

CWDS Regional Presentation

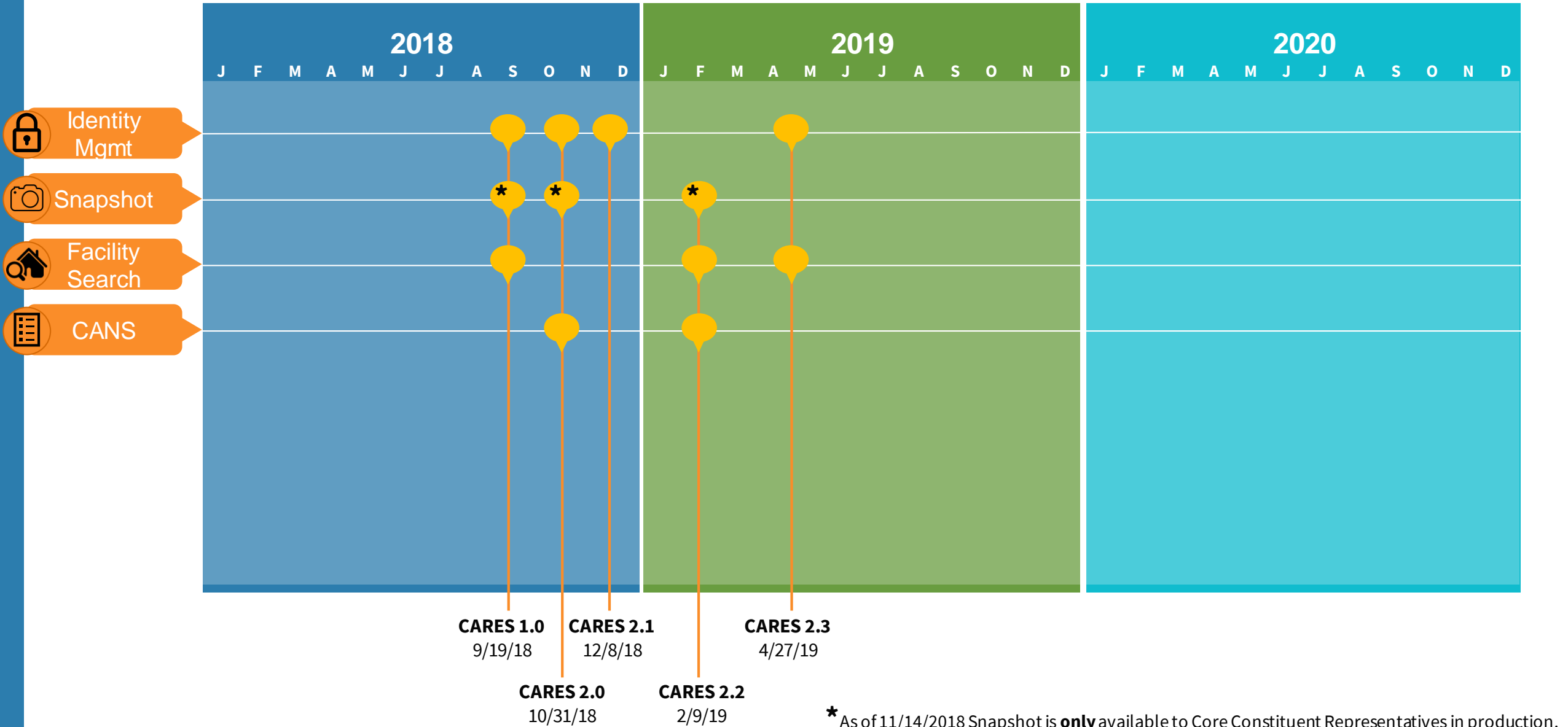
CWDS Customer Relations / April 2019



CWDS / Child Welfare Digital Services

CWS-CARES Release Overview

- Includes approved CWS-CARES releases: highlighting new features and release dates.



CWS-CARES New Feature Summary

	CARES 1.0	CARES 2.0	CARES 2.1	CARES 2.2
Identity Mgmt	<ul style="list-style-type: none"> 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 	For CARES User Admins: <ul style="list-style-type: none"> Ability to filter user list by Office Ability to resend registration e-mail Add last login date to user list 	<ul style="list-style-type: none"> Allow three attempts to enter MFA code Indicate when user meets each password requirement when setting a new password For CARES User Admins: <ul style="list-style-type: none"> 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 	None
Snapshot	<ul style="list-style-type: none"> Search for CWS/CMS clients and view their relationships, demographic information, and child welfare history Copy & paste history into other documents 	<ul style="list-style-type: none"> Remove fuzzy search (commonly misspelled words) Add CSEC and probation youth information from CWS/CMS 	None	<ul style="list-style-type: none"> Display all active addresses on Person Card
Facility Search	<ul style="list-style-type: none"> 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 	None	None	<ul style="list-style-type: none"> Display capacity and adjusted capacity from CWS/CMS Allow searching for special characters in Facility Name
CANS	None	<ul style="list-style-type: none"> Add and edit child information in CANS Add, edit, and print CANS assessment View historical list of CANS assessments for child 	None	<ul style="list-style-type: none"> 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
STATUS	<ul style="list-style-type: none"> Released 9/19/18 Adopted by Intake & CALS Core Constituents only 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Released 12/8/18 Available to current production users on release date Available to other counties based on scheduled rollout Go-Live date 	<ul style="list-style-type: none"> Released 2/9/19 Available to current production users on release date Single Statewide Go-Live for CANS feature is 2/25/19

CWS-CARES New Feature Summary continued

	CARES 2.3			
Identity Mgmt	<ul style="list-style-type: none"> • Lock out user after 3 failed login attempts • Display CAPS Lock warning when logging in • Display MFA Code Countdown clock For CARES User Admins: <ul style="list-style-type: none"> • Provide ability to unlock user's CARES account • Provide read-only activity change logs • Allow Admins to edit user email address • Provide user Phone Number field • Display user's CWS/CMS privileges • Provide free-form Notes field 			
Snapshot	None			
Facility Search	<ul style="list-style-type: none"> • Update labels to be consistent with RFA terminology 			
CANS	None			
STATUS	<ul style="list-style-type: none"> • Released planned 4/27/19 			

Change Agent Training

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

Session:



- 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 CWDSImplementation@osi.ca.gov



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*

County	CWS Implementation Coordinator	Email	Probation Implementation Coordinator	Email
Alameda	Amarachi Akomah	akomaaa@acgov.org	Adrienne Chambers	Adrienne.Chambers@acgov.org
Alpine	Jeff McKay	Jmckay@alpinecountyca.gov	None	None
Amador	Suzanne Ballen	Sballen@amadorgov.org	Angela McCuaig (PM)	amccuaig@amadorgov.org
Butte	Wendy Vazquez	WVazquez@buttecounty.net	None	None
Calaveras	Lora Larson	llarson@co.calaveras.ca.us	Ben Leija (PM)	bleija@co.calaveras.ca.us
Colusa	Donna Dennis	Donna.Dennis@colusadhhs.org	Jamie Sachs	jsachs@countyofcolusa.org
Colusa	Benny Strickland	Benny.Strickland@colusadhhs.org		
Contra Costa	Nancy Opek	opekn@ehsd.cccounty.us	Jeff Waters (PM)	Jeff.Waters@prob.cccounty.us
Del Norte	Julie Cain	jcain@co.del-norte.ca.us	Katrina Jackson	kjackson@co.del-norte.ca.us
Del Norte	Crystal Nielsen	cnielsen@co.del-norte.ca.us	Emily Johnson	ejohnson@co.del-norte.ca.us
El Dorado	Karen Anda	karen.anda@edcgov.us	Karla Kowalski	karla.kowalski@edcgov.us
Fresno	Nataska Mohair	nmohair@co.fresno.ca.us	Zoua Xiong	zoxiong@fresnocountyca.gov
Fresno	Monique Parker-Dixon	parkem@co.fresno.ca.us		
Glenn	Steve Thalken	SThalken@countyofglenn.net	Tara Flewelling	Tflewelling@countyofglenn.net
Humboldt	Ivy Breen	IBreen@co.humboldt.ca.us	Brett Moranda	BMoranda@co.humboldt.ca.us
Humboldt	Ashley Garrett	AGarrett@co.humboldt.ca.us	Lydia Thrash	lthrash@co.humboldt.ca.us
Imperial	Angelica Duenas	AngelicaDuenas@co.imperial.ca.us	Fernando Jimenez	FernandoJimenez@co.imperial.ca.us
Imperial	Raul Avila	RaulAvila@imperial.ca.us		
Inyo	Casey Jasaitis	cjasaitis@inyocounty.us	Krystal Phillips	kphillips@inyocounty.us
Kern	Limbania Sandoval	sandovl@kernhdhs.com	Jason Hillis	hillisj@kernprobation.org
Kings	Debra Oliveira	Debra.Oliveira@co.kings.ca.us	Jose Blanco	Jose.Blanco@co.kings.ca.us
Lake	Sarah Keen-Pasalo	sarah.keen-pasalo@lakecountyca.gov	Alice Anamosa	alice.anamosa@lakecountyca.gov
Lake			Kevin O'Brien	kevin.obrien@lakecountyca.gov
Lake			Kevin Luis	keving.luis@lakecountyca.gov
Lassen	Katherine Nielson	KNielson@co.lassen.ca.us	Sara Gould	SGould@co.lassen.ca.us
Lassen			Megan Paterson	mpaterson@co.lassen.ca.us
Los Angeles	Guy Trimarchi	TRIMAG@dcfs.lacounty.gov	None	
Madera	Heather Slayton	heather.slayton@maderacounty.com	Sandra Mendez	sandra.mendez@maderacounty.com
Marin	David Slotterback	dslotterback@marincounty.org	Selina Johnson	sjohnson@marincounty.org
Mariposa	Lisa Matlock	lmatlock@mariposahsc.org	Connie Pearce	cpearce@mariposacounty.org
Mendocino	Bobby Brumback	brumbackr@mendocinocounty.org	Jack Wann	wannj@mendocinocounty.org
Mendocino	Randy Colson	colsonr@mendocinocounty.org		
Merced	Jonathan Corbin	jcorbin@hsa.co.merced.ca.us	Zach Robertson	zrobertson@co.merced.ca.us
Modoc	Carole McCulley	carolemcculley@co.modoc.ca.us	Kim Wills	kimwills@co.modoc.ca.us
Modoc	Tom Sandage	tomsandage@co.modoc.ca.us	Karlie Blair	karlieblair@co.modoc.ca.us
Mono	Michelle Raust (PM)	mraust@mono.ca.gov	Jazmin Barkley (PM)	jbarkley@mono.ca.gov
Monterey	Arthur Lomboy	lomboyab@co.monterey.ca.us	Gregory Glazzard	GlazzardGG@co.monterey.ca.us
Napa	Alberto Palomo	Alberto.Palomo@countyofnapa.org	Kimberly Alarcón	Kimberly.Alarcon@countyofnapa.org
Nevada	Faye Hignight (PM)	faye.hignight@co.nevada.ca.us	Jim Amaral	jim.amaral@co.nevada.ca.us
Orange	Nancy Genovese	nancy.genovese@ssa.ocgov.com	Shannon Mathieson	shannon.mathieson@prob.ocgov.com
Orange	Pam Miller	Pam.Miller@ssa.ocgov.com	Anna Ruiz	anna.ruiz@prob.ocgov.com
Orange	Gail Blansett	gail.blansett@ssa.ocgov.com		
Orange	Donovan Bayron	Donovan.bayron@ssa.ocgov.com		
Orange	Nga Nguyen	nga.nguyen@ssa.ocgov.com		

County Implementation Coordinators

County	CWS Implementation Coordinator	Email	Probation Implementation Coordinator	Email
Placer	Randi Greco	rgreco@placer.ca.gov	Julieann Frink (PM)	jfrink@placer.ca.gov
Plumas	Brianna Martin	briannamartin@countyofplumas.com	Keevin Allred	keevinallred@countyofplumas.com
Plumas			Sarah McFadden	sarahmcfadden@countyofplumas.com
Riverside	Michele R Kapp	MKapp@rivco.org	Phyllis Prosniewski	pprosnie@rivco.org
Riverside	Renee Roberts	RRoberts@RIVCO.ORG		
Sacramento	Brian Pool	poolb@saccounty.net	Sheila Harry	harrys@saccounty.net
Sacramento	Steven Chastain	chasts@saccounty.net	Geneva Barraza	barrazag@saccounty.net
Sacramento	Charlene Grzeczowski	grzeczowski@saccounty.net		
Sacramento	Raymond Kemp	kempr@saccounty.net		
San Benito	Shawni Ramos	SRamos@cosb.us	Ashlyn Canez	acanez@cosb.us
San Benito	Sandra Esquivel	sesquivel@cosb.us		
San Bernardino	Charles Flowers	Charles.Flowers@hss.sbcounty.gov	Ed Barry (PM)	ed.barry@prob.sbcounty.gov
San Diego	Cindy Jensen	cindy.jensen@sdcounty.ca.gov	Cindy Jensen (PM)	cindy.jensen@sdcounty.ca.gov
San Francisco	Jeff Schunk	Jeffrey.Schunk@sfgov.org	Michelle Schurig	michelle.schurig@sfgov.org
San Joaquin	Dale Fritchen	dfritchen@sjgov.org	Foung Ly	fly@sjgov.org
San Luis Obispo	Amber Weyand	aweyand@co.slo.ca.us	Adam Chambers	achambers@co.slo.ca.us
San Mateo	Kio Tong-Ishikawa	ktong-ishikawa@smcgov.org	Melanie Stauffer	mlstauffer@smcgov.org
Santa Barbara	Lupe Valdez	L.Valdez@sbcocialserv.org	Brian Swanson (PM)	bswanso@co.santa-barbara.ca.us
Santa Clara	Duyen Pham	Duyen.Pham@ssa.sccgov.org	Teresa Nunes	Teresa.Nunes@pro.sccgov.org
Santa Cruz	Melissa McCuiston	Melissa.McCuiston@santacruzcounty.us	Lori Feldstein	Lori.Feldstein@santacruzcounty.us
Shasta	Casey Berry	cberry@co.shasta.ca.us	Casey Miesen	cmiesen@co.shasta.ca.us
Shasta	Sue Wolf	swolf@co.shasta.ca.us	Melanie Jarrett	mjarrett@co.shasta.ca.us
Sierra	Jamie Shiltz (PM)	jshiltz@sierracounty.ca.gov		
Siskiyou	David Subia	dsubia@co.siskiyou.ca.us	James Roach	james.roach@co.sisqjustice.ca.us
Solano	Kim McDowell	KCDowK@SolanoCounty.com	Tina Martinez	CMartinez2@SolanoCounty.com
Sonoma	Colleen Meydenbauer	cmeydenbauer@schsd.org	Kelly Dunaway	kelly.dunaway@sonoma-county.org
Stanislaus	Jorje Garcia	garcijl@stancounty.com	Melissa Marley	marleym@stancounty.com
Sutter	Sara Dedmon (PM)	sdedmon@co.sutter.ca.us	Donya Thompson	Donyat@co.sutter.ca.us
Tehama	Cheryl Jackson	cjackson@tcdss.org	Oscar Morales	omorales@tcprobation.org
Tehama	Alicia Meyer	ameyer@tcdss.org	Chariti Quigley	cquigley@tcprobation.org
Tehama			Bree Hendrix	bhendrix@tcprobation.org
Trinity	Leah Rupert	lalbin@trinitycounty.org	Lance Floerke	lfloerke@trinitycounty.org
Tulare	Allison Hendrix	Ahendrix@tularehhsa.org	Michael Santos Jr.	msantos@co.tulare.ca.us
Tuolumne	Ryan Milligan (PM)	rmilligan@co.tuolumne.ca.us	Bethany Chambers (PM)	bchambers@co.tuolumne.ca.us
Ventura	Laura Carmona	laura.carmona@ventura.org	Juanita Holguin (PM)	Juanita.Holguin@ventura.org
Yolo	Amber Presidio	amber.presidio@yolocounty.org		
Yuba	Tracy Enriquez (PM)	tenriquez@co.yuba.ca.us	Tara Moseley	tmoseley@co.yuba.ca.us
Karuk				
Yurok				
AD (State)	Cory Benton	Cory.Benton@dss.ca.gov		
CFSD (State)	Erica Willett	Erica.Willett@dss.ca.gov		
CCLD (State)	Allyssa Erickson	Allyssa.Erickson@dss.ca.gov		

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 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.

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

CWS-CARES Resources

Intake:

Karen Hanna

karen.hanna@osi.ca.gov

CANS:

Julie Clemens

julie.clemens@osi.ca.gov

Service Desk:

ServiceDesk@cwds.ca.gov

Customer Relations:

CWS_CustRel@osi.ca.gov

CALS:

Jeff Dent

jeffrey.dent@osi.ca.gov

Identity Management:

Louis Cretaro

louis.cretaro@osi.ca.gov

Implementation:

Kalani Mertyrus

kalani.mertyrus@osi.ca.gov

cwdsimplementation@osi.ca.gov

Communications:

Comms@cwds.ca.gov

CALS Core Constituents

CDSS

- Alderete, Clarissa clarissa.alderete@dss.ca.gov
- Bunch, Barry@DSS Barry.Bunch@dss.ca.gov
- Elmendorf, Kendra Kendra.Elmendorf@DSS.ca.gov
- Gordon, Cheryl Cheryl.Gordon@dss.ca.gov
- Hesia, Dora Dora.Hesia@DSS.ca.gov
- Kim, Stephen@DSS Stephen.Kim@dss.ca.gov
- Kurjiaka, Renee@dss Renee.Kurjiaka@dss.ca.gov
- Segura, Joel@DSS Joel.Segura@DSS.ca.gov

Orange County

- April Tanner april.tanner@ssa.ocgov.com
- Brian Smith brian.smith@ssa.ocgov.com
- Donovan Bayron donovan.bayron@ssa.ocgov.com
- Nga Nguyen nga.nguyen@ssa.ocgov.com
- Pam Miller pam.miller@ssa.ocgov.com

San Joaquin County

- Akkia Pride-Polk apride-polk@sjgov.org
- Anna Maguire amaguire@sjgov.org

City and County of San Francisco

- Angela Ramos angela.ramos@sfgov.org
- Jose Canaveral jose.canaveral@sfgov.org
- Sophia Isom sophia.isom@sfgov.org

Los Angeles County

- Anna Sandberg lesina@dcfs.lacounty.gov
- Dmitriy Kolker kolked@dcfs.lacounty.gov
- Guy Trimarchi trimag@dcfs.lacounty.gov
- Jennette Bronson bronsja@dcfs.lacounty.gov
- Kevin Phung phungk@dcfs.lacounty.gov
- Marvin Ghafoori ghafom2@dcfs.lacounty.gov
- My Trinh trinhn@dcfs.lacounty.gov
- Nina Powell Poweln@dcfs.lacounty.gov
- Patricia Cegarra cegarp@dcfs.lacounty.gov
- Priscilla Chan chanp@dcfs.lacounty.gov
- Steve Hildreth hildrs2@dcfs.lacounty.gov
- CWS NS Team Cwsnsteam@dcfs.lacounty.gov
- Tiffany Collins collita@dcfs.lacounty.gov

Case Management Core Constituents

El Dorado County

- Karen Anda karen.anda@edcgov.us
- Morgan Todoroff morgan.todoroff@edcgov.us

Lassen County

- Katherine Nielson knielson@co.lassen.ca.us

Los Angeles County

- Anna Sandberg lesina@dcfs.lacounty.gov
- Guy Trimarchi trimag@dcfs.lacounty.gov
- Jeannette Bronson bronsja@dcfs.lacounty.gov
- Kevin Phung phungk@dcfs.lacounty.gov
- Marvin Ghafoori ghafom2@dcfs.lacounty.gov
- Priscilla Chan chanp@dcfs.lacounty.gov

Merced County

- Angeline Bettis abettis@hsa.co.merced.ca.us
- Jonathan Corbin jcorbin@hsa.co.merced.ca.us

Sacramento County

- Brian Pool poolb@saccounty.net
- Charlene Grzeczowski grzeczowskic@saccounty.net
- Stacy Orr orrs@saccounty.net
- Steven Chastain chasts@saccounty.net

Intake Core Constituents

Butte County

- Tim Garcia tgarcia@buttecounty.net
- Wendy Vazquez wvazquez@buttecounty.net

Fresno County

- Monique Parker-Dixon parkerm@fresnocountyca.gov
- Nataska Mohair mohain@fresnocountyca.gov

Los Angeles County

- Guy Trimarchi trimag@dcfs.lacounty.org
- Jeannette Bronson bronsja@dcfs.lacounty.gov
- Kellie Figoten figotka@dcfs.lacounty.gov

Orange County

- Nancy Genovese Nancy.genovese@ssa.ocgov.com

Ventura County

- Jessica Matthews Jessica.matthews@ventura.org
- Laura Carmona laura.carmona@ventura.org
- Leti Morales leticia.morales@ventura.org
- Letty Garibay leticia.garibay@ventura.org

Yolo County

- Amber Presidio amber.presidio@yolocounty.org
- Ashley Crouch Ashley.crouch@yolocounty.org
- Rosanna Fierro rosanna.fierro@yolocounty.org
- Laura Nielsen laura.nielsen@yolocounty.org

Identity Management Core Constituents

Placer County

- Randi Greco rgreco@placer.ca.gov
- Julieann Frink jfrink@placer.ca.gov

Yuba County

- Tracy Enriquez tenriquez@co.yuba.ca.us

Yolo County

- Joni Lara-Jimenez joni.lara-jimenez@yolocounty.org

Sacramento County

- Charlene Grzeczowski grzeczowskic@sacounty.net
- Brian Pool poolb@sacounty.net

Riverside County

- Michele Kapp mkapp@rivco.org
- Biany Huerta Ramirez bhramire@riveco.org
- Renee A Roberts rroberts@rivco.org

Los Angeles County

- Kevin Phung phungk@dcss.lacounty.gov
- Priscilla Chan chanp@dcss.lacounty.gov
- Marvin Ghafoori ghafom2@dcss.lacounty.gov
- Jeanette Bronson bronsja@dcss.lacounty.gov

Fresno County

- Matt Calvillo mcalvillo@fresnocountyca.gov



CARES
Child Welfare Services

Need help with CWS-CARES?

Call CWS-CARES Service Desk @

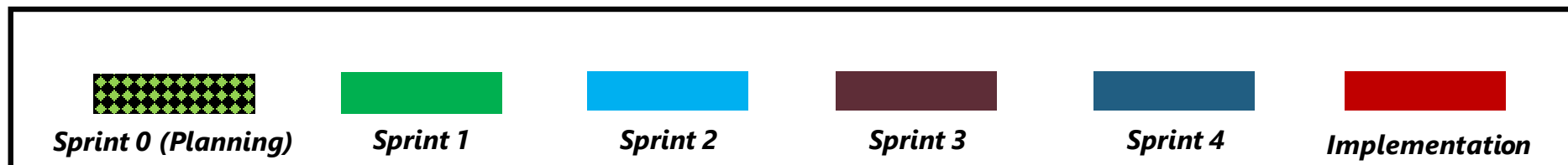
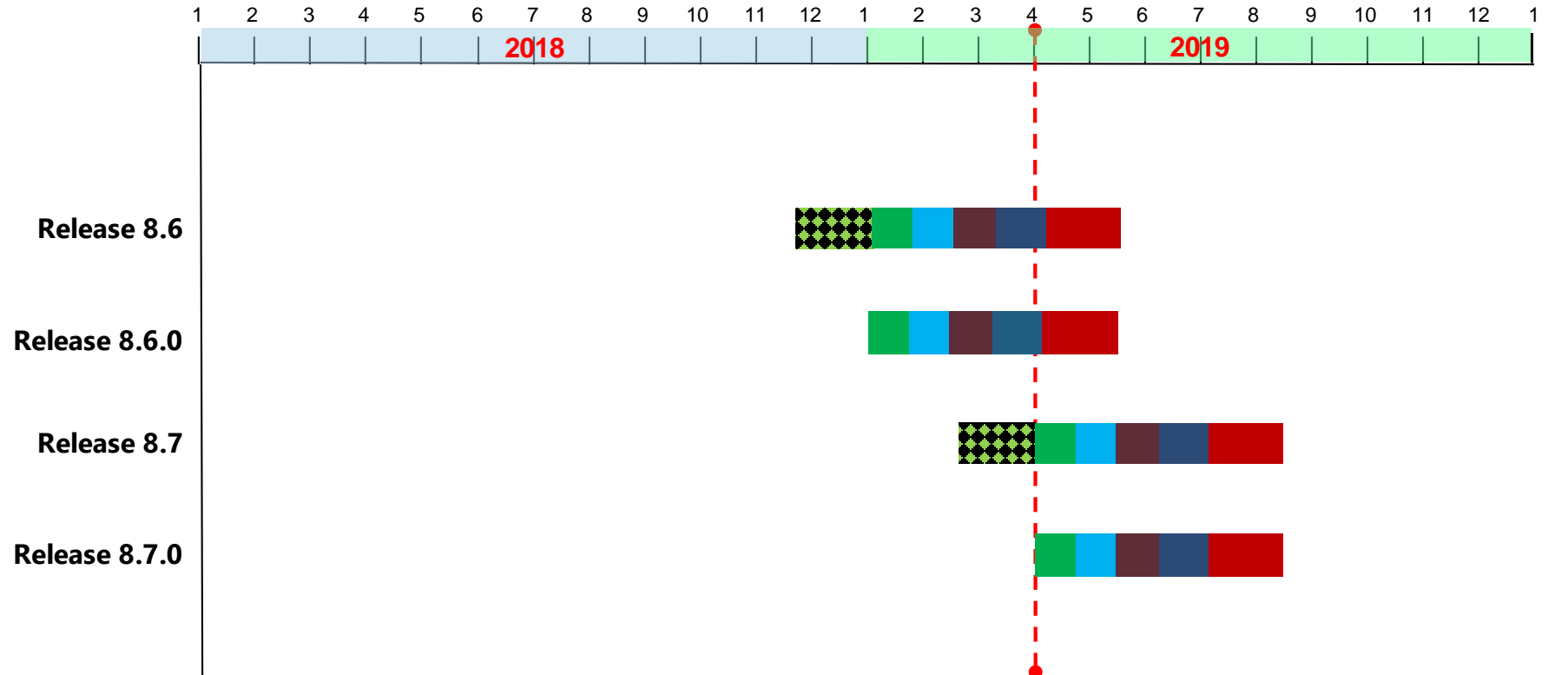
855-292-3444

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)
- Release outage time will start at 5:00 AM instead of 6:00 AM

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
- Participate in Coexistent/Dedicated County Readiness calls

GO LIVE DATE:

April 27, 2019

CURRENT ITERATION:

Sprint 4 / Implementation

PROJECT MANAGER:

Colin Kelley

APPLICATION SUPPORT MANAGER:

Yee Luk

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)
- Release outage time will start at 5:00 AM instead of 6:00 AM

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
- Participate in Coex/Dedicated County Readiness calls

GO LIVE DATE:

April 27, 2019

CURRENT ITERATION:

Sprint 4 / Implementation

PROJECT MANAGER:

Jayne-Lei Nielsen

APPLICATION SUPPORT MANAGER:

Yee Luk

COMMUNICATIONS LEAD:

Harry Terrell

(916) 891-3136

Harry.Terrell@osi.ca.gov

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:

- Sprint 1 Demo
- County Test Workshop (CTW)
 - Orange (June 5-6)
 - Sacramento (June 11-12)
 - Fresno (June 12-13)
- Go-Live (July 20, 2019)

COMPLETED MILESTONES:

- Signed Statement of Work (February 2019)
- Approved Project Management Plan and Project Schedule

CUSTOMER INPUT/EXPECTATIONS:

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

GO LIVE DATE:

July 20, 2019

CURRENT ITERATION:

Sprint 1

PROJECT MANAGER:

Colin Kelley

APPLICATION SUPPORT MANAGER:

Yee Luk

COMMUNICATIONS LEAD:

Jaime Guzmán
(916) 891-3144

jaime.guzman@osi.ca.gov

Windows 10 LTSC

OVERVIEW:

Current CWS/CMS platform:

Windows 10 Enterprise LTSC 2016 (v1607)

Office 2016 Standard (32-bit)

Updates from Microsoft:

- LTSC 2016 only supported through 7th generation CPUs. Not supported on the 8th and 9th generation CPUs currently available for county refreshes. 7th generation CPUs no longer available.
- Next version of LTSC is LTSC 2019
 - Support for up through 9th Gen INTEL CPUs
 - Office 2016 not supported on LTSC 2019

Upcoming Milestones:

- Ongoing meetings/consultation with Microsoft
- Ongoing meetings with IBM vendor to evaluate "go forward options/strategies"
- Ongoing email status updates to counties
- Full testing on v1809 on R8.8 scheduled for Oct. 2019

COMPLETED MILESTONES:

- IBM Preliminary Testing of Win 10 LTSC 2019 v1809 Office 2016 Standard (32 bit)

CUSTOMER INPUT/EXPECTATIONS:

- Notify Customer Relations via email if Counties have immediate plans to refresh current Gen 7 workstations (CWS_CustRel@osi.ca.gov).

GO LIVE DATE:

N/A

CURRENT ITERATION:

N/A

PROJECT MANAGER:

Ken Hamilton

APPLICATION SUPPORT MANAGER:

Yee Luk

COMMUNICATIONS LEAD:

Sean Darr

Sean.Darr@osi.ca.gov

Business Intelligence

- Status updates and demos for the month of April will be provided through bi-weekly BI meetings on 4/3 and 4/17. Check the BI Portal for meeting agendas and minutes.
- We will continue working on shared reports and new templates through the Shared Reports User Group.
- We are in the planning phase for our next BO service pack upgrade, SP7.

CURRENT PHASE:

BI 4.2 – Ongoing Support and Maintenance

**PROJECT MANAGER/
TECHNICAL LEAD:**

Isabelle Moreaux
(916) 891-3304

COMMUNICATIONS LEAD:

Sean Darr
(916) 891-3129
Sean.Darr@osi.ca.gov

CWS/CMS Resources

IBM Help Desk (24x7):

1-800-428-8268

Option 1- CWS Cares issues.

Option 2- Leave CWS/CMS ticket closure information

Option 3- CWS/CMS issues.

CWS/CMS SBC Inbox:

CWS_SBC_Admin@OSI.ca.gov

Data Quality Inbox:

CWSDataQuality@osi.ca.gov

Customer Relations:

CWS_CustRel@osi.ca.gov

CWS/CMS Web site:

<https://www.hwcws.cahwnet.gov/>

CWS/CMS Portals page:

<http://cwscms.osi.ca.gov/>

Training Portal:

<http://cwscms.osi.ca.gov/Portal/Training-Portal1>

Business Intelligence Portal:

<http://cwscms.osi.ca.gov/Portal/Business-Intelligence-Portal>

Data Quality Portal:

<http://cwscms.osi.ca.gov/Portal/CWS-Data-Quality-Portal>

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: 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 (the following meeting is on May 1, 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

(The following meeting is on May 1, 2019)

TAC Meeting:

April 9, 2019

Case Management Core Constituent Bi-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>