



# OAG

Office of the Auditor General

## Report Summary

### *Performance Audit*

### *Michigan Statewide Automated Child Welfare Information System (MiSACWIS) Michigan Department of Health and Human Services (MDHHS) and Department of Technology, Management, and Budget (DTMB)*

**Report Number:**  
**431-0520-16**

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MiSACWIS is the Statewide case management system designed to automate the delivery of child welfare services in Michigan. MDHHS and DTMB implemented MiSACWIS in April 2014 to replace the Services Worker Support System (SWSS). MiSACWIS is used by MDHHS and private welfare agency providers to manage intake activities, perform case services and eligibility determinations, and process child welfare benefits. MiSACWIS has over 7,000 users and has processed over \$1 billion in child welfare payments since system implementation.

Audit Objective			Conclusion
Objective #1: To assess the effectiveness of MDHHS and DTMB's efforts to ensure the accuracy and completeness of selected data fields in MiSACWIS.			Moderately effective
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
MDHHS, in conjunction with DTMB, did not fully implement procedures to identify and merge multiple records for the same person in MiSACWIS prior to system implementation. This duplicity can make it difficult for caseworkers to perform case reviews, conduct Central Registry checks, and determine child placement options, posing a risk to child and worker safety ( <a href="#">Finding #1</a> ).	X		Agrees
MDHHS and DTMB did not ensure that, as of March 1, 2017, 208 open child welfare cases in MiSACWIS had a worker assigned as required. Without an assigned caseworker, necessary home visits, needs assessments, and payments may not occur, which could negatively affect a child's welfare ( <a href="#">Finding #2</a> ).	X		Agrees

Audit Objective			Conclusion
Objective #2: To assess the sufficiency of MiSACWIS to accurately process child welfare cases.			Sufficient, with exceptions
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
MDHHS did not establish a sufficient process in MiSACWIS to recoup overpayments made to service providers, which may cause financial hardship to the providers. MiSACWIS recoupment functionality identified overpayments totaling \$7.9 million ( <u>Finding #3</u> ).	X		Agrees
MDHHS and DTMB did not implement sufficient controls in MiSACWIS to prevent inaccurate payments to beneficiaries and service providers. We noted 3,932 potential duplicate payments totaling \$1.0 million generated by the automatic payroll processes or manually generated by users ( <u>Finding #4</u> ).	X		Partially agrees
MDHHS did not fully establish segregation of duties for the approval of MiSACWIS payments and payment-related activities to ensure that payments are accurate and that State and federal funds are properly spent ( <u>Finding #5</u> ).		X	Agrees

Audit Objective			Conclusion
Objective #3: To assess end user satisfaction with MiSACWIS.			Generally dissatisfied
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
MDHHS should enhance its process for seeking feedback from users to better evaluate and improve user satisfaction with MiSACWIS and its mobile application ( <u>Finding #6</u> ).		X	Agrees
MDHHS did not fully formalize a process to classify the severity of help desk tickets and the allowable time frames for resolving each classification level ( <u>Finding #7</u> ).		X	Agrees

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