

Submitted 4.14.25 - 4.16.25

Question 1: If a county is participating in the Pilot testing and needs to complete an Inter-County Transfer a case to a county that is not participating, do they have to wait until the Pilot period is over? Meaning do they retain Jurisdiction until they go back to CWS/CMS?

Answer: Transfers of cases from a Pilot county in CWS-CARES to a non-Pilot county in CWS/CMS during Pilot will not be possible. To address this, the Project, in consultation with the county Pilot Workgroup, will create and distribute an interim business process for counties to follow. Following is an example of the steps this interim business process may include: 1a) the transfer of a case from a Pilot county to a non-Pilot county will be postponed until after the statewide rollout if possible; or 1b) if a court determines the transfer must occur prior to statewide rollout, the family will transfer as ordered but the case will remain in CWS-CARES and the Pilot county worker will retain the primary assignment in CWS-CARES until after the statewide rollout; 2) the two counties will need to develop an agreement regarding how to handle updates to the case and associated records during Pilot; 3) after statewide go-live the Pilot county worker must complete the case transfer in CWS-CARES, in coordination with the receiving county.

Question 2: What criteria determines where a case/referral is being 'Managed'? If it is a new entry into CARES is it managed there? If it is existing Hx in CWS/CMS is it Managed there?

Answer: For Pilot counties, records will be managed in CWS-CARES (e.g., referrals or cases where the primary assigned worker is in a Pilot county). This includes the referral and case history. For non-Pilot counties, records will be managed in CWS/CMS (e.g., referrals or cases where the primary assigned worker is in a non-Pilot county). In cases where a record is shared by Pilot and non-Pilot counties, the record will be managed in CWS-CARES (e.g., a client record associated with two cases - one in CWS/CMS and the other in CWS-CARES).

Pilot Questions & Answers

Question 3: How will the new State Tiger Team be staffed? Will this be County staff recruited for this work for Pilot & Implementation? Or is the plan to use State project staff only?

Answer: The Tiger Team will consist of Project staff. It is likely that the Tiger Team will need to coordinate with a county to resolve some issues. This will be defined further by the county Pilot Workgroup as the technical solution is developed.

Question 4: Rollback possible only on first day of Pilot. What would happen if we decide to roll back after day 1?

Answer: Since Pilot counties are live in CWS-CARES starting at Pilot, the ability to roll back to CWS/CMS is limited to the first day of the Pilot and would entail manual reentry into CWS/CMS of all data entered into CWS-CARES on that day. After that time, the Project will roll forward, fixing issues based on the Project's defect prioritization criteria, working toward a statewide rollout two weeks after the official end of the Pilot period. There is a potential that the statewide go-live will be delayed.

Question 5: Non-Pilot County access to CARES Data: Both Pilot and non-Pilot counties need to use this button? Have we tested the button or is it still being built – if we press the button, is this real time or is there a delay in when the updated information will be available in CARES?

Answer: The "Get CARES Data" button will be accessible in CWS/CMS. The purpose of the button is to enable CWS/CMS users who may have a shared record in a Pilot county to access the most current data when needed. The button is currently in development and there will be an opportunity for counties to test the CWS/CMS functionality via a County Test Workshop. The button will generate a PDF of select data fields in CWS-CARES for the non-Pilot county user to access in near real time. The exact response time will be included in technical design. Pilot counties will view the data from CARES.

Pilot Questions & Answers

Question 6: Training to be completed in the first 4 weeks. When will pilot staff be trained? OC needs more than 4 weeks to train all staff. Does this mean that training is truncated for Pilot counties or does this shift pilot training to May to allow time for all staff to be trained?

Answer: All Pilot participants (as well as a subset of non-Pilot counties' staff designated for CWS-CARES updates) must be trained in the first training cohort of the CWS-CARES V1 training prior to the start of Pilot. Pilot participants will receive the same training as non-Pilot counties, but it must occur within the first 4 weeks of the statewide training period. At this time, the 12-week total training period cannot be expanded given CWS-CARES development and testing timelines.

Question 7: To help inform our internal discussions, could you please provide a broad overview of the types of support a pilot county might receive during the pilot phase? Specifically, we are interested in understanding what additional resources, engagement, or prioritization might be available in areas such as onboarding, user training, troubleshooting, and system configuration.

Answer: In terms of support, some of that is still to be determined once the actual Pilot counties are selected and based on their specific situations. The project will be assembling a workgroup that includes the pilot counties and a few non-pilot counties to actually finalize the plans. Most of what is currently written is at a higher level until the actual participants are able to provide input.

- Training – All staff would need to go through the 3 days of Instructor Led Training in the first 4 weeks (instead of the full 12 weeks). In addition to the regular training, the county would get training on the interim business processes needed for the Pilot.
- Command Center – Go Live support with daily calls, Over the Shoulder support (exact description still pending)
- Tiger Team (Project) – to resolve data integrity issues, working with counties as needed
- Change Management – Early access to test business processes

Question 8: I have a question regarding this statement: "A technical solution and interim business processes will help to maintain alignment across systems throughout Pilot." Will pilot counties be given an interim business process or would they have to develop it? Will pilot counties have to work in both CMS and CARES for 4 to 6 weeks? This mean dual entry of case data?

Answer: There is no dual data entry needed.

- Pilot counties will do all of their normal activities in CWS-CARES
 - All data from CWS/CMS will be converted prior to the Pilot beginning and continual refreshes will continue to occur
 - Records from other counties (Non-pilot) will be marked as Read Only in CARES
- Non-pilot counties will do all of their normal activities in CWS/CMS
 - For referrals/cases that are assigned to the Pilot County, a warning message will come up telling staff not to enter data. There will also be a new "Get CARES" button in CWS/CMS that pulls up. a pdf of the information in CARES that won't be present in CWS/CMS.

There will be some times when there are shared cases/people/or providers across counties. This is where the interim business processes and workarounds to coordinate getting updates into the other system will come in. An example of this would be a father who has children with mothers in different counties. If his address changes, then there would need to be coordination to make sure his information is updated in the correct system.

The CWS-CARES project team will have a pilot workgroup that includes the Pilot counties as well as some non-Pilot counties to further develop the interim solutions. They are still high level for now because it is important to understand the specific needs of the Pilot counties before they can be developed further.

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Question 9: What is the impact on the data warehouse? Currently, at least one county receives a weekly extract that gets inserted into its data warehouse, but the county team is unable to assess if some of the data that will be generated in CARES will get inserted into the CWS/CMS database (and then later received by the county). If this is the case, then, would the county's CWS data warehouse be missing the "most recent" data?

Answer: The Project is designing the technical solution that will be used to transfer selected data from CWS-CARES back to CWS/CMS, including identifying the data elements to be transferred to CWS/CMS; these data elements will be limited to the minimum needed for data management between the two systems. Evaluation of the optimal data source for the data extracts during Pilot is dependent on this design. The options being evaluated include: 1) Transitioning extracts to receive data from CWS-CARES prior to Pilot or 2) Extracts continue to receive CWS/CMS data.