

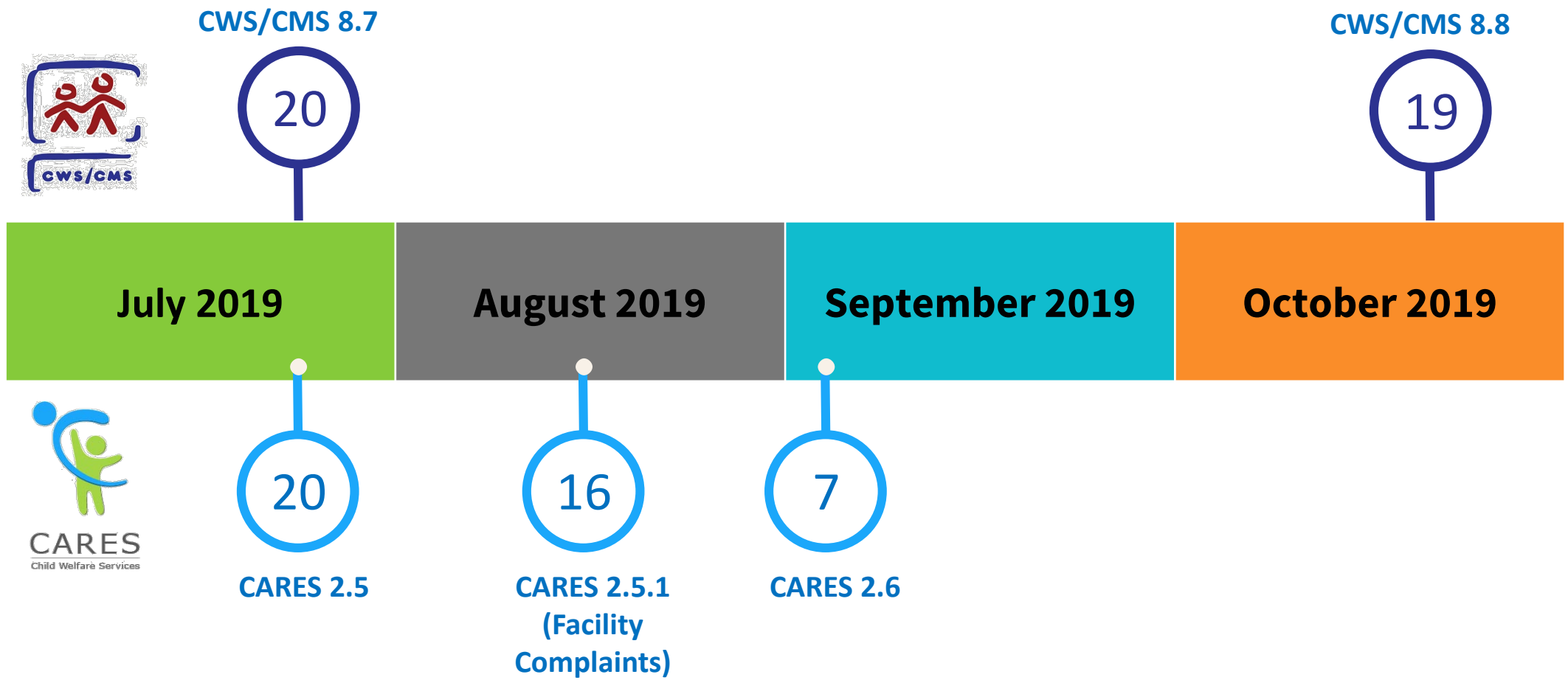
CWDS Regional Presentation

CWDS Customer Relations / October 2019



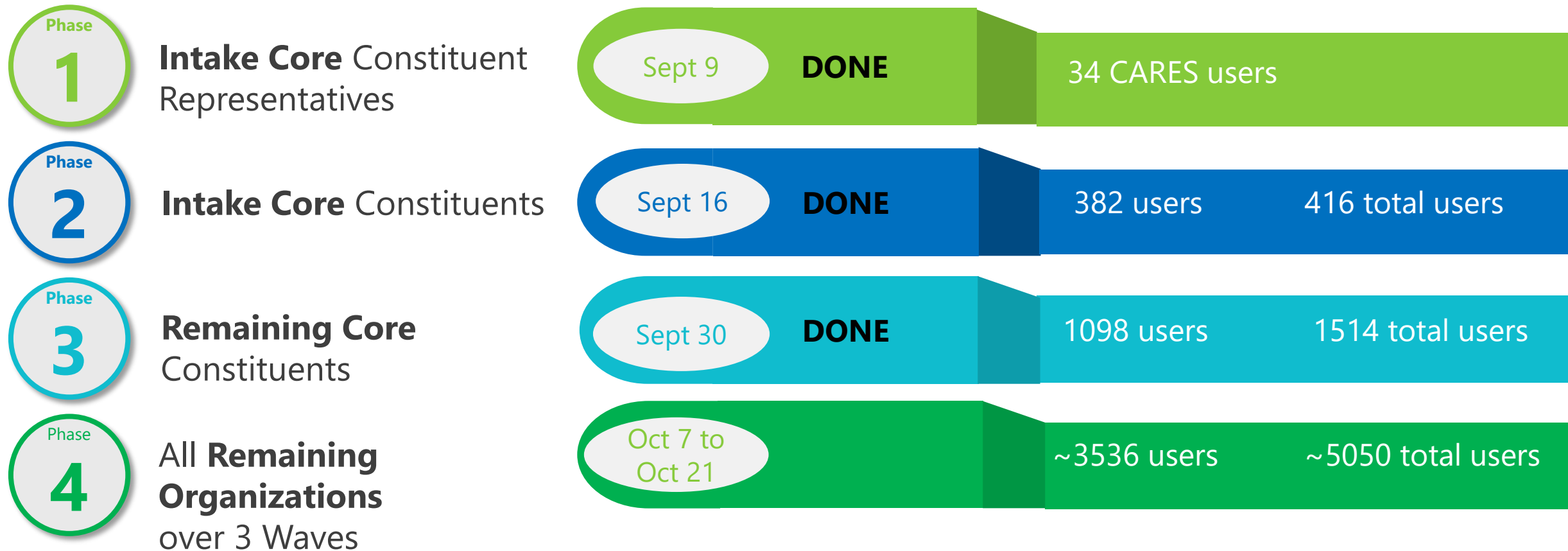
CWDS / Child Welfare Digital Services

CWS/CMS and CWS-CARES Timeline



CWS-CARES Snapshot Statewide Rollout Plan

Rollout strategy based on Snapshot user data: 4 Phases



As of: 9/27/2019

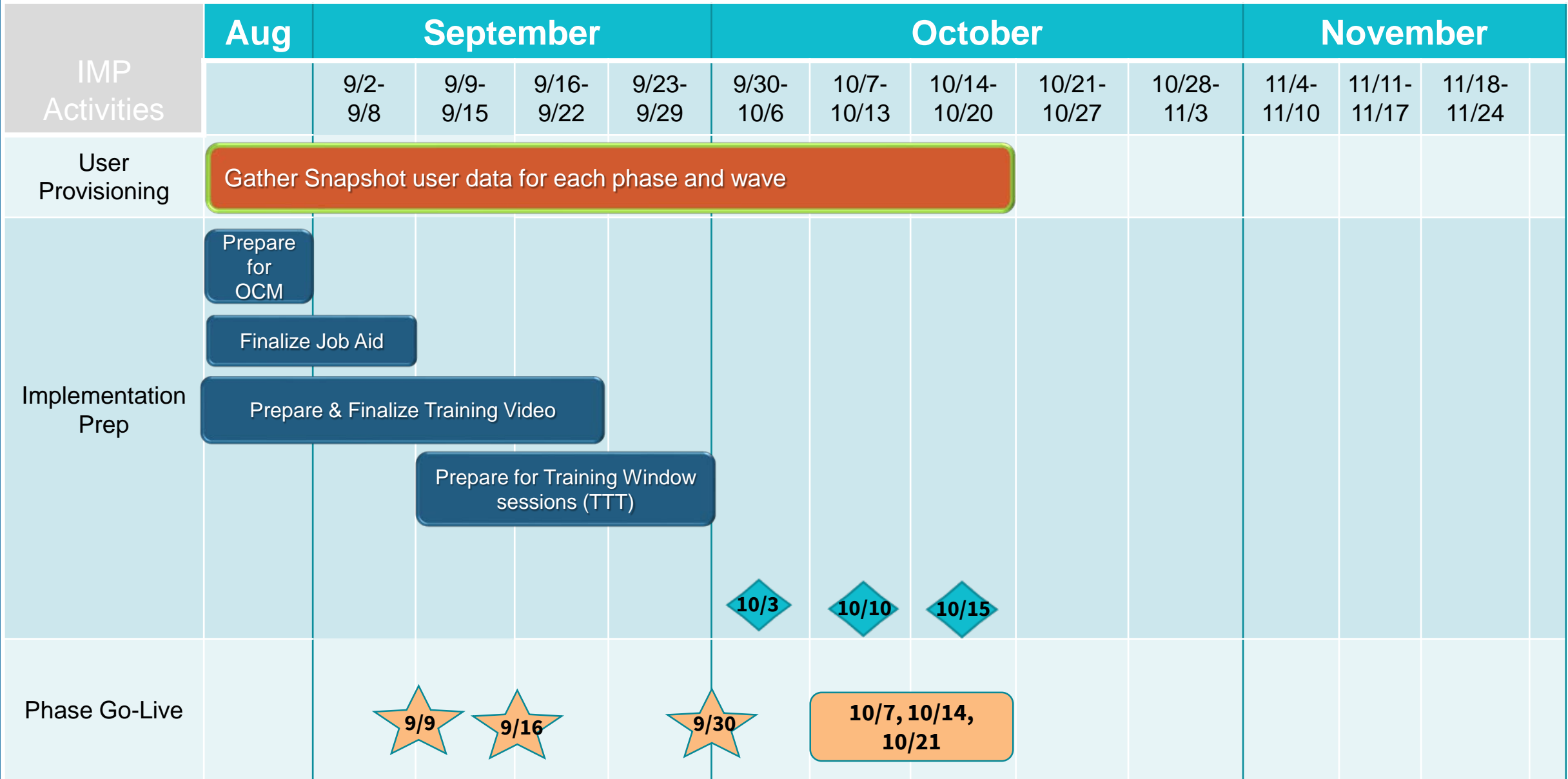
Snapshot Phase 4 Wave Rollout

Wave/Go Live	Counties		
Wave 1 10/7/2019	<ul style="list-style-type: none"> • Colusa • El Dorado • Inyo • Mariposa • Napa 	<ul style="list-style-type: none"> • San Bernardino • Sierra • Siskiyou • Solano • Sonoma 	<ul style="list-style-type: none"> • Trinity • Tulare • Yuba
Wave 2 10/14/2019	<ul style="list-style-type: none"> • Alameda • Alpine • Amador • Calaveras • Del Norte • Glenn • Imperial 	<ul style="list-style-type: none"> • Kern • Kings • Madera • Marin • Modoc • Monterey • Nevada 	<ul style="list-style-type: none"> • Placer • Plumas • San Mateo • Santa Cruz • Stanislaus • Sutter
Wave 3 10/21/2019	<ul style="list-style-type: none"> • Contra Costa • Humboldt • Lake • Lassen • Mendocino 	<ul style="list-style-type: none"> • Mono • Riverside • San Benito • Santa Barbara • Santa Clara 	<ul style="list-style-type: none"> • San Diego • San Luis Obispo • Tehama • Tribes: Karuk and Yurok • Tuolumne

Snapshot Statewide User Counts

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





Training date



Org Go-live date



IMPLEMENTATION TEAM TASKS



JOINT TASKS (ORG & IMPLEMENTATION TEAM)

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 (desk aid)



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)**
 - Sonoltra.Sanchez@osi.ca.gov
- **Christina Yull (State Implementation Lead)**
 - Christina.Yull@osi.ca.gov
- **Darlessia Worthen (State Training Lead)**
 - Darlessia.Worthen@osi.ca.gov

CWS-CARES Service Desk

Registration

*This temporary password is valid for 7 days.

Simply click the link below to login to CWS-CARES

[Take me to CWS-CARES](#)

If you are unable to complete registration within 7 days, please contact your local CARES Administrator.

If your issue persists, please contact: servicedesk@cwds.ca.gov

Thank you for registering your CWS-CARES account.

CWS-CARES

CWS-CARES Service Desk

UPDATES:

- Unregistered Users
 - County and Office Admins can review the Unregistered Users
- Disabling CARES users when offboarding staff
 - Counties should include CARES users in their offboarding processes
 - County Admins can deactivate users via CARES User Admin

CWS-CARES Service Desk

UPDATES continued:

- Emails sent from ServiceNow have the wrong return email address. When responding to these emails counties should add servicedesk@cwds.ca.gov
 - We are performing ServiceNow maintenance and will fix the email issue once this work complete
 - Counties will be informed when this is resolved

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

CANS:

Julie Clemens
julie.clemens@osi.ca.gov

CALS:

Jeff Dent
jeffrey.dent@osi.ca.gov

Case Management:

Jessica Rougeux
jessica.rougeux@osi.ca.gov

Identity Management:

Louis Cretaro
louis.cretaro@osi.ca.gov

Service Desk:

ServiceDesk@cwds.ca.gov

Customer Relations:

CWS_CustRel@osi.ca.gov

Implementation:

Sonoltra Sanchez
sonoltra.sanchez@osi.ca.gov
cwdsimplementation@osi.ca.gov

Communications:

Heather Silvera
heather.silvera@osi.ca.gov
Comms@cwds.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:

- 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
- 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:

Implementation

PROJECT MANAGER:

Colin Kelley

APPLICATION SUPPORT MANAGER:

Yee Luk

COMMUNICATIONS LEAD:

Asia Lennear
(916) 891-3105

asia.lennear@osi.ca.gov

CWS/CMS Release 8.8.0

OVERVIEW:

This interim release is currently scheduled to implement two (2) SCRs, twelve (12) PTS tickets and three (3) 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:

Implementation

PROJECT MANAGER:

Kim Carpenter

APPLICATION SUPPORT MANAGER:

Yee Luk

COMMUNICATIONS LEAD:

Asia Lennear
(916) 891-3105

asia.lennear@osi.ca.gov

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
- Joint Application Design (JAD) (November 7, 2019)
- County Test Workshop (CTW) (Tentatively Early December 2019)

COMPLETED MILESTONES:

- Subject Matter Expert (SME) Solicitation
- Business Needs Analysis (BNA) Meetings (May/June 2019)
- Draft Requirements (June 14, 2019)
- Scope finalized (July 2019)
- Work Order signed (September 3, 2019)
- Approved Project Management Plan and Project Schedule (October 2019)

CUSTOMER INPUT/EXPECTATIONS:

- Respond to questions/issues related to SCRs

GO LIVE DATE:

January 25, 2020

CURRENT ITERATION:

Sprint 1

PROJECT MANAGER:

Gina Blakemore

APPLICATION SUPPORT MANAGER:

Yee Luk

COMMUNICATIONS LEAD:

Andrea Johnson-Kumar
(916) 891-3105

andrea.johnson-kumar@osi.ca.gov

CWS/CMS Proposed Release 8.10

CANDIDATE SCRS (in priority order):

- 8800 Documentation of Plans of Safe Care Relating to CARA
- 8805 SSANAME3 Upgrade
- 8779 Update LIS Interface to Include Additional Placement Facility Types
- 8774 Diagnosed Conditions
- 8790 Documentation of Runaway and Non-Official Placements for Youth in Care
- 8796 RFA Caseload "Inbox" and RFA Assignment History
- 8797 Resource Management/Placement Home/County Search – Change Default County
- 8791 Add "CWS Agency has Jurisdiction" Value to Non-Foster Care Placements within Non-CWD Foster Care (Probation) Cases
- 8776 SSN Violations – Cleansing
- 8280 Add Description Field to Special Projects Page of Placement Home Notebook
- 7629 Update Immigration Status Type Code Table

UPCOMING MILESTONES:

- Final Requirements and Scope (October 18, 2019)
- Go-Live (Tentative April 2020)

COMPLETED MILESTONES:

- List of Candidate SCRs identified
- SME Solicitation Form responses completed (August 20, 2019)
- Business Needs Analysis Meetings (August 29, 2019)
- Requirements sent to IBM for sizing effort (September 13, 2019)

CUSTOMER INPUT/EXPECTATIONS:

- Respond to questions/issues related to SCRs

GO LIVE DATE:

April 2020 (Tentative)

CURRENT ITERATION:

Requirements Gathering

PROJECT MANAGER:

Craig Woody

APPLICATION SUPPORT MANAGER:

Yee Luk

COMMUNICATIONS LEAD:

Harry Terrell
(916) 891-3136

harry.terrell@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 will now be provided through monthly BI meetings. The next meeting will be on 11/13/2019.
- 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

**PROJECT MANAGER/
TECHNICAL LEAD:**

Isabelle Moreaux
(916) 891-3304

COMMUNICATIONS LEAD:

Sean Darr
(916) 891-3129
Sean.Darr@osi.ca.gov

Data Quality

- Autumn Workshops were completed in Sep/Oct. A summary fact sheet is on the portal – link is on Data Quality portal front page
- Service Provider Semi-Annual Report now available. Counties must open and change flag to proceed to allow batch merge to process
- SCR8752 Service Provider Address Merge. Signups and information have been sent out. Pilot Nov 2, Weekly Dec 7
- SCR8653 Education Provider Merge. Signups and information have been sent out. Pilot Nov 9, main group Dec 14
- SCR8650 Closed Adoption Cases. Quarterly run to occur Nov 16. Expected numbers are on the portal – link is on Data Quality portal front page

CURRENT PHASE:

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

COMMUNICATIONS LEAD:
Sean Darr
(916) 891-3129
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

- Next meeting date: October 15, 2019 (the following meeting is November 19, 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: November 6, 2019
- Time: 10:00AM – 11:30AM
- Email: CWSCoordination@dss.ca.gov
- Webinar Registration Link: <https://bit.ly/2L3xglQ>

CWDS Date Reminders

PIAC Meeting:

November 6, 2019

- Held first Wednesday of each month (if needed)

TAC Meeting:

November 12, 2019

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