

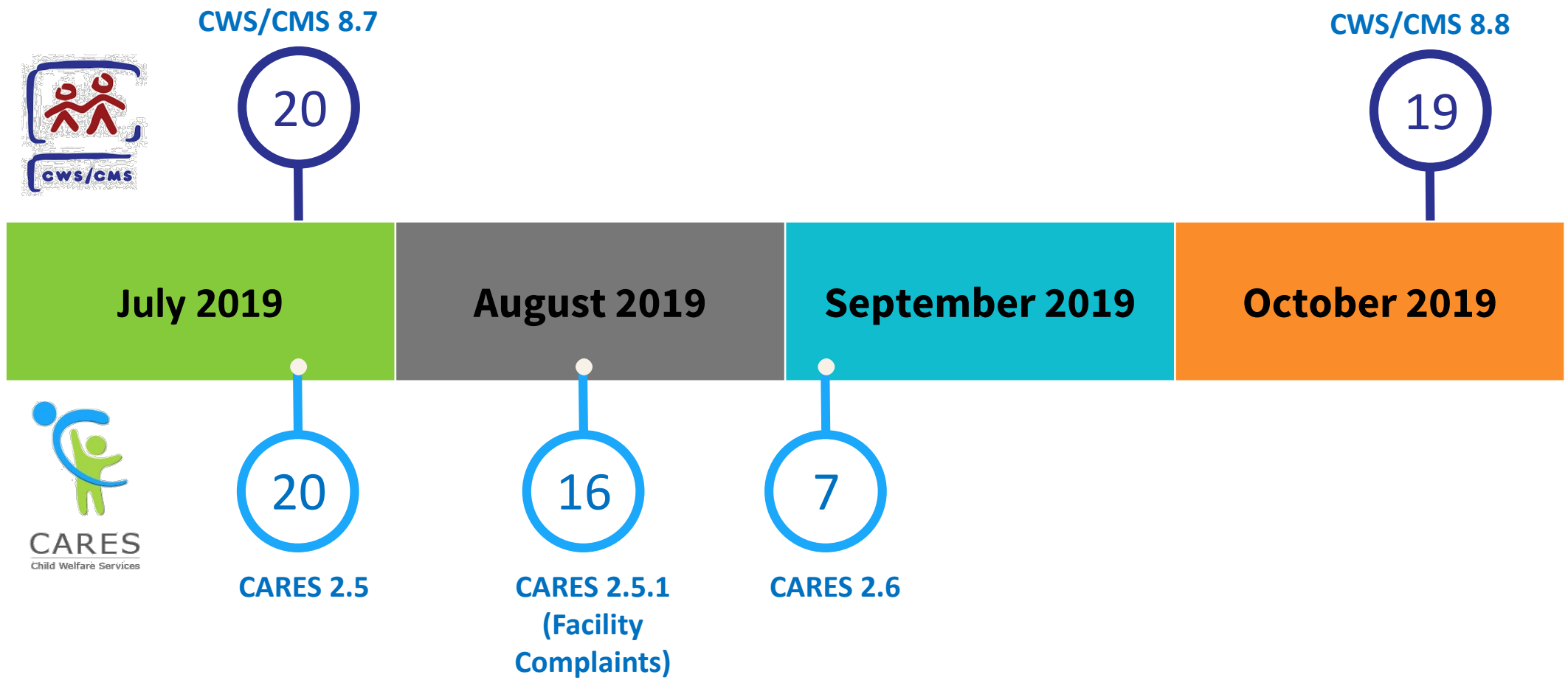
# CWDS Regional Presentation

CWDS Customer Relations / October 2019



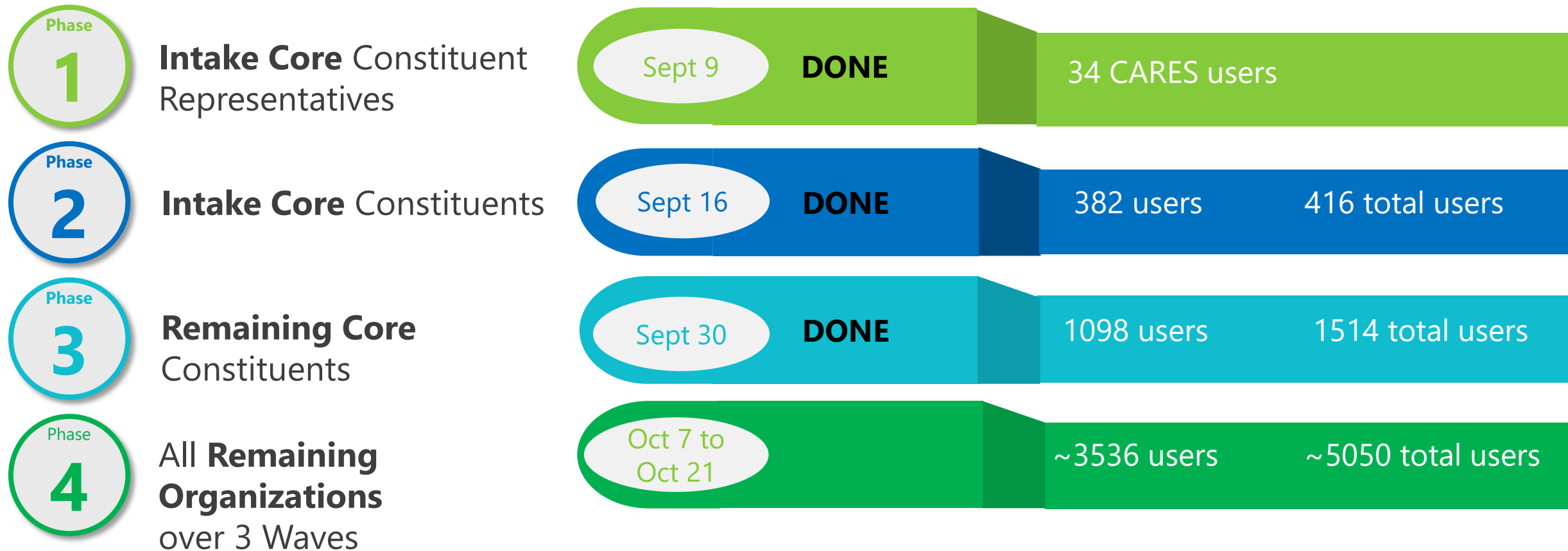
**CWDS** / Child Welfare Digital Services

# 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

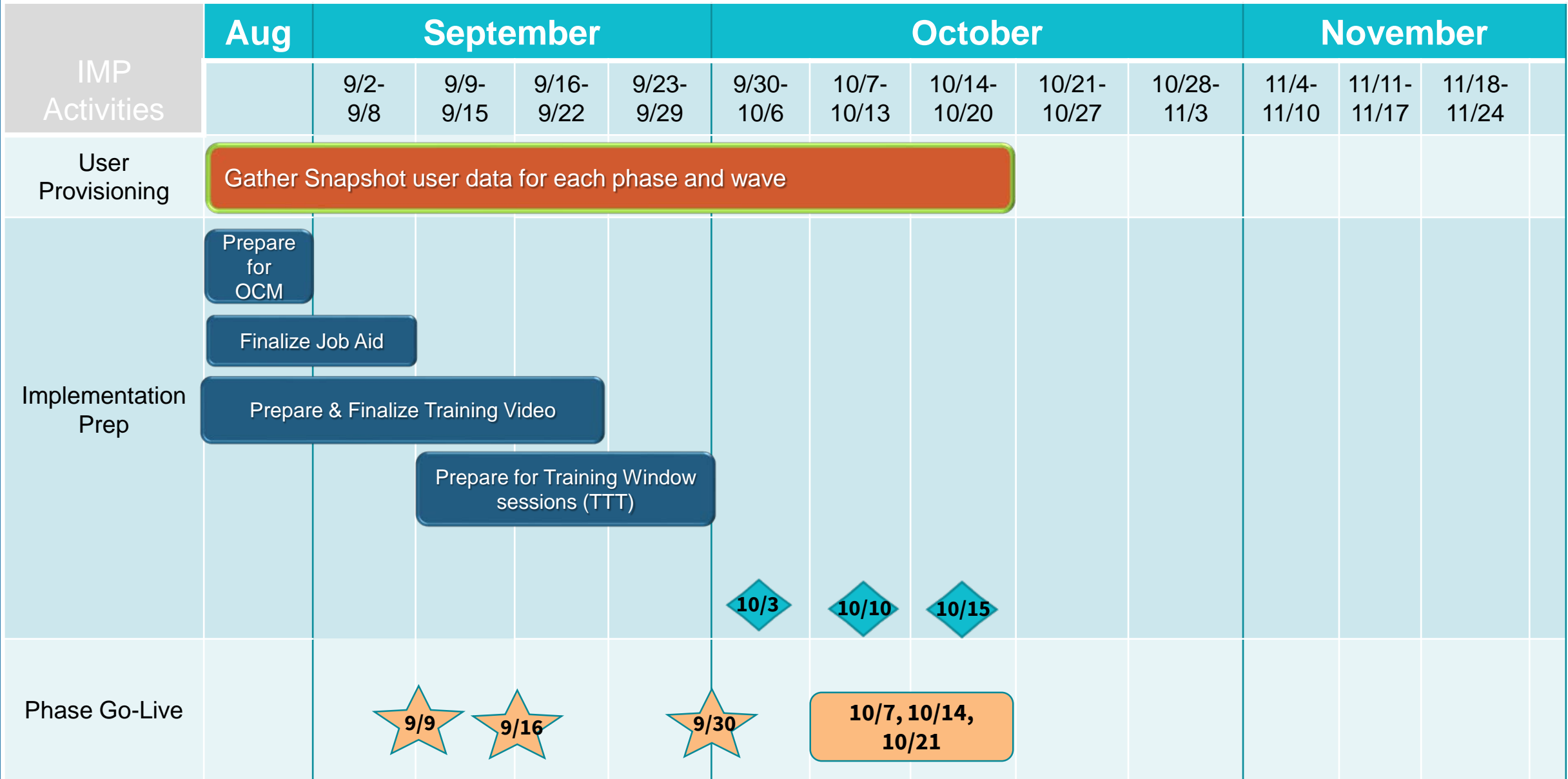
# Snapshot Phase 4 Wave Rollout

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

# 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](mailto:cwdsimplementation@osi.ca.gov)
  - Training Mailbox [osicwdstraining@osi.ca.gov](mailto:osicwdstraining@osi.ca.gov)
- **Sonoltra Sanchez (Implementation Manager)**
  - [Sonoltra.Sanchez@osi.ca.gov](mailto:Sonoltra.Sanchez@osi.ca.gov)
- **Christina Yull (State Implementation Lead)**
  - [Christina.Yull@osi.ca.gov](mailto:Christina.Yull@osi.ca.gov)
- **Darlessia Worthen (State Training Lead)**
  - [Darlessia.Worthen@osi.ca.gov](mailto:Darlessia.Worthen@osi.ca.gov)

# 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 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

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

# CWS/CMS Release 8.8.0

## OVERVIEW:

This interim release is currently scheduled to implement three (3) 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

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### 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](mailto: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 (Tentative)
- Joint Application Design (JAD) (Tentatively Early November 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

## CUSTOMER INPUT/EXPECTATIONS:

- Respond to questions/issues related to SCRs

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### GO LIVE DATE:

January 25, 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 (in priority order):

- 8800 Documentation of Parental Substance Use as a Contributing Factor for Child/Youth Removal
- 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](mailto: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 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.

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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)

# 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: 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 (the following meeting is November 6, 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:**

November 6, 2019

- Held first Wednesday of each month (if needed)

## **TAC Meeting:**

October 8, 2019

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