

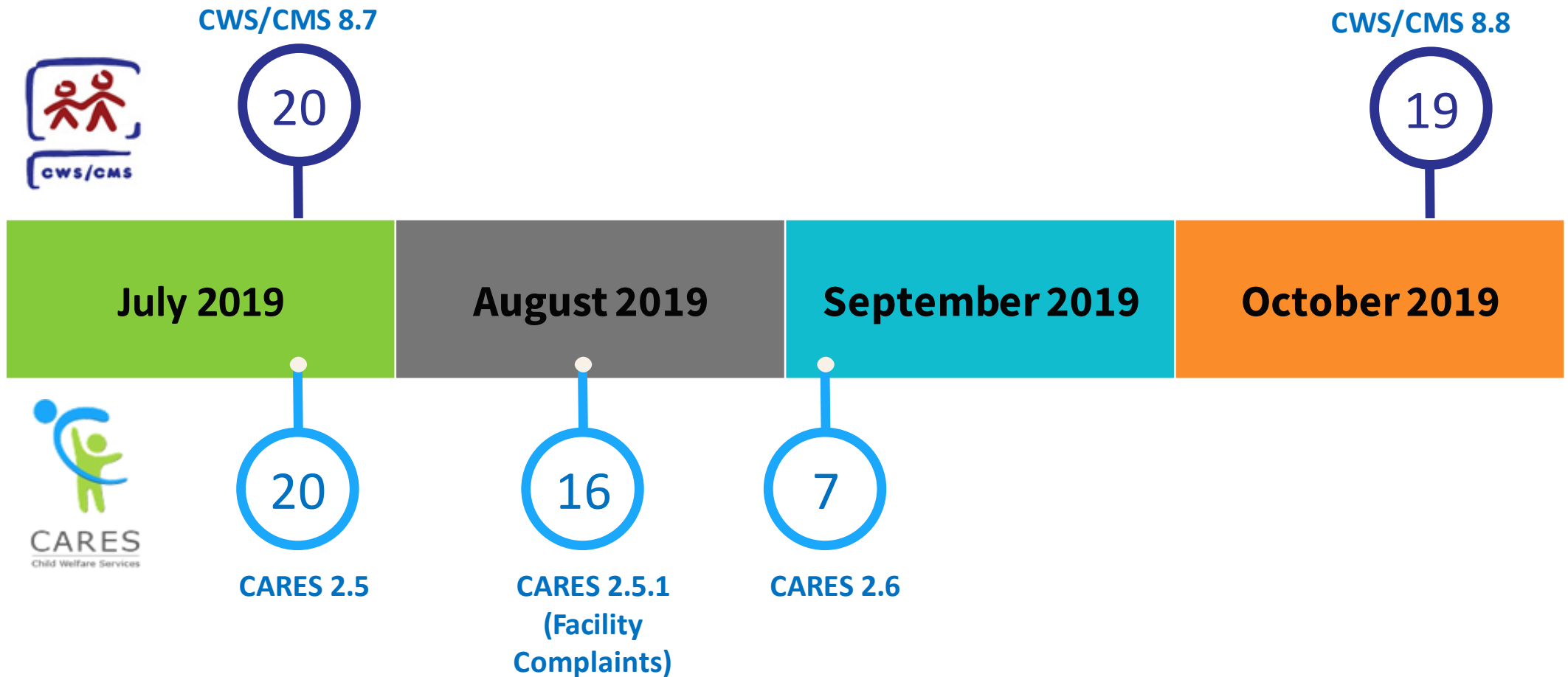
CWDS Regional Presentation

CWDS Customer Relations / September 2019



CWDS / Child Welfare Digital Services

CWS/CMS and CWS-CARES Timeline



CARES 2.6 - Feature Enhancements



Snapshot 1.7

- Multiple search fields and ability to filter criteria
- Search results populate a grid/table that can be sorted
- Attach related clients and access each Person Card through direct navigation (left panel)
- View/remove from view Client's Person Card, Relationships, History of Involvement (HOI)
- History of Involvement (HOI) – copy and paste externally
- Data saved in CWS/CMS is available in Snapshot searches in less than 10 seconds, 99% of the time
- At the request of a County Director, the User Trace Log will provide an org with a report regarding user actions in Snapshot



Snapshot Statewide User Counts

- Orgs to provide or confirm list of users for Snapshot 1.7



CARES Live

Implementation will support this initiative:

- CARES Live learning opportunities
- Announce upcoming demos



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>



CARES
Child Welfare Services

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

Secure Login

Manage Users



Web-based Training

Facility Search and Profile

Implementation Resources / Contact Info

- **CARES Implementation Mailboxes**
 - General Mailbox cwdsimplementation@osi.ca.gov
 - Training Mailbox osicwdstraining@osi.ca.gov
- **Sonoltra Sanchez (Implementation Manager)**
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- **Darlessia Worthen (State Training Lead)**
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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

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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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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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APPLICATION SUPPORT 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:

- Go-Live (October 19, 2019)
- Release outage time will start at 5:00 AM instead of 6:00 AM

COMPLETED MILESTONES:

- Signed Statement of Work (May 2019)
- Approved Project Management Plan and Project Schedule
- Joint Application Design (JAD) (August 8, 2019)
- County Test Workshop (CTW) (September 2019)

CUSTOMER INPUT/EXPECTATIONS:

- Review Release-related materials on the CWS/CMS website
- Participate in Coexistent/Dedicated County Readiness calls

GO LIVE DATE:

October 19, 2019

CURRENT ITERATION:

Sprint 4

PROJECT MANAGER:

Colin Kelley

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CWS/CMS Release 8.8.0

OVERVIEW:

This interim release is currently scheduled to implement two (2) SCRs, twelve (12) PTS tickets and two (2) DPU tickets.

UPCOMING MILESTONES:

- Go-Live (October 19, 2019)
- Release outage time will start at 5:00 AM instead of 6:00 AM

COMPLETED MILESTONES:

- Signed Statement of Work (May 2019)
- Approved Project Management Plan and Project Schedule
- Joint Application Design (JAD) (August 8, 2019)
- County Test Workshop (CTW) (September 2019)

CUSTOMER INPUT/EXPECTATIONS:

- Review Release-related materials on the CWS/CMS website
- Participate in Coexistent/Dedicated County Readiness calls

GO LIVE DATE:

October 19, 2019

CURRENT ITERATION:

Sprint 4

PROJECT MANAGER:

Kim Carpenter

APPLICATION SUPPORT MANAGER:

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CWS/CMS Release 8.9

OVERVIEW:

This release includes adding a new Foster Care Facility Type of 'Runaway Before Placement', expanding the length of the Court Case Number field, and expanding search results when searching for Service Providers.

UPCOMING MILESTONES:

- Go-Live – January 25, 2020 (Tentative)

COMPLETED MILESTONES:

- Subject Matter Expert (SME) Solicitation
- Business Needs Analysis (BNA) Meetings (May/June)
- Draft Requirements (June 14, 2019)
- Scope finalized (July 2019)
- JAD completed (August 8, 2019)
- Work Order signed (September 3, 2019)

CUSTOMER INPUT/EXPECTATIONS:

- Respond to questions/issues related to SCRs

GO LIVE DATE:

January 25, 2020 (Tentative)

CURRENT ITERATION:

Project Planning

PROJECT MANAGER:

Gina Blakemore

APPLICATION SUPPORT MANAGER:

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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:

- Requirements sent to IBM for sizing effort (September 13, 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:

- Respond to questions/issues related to SCRs

GO LIVE DATE:

April 2020 (Tentative)

CURRENT ITERATION:

Planning

PROJECT MANAGER:

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

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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	Monique Nakashima
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

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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 will now be provided through monthly BI meetings. The next meeting will be on 10/2/2019.
- Check the [BI Portal](#) for the latest information, including training materials, known issues and workarounds, meeting agendas and minutes, and systems maintenance and upgrades.

CURRENT PHASE:

BI 4.2 – Ongoing Support and Maintenance

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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:

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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: September 17, 2019 (the following meeting is October 15, 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: October 2, 2019
- Time: 10:00AM – 11:30AM
- Email: CWSCoordination@dss.ca.gov
- Webinar Registration Link: <https://bit.ly/2L3xglQ>

CWDS Date Reminders

PIAC Meeting:

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:

October 8, 2019

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