Michigan.gov

Child Care Hub Information Records Portal

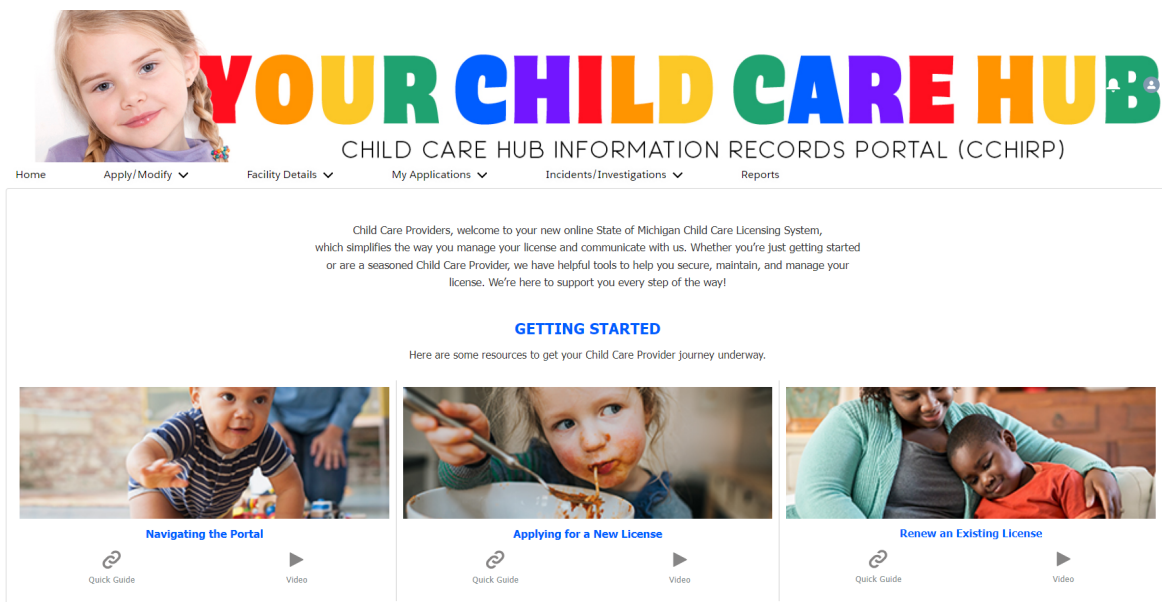|	
Category:	Digital Services: Government to Business
State:	Michigan
Project Start:	2021
Project End:	September 2023
Contact:	Scott Wager Wagers1@michigan.gov

Project Narrative

This was a project for the Child Care Licensing Bureau (CCLB) which regulates and licenses childcare centers, family homes, and group homes. The new Michigan Department of Lifelong Education, Advancement, and Potential (MiLEAP) Child Care Hub Information Records Portal (CCHIRP) system was launched in September of 2023. The new system provides an enhanced experience for managing licenses and simplifying the way individuals communicate information with MiLEAP and the State of Michigan. The new system allows providers to submit applications and renewals online to apply for adult and childcare licenses. The CCLB staff will be able to manage workflows, input inspections data, and develop reports. The childcare module will have interfaces to other agencies and departments including the Department of Education, and Department of Health and Human Services.
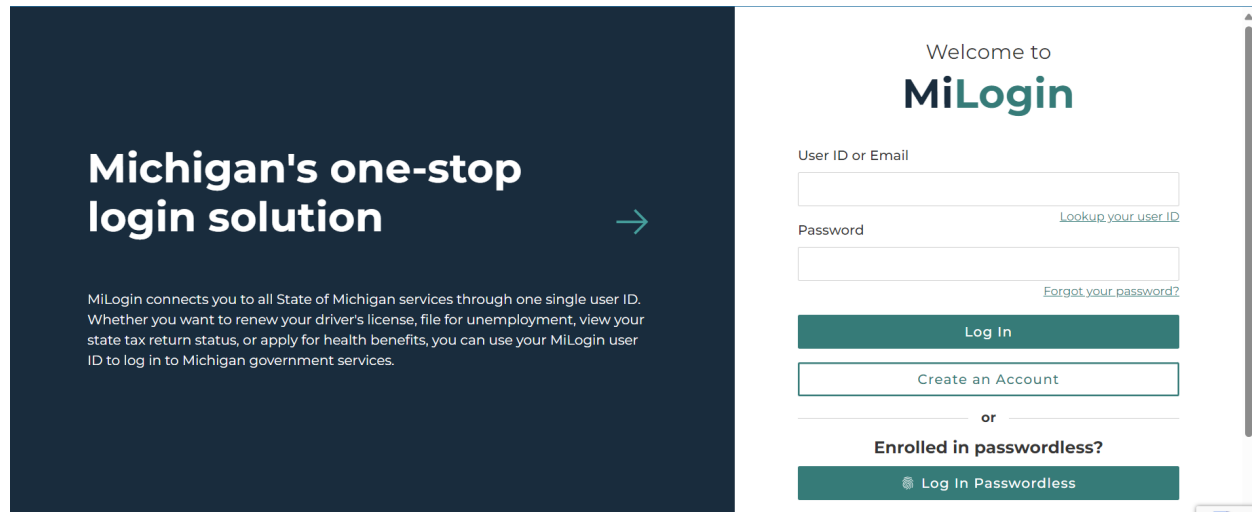
Home (site.com)

Child Care Providers can login in using Michigan's one-stop single sign on solution to access the CCHIRP application. Citizens looking for child care can use CCHIRP as well.

Idea

Problem Identification

The legacy child care licensing application, BITS was outdated, Oracle forms was not supported and security was challenging. It was costly to maintain and did not provide the functionality or efficiencies needed by the over 100 state employees, and 8,000 licensees using the system. There were many inefficiencies with the legacy application BITS, including limited data available, no ability to search within a record, for example staff could not find individual investigations without scrolling thru hundreds of lines of information. There was not an online portal for the Provider to use to access their information, nor could they apply for a license online.   Reporting was clunky, there was no inspection checklist, and extensive manual entry was required. There was no public portal for Citizens. If a Citizen wanted to file a complaint, they had to submit an email and MiLEAP would manually enter the complaint into BITS.

The legacy system shared tables with the Licensing and Regulatory Affairs (LARA) Adult Foster Care and Camps Licensing Division and the Department of Health and Human Services Child Welfare Licensing Division. The intent was to design the childcare system independent of these divisions. The legacy childcare BITS application had several push/pull data feeds to other agencies and departments including the Michigan State Police, Department of Health and Human Services.

Main goals

The Objective was to design and provide the Child Care Licensing Bureau (CCLB) with an independent system for continuous online application submissions.

The system aimed to streamline the license issuance process, striving for simplicity and accessibility. The application process was crafted to facilitate easy submission, adopting a supportive stance of "Submit your application, and our team of experts will guide you through." Previously, applicants, especially businesspersons, might have found the process daunting. This new approach sought to minimize hurdles encountered during application.

Furthermore, the provider portal aimed to promote provider autonomy and empowerment. Providers could access and manage their license information independently, reducing reliance on consultants. This facilitated quicker updates and allowed consultants to focus on critical issues, ensuring children receive safe care.

The CCHIRP System would become the licensing system of record for the Child Care Licensing Bureau to regulate the Family Home, Group Home, and Child Care Center license types. The following business capabilities were included:

- o License applications
- o License renewals
- o License modifications
- o Inspections and monitoring
- o Incidents and Complaints
- o Disciplinary actions
- o Corrective Actions
- o Training
- Development of an on-line portal for authenticated applicants and licensees to apply for, and renew, childcare licenses.
- Allow properly authorized users to add and manage required documents for childcare licensure. This includes role-based user security for CCLB staff and standard permissions for childcare licensees.
- Allow Citizens to locate a licensed facility.
- Development of a mobile application with offline functionality and capability.
- Public complaint or notification from licensee from an incident report.
- New metrics and statistical reporting capabilities.
- Internal Worker notifications for approvals.

Implementation

Project Team

The project team was a partnership between the agency, Michigan Lifelong Education Advancement and Potential (MiLEAP), Department of Technology Management and Budget (DTMB) and the vendor, Accenture.

Research and Project Approach

A lean process improvement (LPI) was complete and business requirements were captured and a Statement of Work was completed and submitted into the procurement process. Accenture was selected and awarded the contract.
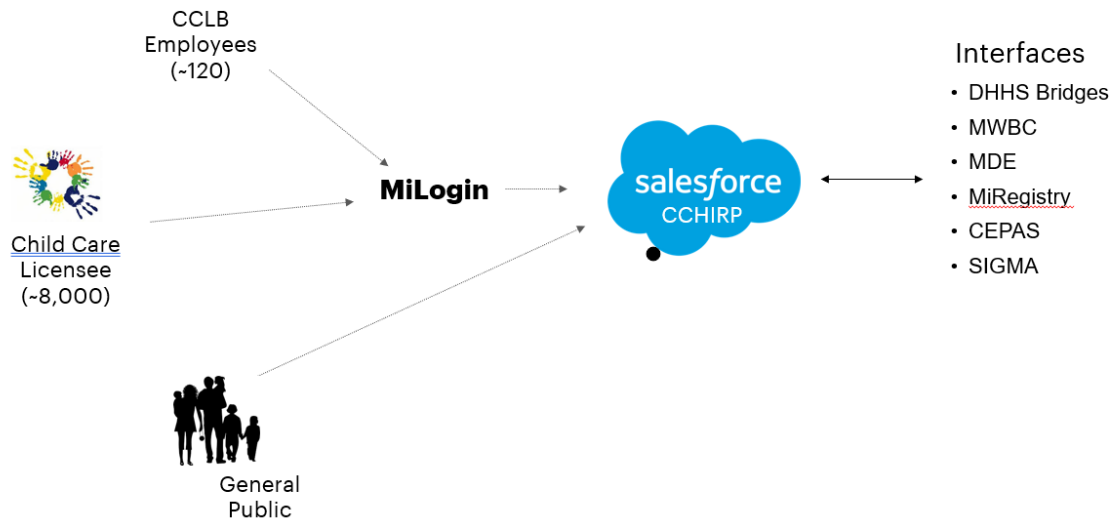
All the IT projects in SOM follow the State of Michigan Project Management Methodology (PMM) which is consistent with industry standard best practices and relies on the Project Management Book of Knowledge (PMBOK) as its authoritative source. The PMM is a key component of the State Unified Information Technology Environment (SUITE).

It was decided to follow the agile approach since agile is all about collaboration, communication, and continuous quality improvement. This approach allowed the CCLB to be able to see the progress with frequent, smaller releases to the test environment and allow flexibility for the CCLB to rēquest any changes. The team decided this was critical for the success of this project since this was a public facing application accessible to more than 8000 licensees. Discovery sessions and Human Centered Design were completed prior to sprinting.

Design & Technology

The Salesforce platform was used for this application. The CCHIRP application had to be designed to have multiple interfaces within MiLEAP and with other agencies. The licensee data resides in the Salesforce Cloud.

ASalesforce Public Sector Solutions was chosen because it is a modern cloud hosted solution. The public portal leverages Salesforces experience cloud framework which allows for outside users to interact with their data.

CCLB Employees (~120)

Child Care Licensee (~8,000)

General Public

MiLogin

salesforce CCHIRP

Interfaces
- DHHS Bridges
- MWBC
- MDE
- MiRegistry
- CEPAS
- SIGMA

Implementation

The project used the Agile approach. CCLB prioritized the user stories for the sprints. Daily stand ups, Sprint planning and Sprint Retrospective meetings were conducted.

Users access the system using single sign on with MiLogin. User interfaces leverage Salesforce's lightning. This allows for rapid development through configuration instead of customization. It is a mobile first solution that means users can access the CCHIRP system on their personal computer, mobile phone, and tablet without a degraded experience.

Batch processing is set based on workflows within Salesforce. The solution allows for a graphical interface using flows and logic that the system will follow based on triggering events or times. This interface allows for rapid configuration to meet changing business needs.

CCHIRP leverages Azure DevOps to perform Continuous Integration/Continuous Deployment (CI/CD) for its feature releases.

Quality Assurance (QA) and User Acceptance Tests (UAT) was completed for every sprint. ADA compliance was met, and the application went through multiple sessions of load testing with the Providers to ensure there were no performance issues.

Communication

Prior to launching CCHIRP, the CCLB and DTMB put together a comprehensive, coordinated, and strategic communications plan. The main goal was to educate and inform every individual licensee about CCHIRP, regardless of if they had an existing account in the legacy system or if they were a brand-new licensee. The CCHIRP provided advance notification to 8,000 licensees via the State's GovDelivery direct email system, that included registration instructions prior to CCHIRP going live – which was key to the seamless transition to the greatly modernized system.

Training videos, Job Aides, Office Hours and FAQs were put together and posted on the CCLB website to ease and facilitate the licensee's transition into the new CCHIRP system. The CCLB also set up demo sessions for the Providers. These collective efforts greatly paid off as the vast majority of providers registered easily and quickly began using CCHIRP.

Impact

Amidst the COVID-19 pandemic, a significant number of women exited the workforce to tend to childcare responsibilities. With numerous childcare facilities reducing operations, the reopening of the state for business underscored the urgent demand for childcare providers. This not only facilitated the return of women to the workforce but also offered an opportunity for female entrepreneurs to establish childcare businesses.

The establishment of a modernized system that empowers childcare providers emerges as a pivotal factor in the state's economic resurgence post-COVID. Without accessible childcare, particularly for parents, predominantly women, they risk exclusion from the workforce as they fulfill the crucial role of caring for their children.

- One of the State of Michigan objectives was to issue an additional 1000 licenses, addressing the childcare crisis.
- Implementation of a central repository for documentation.
- Enhanced accountability through thorough investigations.
- Transition to a mobile workforce from a paper-driven legacy system greatly boosted productivity among childcare licensing consultants, granting them the flexibility to operate from any location.
- The CCHIRP platform offers heightened security for processing applications.
- Providers now have the capability to complete their CAP or Modification Requests directly within the portal, eliminating the need to download additional copies.
- Real-time tracking capabilities within the application empower internal management to monitor approval processes as they unfold, ensuring efficiency and transparency.