

CWDS Regional Presentation

CWDS Customer Relations / January 2019



CWDS / Child Welfare Digital Services

CARES 1.0

Snapshot

- Search for CWS/CMS clients and view their relationships, demographic information, and child welfare history
- Copy & paste history into other documents

Facility Search

- Search for and view pending and approved facilities or homes from CWS/CMS, LIS, and FAS
- View number of beds, complaint history and children associated to the home or facility

Identity Mgmt

- Secure login with e-mail address as username and multi-factor authentication (MFA)
- Manage Users portal for County Admins to manage user access and permissions in CARES

Status

- Released 9/19/18
- Adopted by Intake & CALS Core Constituents (CC)

CARES 2.0

Snapshot (update)

- Remove fuzzy search (commonly misspelled words)
- Add CSEC and probation youth information from CWS/CMS

Identity Mgmt (update)

- Add ability to filter user list by Office
- Add ability to resend user registration e-mail
- Add last login date to user list

CANS

- Add and edit child information in CANS
- Add, edit, and print CANS assessment
- View historical list of CANS assessments for child

Status

- Released 10/31/18
- Available to Intake, CALS & CANS Core Constituents (CC).
- Only CANS CC Reps access CANS feature on 10/31/18
- Statewide rollout in 6 waves 12/3/18 to 1/22/19

CARES 2.1

Identity Mgmt (update)

- Provide three User Administrator Roles: State, County, and Office
- View Date/Time that registration email was sent to user
- View user's role in User List
- Allow three attempts to enter MFA code
- Indicate when user meets each password requirement when setting a new password

Status

- Released 12/8/18
- Available to current production users on release date
- Available to other counties based on scheduled rollout Go-Live date

CARES 2.2

CANS (update)

- Search for and use child information from CWS/CMS
- Improve application usability Present CANS rating summary
- Provide change log
- Provide role-based dashboards
- Automatically redact confidential items when printed

Snapshot* (update)

- Display all active addresses on Person Card
- Do not display clients that were merged in CWS/CMS

Facility Search (update)

- Display capacity and adjusted capacity from CWS/CMS

Dashboard (update)

- Update the look and feel

Status

- Release planned 2/9/19
- Available to current production users on release date
- Single Statewide Go-Live for CANS 1.1 planned 2/25/19

*As of 11/14/2018 Snapshot is **only** available to Core Constituent Representatives in production.

CARES 2.0 & 2.1 Statewide Rollout



8 CWS and
8 Probation
Departments

7 CWS and
7 Probation
Departments

10 CWS and
10 Probation
Departments

6 CWS and
7 Probation
Departments

8 CWS and
7 Probation
Departments

8 CWS and
8 Probation
Departments

10 CWS and
11 Probation
Departments

Pilot: Core
Constituents

Wave 1

Wave 2

Wave 3

Wave 4

Wave 5

Wave 6

Oct
22

Dec
3

Dec
10

Dec
17

Jan
7

Jan
14

Jan
22

8 Counties

Butte, Fresno, Los Angeles, Orange, San Francisco, San Joaquin, Ventura, Yolo

7 Counties

Colusa, El Dorado, Merced, Sacramento, San Diego, Solano, Sonoma

10 Counties

Amador, Calaveras, Del Norte, Imperial, Kings, Madera, Marin, Modoc, Placer, San Mateo

7 Counties

Alpine, Glenn, Kern, Nevada, Plumas, Santa Cruz Probation only, Stanislaus

8 Counties

Inyo, Napa, San Bernardino, Santa Cruz CWS only, Shasta, Trinity, Tulare, Yuba

8 Counties

Contra Costa, Humboldt, Mono, San Luis Obispo, Santa Clara, Siskiyou, Sutter, Tehama

11 Counties

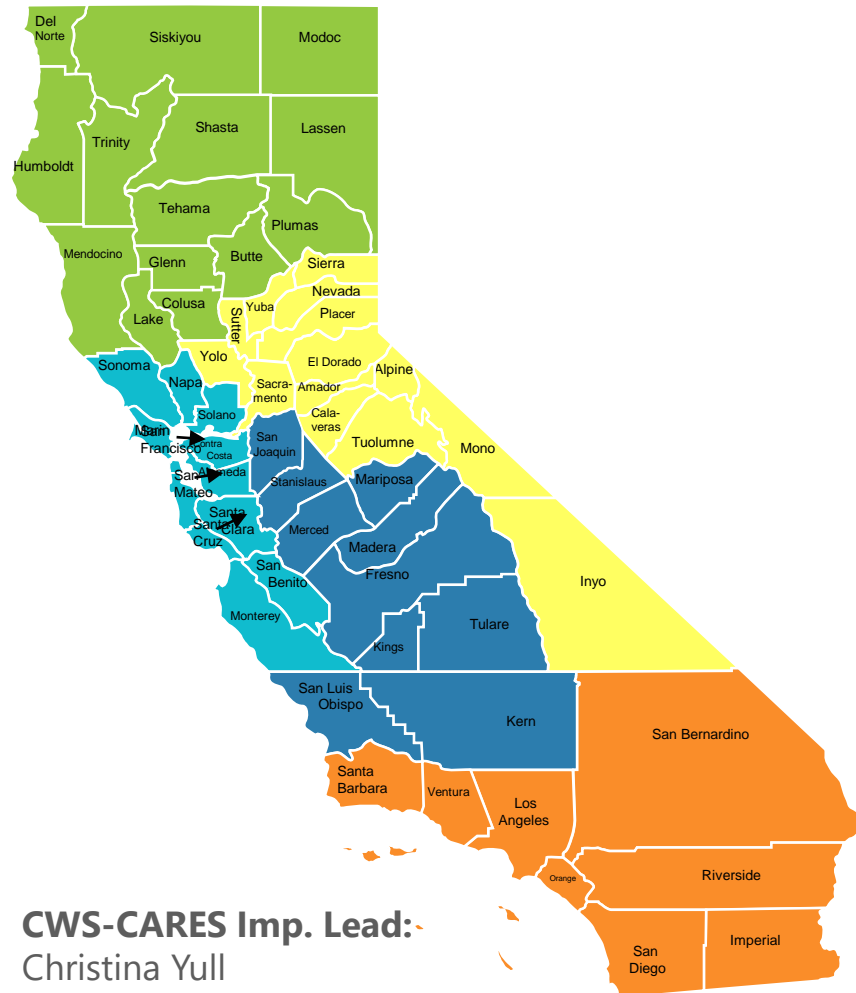
Alameda Probation only, Lake, Lassen Mariposa, Mendocino, Monterey, Riverside, San Benito, Santa Barbara, Sierra, Tuolumne

CDSS (CCLD, CFSD, AD)

*As of 11/14/2018 Snapshot is **only** available to Core Constituent Representatives in production.

Send questions/comments to cwdsimplementation@osi.ca.gov

CARES Regional Implementation Leads



CWS-CARES Imp. Lead:
Christina Yull



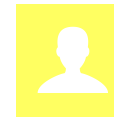
Northern + Tribes

Stefanie Escalante
Deborah Torpey



Bay Area

Barbara Street
Kirsten Olesen



Mountain Valley

Jessica Hovdesven
Joyce Siller
Kristen Forderer



Central Valley

Nick Wukich
Christine Mock



Southern

Daniel Rinne
Kim Meister
Los Angeles: Danette Anderson

State (AD, CFSD, CCLD, ISD): Carolyn Borden
Blu Taylor

Things to know about the Acceleration Strategy

What is it?

A strategy that evaluates a number of areas to determine the best options (technically and economically) in order to accelerate the delivery of CWS-CARES.

Why are we doing it?

The project's current approach to product delivery has lagged compared to expectations. These specific areas are worthy of reconsideration because they affect all areas of future development.

What does it mean for me?

We are still in the evaluation and analysis phase and no decisions have been made regarding next steps. We are assessing all potential impacts and planning for them proactively. Findings from this work will inform future development planning.



Key Components of the Acceleration Strategy

Product Blueprinting & Domain Modeling

A **Product Blueprint** is a high-level flow diagram that takes into account Federal/state reporting requirements and captures the end-to-end process in each core digital service area.

A **Domain Model** describes how core child welfare concepts relate to each other and specifies the business flows and rules governing their interactions.

Legacy Integration & Synchronization

Can CWS-CARES co-exist with legacy systems in a technically feasible, predictable, repeatable and cost-effective way or not?



Key Components of the Acceleration Strategy

Platform-as-a-Service (PaaS) Proof of Concept (POC)

A two-phase process for vendors to build and demonstrate a working application on a commercial PaaS based on realistic scenarios (from the Product Blueprint).

Platform Market Research

Workshops and demonstrations with additional vendors to further understand limits and capabilities in addition to costs and licensing. This will assist the project in identifying gaps; understand how configuration and customization, in combination, might close those gaps and assess the associated trade-offs and economic impacts.



CWS-CARES Resources

Intake:

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Customer Relations:

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CALS:

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Identity Management:

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Implementation:

Kalani Mertyrus

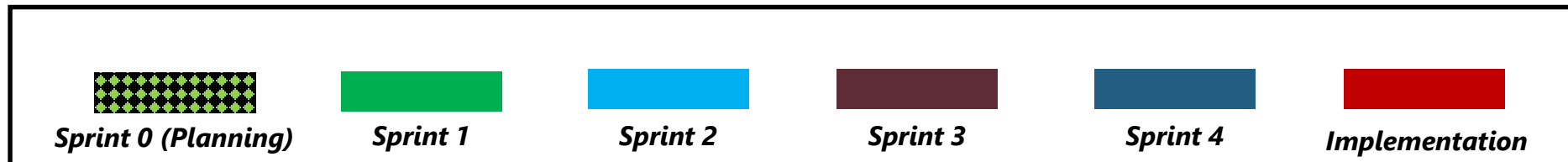
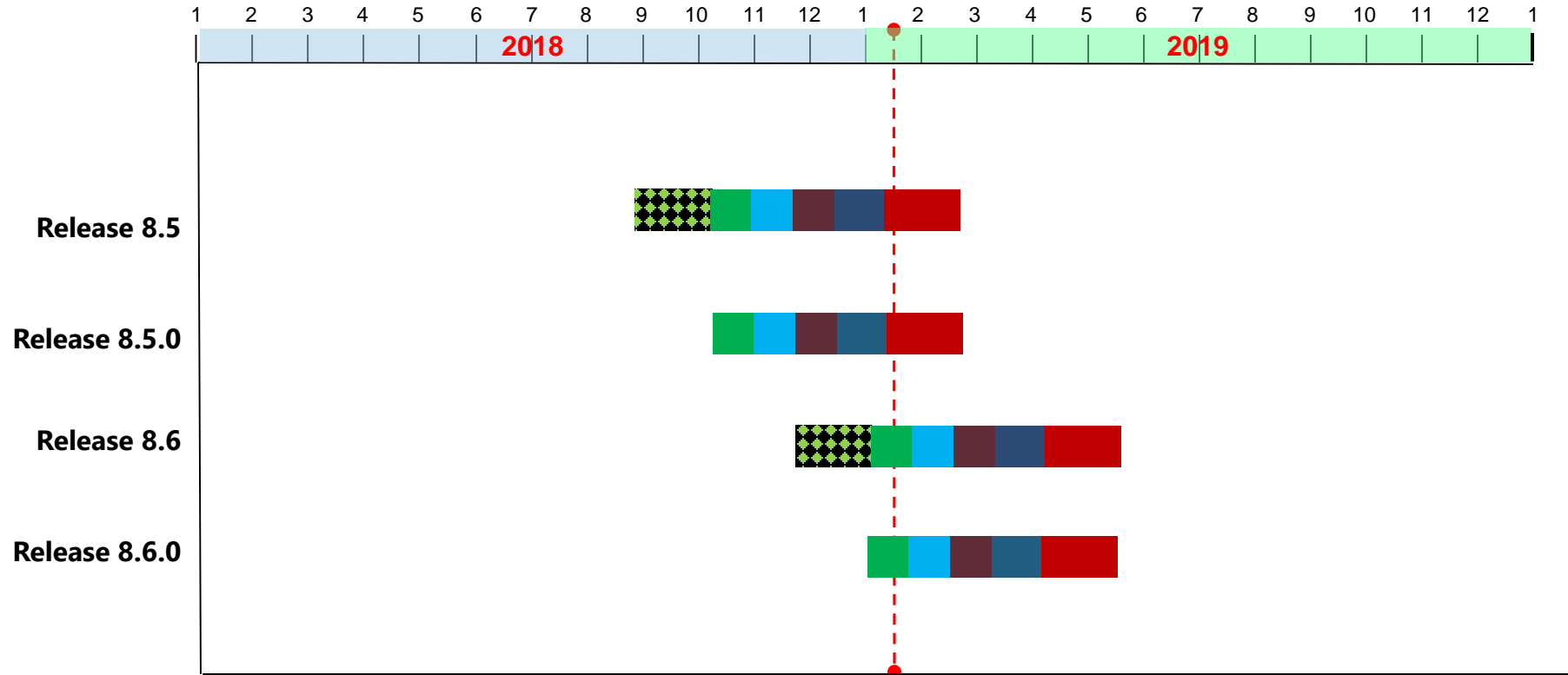
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cwdsimplementation@osi.ca.gov

Communications:

Comms@cwds.ca.gov

CWS/CMS Development Priorities



CWS/CMS Release 8.5

OVERVIEW:

This release includes Katie A screening reminders, sexual and reproductive health documentation requirements, and improved client information retrieval.

UPCOMING MILESTONES:

- Go-Live (January 26, 2019)

COMPLETED MILESTONES:

- Signed Statement of Work (September 2018)
- Sprint 1 Demo (October 23, 2018)
- Sprint 2 Demo (November 13, 2018)
- Sprint 3 Demo (December 3, 2018)
- County Test Workshop (December 2018)
- Readiness Calls (January 9 & 14, 2019)

CUSTOMER INPUT/EXPECTATIONS:

- Review Release-related materials located on the CWS/CMS website as they become available

GO LIVE DATE:

January 26, 2019

CURRENT ITERATION:

Implementation

PROJECT MANAGER:

Kim Carpenter

COMMUNICATIONS LEAD:

Andrea Johnson-Kumar
(916) 891-3143

Andrea.Johnson-Kumar@osi.ca.gov

CWS/CMS Release 8.5.0

OVERVIEW:

This interim release is currently scheduled to implement one (1) SCR, four (4) DPU tickets and seven (7) PTS tickets.

UPCOMING MILESTONES:

- Go-Live (January 26, 2019)

COMPLETED MILESTONES:

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GO LIVE DATE:

January 26, 2019

CURRENT ITERATION:

Implementation

PROJECT MANAGER:

Jayne-Lei Nielsen

COMMUNICATIONS LEAD:

Andrea Johnson-Kumar
(916) 891-3143

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CWS/CMS Release 8.6

OVERVIEW:

Data Collection of Dual Status Youth, NMD Adoption, and Placement Home Cleansing.

UPCOMING MILESTONES:

- County Test Workshop (CTW)
 - Orange (TBD)
 - Fresno (3/12/19 – 3/13/19)
 - Sacramento (3/12/19 – 3/13/19)
- Go-Live (April 27, 2019)

COMPLETED MILESTONES:

- Signed Statement of Work (December 2018)
- Project Schedule and Project Management Plan (December 2018)

CUSTOMER INPUT/EXPECTATIONS:

- Participate in Demos
- Submit CTW Online Registration Form
- Participate in CTW

GO LIVE DATE:

April 27, 2019

CURRENT ITERATION:

Sprint 1 / Sprint 2

PROJECT MANAGER:

Kim Carpenter

COMMUNICATIONS LEAD:

Harry Terrell
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CWS/CMS Release 8.6.0

OVERVIEW:

Content TBD

UPCOMING MILESTONES:

- County Test Workshop (CTW)
 - Orange (TBD)
 - Fresno (3/12/19 – 3/13/19)
 - Sacramento (3/12/19 – 3/13/19)
- Go-Live (April 27, 2019)

COMPLETED MILESTONES:

- Signed Statement of Work (December 2018)

CUSTOMER INPUT/EXPECTATIONS:

- Participate in Demos
- Submit CTW Online Registration Form
- Participate in CTW

GO LIVE DATE:

April 27, 2019

CURRENT ITERATION:

Sprint 1 / Sprint 2

PROJECT MANAGER:

Jayne-Lei Nielsen

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Business Intelligence

- Status updates and demos for the month of January will be provided through the bi-weekly BI meetings on 1/16/2019 and 1/23/2019. Check the [BI Portal](#) for meeting agendas and minutes.
- New CMC Inventory reports have been published to the BI Launch Pad and are ready for review by Delegated Administrators.
- End of support for Java 8 with Business Objects is 2/1/2019. Please use HTML or Webi Rich Client modes.
- Check the [BI Portal](#) for detailed information.

CURRENT PHASE:

BI 4.2 – Ongoing Support and Maintenance

**PROJECT MANAGER/
TECHNICAL LEAD:**

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COMMUNICATIONS LEAD:

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Data Quality

- R8.4 – SCR 8653 Education Provider De-duplication
 - End of January implementation
 - Batch merge of schools: County Created > DOE Created
 - Mid-January will reach out to some counties to confirm potential merges
 - Information will be posted on the Data Quality Portal (<https://cwscms.osi.ca.gov/Portal/CWS-Data-Quality-Portal>) in January

CURRENT PHASE:

**PROJECT MANAGER/
TECHNICAL LEAD:**
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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: January 15, 2019 (next meeting February 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: February 6, 2019
- Time: 10:00AM – 11:30AM
- Email: CWSCoordination@dss.ca.gov
- Webinar Registration Link: <https://bit.ly/2L3xglQ>

CWDS Date Reminders

PIAC Meeting:

February 2, 2019

TAC Meeting:

February 12, 2019

Case Management Core Constituent Weekly Call:

Wednesdays, 11:00 AM – 12:00 PM

Contact [Luis Bu](#) for meeting details

CWDS Bi-Weekly Sprint Reviews

CWDS.ca.gov/events

