

# CWDS Regional Presentation

CWDS Customer Relations / September 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  - RFA Rescinded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 16 – Mountain RUG
  - October 22 – Northern RUG
  - October 24 – Mountain & Northern CHILDRENS
  - October 25 – Central RUG
  - November 7 – Bay Area RUG

- **CARES-Live vs. CARES**
  
- **Additional Demos available**

## **Topics will be covered:**

- CARES-Live Updates
- Enterprise Architecture
- Service Delivery Lifecycle
- 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



# CWS-CARES Resources

## **Intake:**

Ajita Gupta

[ajita.gupta@osi.ca.gov](mailto:ajita.gupta@osi.ca.gov)

## **CANS:**

Julie Clemens

[julie.clemens@osi.ca.gov](mailto:julie.clemens@osi.ca.gov)

## **CALS:**

Jeff Dent

[jeffrey.dent@osi.ca.gov](mailto:jeffrey.dent@osi.ca.gov)

## **Case Management:**

Jessica Rougeux

[jessica.rougeux@osi.ca.gov](mailto:jessica.rougeux@osi.ca.gov)

## **Identity Management:**

Louis Cretaro

[louis.cretaro@osi.ca.gov](mailto:louis.cretaro@osi.ca.gov)

## **Service Desk:**

[ServiceDesk@cwds.ca.gov](mailto:ServiceDesk@cwds.ca.gov)

## **Customer Relations:**

[CWS\\_CustRel@osi.ca.gov](mailto:CWS_CustRel@osi.ca.gov)

## **Implementation:**

Sonoltra Sanchez

[sonoltra.sanchez@osi.ca.gov](mailto:sonoltra.sanchez@osi.ca.gov)

[cwdsimplementation@osi.ca.gov](mailto:cwdsimplementation@osi.ca.gov)

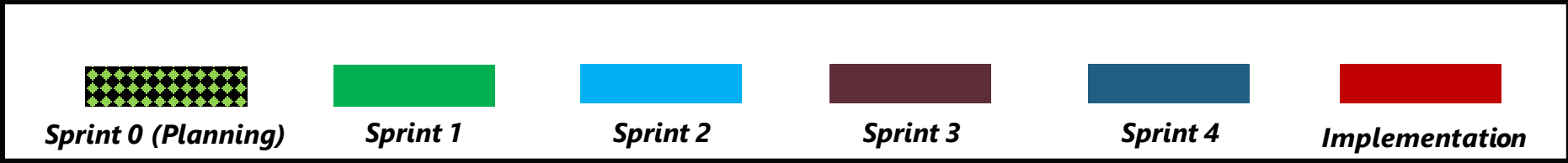
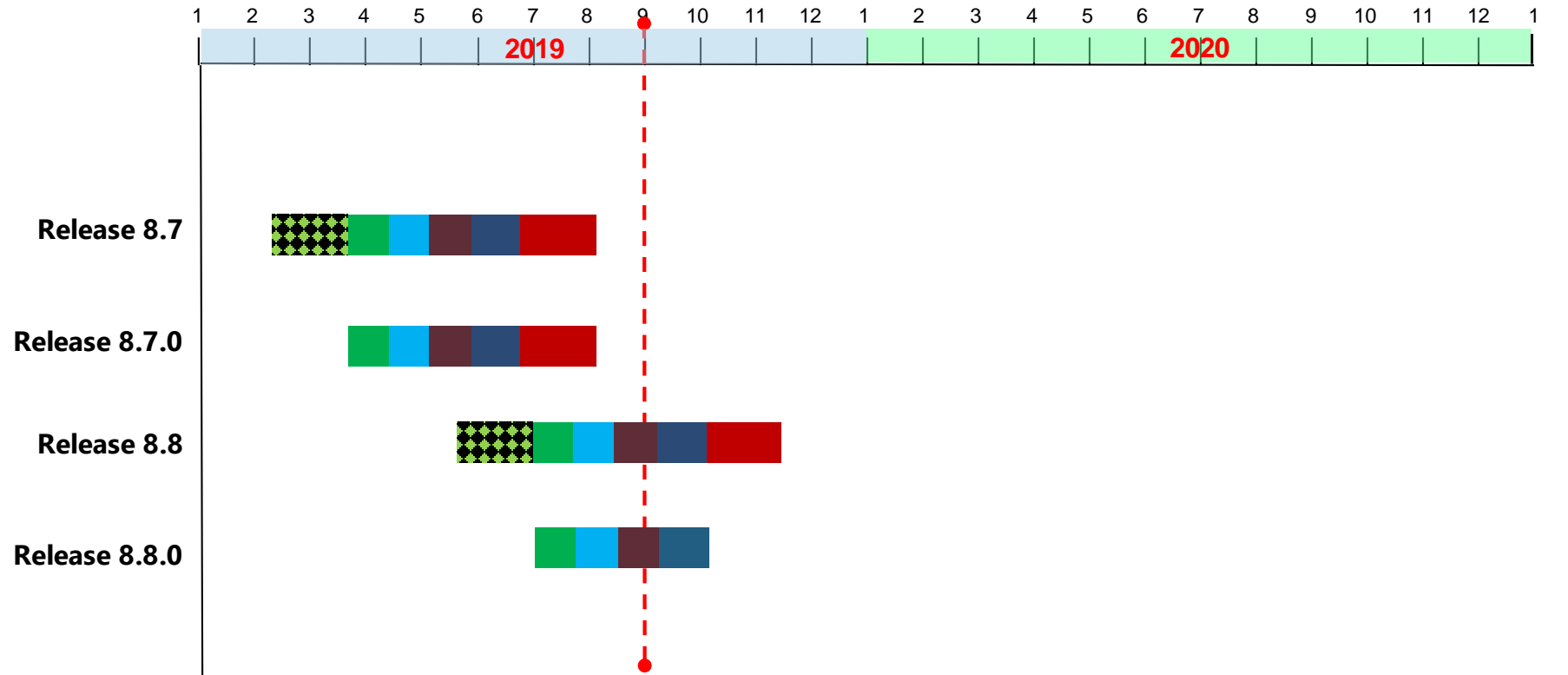
## **Communications:**

Heather Silvera

[heather.silvera@osi.ca.gov](mailto:heather.silvera@osi.ca.gov)

[\\_Comms@cwds.ca.gov](mailto:_Comms@cwds.ca.gov)

# CWS/CMS Development Priorities



# 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.

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## GO LIVE DATE:

August 14, 2019

## CURRENT ITERATION:

Implementation

## PROJECT MANAGER:

Colin Kelley

## APPLICATION SUPPORT MANAGER:

Yee Luk

## COMMUNICATIONS LEAD:

Jaime Guzmán  
(916) 891-3144

[jaime.guzman@osi.ca.gov](mailto:jaime.guzman@osi.ca.gov)

# 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

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## GO LIVE DATE:

October 19, 2019

## CURRENT ITERATION:

Sprint 3 / Sprint 4

## PROJECT MANAGER:

Colin Kelley

## APPLICATION SUPPORT MANAGER:

Yee Luk

## COMMUNICATIONS LEAD:

Asia Lennear  
(916) 891-3105

[asia.lennear@osi.ca.gov](mailto:asia.lennear@osi.ca.gov)

# CWS/CMS Release 8.8.0

## OVERVIEW:

This interim release is currently scheduled to implement two (2) SCRs, seven (7) 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

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## GO LIVE DATE:

October 19, 2019

## CURRENT ITERATION:

Sprint 3 / Sprint 4

## PROJECT MANAGER:

Kim Carpenter

## APPLICATION SUPPORT MANAGER:

Yee Luk

## COMMUNICATIONS LEAD:

Asia Lennear  
(916) 891-3105

[asia.lennear@osi.ca.gov](mailto:asia.lennear@osi.ca.gov)

# 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

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### **GO LIVE DATE:**

January 2020 (Tentative)

### **CURRENT ITERATION:**

Project Planning

### **PROJECT MANAGER:**

Gina Blakemore

### **APPLICATION SUPPORT MANAGER:**

Yee Luk

### **COMMUNICATIONS LEAD:**

Andrea Johnson-Kumar  
(916) 891-3105

[andrea.johnson-kumar@osi.ca.gov](mailto:andrea.johnson-kumar@osi.ca.gov)

# 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:

- 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)
- SME Solicitation Form responses completed (August 20, 2019)
- Business Needs Analysis Invites Sent (August 23, 2019)
- Business Needs Analysis Meetings (August 29, 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:

Yee Luk

## COMMUNICATIONS LEAD:

Harry Terrell  
(916) 891-3136


[Harry.terrell@osi.ca.gov](mailto:Harry.terrell@osi.ca.gov)


# CWS/CMS Contacts Page

Previous

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

NEW!


**Child Welfare Digital Services**

CWS/CMS Website  
CWS/CMS Portals


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

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## All Counties

<a href="#">Alameda</a>	<a href="#">Imperial</a>	<a href="#">Modoc</a>	<a href="#">San Francisco</a>	<a href="#">Sutter</a>
<a href="#">Alpine</a>	<a href="#">Inyo</a>	<a href="#">Mono</a>	<a href="#">San Joaquin</a>	<a href="#">Tehama</a>
<a href="#">Amador</a>	<a href="#">Karuk</a>	<a href="#">Monterey</a>	<a href="#">San Luis Obispo</a>	<a href="#">Trinity</a>
<a href="#">Butte</a>	<a href="#">Kern</a>	<a href="#">Napa</a>	<a href="#">San Mateo</a>	<a href="#">Tulare</a>
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<a href="#">Glenn</a>	<a href="#">Mendocino</a>	<a href="#">San Bernardino</a>	<a href="#">Sonoma</a>	
<a href="#">Humboldt</a>	<a href="#">Merced</a>	<a href="#">San Diego</a>	<a href="#">Stanislaus</a>	



# CWS/CMS County/Tribe Advance Planning Document (APD) Coordinator List

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

**Kim Beach-Lewis**  
 APD Unit Manager  
 (916) 891-3171  
[Kim.Beach-Lewis@dss.ca.gov](mailto:Kim.Beach-Lewis@dss.ca.gov)

**Judy Fuqua**  
 APD Coordinator  
 (916) 891-3162  
[Judy.Fuqua@dss.ca.gov](mailto:Judy.Fuqua@dss.ca.gov)

**Gregory Matthews**  
 APD Coordinator  
 (916) 891-3147  
[Gregory.Matthews@dss.ca.gov](mailto:Gregory.Matthews@dss.ca.gov)

**Monique Nakashima**  
 APD Coordinator  
 (916) 891-3353  
[Monique.Nakashima@dss.ca.gov](mailto:Monique.Nakashima@dss.ca.gov)

**APD Mailbox:** [CMSAdminSvcUnit@osi.ca.gov](mailto:CMSAdminSvcUnit@osi.ca.gov)

# 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 9/4/2019 and 9/18/2019.
- Check the [BI Portal](#) for the latest documentation and training materials, known issues and workarounds, meeting agendas and minutes.

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**CURRENT PHASE:**

BI 4.2 – Ongoing Support and Maintenance

**PROJECT MANAGER/  
TECHNICAL LEAD:**

Isabelle Moreaux  
(916) 891-3304

**COMMUNICATIONS LEAD:**

Sean Darr  
(916) 891-3129  
[Sean.Darr@osi.ca.gov](mailto:Sean.Darr@osi.ca.gov)

# Data Quality

- Autumn workshops will be on topic of “Service Provider”. It will cover merging, cleansing, reporting, best practices, and ideas for future quality improvements.
- Registration & Information flyer links are on the front page of the DQ portal <https://cwscms.osi.ca.gov/Portal/CWS-Data-Quality-Portal>
  - Fresno = Tuesday, 9/17/2019
  - Orange = Monday, 9/23/2019
  - Sacramento = Tuesday, 10/1/2019

**CURRENT PHASE:**

**PROJECT MANAGER/  
TECHNICAL LEAD:**  
James Sidebotham  
(916) 891-3308

**COMMUNICATIONS LEAD:**  
Sean Darr  
(916) 891-3129  
[Sean.Darr@osi.ca.gov](mailto:Sean.Darr@osi.ca.gov)

# CDSS Date Reminders

## **CWS DATA COMMITTEE:**

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

[cwsdata@dss.ca.gov](mailto:cwsdata@dss.ca.gov)

- Next meeting date: 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 (the following meeting is October 2, 2019)
- Time: 10:00AM – 11:30AM
- Email: [CWSCoordination@dss.ca.gov](mailto:CWSCoordination@dss.ca.gov)
- Webinar Registration Link: <https://bit.ly/2L3xglQ>

# CWDS Date Reminders

## **PIAC Meeting:**

September 4, 2019 (the following meeting is October 2, 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