



CARES 2.2.1 Hotfix Release – Saturday, Feb 16th

What's a hotfix? A hotfix is a change that is typically made quickly and outside normal development and testing processes. CARES implements hotfix releases to fix key, critical bugs found in production.

This weekend, CARES implemented a hotfix release for the following Child and Adolescent Needs and Strengths (CANS) bugs:

- Bug:** CANS-1033: A CANS client search with only the client's name could return a large number of search results, especially if the client has a common name.
Fix: The CANS search bar now includes text to inform user to search with client name **and** client date of birth "Enter: Last Name, First Name DOB (MM/DD/YYYY), example: Smith, Joe 02/13/2008" to narrow the number of returned search results.
- Bug:** CANS-1034: County of Jurisdiction included on the CANS search result card is incorrect for some clients
Fix: Removed the County of Jurisdiction field from the CANS search result card to avoid displaying possibly incorrect information.
- Bug:** CANS-1026: Some clients had no county displayed on the Client Information card in CANS. For example, the County field was blank when it should have displayed Yuba.
Fix: In the Client Information card, the County field will now display Yuba when appropriate.

Organizational Change Management – Let's Review!

Organizations that report being highly effective at change management are 117% more likely than less effective organizations to report success with new initiatives

- Project Management Institute

Fun Fact: 100% of the CARES Change Agent Training course evaluations indicated that participants either "Strongly Agreed" or "Agreed" with the statement, "I understand the importance of Change Management."

Simply put, organizational change management (OCM) is about **helping people** and organizations **effectively transition** from a current state to a future state.



CWS-CARES Stakeholders are actively putting into place effective change management strategies to prepare their staff for CWS-CARES. Here's how:

We show short video clips of using CWS-CARES and discuss the benefits of seeing the capacity of foster homes and the other many functions.

Using our FYI Bulletin, talking about CARES in Program Meetings, and going to Units to talk about the new system are ways we prepare staff for CARES.

We post the CWS-CARES infographics around the office, even in the elevators.

You can find infographics on the Implementation Portal: [Infographics and Flyers](#)

Is Your Communication Hot or Cold?

“Communication must be HOT: Honest, Open, and Two-Way.” - Dan Oswald

CARES Implementation Coordinators and Change Agents have several responsibilities, being an active communicator is among the most important. How do you get better at communicating? Well, simply choosing to communicate, whether 1:1, in a team meeting, by email or even by newsletter.

Remember, that communication isn't simply what you say, but also how you say it - and the behavior you demonstrate before, during, and after communicating. Remember, to communicate effectively, you need to listen more than you speak. You have a lot to say that your staff want to hear. But they also have messages that you need to hear.

So, make a difference as a CARES Implementation Coordinator or Change Agent by applying the **Communication Tips** when talking about CARES.

Communication Tips



A Tool Ready for Use: CWS-CARES Talking Points

Did you know that CARES Change Agent Training includes a **CWS-CARES Talking Points** document with responses from CARES leadership to frequently asked questions? It includes answers to questions like, “When will CWS-CARES be fully developed,” “Why do we need two-factor authentication,” and “Is using CWS-CARES mandatory.”

OCM Tip: Use Talking Points in staff meetings, 1:1 discussions, or update emails to help support consistent messaging and build awareness and desire to use CWS-CARES.

You can find the Talking Points on the Implementation Portal: [Talking Points](#)

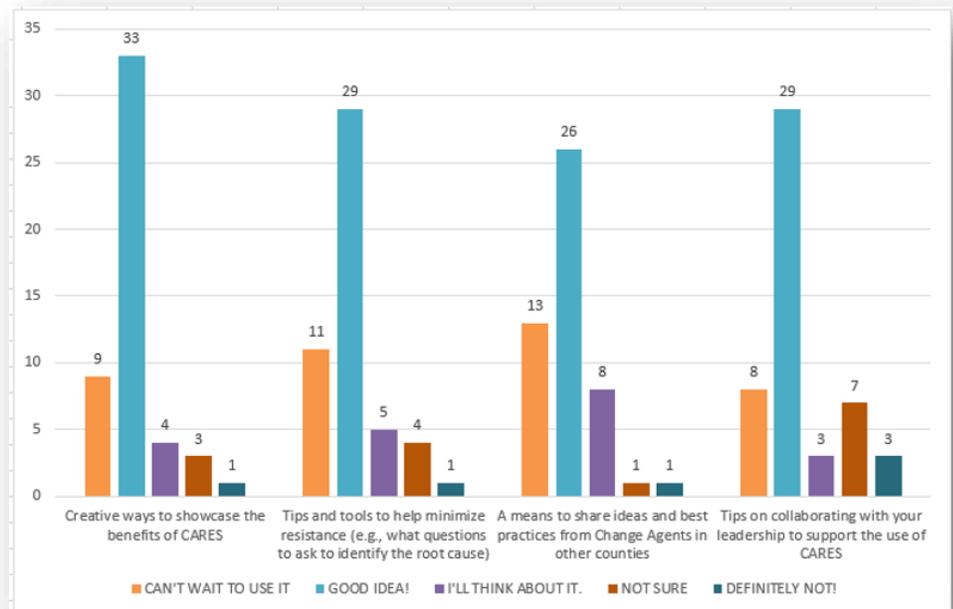
OCM – What’s Next?

The OCM Team recently conducted a survey to gather feedback on what additional tools, techniques, and resources Change Agents need to be successful in increasing the adoption and utilization of CWS-CARES. The survey was sent to over 180 past participants of the Change Agent Training course.

It’s interesting to note that:

- 83% reported interest in having creative ways to showcase the benefits of CARES.
- 80% reported interest in more tips and tools to help minimize resistance.

Watch for new OCM tools coming your way soon. In the meantime, if you have any questions or would like additional assistance in your role as a Change Agent, please contact your IL or the OCM Team at cwdsimplementation@osi.ca.gov for more information.



Change Agent Training

Attend a CARES Change Agent Training session to learn more about being a Change Agent.

Register here: [Change Agent Training Registration](#) for one of the following sessions:

1. Thursday, February 21, 1pm – 3pm
2. Tuesday, March 19, 1pm – 3pm
3. Tuesday, April 23, 10am – 12pm