Chapter 1
Overview

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Accessing MiSACWIS

As a new MiSACWIS user, there is a procedure you need to follow in order to access the system.
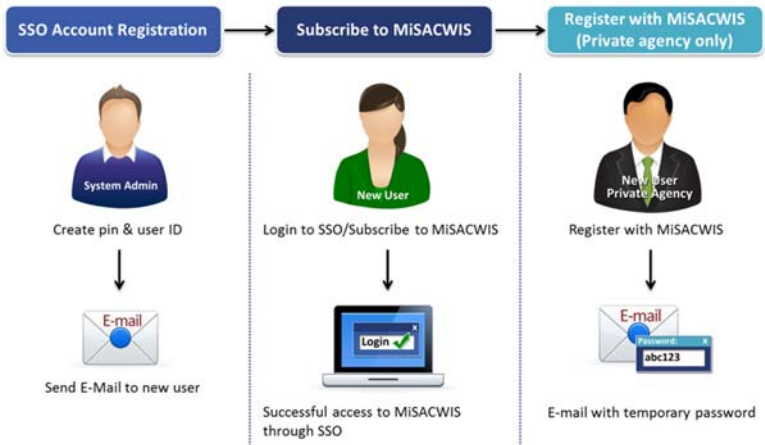
After you complete and submit the DHS 60-L, DHS 60-C, or Non-DHS 60 form, you will receive an e-mail with instructions on how to subscribe to MiSACWIS. Also included in the e-mail is a MiSACWIS PIN that you will need for the subscription process.

Create an SSO account

The first step to accessing MiSACWIS is to create a Single Sign-On (SSO) account. You will use one of two SSO URLs depending on your role:

- DHS workers: https://sso.mdch.state.mi.us/

- Private Agency workers: https://sso.state.mi.us/

To create an SSO account:

1 On the State of Michigan SSO login screen, click **Register** to register as a new SSO user. The Registration – Step 1 screen appears:

2 Enter your first name, last name, and e-mail address in the required fields and click **Continue**.

For Private Agency workers, the Registration – Step 2 screen appears. *If you are a DHS worker, skip to step 5.*

3 (*Private Agency users only*) In the box next to your last name and first initial, enter a four-digit number to create a unique SSO User ID.

or

Select the **Yes** option to have SSO generate a four-digit number for you.

4 (*Private Agency users only*) In the **Enter the number as it is shown in the box below** box, enter the number that appears at the bottom of the Registration – Step 2 screen.

5 Click **Continue**. The User Registration Confirmation screen appears:

6 Review your information and click **Submit**. You will see a confirmation screen. You should receive an e-mail within 24 hours with your new SSO User ID and temporary password.

Change your SSO password

After you create an SSO account, you will receive an e-mail from the SSO administrator with your new User ID and temporary password. When you first login to SSO, you will be prompted to change your password.

To change your SSO password:

1 Login to the State of Michigan SSO. The Password Expiration screen appears:

2 Type your temporary password in the **Input old password** box, and then your new password in the **Input new password** box.

3   Type your new password a second time in the **Confirm new password** box and click **Change Password**. The Change Challenge/Response Answers screen appears.

4   For each question, type your answer and type it again to confirm. When you finish answering all the challenge questions, click **OK**. The Account Maintenance screen appears.

5   Click **Done**. The Application Portal screen appears.

Subscribe to MiSACWIS

After you successfully login to SSO, you need to subscribe to the MiSACWIS application.

To subscribe to MiSACWIS:

1   Login to the State of Michigan SSO. The Application Portal screen appears:
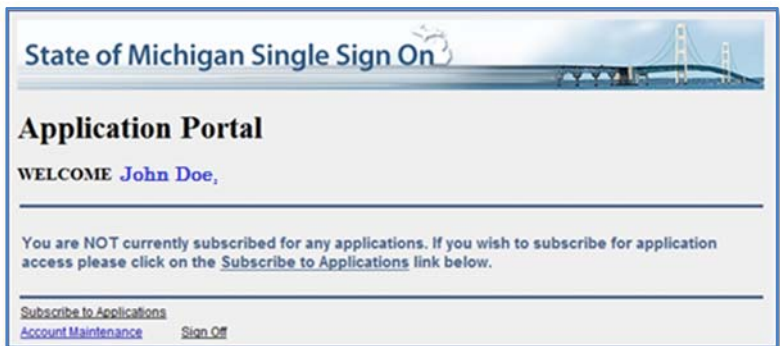
2   Click Subscribe to Applications. The Subscription screen appears.

3 Select **Dept of Human Services** from the list on the left, and **DHS – Statewide Child Welfare System** from the list on the right:

4 Click **Next**. The Subscribe to SACWIS screen appears.

5 Enter your telephone number and e-mail address. The e-mail address you enter here must match the one you entered in SSO.

6 In the **SACWIS PIN** box, enter your SACWIS PIN from the administrator e-mail you received:

| 7 | Click **Subscribe to SACWIS**. The User Enrollment Confirmation screen appears. |

| 8 | Review your MiSACWIS user information and click **Confirm**. You will see a confirmation screen. |

| 9 | Click **Close** to return to the Application Portal. |

| 10 | Click <u>Sign Off</u> to log out of SSO. When you log back in, you will see a link to the MiSACWIS application on your Application Portal screen. |

This is the complete process for DHS workers. The next time you login to SSO, you will be able to click <u>DHS – Statewide Child Welfare System</u>, which will direct you to the MiSACWIS Home Desktop screen.

Register in MiSACWIS (Private Agency only)

Aside from subscribing to MiSACWIS through SSO, private agency workers will also need to register in MiSACWIS. Once you register, you will receive an e-mail with your MiSACWIS User ID and a temporary password.

To register in MiSACWIS:

| 1 | Login to the State of Michigan SSO. The Application Portal screen appears. |

2   Click <u>DHS – Statewide Child Welfare System</u>. The Michigan Usage Agreement screen appears:
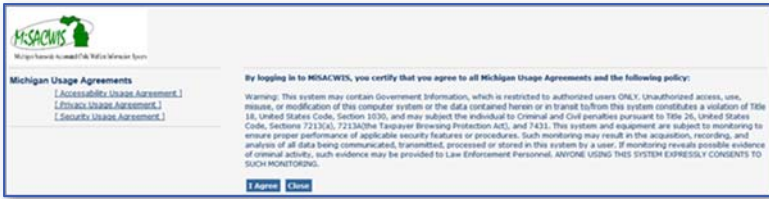
3   Click **I Agree** to agree to the usage agreement. The MiSACWIS Login screen appears.

4   Click **Register**. The MiSACWIS Registration screen appears:
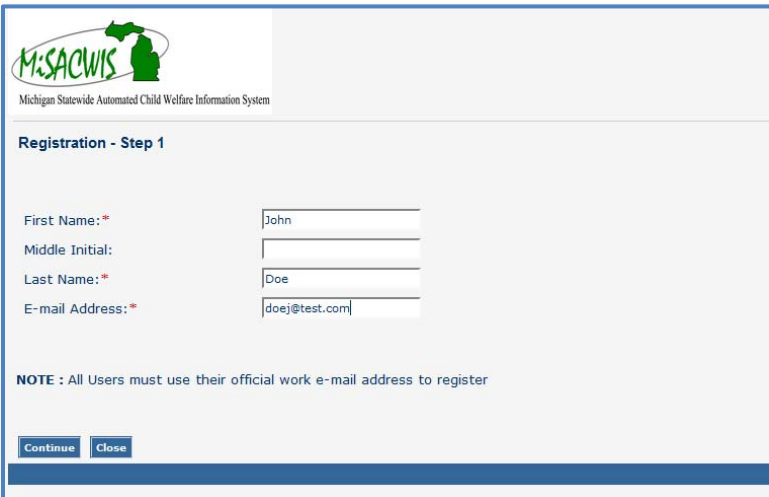
| 5 | Enter your first name, last name, and e-mail address in the required boxes and click **Continue**. The MiSACWIS User Registration Confirmation screen appears: |

| 6 | Click **Submit** to submit your MiSACWIS registration. You will receive a confirmation : |

Logging in to MiSACWIS (Private Agency)

After you register in MiSACWIS, you will receive an e-mail from a MiSACWIS administrator with your SSO-generated MiSACWIS User ID and temporary password. You will not be able to change your User ID, but you can change the temporary password when you login to MiSACWIS.

Logging in to MiSACWIS is a bit different as a Private Agency worker. You will need to login to SSO and MiSACWIS:

Private Agency Login:
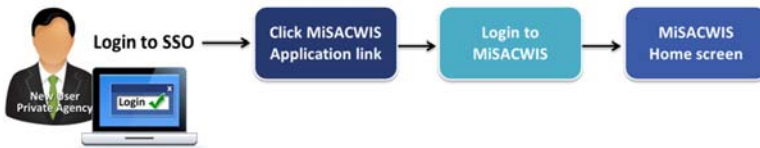
The first time you login to MiSACWIS as a Private Agency worker, you will be prompted to change your password.

To login to MiSACWIS for the first time (Private Agency):

1 Login to the State of Michigan SSO. The Application Portal screen appears.

**2** Click DHS – Statewide Child Welfare System. The Michigan Usage Agreement screen appears.

3 Click **I Agree** to agree to the usage agreement. The MiSACWIS Login screen appears:
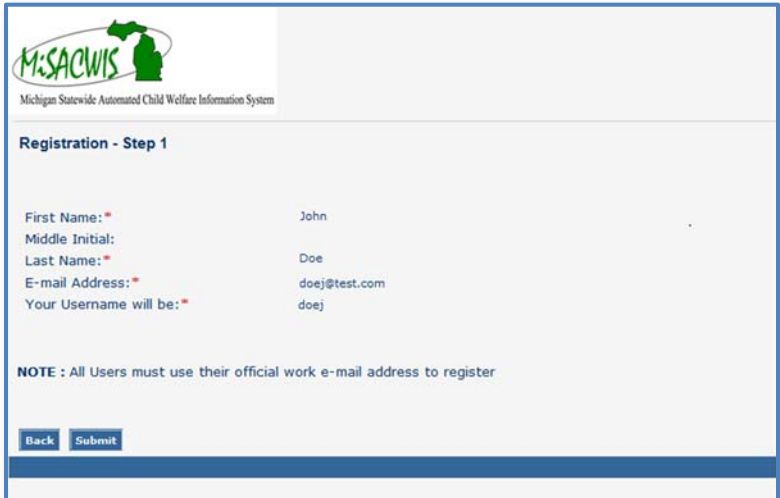

4 Enter your MiSACWIS User ID and temporary password. Click **Log In**. The MiSACWIS Change Password screen appears:

5 Enter your MiSACWIS User ID and temporary password. Then, enter a new password and reenter the new password. Click **Save**. The MiSACWIS Login screen appears.

6	Log back into MiSACWIS with your User ID and new password. The MiSACWIS Change Challenge/Response Answers screen appears:
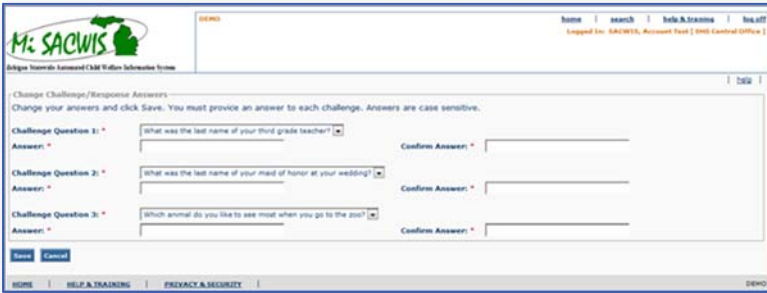
7	From the **Challenge Question 1** list, select the desired challenge question.
8	Type an answer to the question in the corresponding **Answer** box. Type the answer again in the **Confirm Answer** box.
9	Repeat steps 7 and 8 for Challenge Questions 2 and 3.
10	Click **Save**. The MiSACWIS Home Desktop screen appears.

To login to MiSACWIS (Private Agency):

1 Login to the State of Michigan SSO. The Application Portal screen appears.

2 Click DHS – Statewide Child Welfare System. The Michigan Usage Agreement screen appears.

3 Click **I Agree** to agree to the usage agreement. The MiSACWIS Login screen appears:

4 Enter your MiSACWIS User ID and password. Click **Log In**. The MiSACWIS Home Desktop screen appears.

Logging in to MiSACWIS (DHS)

As a DHS worker, you access MiSACWIS directly from the application link in the SSO system.

To login to MiSACWIS (DHS):

1   Login to the State of Michigan SSO. The Application
Portal screen appears.

2   Click <u>DHS – Statewide Child Welfare System</u>. The
Michigan Usage Agreement screen appears:
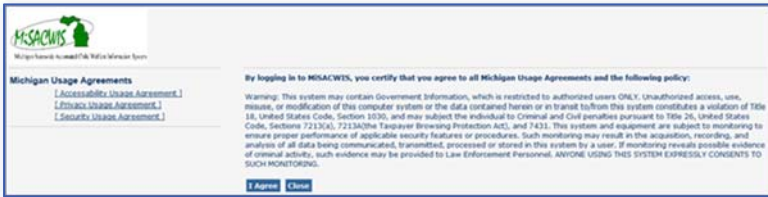
3   Click **I Agree** to agree to the usage agreement. The
MiSACWIS Home Desktop screen appears.

Getting started in MiSACWIS

MiSACWIS is the statewide computer application you use to support day-to-day child welfare job tasks. This system provides:

- Real-time access.

- Data entry methods that reduce duplication of data collection and help eliminate paperwork.

- A single, comprehensive view of the child, youth, and family.

- Reporting capabilities.

- Maintenance of accurate data for decision making.

- Automated interfaces with external systems.

The goals of MiSACWIS are to monitor, track, and improve the outcomes of services delivered to children and families, thus fostering safety, permanency, and well-being for children in Michigan. These goals are accomplished through the multiple MiSACWIS functional areas.

Functional areas

MiSACWIS is a task-based system in which the flow of information supports the way users perform job tasks. The system is organized around multiple functional areas as shown below:

Intake

The Intake functional area is where referrals are received and recorded on behalf of a child or family. DHS receives two types of referrals for intakes: those alleging child abuse or neglect (CPS), and those **not** alleging child abuse or neglect (non-CPS). This area is where child and family information enters MiSACWIS.

Case Management

The Case Management area of MiSACWIS is where all family-centered case data is maintained, including social work contacts, permanency plans, Permanent Ward cases, case services, and court actions.

Person Management

In the Person Management area, details are recorded for case members, employees, provider home staff, and other people involved in MiSACWIS. Person details include a person profile, financial, education, and health information, person characteristics, and other relevant data.

Provider Management

The Provider Management area maintains information about foster homes and relative caregivers throughout the state, including names, addresses, staff members, licensing information, home evaluations, and training.

Financial Management

The Financial Management area is where fiscal activities are managed, such as service authorizations, budgets and ceilings, rosters, payment processing, and eligibility determination. Also included are tools to assist in revenue maximization by supporting the tracking of various federal and state fund sources in addition to other minor grants available to DHS.

Administration

The Administration area supports MiSACWIS operations and manages security, ticklers, broadcast messages, and MiSACWIS users.

System navigation and components

MiSACWIS navigation is modeled after well-known web applications. Its tab-based structure reflects the flow of normal caseworker and support staff business processes. You navigate MiSACWIS through a combination of tabs, menus, hyperlinks, command buttons, and searches. When you first login to MiSACWIS, you access the Home screen/**Desktop** tab. MiSACWIS supports primary and secondary navigation through tabs at the top of the system screens.

Upon navigating further into MiSACWIS, you access other navigational methods including the left hand menu.

The MiSACWIS screens include specialized form controls, like:

- Text boxes
- Drop-down lists
- Check boxes
- Option buttons
- Narrative boxes
- Multiple-select lists with Add and Remove features
- Pop-up calendars for date boxes
- Spell Check functionality

Required fields

You must enter required pieces of information in order to save a certain work item in the system. MiSACWIS-required fields are bold with a red asterisk at the end of the field name.

Federal reporting elements

MiSACWIS contains reporting elements of the federal Adoption and Foster Care Analysis and Reporting System (AFCARS), the National Child Abuse and Neglect Data System (NCANDS), and National Youth in Transition Database (NYTD). The federal

elements/fields are in bold red text followed by a blue plus sign. If the federal elements are required, they have a red asterisk after the plus sign.

If at any time you need assistance using MiSACWIS, please review the online support tools listed on page 24 or the troubleshooting information in online help.

Online Help

For more information, see the following topics in online help:

- About intake in MiSACWIS

- About Case Management

- About Provider Management

- About Financial Management

Switch organizations

If you work for more than one organization, MiSACWIS prompts you to select an organization when you login. After you login, you can switch your organization access at any time without logging off MiSACWIS. Your access rights are coordinated by your unit supervisor and implemented by state and organization administrators. MiSACWIS applies security access rights assigned to you under each associated profile.

To switch organizations:

1 Click the switch profile header link at the top of any MiSACWIS screen. The Select Organization screen appears.

2 Select the organization in which you need to work.

3 Click **Select**. The Home screen appears. You now have the access rights and workload from the organization selected.

> **Online Help**
>
> For more information, see "About security roles and access" in online help.

MiSACWIS Home screen

This screen serves as your starting point for work in MiSACWIS. Depending on your security profile, you can access various parts of MiSACWIS from this screen.
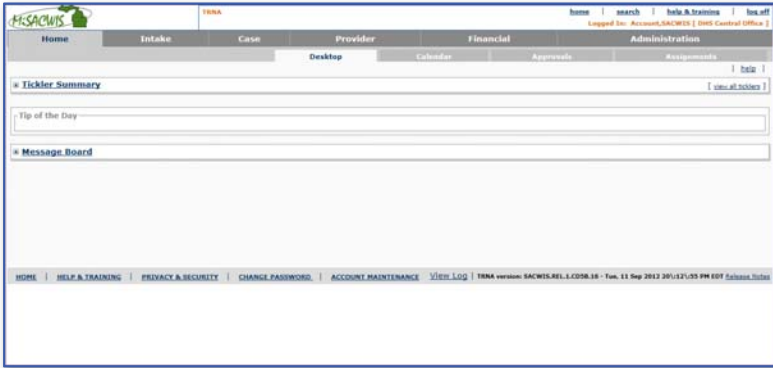
Tickler Summary

This area contains the most current ticklers for your workload. Click a tickler link to view the associated screen or work-item, or click view all ticklers to search for all ticklers related to your workload.

Tip of the Day

This section displays the MiSACWIS Tip of the Day. Some tips may include a link to view more information or graphics.

Message Board

This area displays broadcast messages for MiSACWIS users. Messages can be configured to display for all users, state users only, or for users from a certain organization.

Common screen components

The MiSACWIS system consists of screens, tabs, and sub tabs. It also contains some standard areas that are consistent from screen to screen.
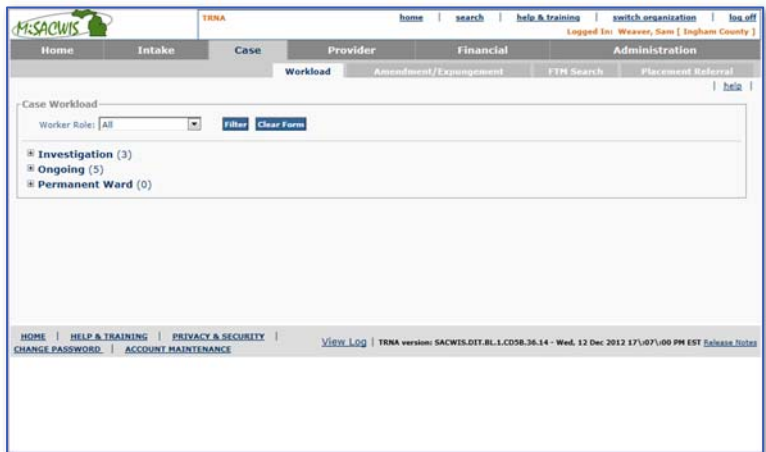
Header Area

This area contains the home, search, help & training, and log off links.

Navigation Area

This area consists of primary and secondary tabs. Not all screens in MiSACWIS display navigation tabs.

Main Screen Area

You interact with MiSACWIS data in this area, whether you are creating, updating, deleting, or viewing data.

Footer Area

This area contains a number of links to assist you on the job, such as HOME, HELP & TRAINING, and PRIVACY & SECURITY.

Online support tools

MiSACWIS provides different ways to support you on your job, depending on your needs at a given time, as follows:

Tool	How to display it	When to use it
Online Help	Click Help & Training in the header. or Click help on a screen in the system.	You need assistance completing tasks in MiSACWIS, glossary definitions, information about the current screen, State policies, or other information.
WBT (Web-Based Training)	Visit the following URL: https://jjolt.famcare.net/secureindex.htm or Click the WBT icon in a specific online help topic.	You are new to MiSACWIS and want to learn how to use it or want to practice using it.
State policies	Click a policy link in a screen-level help topic. or Perform a keyword search in the online help on the **Search** tab. or Click Help & Training in the header, and then click Rules, Regulations, & Policy.	You want to refer to State policies that are related to subject matter of the current screen or in relevance to general MiSACWIS functionality.

Chapter 2
Central Tasks

In this chapter

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Find records in MiSACWIS

The search header link at the top of each MiSACWIS screen allows you to find a person, intake, case, provider, or employee. When conducting a search MiSACWIS looks for records statewide, not just in your own organization.

You can add a new non-DHS provider record or a new employee record from the Provider Search screen or Employee Search screen, respectively. When using search to find a person, intake, or case, you will not be able to add that type of record.

To find records in MiSACWIS:

1   Save any current work if necessary. If you do not, you will lose any unsaved work when you click a header link.

2   Click search. The Person Search screen appears:

3 Click one of the tabs, depending on the record you want to find:

- **Person Search**. Displays person records.

- **Intake Search**. Displays open and closed intakes.

- **Case Search**. Displays open and closed cases.

- **Provider Search**. Displays records for provider homes, residential providers, and non-DHS providers.

- **Employee Search**. Displays records for DHS, Central Office, Centralized Intake, tribe, court, and agency employees.

4 Enter search criteria and click **Search**. The matching records appear under **Search Results**.

5 Click select to view the record details.

6 Click **Close** or **Cancel** to close the record.

View ticklers

When work tasks need to be completed, MiSACWIS generates a tickler reminding you to complete the task. You see ticklers when you first login on the Home screen **Desktop** tab. MiSACWIS creates ticklers based on the status of records and outstanding actions that need to be completed. If you do not complete the action by the due date, the tickler escalates to your supervisor. If the second escalation date passes, MiSACWIS notifies the next level of authority. The escalation dates and path depend on the tickler definition and the practices of your organization. The state sets the default tickler escalation dates.

You can create ad hoc ticklers to remind yourself of actions MiSACWIS does not track. If you are a supervisor, you can view your employee's ticklers and edit the associated work items.
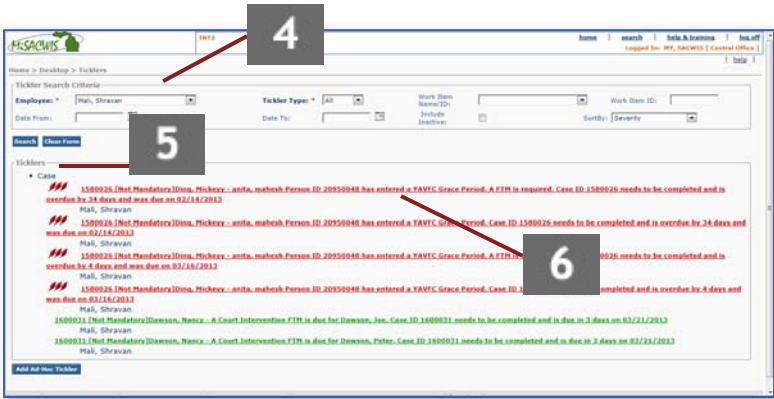
To view ticklers:

1 Click the **Home** tab or the home link at the top of the screen. The MiSACWIS Home Desktop screen appears.

2 Click a tickler description to view the associated work item. Click **Close** or **Cancel** to return to the MiSACWIS Home Desktop screen.

3 To view all ticklers assigned to you, click view all ticklers. The Tickler Search/Detail screen appears:

4	Enter search criteria and click **Search**. The matching ticklers appear under **Ticklers**.

5	Click the category links. All ticklers in that category appear.

|	
6	Click the tickler link to view the work item or task that triggered the tickler. These links are only enabled for system-generated ticklers. Ad hoc ticklers display in a different format on the Tickler Search/Detail screen.

View the case workload

The Case Workload screen displays the cases to which you are assigned, divided by Investigation, Ongoing, and Permanent Ward case categories.

If you are a supervisor, the screen displays the cases assigned to your unit's workers.

If you are not assigned to the case, you can search and view case information on the general search screen, as described in the previous section.

The following figure shows the Case Workload screen:
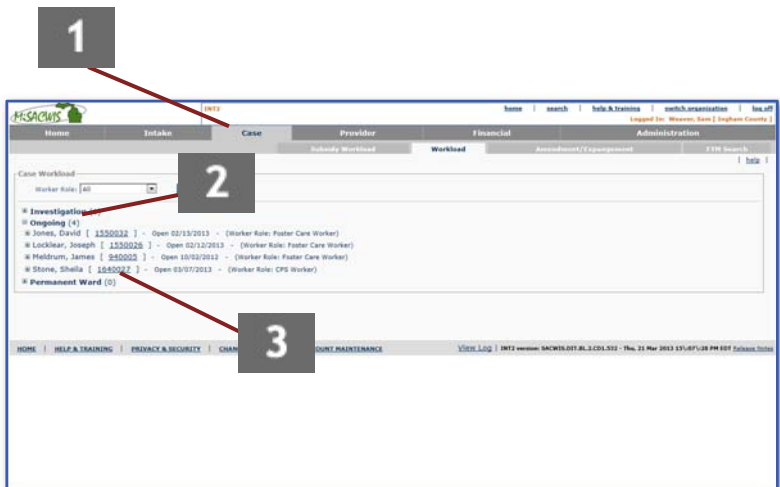
To view the case workload:

1 On the Home screen, click the **Case** tab. The Case Workload screen appears, displaying your open case count assigned by category.

2 Click ⊞ or the appropriate case category link to see your assigned cases, which appear in alphabetical order by the case reference person's (CRP's) last name.

3 Click the case ID number link:

- If the category is **Investigation Cases**, the Investigation Overview screen appears.

   or

- If the category is **Ongoing Cases**, the Case Overview screen appears. Under **Case Actions**, click <u>View Case Information</u> to view basic case information. Click **Cancel** to return to the Case Overview screen.

   or

- If the category is **Permanent Ward**, the Adoption Case Overview screen appears. Under **Case Actions**, click <u>Adoption Case Details</u> to view basic case information. Click **Cancel** to return to the Adoption Case Overview screen.

View a case overview

The Case Overview screen displays high-level case information including the case name, status, safety hazards, ticklers, and case assignment information. Authorized MiSACWIS users can access additional information such as case detail, members, households, case relationships, associated persons, and linked/associated cases.

If you are assigned to the case, you can access the case from your case workload, or you can access the case using the general search screen.

To view a case overview:

1 Access the case using your workload screen or the general search screen. The Case Overview screen appears:

2 Click <u>View Case Information</u>. The Case Detail screen appears. Click **Cancel** to return to the Case Overview screen.

3   (Optional) From the Case Detail screen, click the **Members**, **Households**, **Relationships**, or **Associated Persons** tab to view additional case information. Click **Cancel** to return to the previous screen.

4   On the Case Overview screen, click the left hand menu links to view actions taken on the case.

Find and view a person profile

To locate a person profile in the system, use the <u>search</u> link at the top of the MiSACWIS screen to access the Person Search screen. Enter search criteria, such as the person's name, address, and other details.

When you select a person record from the search results, the Person Overview screen appears. From this screen you have access to all available information about the person, including the person profile, education profile, financial profile, military background, and other information. If you have the correct security role, you can update the person's information via the Person Overview screen.

To find and view a person profile:

1   Click <u>search</u>. The Person Search screen appears.

2   Enter the criteria you wish to use in your search:

- If you know the person ID, SSN, or a reference value, enter it under **Quick Person Search Criteria**.
- If you do not know the person's unique ID values, enter the person's last name under **Advanced Search Criteria**. You can enter additional criteria to narrow the search results.

3   Click **Search**. The matching person records appear in the **Person Search Results** area.

| 4 | Click select next to the person's name. The Person Overview screen appears: |

| 5 | Under **Person Details**, click Person Profile to view the person profile details. The **Basic** tab of the Person Profile appears. |

| 6 | Click the other tabs to view additional information about the person. |

| 7 | Click **Cancel** to return to the Person Overview screen. |

| 8 | Click other links to view additional profiles for the person, such as Education, Financial, and Legal History. |

| 9 | Click **Close** to return to the Person Search screen. |

View the intake workload

The CPS Intake Workload and Non-CPS Intake Workload screens display a dashboard from which intakes can be created, viewed, edited, or deleted. Intake workers can view an intake's current status or generate an intake report. Once an intake is screened out, linked to an investigation, or linked to a case, it no longer appears on the related workload screen.

All MiSACWIS workers can search for and view intake records using the general search tool through the search header link.

To view the intake workload:

1 From the Home screen, click the **Intake** tab. The CPS Intake Workload screen appears, displaying your CPS intake records.

or

Click the **Non-CPS Intake Workload** tab. The Non-CPS Intake Workload screen appears, displaying your non-CPS intake records.

2 (Optional) Enter filter criteria and click **Filter**. The matching results display below.

3 Click select to view the intake record details. The CPS Allegations - Basic Information screen appears for CPS intake records, or the Non-CPS Intake - Basic Information screen appears for non-CPS intake records.

4 Click the other tabs, such as **Reporting Person** or **Participants**, to view additional intake details.

CPS Intake Workload screen

Non-CPS Intake Workload screen

View or print a standard report

Standard reports are on-demand reports that have pre-defined formats. Rather than being scheduled as a batch job, the on-demand reports generate only when requested. Each standard report has one or more user roles associated with it, and only users with those roles can generate or retrieve the report.

To view or print a standard report:

1 From the Home screen, click **Administration** > **Reports**. The Report Search screen appears.

2 Enter the **Report Category** and **Report Type** and click **Search**. The matching report types appear in the search results.

3 Click report beside the type of report you want to generate. The Report History screen appears.

4 Click the report ID link to view the report in PDF format.