agile Transformation



Child Welfare IT Modernization

IT Lifecycle Lean Process Improvement (LPI) Activity

Context

- July 2019 MDHHS and DTMB engaged in a joint IT Lifecycle Lean Process Improvement activity to look for ways to improve delivery and oversight of IT initiatives.



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Response

- Several workgroups were formed and include staff from MDHHS and DTMB to implement the recommendations that came from the LPI activity.

Expected impact

- Improved collaboration between MDHHS and DTMB.
- Improved oversight of IT spending.
- Strategic decision-making regarding IT investments.

MDHHS IT Strategic Principles



Optimize IT Portfolio within Available Resources



Customer/User Experience



Data-Driven Decision Making



Innovation and Continuous Improvement

MDHHS Agile Transformation

Context

- Assessments conducted in 2019 of the Universal Caseload (UCL) and the Michigan Statewide Automated Child Welfare Information System (MISACWIS) recommended that an agile approach for technology development be implemented for these systems with a focus on human-centered design.

Response

- MDHHS implemented an iterative, human centered design approach for UCL. The impact is currently being evaluated.
- Agile for Bridges is being piloted with the first iteration being kicked off February 18 & 19.
- The Child Welfare IT Modernization initiative will utilize the same agile methodology as is being used for Bridges.

Expected impact

- Delivering better quality software.
- Faster time-to-market.
- Teams empowered to make decisions and get things done.

One-time Request:	\$15.9M Gross	\$8.3M GF/GP
Ongoing Request:	\$4.6M Gross	\$3.9M GF/GP

Child Welfare IT Modernization

Context

- CSA has operated under **federal court oversight** for 13 years.
- Caseworkers have been unable to do their work effectively and report accurate data, due to the failure of the current case management information system, MiSACWIS.
- The court-ordered review of MiSACWIS declared the system to have “**persistent and significant defects**” and called for the state to replace the system; the federal judge agreed.

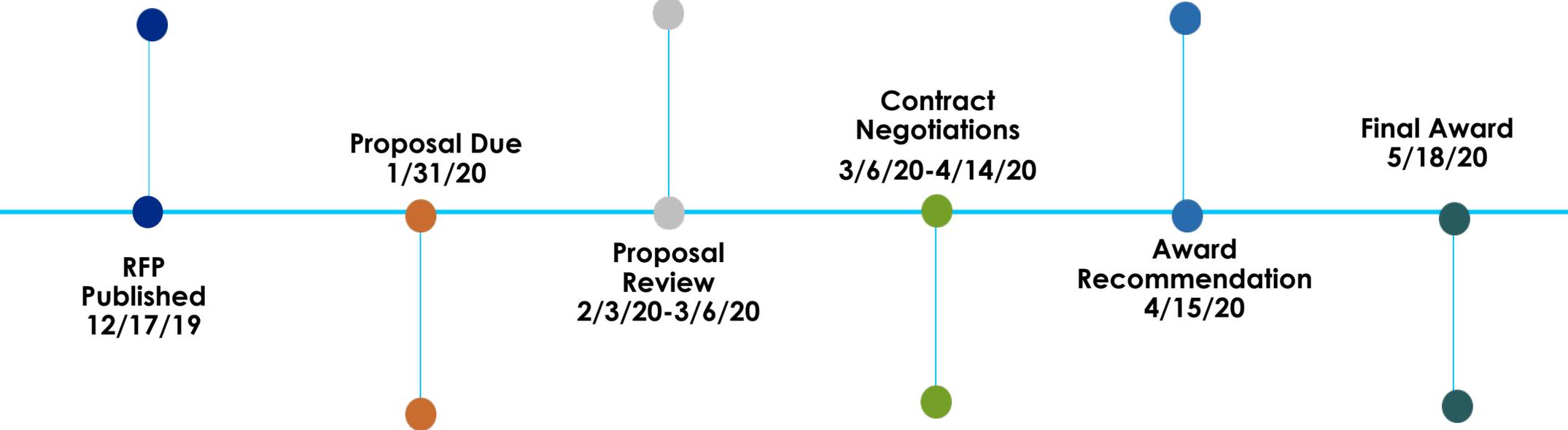
Response

- **CSA is currently working toward a transition from MiSACWIS to a Comprehensive Child Welfare Information System (CCWIS).**
- **The transition is expected to be completed in phases, with full CCWIS compliance being achieved by 2024.**

Expected impact

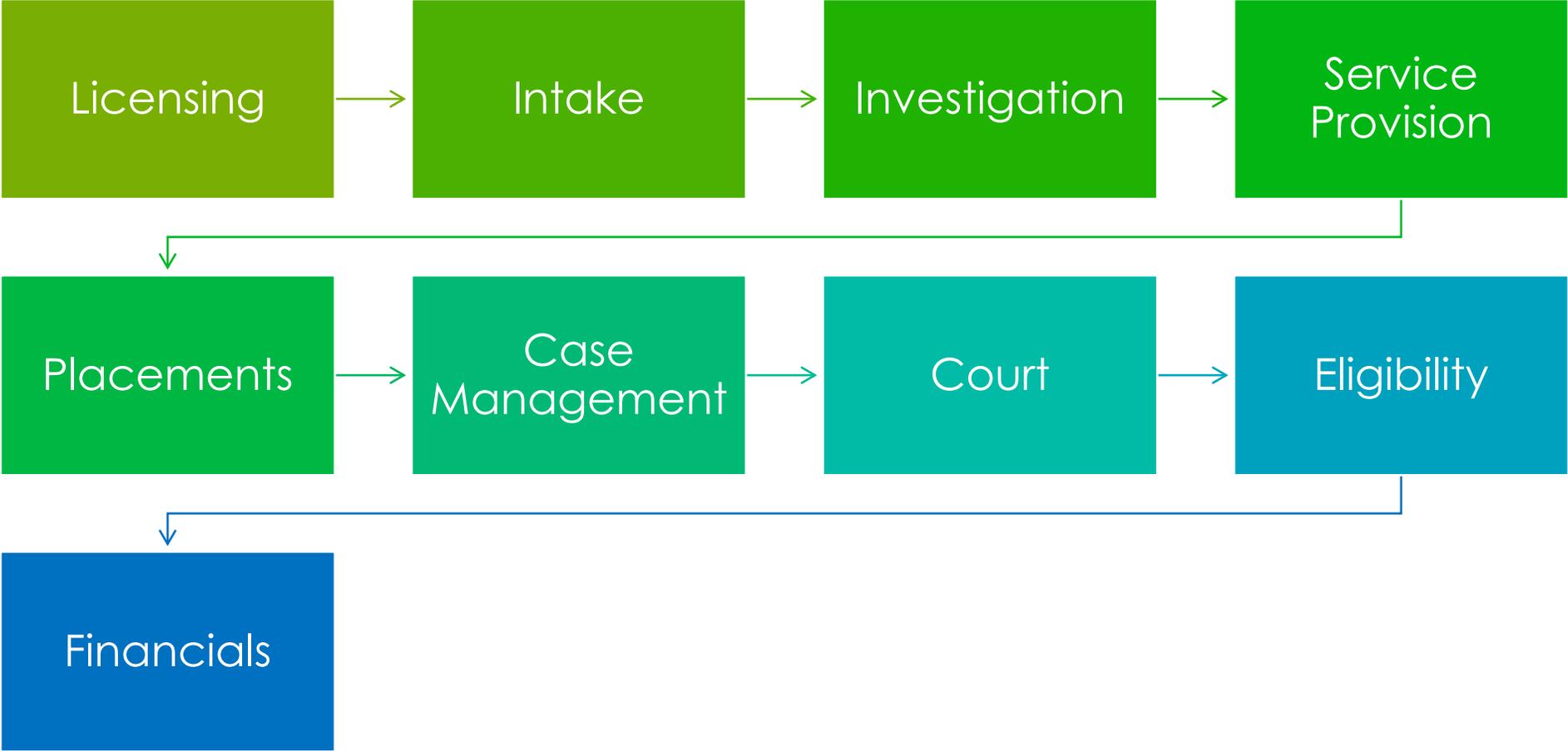
- Better outcomes for children and families.
- Increased caseworker satisfaction and retention.
- Improved data and reporting accuracy.

Child Welfare Licensing Modernization Timeline



**Pursuant to Legislative Appropriation*

Child Welfare CCWIS Modernization Timeline FY20-FY24



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