

CWDS Regional Presentation

CWDS Customer Relations / August 2019



CWDS / Child Welfare Digital Services

CWS/CMS and CWS-CARES Timeline



CARES 2.5 - Feature Enhancements



Facility Search 1.3

- Added 4 new License Status values
 - RFA Ceased
 - RFA Forfeited
 - RFA Rescinded
 - RFA Surrendered



IDM 1.5

Manage Users (for Admins only):

- Improved search functionality
- Added Cell Phone Number field
- Improved functionality for Change Log
- Added ability for a County/Office Admin to edit another County Admin (must be within the same county and office)
- Added Quick Filter View tiles



Snapshot 1.6*

- Improved search results/best matches in top 3
- Improved latency metrics
- Re-designed with better User Interface

CWS-CARES Implementation Portal



✓ *Web-based training, demo videos, and job aids addressing CARES functionality*

✓ *Infographics, Change Agent training, and Talking Points*

✓ *Statewide Implementation meeting minutes and Implementation newsletters*

✓ *Links to the Release Notes, Interim Processes, and the CWDS website*

<https://cwscms.osi.ca.gov/Portal/CARES-Implementation-Portal>



Learning on Demand

CWS-CARES users have a variety of ways to learn about CARES. Training materials are located on the CARES Implementation Portal.



Getting Started

Getting Started with CARES video equips you with the basics you need to know to begin using the new system



Job Aids / Desk Aids

CANS:
Search & View Client Information
Add, Edit & Delete Assessments
Reassessments

Facility Search and Profile

Snapshot

Secure Login

Manage Users

Intake Search Tips (deskaid)



Demo Videos

CANS:
Search & View Client Information
Add, Edit & Delete Assessments
Reassessments

Facility Search and Profile

Snapshot

Secure Login

Manage Users



Web-based Training

Facility Search and Profile

CARES Update

- **ACF Site Visit** – August 5 – 8, 2019
- **Core Constituent Convening** – August 14, 2019

- **Project Outreach** – Travel planned for Fall 2019
 - August 22 – Central CHILDRENS
 - September 19 – Southern RUG
 - September 26 – Southern CHILDRENS
 - October 3 – Bay Area RUG
 - October 16 – Mountain RUG
 - October 22 – Northern RUG
 - October 24 – Mountain & Northern CHILDRENS
 - October 25 – Central RUG

- **CARES-Live vs. CARES**

- **Additional Demos available**

Topics will be covered:

- CARES-Live Updates
- Enterprise Architecture
- Service Delivery Lifecycle
- Product Roadmap
- Blueprint Access
- Website Updates

CWS-CARES Development Approach

Architecture

- Utilize a CRM based PaaS for the core CARES application and a vendor managed Cloud Infrastructure
- Establish a CARES Data Infrastructure (CDI) – where CARES data and business rules will be managed to facilitate a repeatable process of conversion and to assist with longitudinal data analysis and with data exchange

Development

- Maintain Agile development with user centered design with more focus on the Service Delivery Lifecycle which will flow from the CARES Product Blueprint

Delivery

- Procure Integration Services to assist with configuration and development in a CRM based PaaS
- Establish a Sandbox Environment that puts new capabilities into the hands of users as a means to obtain user feedback and improve those capabilities iteratively

Project Status – Current Focus

Current Project Focus – Transition to the New Approach

- Determine which Customer Relationship Management (CRM) based Platform as a Services (PaaS) is best for CARES - Salesforce or Microsoft Dynamics
- Procure the selected PaaS and System Integration Services
- Establish a CARES Data Infrastructure (CDI)
- Establish a Sandbox Environment
- Conduct discovery for first Testable Increment (Screening)
- Increase user adoption of CARES features in production; conduct value assessment at the end of 2019

CWS-CARES Resources

Intake:

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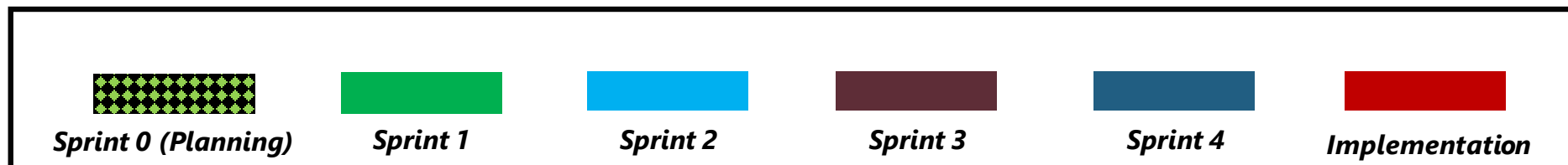
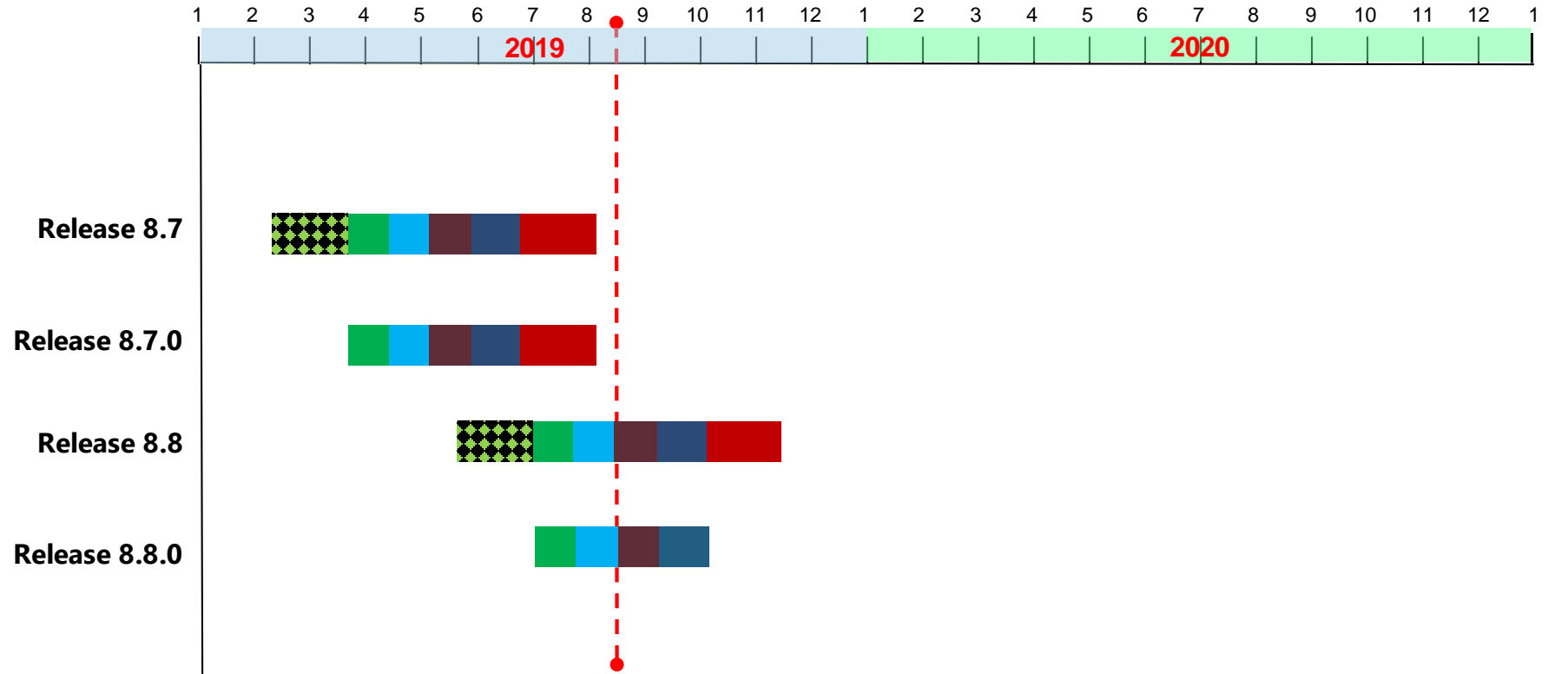
Communications:

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CWS/CMS Development Priorities



CWS/CMS Release 8.7

OVERVIEW:

This release includes adding RFA License Statuses, Update Health and Education Passport, and Closed Adoption Case Cleanup.

UPCOMING MILESTONES:

COMPLETED MILESTONES:

- Approved Project Management Plan and Project Schedule
- Sprint 1 Demo (April 25, 2019)
- Sprint 2 Demo (May 14, 2019)
- Sprint 3 Demo (June 4, 2019)
- County Test Workshop (CTW) (June 2019)
- Go-Live (July 20, 2019)

CUSTOMER INPUT/EXPECTATIONS:

- Review Release-related materials on the CWS/CMS website

GO LIVE DATE:

July 20, 2019

CURRENT ITERATION:

Implementation

PROJECT MANAGER:

Colin Kelley

APPLICATION SUPPORT MANAGER:

Yee Luk

COMMUNICATIONS LEAD:

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R8.7 Data Quality SCR 8750 Implementation

BACKGROUND:

SCR 8750 created an automated data cleansing process to end-date the active assignments of closed finalized adoption cases, if they meet the required criteria.

IMPLEMENTATION PLAN:

This SCR will be piloted in phases in August 2019. Then it will run quarterly. This will be an ongoing process.

ACTION REQUIRED:

- Review Communications sent out on July 10
- Applicable counties only (with data to be cleansed)
 - Review County Reports
 - Submit County Acceptance Form by July 31
 - Select a preferred date for pilot dates in August
 - Statewide cleanup program will start in November

PILOT DATES:

August 10, 17, 24, 31

CURRENT ITERATION:

Pre-Implementation

DATA QUALITY PROJECT MANAGER:

James Sidebotham

APPLICATION SUPPORT MANAGER:

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CWS/CMS Release 8.7.0

OVERVIEW:

This interim release is currently scheduled to implement three (3) SCRs, seven (7) DPU tickets and fourteen (14) PTS tickets.

UPCOMING MILESTONES:

COMPLETED MILESTONES:

- Sprint 1 Demo (April 25, 2019)
- Sprint 2 Demo (May 14, 2019)
- Sprint 3 Demo (June 4, 2019)
- County Test Workshop (CTW) (June 2019)
- Go-Live (July 20, 2019)

CUSTOMER INPUT/EXPECTATIONS:

- Review Release-related materials on the CWS/CMS website

GO LIVE DATE:

July 20, 2019

CURRENT ITERATION:

Implementation

PROJECT MANAGER:

Kim Carpenter

APPLICATION SUPPORT MANAGER:

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CWS/CMS Release 8.7.1

OVERVIEW:

Interim Release 8.7.1 fixes the issue that causes a case or referral to not open the first time it is retrieved.

SYMPTOM:

The main symptom is that a case or referral occasionally does not open the first time it is retrieved, although it does open on a second attempt.

FIX:

Release 8.7.1 resolves the issue and prevents the symptoms from generating.

ACTION:

- Coexistent Counties: Distribute the release through the normal county process. Coexistent counties should plan to deploy the update at their earliest opportunity after 6:00PM on Wednesday, August 14, 2019.
- Dedicated Counties: Release 8.7.1 will be installed automatically via normal release deployment process.

GO LIVE DATE:

August 14, 2019

CURRENT ITERATION:

Implementation

PROJECT MANAGER:

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CWS/CMS Release 8.8

OVERVIEW:

This release includes updating Proof of Service Documents, improving SCP Search, and cleaning up duplicate Service Provider Addresses.

UPCOMING MILESTONES:

- Complete Sprint 3 (September 2019)
- County Test Workshop (CTW)
 - Sacramento (September 3-4)
 - Fresno (September 4-5)
 - Orange (September 11-12)
- Go-Live (October 19, 2019)

COMPLETED MILESTONES:

- Signed Statement of Work (May 2019)
- Approved Project Management Plan and Project Schedule
- Sprint 1 Completed (July 2019)
- Sprint 2 Completed (August 2019)
- Joint Application Design (JAD) (August 8, 2019)

CUSTOMER INPUT/EXPECTATIONS:

- Submit County Test Workshop (CTW) Online Registration Form
- Participate in CTW

GO LIVE DATE:

October 19, 2019

CURRENT ITERATION:

Sprint 3

PROJECT MANAGER:

Colin Kelley

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Yee Luk

COMMUNICATIONS LEAD:

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CWS/CMS Release 8.8.0

OVERVIEW:

This interim release is currently scheduled to implement two (2) SCRs, five (5) PTS tickets and two (2) DPU tickets.

UPCOMING MILESTONES:

- Complete Sprint 3 (September 2019)
- County Test Workshop (CTW)
 - Sacramento (September 3-4)
 - Fresno (September 4-5)
 - Orange (September 11-12)
- Go-Live (October 19, 2019)

COMPLETED MILESTONES:

- Signed Statement of Work (May 2019)
- Sprint 1 Completed (July 2019)
- Sprint 2 Completed (August 2019)
- Joint Application Design (JAD) (August 8, 2019)

CUSTOMER INPUT/EXPECTATIONS:

- Submit County Test Workshop (CTW) Online Registration Form
- Participate in CTW

GO LIVE DATE:

October 19, 2019

CURRENT ITERATION:

Sprint 3

PROJECT MANAGER:

Kim Carpenter

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CWS/CMS Release 8.9

PRIORITIZED SCRS:

- 8775 Runaway as Placement
- 8780 Increase Size of Court Number Field
- 8781 Service Provider Clean-Up

UPCOMING MILESTONES:

- Receive signed Work Order (August 2019)
- Go-Live (Tentative January 2020)

COMPLETED MILESTONES:

- Subject Matter Expert (SME) Solicitation
- Business Needs Analysis (BNA) Meetings (May/June)
- Draft Requirements (June 14, 2019)
- Scope finalized (July 2019)

CUSTOMER INPUT/EXPECTATIONS:

- Respond to questions/issues related to SCRs

GO LIVE DATE:

January 2020 (Tentative)

CURRENT ITERATION:

Project Planning

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CWS/CMS Proposed Release 8.10

CANDIDATE SCRS:

- 7629 Update Immigration Status Type Code Table
- 8280 Add Description Field to Special Projects Page of Placement Home Notebook
- 8774 Diagnosed Conditions
- 8776 SSN Violations - Cleansing
- 8779 Update LIS Interface to Include Additional Placement Facility Types
- 8790 Documentation of Runaway and Non-Official Placements for Youth in Care
- 8791 Add "CWS Agency has Jurisdiction" Value to Non-Foster Care Placements within Non-CWD Foster Care (Probation) Cases.
- 8796 RFA Caseload "Inbox" and RFA Assignment History
- 8797 Resource Management/Placement Home/County Search – Change Default County

UPCOMING MILESTONES:

- SME Solicitation Form responses requested by 8/20/2019
- Business Needs Analysis Meetings (Aug/Sep 2019)
- Requirements sent to IBM for sizing effort (September 2019)
- Go-Live (Tentative April 2020)

COMPLETED MILESTONES:

- List of Candidate SCRs identified
- SME solicitation Form sent (July 30, 2019)

CUSTOMER INPUT/EXPECTATIONS:

- Sign up as SMEs using online form
- Participate in BNA Meeting
- Respond to questions/issues related to SCRs

GO LIVE DATE:

April 2020 (Tentative)

CURRENT ITERATION:

Planning

PROJECT MANAGER:

Craig Woody

APPLICATION SUPPORT MANAGER:

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CWS/CMS Contacts Page

Current

COUNTY CONTACT INFORMATION		
Alameda	Madera	San Luis Obispo
Alpine	Marin	San Mateo
Amador	Mariposa	Santa Barbara
Butte	Mendocino	Santa Clara
Calaveras	Merced	Santa Cruz
CDSS	Modoc	Shasta
Colusa	Mono	Sierra
Contra Costa	Monterey	Siskiyou
Del Norte	Napa	Solano
El Dorado	Nevada	Sonoma
Fresno	Orange	Stanislaus
Glenn	Placer	Sutter
Humboldt	Plumas	Tehama
Imperial	Riverside	Trinity
Inyo	Sacramento	Tulare
Kern	San Benito	Tuolumne
Kings	San Bernardino	Ventura
Lake	San Diego	Yolo
Lassen	San Francisco	Yuba
Los Angeles	San Joaquin	Karuk Tribe
		Yurok Tribe

COMING SOON!


Child Welfare Digital Services

CWS/CMS Website
CWS/CMS Portals


Follow Our Progress ▾
Stakeholder Resources
Support ▾
About CWDS ▾
County Info ▾

All Counties

Alameda	Imperial	Modoc	San Francisco	Sutter
Alpine	Inyo	Mono	San Joaquin	Tehama
Amador	Karuk	Monterey	San Luis Obispo	Trinity
Butte	Kern	Napa	San Mateo	Tulare
Calaveras	Kings	Nevada	Santa Barbara	Tuolumne
CDSS	Lake	Orange	Santa Clara	Ventura
Colusa	Lassen	Placer	Santa Cruz	Yolo
Contra Costa	Los Angeles	Plumas	Shasta	Yuba
Del Norte	Madera	Riverside	Sierra	Yurok
El Dorado	Marin	Sacramento	Siskiyou	
Fresno	Mariposa	San Benito	Solano	
Glenn	Mendocino	San Bernardino	Sonoma	
Humboldt	Merced	San Diego	Stanislaus	

Windows 10 Semi-Annual Channel (SAC)

- Next supported Platform: Windows 10 Enterprise v1809 SAC (64-bit) / Office 2016 Standard (32-bit).
- IBM to include v1809 SAC in R8.8 test phase for certification against the CMS.
- Image to be made available to dedicated counties in October 2019.
- Application support for v1607 LTSC to continue until R8.12 (10/17/2020).
 - End of application support means no further application testing during releases.
 - Afterwards, IBM will continue patching LTSC for dedicated counties until those older workstations are refreshed.
 - If an application issue is directly linked to LTSC then the solution would be to install the newer, CMS supported Windows release.
- IBM will test Windows 10 Ent SAC (2019 Fall Release) as part of R8.12 for replacement of v1809 (EOL 5/11/2021).
 - R8.12 Go-Live is estimated to be 10/17/2020.
 - V1809 would be supported until EOL (5/11/2021).
 - This would give counties approximately 6 months to apply the next release update.
- The license model required for Windows 10 Enterprise SAC requires Software Assurance.
 - Any net new machine will require a new license.
- **Note:** There is an additional cost for Microsoft Software Assurance licensing. Cost is dependent on the vendor, length of time contracted, participation in an existing Enterprise Agreement, etc. Counties will need to consult their own procurement agencies or IT specialists.

Business Intelligence

- Status updates and demos for the month of August will be provided through bi-weekly BI meetings on 8/7/2019 and 8/21/2019.
- Webi Rich Client users must upgrade their client to SP7 to ensure full compatibility with BI 4.2 SP7.
- Check the [BI Portal](#) for the latest documentation and training materials, known issues and workarounds, meeting agendas and minutes.

CURRENT PHASE:

BI 4.2 – Ongoing Support and Maintenance

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Data Quality

- Data Quality Summer Workshops took place in June. Overall 27 attendees from 14 Counties attended the three sessions.
- Autumn workshops will be on topic of “Service Provider”. The workshops will cover merging, cleansing, reporting, best practices, and ideas for future quality improvements.
 - Fresno – Tuesday, September 17, 2019
 - Orange – Monday, September 23, 2019
 - Sacramento – Tuesday, October 1, 2019

CURRENT PHASE:

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CDSS Date Reminders

CWS DATA COMMITTEE:

To be included in these conference calls, send an e-mail request to:

cwsdata@dss.ca.gov

- Next meeting date: August 20, 2019 (the following meeting is September 17, 2019)
- Time: 2:00PM – 3:00PM
- Conference Line: 877-873-8018
- Participant Code: 256472
- Webinar Registration Link: <https://www2.gotomeeting.com/register/854294706>

PATHWAYS TO MENTAL HEALTH SERVICES TECHNICAL ASSISTANCE FORUM:

- Next meeting date: September 4, 2019
- Time: 10:00AM – 11:30AM
- Email: CWSCoordination@dss.ca.gov
- Webinar Registration Link: <https://bit.ly/2L3xglQ>

CWDS Date Reminders

PIAC Meeting:

September 4, 2019

- Held first Wednesday of each month (if needed)
- January's PIAC meeting moved to January 8, 2019 (second Tuesday of the month)
- August's PIAC meeting moved to August 1st (first Thursday of the month)

TAC Meeting:

September 10, 2019

- Meets second Tuesday of each month.
- Time: 1:00PM – 3:00PM