

CWDS Regional Presentation

CWDS Customer Relations / February 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
- Shows 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 only

CARES 2.0

Snapshot* (update)

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

Identity Mgmt (update)

- Ability to filter user list by Office
- Ability to resend 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 10/31/18 to Intake, CALS & CANS Core Constituents
- 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

Facility Search (update)

- Display capacity and adjusted capacity from CWS/CMS
- Allow searching for special characters in Facility Name

Dashboard (update)

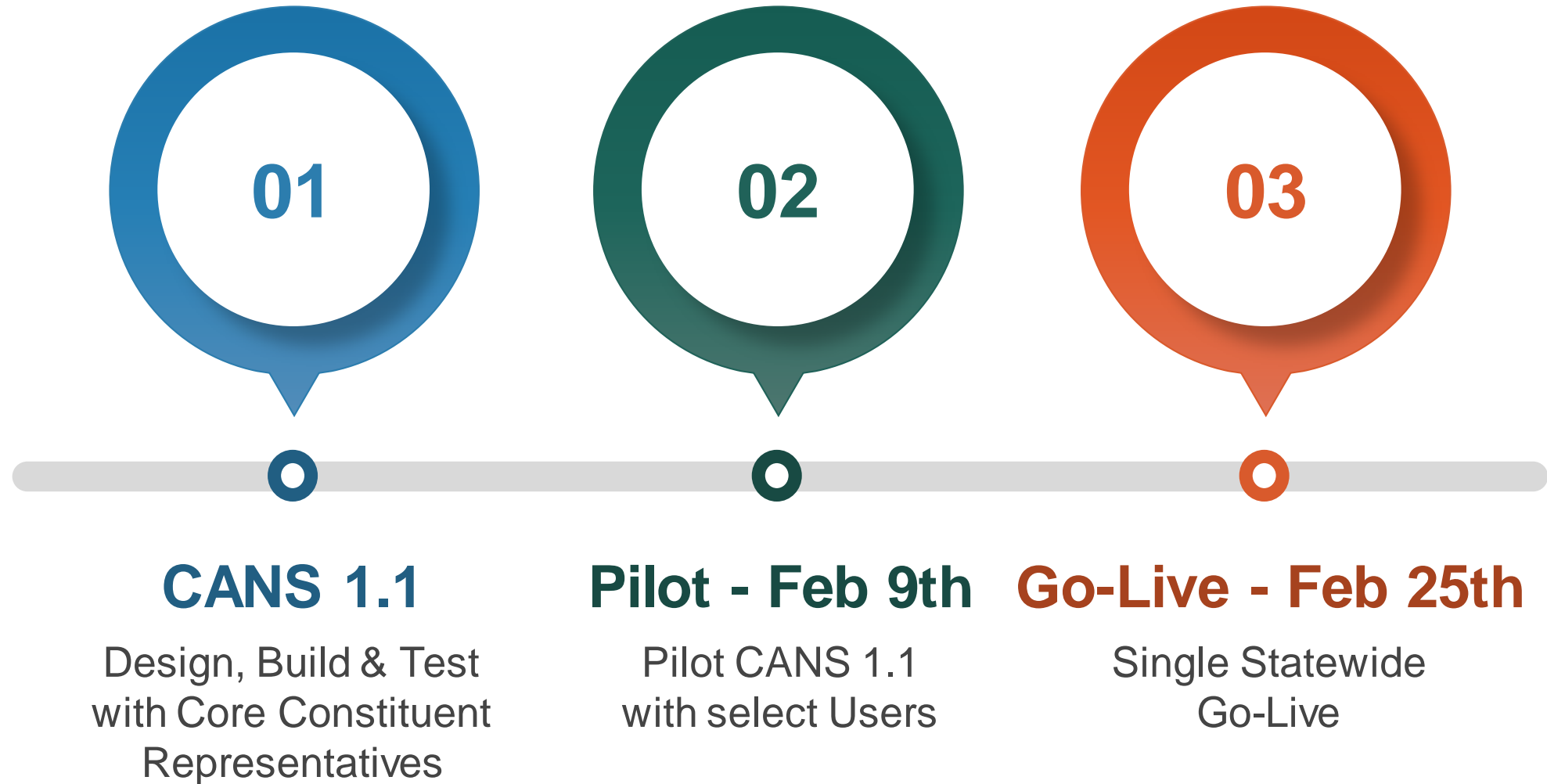
- Update the look and feel

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 2.2 Statewide Implementation



CARES Regional Implementation Leads



CWS-CARES Imp. Lead:
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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
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Kim Meister
Los Angeles: Danette Anderson

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Blu Taylor

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County Implementation Coordinators

Service Desk Protocol

- **CWS/CMS** – Continue to contact local county & IBM/Boulder Help Desk
- **CWS-CARES** – Same protocol for current system – contact your local Help Desk or the CWDS-Service Desk directly

Process:

- Incidents reported to Service Desk
- Service Desk opens a ServiceNow Incident ticket
- Acknowledgement with the ticket number and short description
- Notifications of status updates, resolution, and closure

Service Desk Protocol

The CWDS Service Desk supports the CWS-CARES application and CWDS related services. We provide 24/7/365 support and troubleshooting access to the California counties, Tribes, stakeholders, and the general public. Our objective is to provide excellent customer service in a professional, timely manner.

- Hours: 24/7/365
- Phone: 855-292-3444
- Email: servicedesk@cwds.ca.gov
- Info: cwds.ca.gov/support
- Coming Soon: Online Portal for incidents, requests and announcements
- Future Enhancement: SNOW to SNOW county access TBD

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 effect 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

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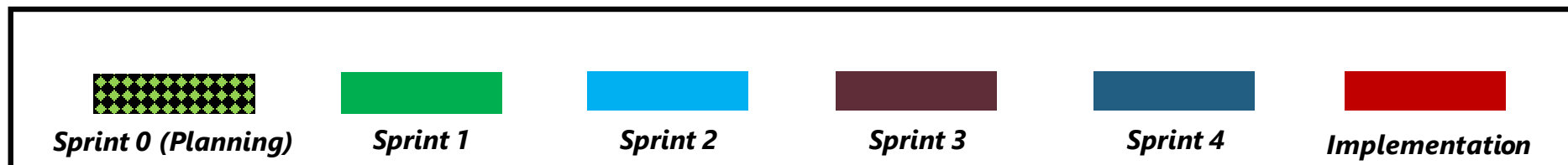
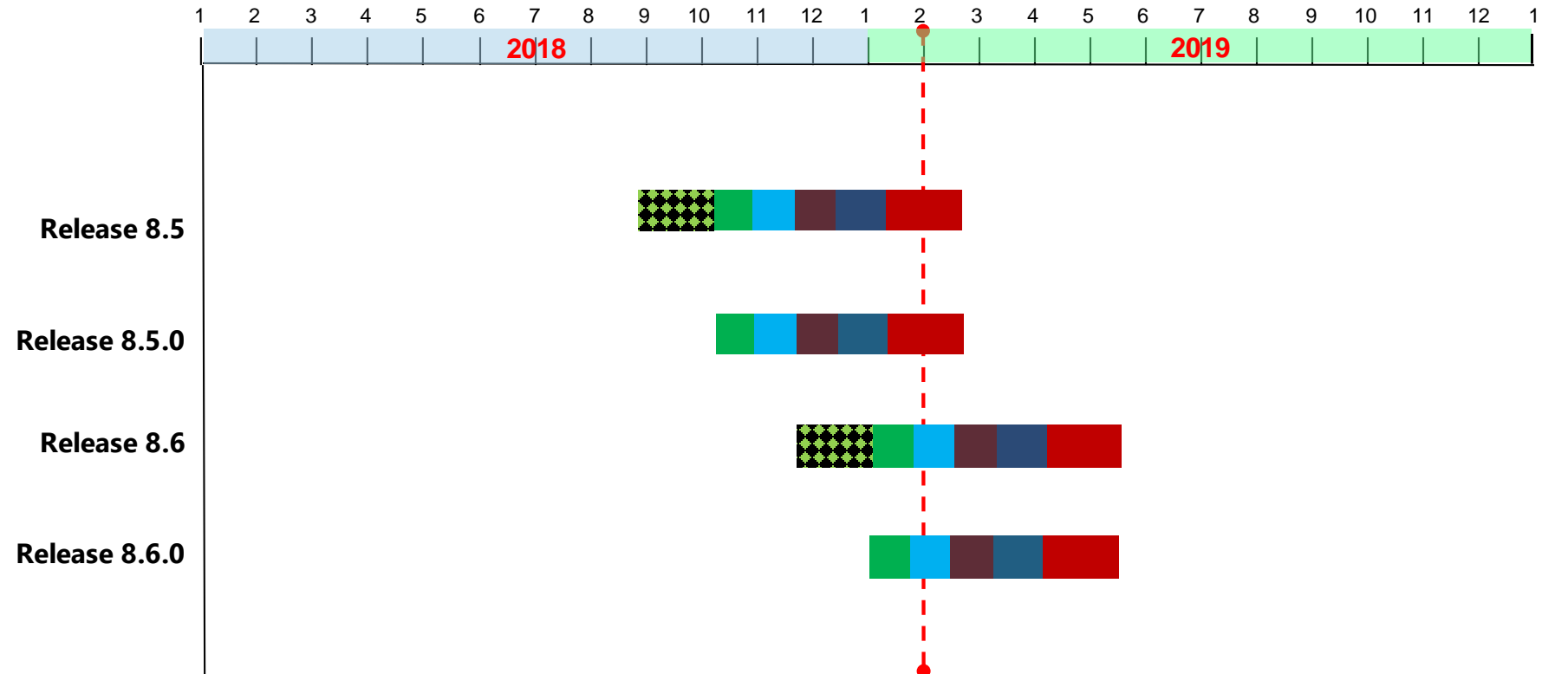
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CWS/CMS Development Priorities



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:

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)
- Go-Live (January 26, 2019)

CUSTOMER INPUT/EXPECTATIONS:

- Review Release-related materials located on the CWS/CMS website

GO LIVE DATE:

January 26, 2019

CURRENT ITERATION:

Implementation

PROJECT MANAGER:

Kim Carpenter

COMMUNICATIONS LEAD:

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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:

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)
- Go-Live (January 26, 2019)

CUSTOMER INPUT/EXPECTATIONS:

- Review Release-related materials located on the CWS/CMS website

GO LIVE DATE:

January 26, 2019

CURRENT ITERATION:

Implementation

PROJECT MANAGER:

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CWS/CMS Release 8.6

OVERVIEW:

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

UPCOMING MILESTONES:

- Sprint 2 Demo (2/14/19)
- County Test Workshop (CTW)
 - Orange (3/5/19 – 3/6/19)
 - 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)
- Sprint 1 Demo (1/23/2019)

CUSTOMER INPUT/EXPECTATIONS:

- Participate in Demos
 - Submit County Test Workshop (CTW) Online Registration Form
- Participate in CTW

GO LIVE DATE:

April 27, 2019

CURRENT ITERATION:

Sprint 2

PROJECT MANAGER:

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CWS/CMS Release 8.6.0

OVERVIEW:

This interim release is currently scheduled to implement one (1) SCR and one (1) PTS ticket.

UPCOMING MILESTONES:

- Sprint 2 Demo (2/14/19)
- County Test Workshop (CTW)
 - Orange (3/5/19 – 3/6/19)
 - 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 County Test Workshop (CTW) Online Registration Form
- Participate in CTW

GO LIVE DATE:

April 27, 2019

CURRENT ITERATION:

Sprint 2

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Business Intelligence

- Status updates and demos for the month of February will be provided through bi-weekly BI meetings on 2/6/2019 and 2/20/2019. Check the [BI Portal](#) for meeting agendas and minutes.
- A new set of Date Objects will be added to the Date Objects universe on 2/15/2019. The new Date Objects will be based on the Extract Date. The existing Date Objects based on the Current Date will remain available.
- Business Objects Java Applet mode was disabled on 02/01/2019. Users can use HTML or Webi Rich Client mode.
- Check the [BI Portal](#) for detailed information.

CURRENT PHASE:

BI 4.2 – Ongoing Support and Maintenance

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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: 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 (following meeting on March 6, 2019)
- Time: 10:00AM – 11:30AM
- Email: CWSCoordination@dss.ca.gov
- Webinar Registration Link: <https://bit.ly/2L3xglQ>

CDSS Date Reminders

PIAC Meeting:

February 6, 2019

(Following meeting on March 6, 2019)

TAC Meeting:

March 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:

<https://cwds.ca.gov/events>