

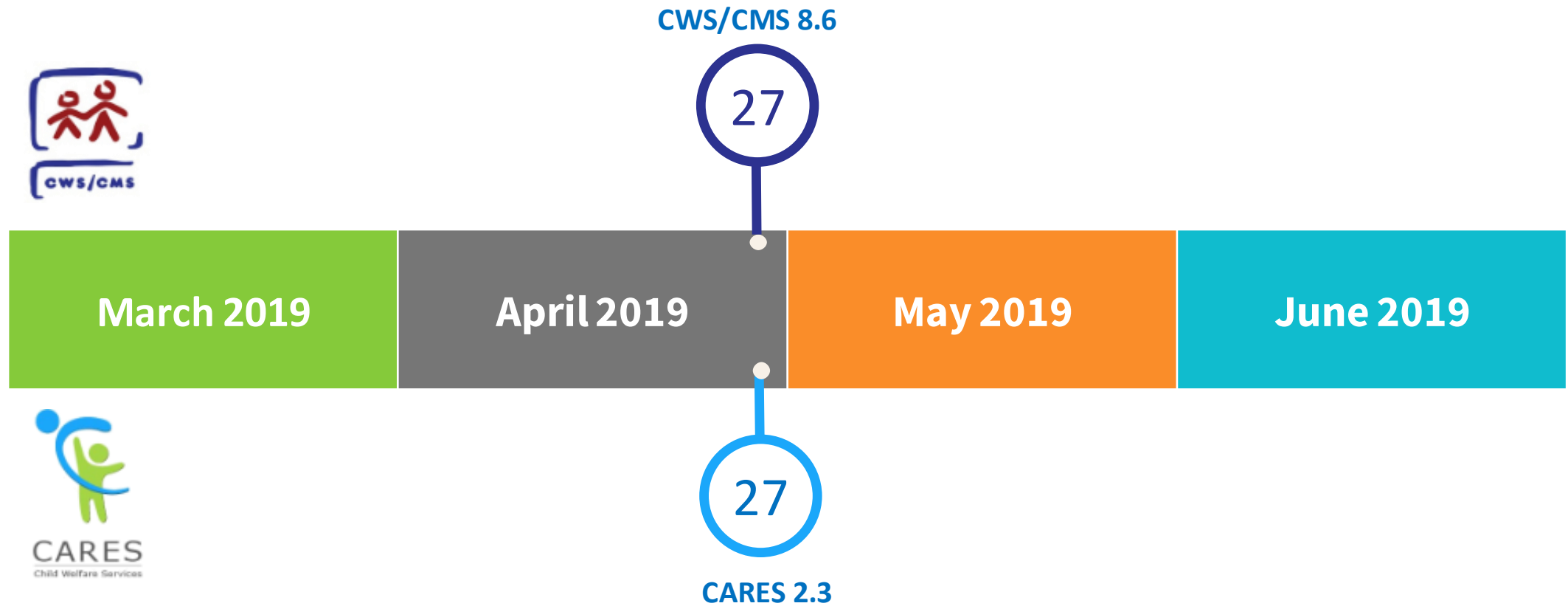
CWDS Regional Presentation

CWDS Customer Relations / March 2019



CWDS / Child Welfare Digital Services

CWS/CMS and CWS-CARES Timeline



Change Agent Training

Change Agents, Implementation Coordinators, Regional Training Academy staff,
and Org leadership are welcome to attend

Sessions:



- Tuesday, 3/19/2019, 1-3 PM
- Tuesday, 4/23/2019, 10-12 PM

Contact Implementation Lead for registration details.

Why Attend?



- Learn CARES change management concepts
- Prepare for your role as a Change Agent
- Understand tools that will prepare staff for new software
- Learn techniques for managing resistance

Objectives:



- Convey the importance of change management for CARES
- Prepare for your role as a CARES change agent
- Associate ADKAR with activities to prepare staff for CARES changes
- Apply techniques for managing resistance

What You'll Get:



- Best practices to support CARES changes
- Templates
- Tools
- Talking points
- Interaction with other orgs that are implementing CARES

Register: Contact your Implementation Lead



Train-the-Trainer Offerings

Org trainers, Regional Training Academy staff, and Org staff are welcome to attend

Course	Session	Time
CANS and Secure Login	March 28, 2019	9:00 AM – 11:30 AM
Facility Search & Profile and Secure Login	March 28, 2019	1:30 PM – 3:00 PM



CARES
Child Welfare Services

Register: Contact your Implementation Lead

CARES Regional Implementation Leads



CWS-CARES Imp. Lead:
Christina Yull



Northern + Tribes
Stefanie Escalante



Bay Area
Kirsten Olesen



Mountain Valley
Jessica Hovdesven
Joyce Siller



Central Valley
Nick Wukich



Southern
Daniel Rinne
Kim Meister
Los Angeles: Danette Anderson

CDSS (AD, CFSD, CCLD, ISD): Blu Taylor

CWS-CARES Implementation Portal



✓ *Web-based training, demo videos, and job aids addressing CARES functionality*

✓ *Infographics, Change Agent training, and Talking Points*

✓ *Statewide Implementation meeting minutes and Implementation newsletters*

✓ *Links to the Release Notes, Interim Processes, and the CWDS website*

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County Implementation Coordinators

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.

Key Components of the Acceleration Strategy

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

The below vendors are “integrators or development firms” that are using various platforms to deliver their solutions based on specific scenarios taken from the blueprint.

- Cambria using Microsoft Dynamic
- Deloitte using Salesforce
- HHS using Salesforce

Platform Market Research

The below vendors are “builders” of PaaS who provided demos of their platforms:

- Salesforce
- Microsoft
- Pega
- Graphite
- OutSystems
- Cuba
- AWS
- OpenLattice

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CARES
Child Welfare Services

Need help with CWS-CARES?

Call CWS-CARES Service Desk @

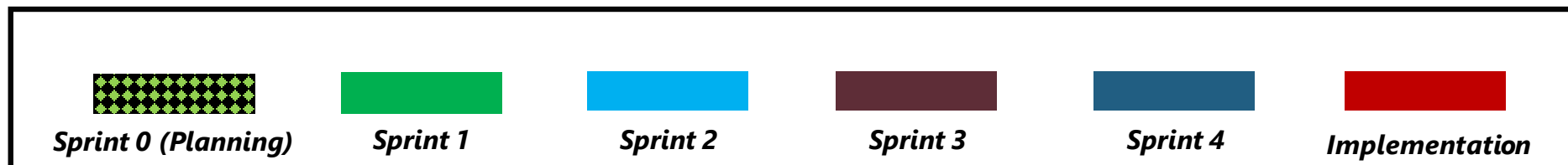
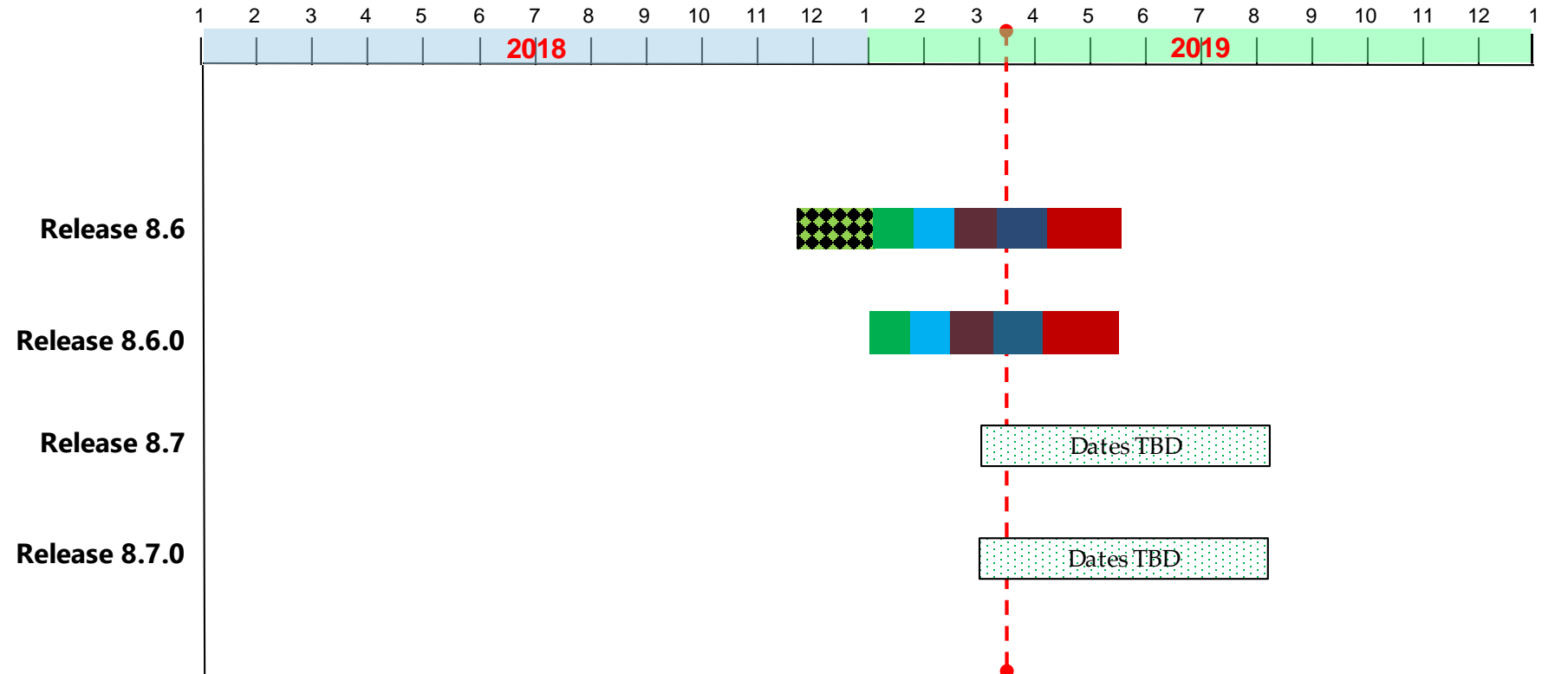
855-292-3444

Or email ServiceDesk@cwds.ca.gov

*Support is available 24/7/365,
including weekends and holidays*

You may be required to contact your agency's help desk before contacting the CWS-CARES Service Desk. If needed, contact your CWS/CMS and/or CWS-CARES Single Point of Contact (SPOC) for guidance.

CWS/CMS Development Priorities



CWS/CMS Release 8.6

OVERVIEW:

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

UPCOMING MILESTONES:

- Go-Live (April 27, 2019)

COMPLETED MILESTONES:

- Signed Statement of Work (December 2018)
- Project Schedule and Project Management Plan (December 2018)
- Sprint 1 Demo (January 23, 2019)
- Sprint 2 Demo (February 14, 2019)
- Sprint 3 Demo (March 4, 2019)
- County Test Workshop (CTW) (March 2019)

CUSTOMER INPUT/EXPECTATIONS:

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

GO LIVE DATE:

April 27, 2019

CURRENT ITERATION:

Sprint 4 / Implementation

PROJECT MANAGER:

Kim Carpenter

COMMUNICATIONS LEAD:

Harry Terrell
(916) 891-3136

Harry.Terrell@osi.ca.gov

CWS/CMS Release 8.6.0

OVERVIEW:

This interim release is currently scheduled to implement one (1) SCR, one (1) DPU ticket and nine (9) PTS tickets.

UPCOMING MILESTONES:

- Go-Live (April 27, 2019)

COMPLETED MILESTONES:

- Signed Statement of Work (December 2018)
- Sprint 1 Demo (January 23, 2019)
- Sprint 2 Demo (February 14, 2019)
- Sprint 3 Demo (March 4, 2019)
- County Test Workshop (CTW) (March 2019)

CUSTOMER INPUT/EXPECTATIONS:

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

GO LIVE DATE:

April 27, 2019

CURRENT ITERATION:

Sprint 4 / Implementation

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CWS/CMS Release 8.7

OVERVIEW:

This release includes adding RFA License Statuses, Update Health and Education Passport, and Closed Adoption Case Cleanup.

UPCOMING MILESTONES:

- Receive Project Schedule and Project Management Plan
- County Test Workshop (CTW)
 - Orange (TBA)
 - Fresno (TBA)
 - Sacramento (TBA)
- Tentative Go-Live (July 20, 2019)

COMPLETED MILESTONES:

- Signed Statement of Work (February 2019)

CUSTOMER INPUT/EXPECTATIONS:

- Participate in Demos

GO LIVE DATE:

July 20, 2019 (Tentative)

CURRENT ITERATION:

Sprint 0/Planning

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Business Intelligence

- Status updates and demos for the month of March will be provided through bi-weekly BI meetings on 3/6/2019 and 3/20/2019. Check the [BI Portal](#) for meeting agendas and minutes.
- The SAFE system, which is used to schedule reports, has a new fingerprint key. The new key has been published to the BI Launch Pad. Existing scheduled jobs have to be modified to use this new key.
- Contact Isabelle Moreaux if you need assistance in modifying your scheduled jobs or if you have any questions.

CURRENT PHASE:

BI 4.2 – Ongoing Support and Maintenance

**PROJECT MANAGER/
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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: March 19, 2019 (the following meeting April 16, 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: April 3, 2019
- Time: 10:00AM – 11:30AM
- Email: CWSCoordination@dss.ca.gov
- Webinar Registration Link: <https://bit.ly/2L3xglQ>

CWDS Date Reminders

PIAC Meeting:

April 3, 2019

TAC Meeting:

April 9, 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>