



# WORKING IN CWS-CARES

Child Welfare Services-California Automated Response & Engagement System

Volume 7 | March 8, 2019



## CARES 2.2.2 Hotfix Release – Saturday, Mar 9<sup>th</sup>

**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 issues:

- Bug:** COG-1247: Several counties experienced email issues recently and consequently could not access the Multi-factor Authentication (MFA) code email to login to CWS-CARES.  
**Fix:** Extend the MFA code expiration time from 24 hours to 168 hours (7 days). After 7 days, when the user logs in to CWS-CARES, a new MFA code will automatically be issued via email.

## Upcoming Train-the-Trainer Sessions

The CWS-CARES Training Team is offering **4** Train-the-Trainer (TTT) sessions this **March**. These CWS-CARES TTTs are for your County trainers and even users. This training is for staff new to your County or those unable to attend a previous TTT.



These 90-minute sessions provide your County trainers or users a detailed review of the CARES 2.2 training materials along with additional information to guide and support your users through the learning process.

Here are the upcoming TTT sessions and their planned content:

Date	Time	TTT Content
3/12/19	9am - 11:30am	Facility Search & Profile and Secure Login
3/12/19	1:30pm - 3pm	CANS 1.1 and Secure Login
3/28/19	9am - 11:30am	CANS 1.1 and Secure Login
3/28/19	1:30pm - 3pm	Facility Search & Profile and Secure Login

Register your trainers or users for a TTT session by emailing your **Implementation Lead**.



## Q&A with ELT

Two members of the CWDS Executive Leadership Team (ELT) attended the Feb 27th Bi-Weekly CWS-CARES Implementation Meeting for a CWS-CARES Q&A session.

1. Wendy Christian is the CWDA Executive Liaison on the CWDS Project.
2. Becky Stilling is the CWDS Project Director.

Here's a summary of the Q&A session. The detailed meeting minutes are on the Implementation Portal here: <https://cwscms.osi.ca.gov/LinkClick.aspx?fileticket=EFNmdvVtWx8%3d&portalid=0>

#	Question	Answer
1.	When can counties access the <b>Blueprint</b> ?  When will it be done?	The Blueprint is a massive artifact. It starts with major components of child welfare work. Each functional area contains domain modeling. Who interacts with that function? What does that domain of people look like? The Blueprint informs system scope, creating business context to inform the system requirements going forward. The upcoming County Outreach meetings ( <i>see dates in meeting minute action items</i> ) will include an introduction to the Blueprint and a walkthrough of part of it. We recommend that you request to attend those meetings and invite appropriate staff.
2.	What is the status of <b>Snapshot</b> ?	We hope to complete updates within the next two months. Returning Snapshot to counties is a high priority. The team has been working on Search Tuning (providing search results in the expected order, such as exact match at the top of the results). The highest priority is resolving the latency issue (providing real-time info from CWS/CMS with only seconds delay). The entire technical infrastructure of Snapshot is being updated to resolve the 1 to 3-minute delay.
3.	Is the <b>Project</b> going to be <b>cancelled</b> ?	No, the project is not going to be cancelled. With the change of Administration, it is natural to assume this will impact the project. OSI and CDSS have talked with the Governor's Office and have only received positive feedback. They want us to improve but continue to support the project's goals.
4.	Can we have a training or <b>Sandbox</b> environment?	Developing a Sandbox environment is now a project priority. Becky believes a Sandbox is important for CWS-CARES because counties need the ability to view new features and provide feedback before the system is in production. User feedback is essential to the success of this project and, therefore, the Sandbox environment will be a priority.
5.	Why wasn't the <b>latency</b> issue identified prior to Snapshot rollout?	We are not certain why the latency issue was not discovered earlier. Once discovered, though, it was a lesson learned regarding testing. And once discovered and the risk identified, the project pulled Snapshot back. The CWDA IT Advisory Committee participated in this decision. This situation highlights the purpose and need for Sandbox.
6.	Now that CANS 1.1 is out statewide, <b>what is the next</b> priority to be pushed?	There's still more to be done on CANS. With many external stakeholders in CANS (Mental and Behavioral Health) there is a focus and need to build a portal for external access into CWS-CARES. There is also a need for a more efficient way to enter re-assessments. The Executive team is working to determine "the next best thing" after CANS and to identify dependencies, time required to build. The connections/dependencies to CWS/CMS impact the ability roll out new, more full business process features of CWS-CARES.
7.	Do you have a <b>central framework</b> or strategy guiding this project?	We are looking at how to better guide the project within the decision framework and reassessing our founding principles to determine what might be a blocker to improvement.

## CWS-CARES Core Counties Overview

### What is a Core County?

Core Counties, also called Core Constituents (due to our CDSS participants), are user Subject Matter Experts (SMEs) from designated counties or CDSS to collaborate and contribute to CWS-CARES Project. From research, design, and development through implementation, the SMEs work with CWDS staff, software development vendors, and other contractors to build and release CWS-CARES.

### What are the Key Responsibilities?

- Act as the “voice of the user” by providing timely, accurate written or verbal response to requests for user needs or preferences in features, and/or act as a liaison to other users in their county along with other counties. Bring comprehensive knowledge regarding the information systems in use by your County.
- Assists with the research, analysis, and development of solutions for high level business processes.
- Support in-the-field user research efforts by hosting, preparing, and coordinating visits, ride-alongs, interviews, or focus groups with users in counties. Bring information on current practices with the historical context of how practices may have developed.
- Collaborate to co-design the information exchange and common feature requirements among the multiple digital services.
- Participate in workshops that draw out and identify information gaps and/or dependencies between the digital services, as well as shared features and needs.
- Assist in Implementation activities by:
  - Keeping county or regional office managers and staff informed about CWS-CARES progress
  - Reviewing, testing, and providing feedback on OCM, training, and implementation materials and approaches
  - Providing guidance on implementation readiness activities and approaches
- Participate in CWDS team ceremonies or meetings, including multiple weekly or bi-weekly meetings.
- Assists in the identification of potential risks and issues that may arise during the design, development, or implementation of the features in multiple digital services.
- Acts as an advocate for the digital transformation of services, promoting progress and publicizing learning.

### What a Core County is Not?

- Core Counties are NOT User Acceptance Testers. Core Counties participate in validating features in pre-production environments; however, Core Counties are not designated testers. The project is responsible for testing CWS-CARES.
- Core Counties are NOT release gatekeepers. The Core Counties provide feedback on the release content; however, the Project makes the Go / No Go decision to release a new CWS-CARES feature.

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*Please contact the Implementation Team at [cwdsimplementation@osi.ca.gov](mailto:cwdsimplementation@osi.ca.gov) with questions and feedback.*