

CWDS Regional Presentation

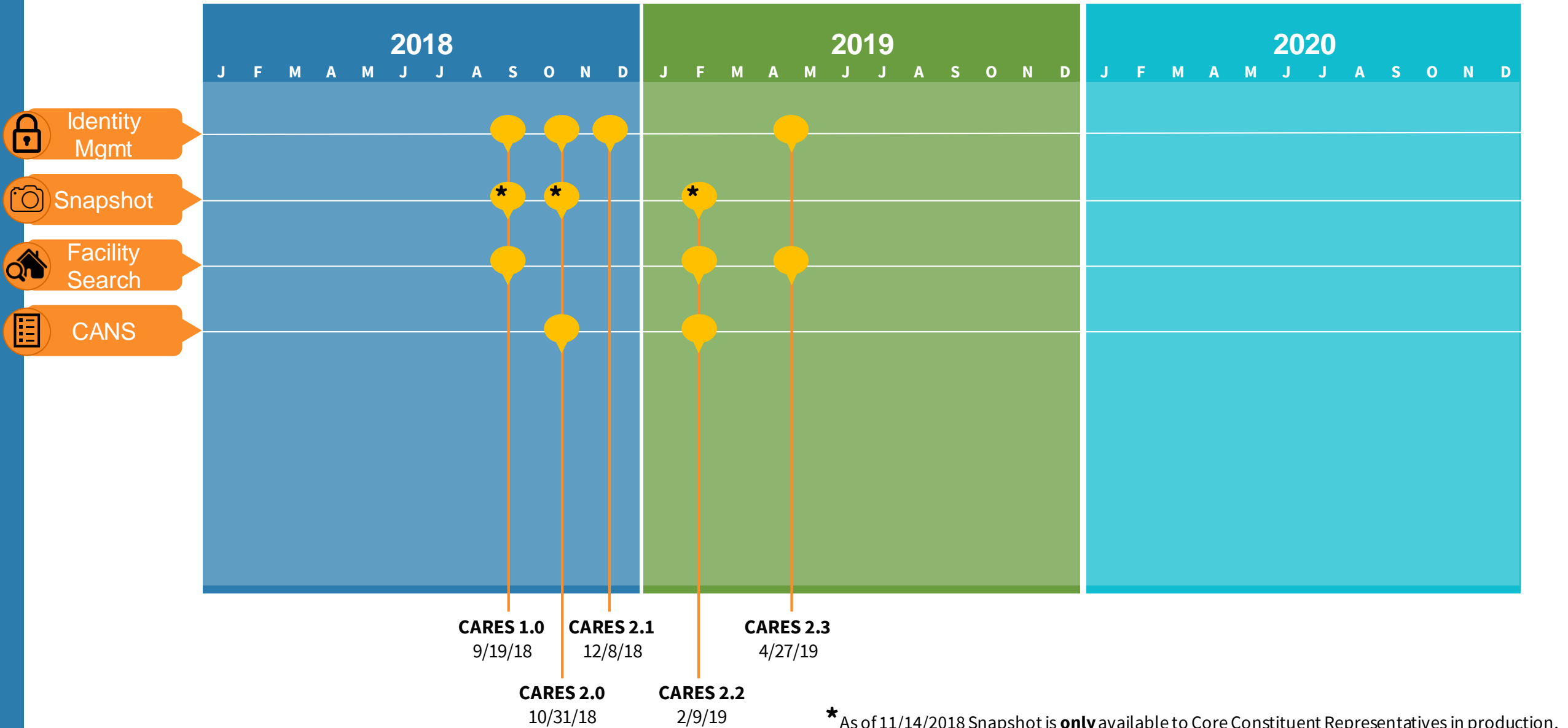
CWDS Customer Relations / April 2019



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:



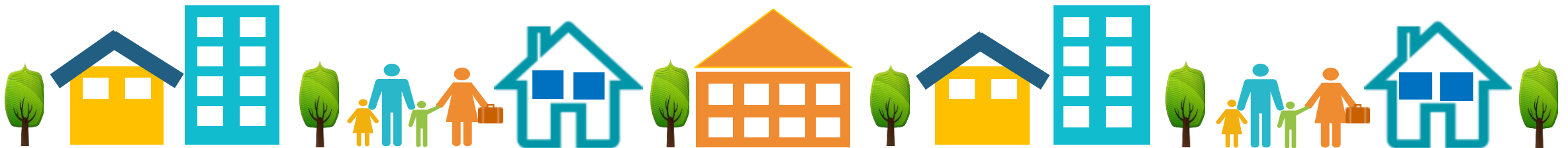
- Convey the importance of change management for CARES
- Prepare for your role as a CARES change agent
- Associate ADKAR with activities to prepare staff for CARES changes
- Apply techniques for managing resistance

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*

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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 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

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CARES
Child Welfare Services

Need help with CWS-CARES?

Call CWS-CARES Service Desk @

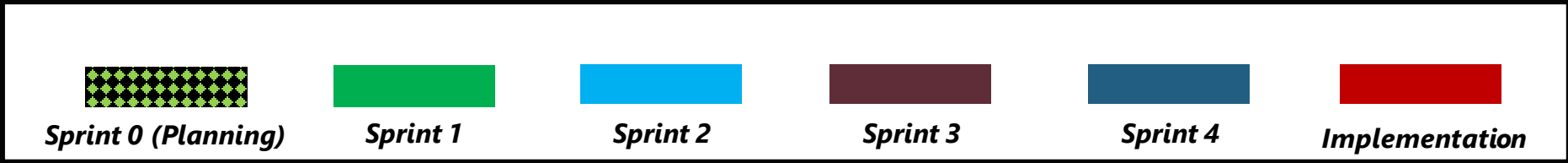
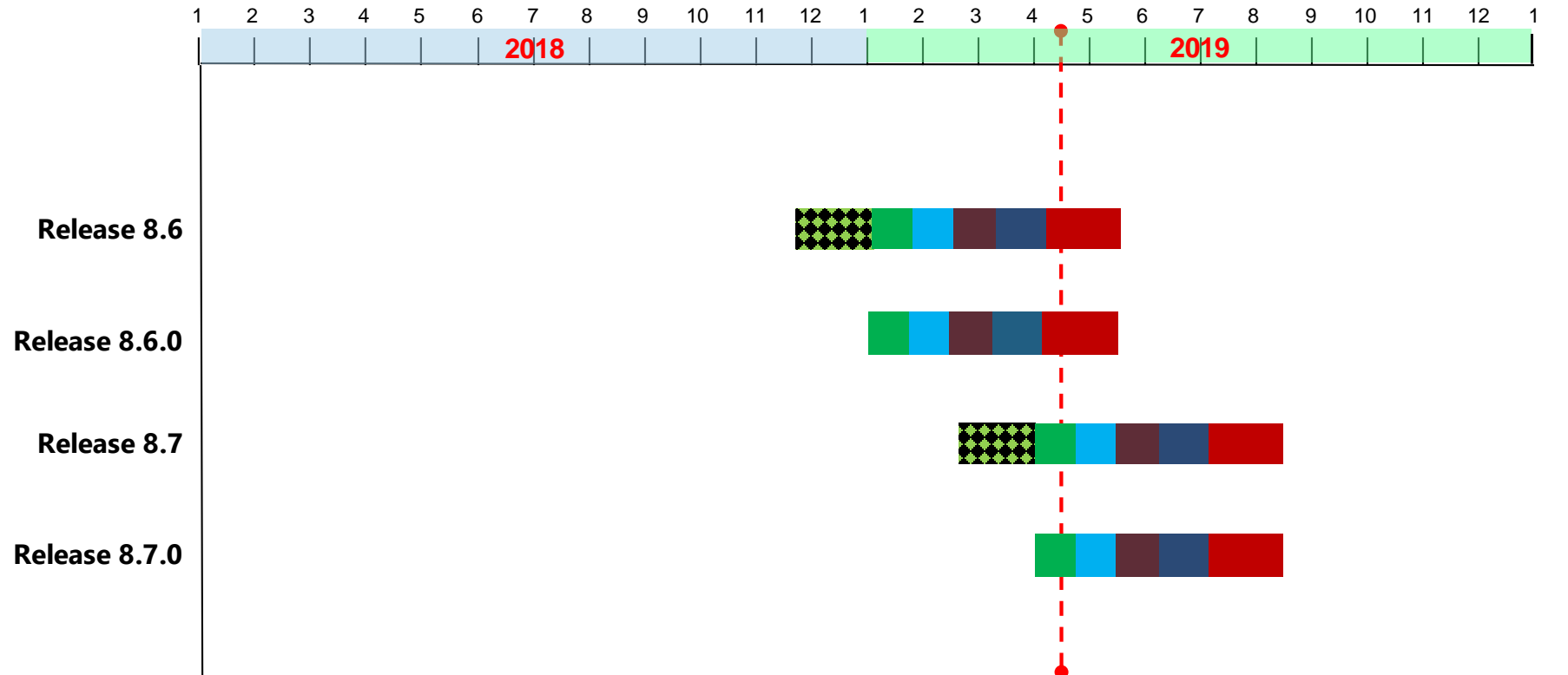
855-292-3444

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)
- 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)
- Coexistent/Dedicated County Readiness Calls (April 9 – 11, 2019)

CUSTOMER INPUT/EXPECTATIONS:

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

GO LIVE DATE:

April 27, 2019

CURRENT ITERATION:

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)
- Coexistent/Dedicated County Readiness Calls (April 9 – 11, 2019)

CUSTOMER INPUT/EXPECTATIONS:

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

GO LIVE DATE:

April 27, 2019

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APPLICATION SUPPORT MANAGER:

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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:

- Sprint 1 Demo (April 25, 2019)
- 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 / Sprint 2

PROJECT MANAGER:

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CWS/CMS Release 8.7.0

OVERVIEW:

This interim release is currently scheduled to implement two (2) SCRs, two (2) DPU tickets and one (1) PTS ticket.

UPCOMING MILESTONES:

- Sprint 1 Demo (April 25, 2019)
- 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 / Sprint 2

PROJECT MANAGER:

Jayne-Lei Nielsen

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

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

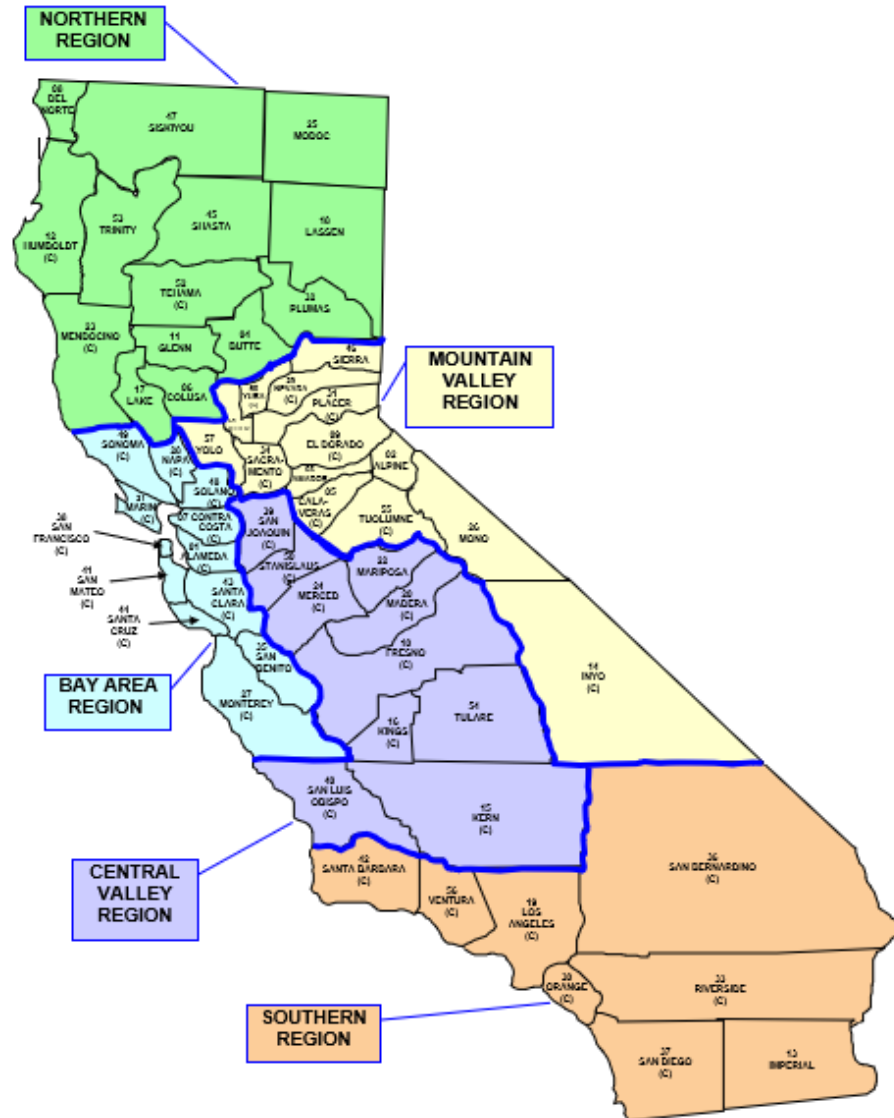
**PROJECT MANAGER/
TECHNICAL LEAD:**

Isabelle Moreaux
(916) 891-3304

COMMUNICATIONS LEAD:

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

Customer Relations Regional Assignments



Sean Darr Northern sean.darr@osi.ca.gov 916-891-3129
Jaime Guzmán Bay Area jaime.guzman@osi.ca.gov 916-891-3144
Asia Lennear Mountain Valley asia.lennear@osi.ca.gov 916-891-3105
Harry Terrell Central Valley harry.terrell@osi.ca.gov 916-891-3136
Andrea Johnson-Kumar Southern andrea.johnson-kumar@osi.ca.gov 916-891-3143

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

CWS/CMS Application Support Inbox:

CWS_AppSupport@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 (the following meeting is May 21, 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: 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:

May 1, 2019

TAC Meeting:

May 14, 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>