

CWS-CARES

Recently Asked Questions (RAQs)



June 12, 2019

Q: What is Platform as a Service?

A: Platform as a service (PaaS) is a complete development and deployment environment in the cloud that will provide CWDS with a configurable application and other development tools that will simplify and accelerate our development of CARES. As a service, the platform vendor will take care of the infrastructure needed to maintain and operate CARES. That infrastructure includes computing capabilities, security, storage, disaster recovery etc. CWDS is then able to concentrate on developing the CARES application, interfaces and analytics capabilities.

Q: When is it anticipated the project will select a vendor?

A: It is anticipated that a platform and software vendor will be selected in the next few months, triggering the procurement process of the platform and system integrator, in the months following. The goal is to complete this effort by the end of the year.

Q: Will the platform allow easier editing (i.e. drag and drop) of the forms?

A: Yes.

Q: Is the State dropping the open-source requirement?

A: Yes

Q: Have very large applications ever been built using the platform's form building tools?

A: Yes, both Microsoft Dynamics and Salesforce have experience working with a variety of entities requiring large scale applications including government services, financial services, health care, retail, communications, consumer goods, and travel hospitality.

Clients of both companies include child welfare in the states of Ohio, Arizona, Idaho, Illinois, Delaware, and Connecticut. In addition, they have worked with Centers for Disease Control (CDC), Food and Drug Administration (FDA), Department of Transportation, Homeland Security, Department of Defense, Department of Treasury and Sanford Health, to name but a few.

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Q: Are there still going to be separate digital services?

A: During this transition period the project is considering all options as it pertains to resourcing support for the development of digital services. The development of the CARES Product Blueprint has been a significant breakthrough in helping to clarify the dependencies and interactions of system support within and among the digital services construct. The Product Blueprint is a compilation of business processes, program requirements, domain modeling and data which represent the entirety of what CARES needs to do and be. While it is conceivable that the digital services resource support model for CARES will evolve as a result of this added insight, at this time, the digital services will remain unchanged.

Q: How will updates be handled/pushed? What happens to old data if a field is changed to a different type?

A: Prior to the switch to platform development, updates were pushed directly to production, and workers could use the system in their “real” day to day work. As we know this posed several challenges. Going forward, in development on the platform these updates will be pushed to a Sandbox environment, so workers can explore, test and provide feedback throughout the process.

Q: What happens with facility search, IDM, CANS and Snapshot? Is the plan to continue maintain these applications in production while working on building CARES via PaaS?

A: Facility Search, CANS, and Snapshot will remain in production at this time, but it is important to know that the project is also conducting a cost benefit analysis to determine whether these features provide the value that was intended. This analysis will also consider the possible opportunities to incorporate these features into the new technical architecture of CARES.

Q: What about implementation? What will their role be as CARES is being built?

A: While CWDS is transitioning to the selected PaaS and the PaaS integration vendor comes on board, the Implementation team will consist of a smaller group of staff, who will focus on planning for the development of the county user Sandbox environment.

Q: Will implementation funding for counties change?

A: Yes. More information is forthcoming.

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Q: Will the Core County structure remain in place?

A: At this time, yes, in that the core constituents currently identified for Intake, CALS and CANS/Case Management will be engaged in the blueprinting/domain, research and Sandbox processes, in collaboration with the CWDS staff.

Q: How long will it take to complete CARES?

A: This is unknown at this time.

Q: Will there be a process put in place that when there are changes in law/regulations that impacts a portion of the CARES application that has already been built but prior to the planned release of CARES that will ensure that these required updates are made before it is first released?

A: The need for this process has already been identified by the project, with assigned leads formulating the workflow between representatives with CWDA and CDSS Policy, Communications, Customer Relations and Project Management sections.

Q: Will the Project be having a stakeholder meeting WebEx to address the change in approach to allow counties to ask questions/concerns?

A: Yes, discussions will take place via a Blueprint workshop and project status convening in August 2019. In response to strong county feedback about onsite stakeholder forums, County Outreach teams will continue to visit quarterly Regional User Group meetings and Children's Regionals to provide ongoing project updates.