

CWDS Regional Presentation

CWDS Customer Relations / June 2019



CWDS / Child Welfare Digital Services

CWS/CMS and CWS-CARES Timeline



CARES 2.4 - Feature Enhancements



CANS 2.0

- Populates CANS reassessment with ratings from previously completed assessment
 - View and print an Assessment Comparison over time
 - Prompts user to save data when user clicks breadcrumbs, browser back button, or print
 - Enhanced printed version
 - “Reason for deleting” required
- Usability enhancements such as:
 - Improved navigation (e.g., page scrolls, collapse option)
 - Added:
 - Child’s DOB and age to Assessment Form header
 - CANS status to Assessment History
 - AKA in search results
 - 7-day edit window
 - Ability to access Change Log from Assessment Form

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*

<https://cwscms.osi.ca.gov/Portal/CARES-Implementation-Portal>



Learning on Demand

CWS-CARES users have a variety of ways to learn about CARES. Training materials are located on the CARES Implementation Portal.



Getting Started

Getting Started with CARES video equips you with the basics you need to know to begin using the new system



Job Aids / Desk Aids

CANS:
Search & View Client Information
Add, Edit & Delete Assessments
Reassessments

Facility Search and Profile

Snapshot

Secure Login

Manage Users

Intake Search Tips (deskaid)



Demo Videos

CANS:
Search & View Client Information
Add, Edit & Delete Assessments
Reassessments

Facility Search and Profile

Snapshot

Secure Login

Manage Users



Web-based Training

Facility Search and Profile

CARES Development Approach

- **CWDS will have an enterprise architecture that includes a PaaS, State Managed Data Infrastructure (SDI) and potentially, some special purpose commercial products or custom developed capabilities**
 - The PaaS will house the CARES application
 - The SDI will support data exchange & analytics
- **We will continue to:**
 - Directly involve County partners, utilizing user-centered research & design
 - Configure/develop the PaaS in an agile, iterative way
 - Maintain and support the features currently in production until they can be fully replaced or incorporated into the new platform
 - Plan & build one thing at a time
- **Over the next six months:**
 - Determine which of the two market leaders (Salesforce or Dynamics) are best for CARES
 - Procure the selected platform and the services of a PaaS systems integrator
 - Plan for maintenance & operation of the County Sandbox Environment
 - Further develop Product Blueprint

CWS-CARES Resources

Intake:

Ajita Gupta

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CANS:

Julie Clemens

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Service Desk:

ServiceDesk@cwds.ca.gov

Customer Relations:

CWS_CustRel@osi.ca.gov

CALS:

Jeff Dent

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Case Management:

Jessica Rougeux

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Identity Management:

Louis Cretaro

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Implementation:

cwdsimplementation@osi.ca.gov

Communications:

Heather Silvera

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Comms@cwds.ca.gov



CARES
Child Welfare Services

Need help with CWS-CARES?

Call CWS-CARES Service Desk @

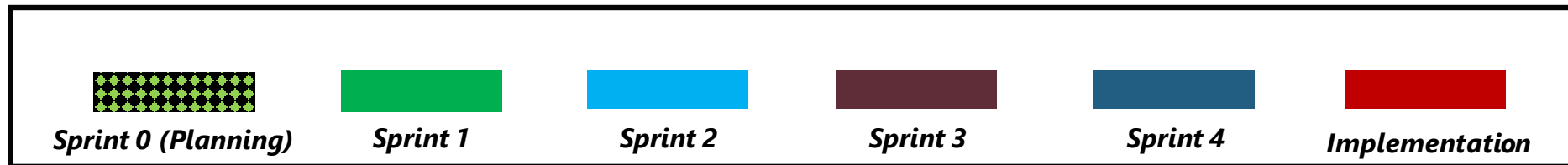
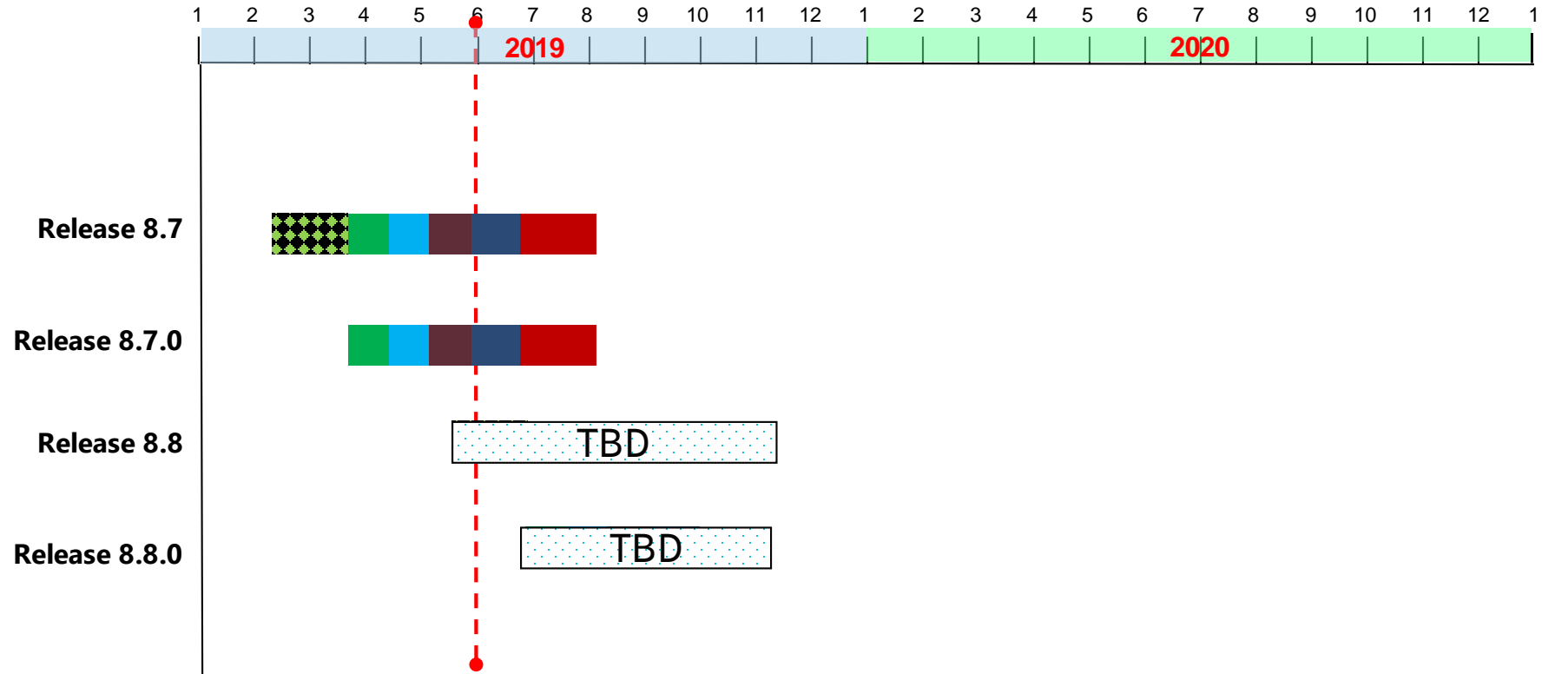
855-292-3444

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 8.7

OVERVIEW:

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

UPCOMING MILESTONES:

- Sprint 3 Demo (June 4, 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
- Sprint 1 Demo (April 25, 2019)
- Sprint 2 Demo (May 14, 2019)
- CTW Readiness Calls (May 2019)

CUSTOMER INPUT/EXPECTATIONS:

- Participate in Demos
- Participate in CTW

GO LIVE DATE:

July 20, 2019

CURRENT ITERATION:

Sprint 3 / Sprint 4

PROJECT MANAGER:

Colin Kelley

APPLICATION SUPPORT MANAGER:

Yee Luk

COMMUNICATIONS LEAD:

Jaime Guzmán
(916) 891-3144

jaime.guzman@osi.ca.gov

CWS/CMS Release 8.7.0

OVERVIEW:

This interim release is currently scheduled to implement two (2) SCRs, six (6) DPU tickets and ten (10) PTS tickets.

UPCOMING MILESTONES:

- Sprint 3 Demo (June 4, 2019)
- County Test Workshop (CTW)
 - Orange (June 5-6)
 - Sacramento (June 11-12)
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- Go-Live (July 20, 2019)

COMPLETED MILESTONES:

- Signed Statement of Work (February 2019)
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- Sprint 1 Demo (April 25, 2019)
- Sprint 2 Demo (May 14, 2019)
- CTW Readiness Calls (May 2019)

CUSTOMER INPUT/EXPECTATIONS:

- Participate in Demos
- Participate in CTW

GO LIVE DATE:

July 20, 2019

CURRENT ITERATION:

Sprint 3 / Sprint 4

PROJECT MANAGER:

Kim Carpenter

APPLICATION SUPPORT MANAGER:

Yee Luk

COMMUNICATIONS LEAD:

Jaime Guzmán
(916) 891-3144

jaime.guzman@osi.ca.gov

CWS/CMS Release 8.8

OVERVIEW:

This release includes updating Proof of Service Documents, improving SCP Search, and cleaning up duplicate Service Provider Addresses.

UPCOMING MILESTONES:

- Project Schedule and Project Management Plan due June
- Sprint 1 starts early July
- Go-Live (Tentative October 2019)

COMPLETED MILESTONES:

- Signed Statement of Work (May 2019)

CUSTOMER INPUT/EXPECTATIONS:

- Participate in Demos
- Participate in CTW

GO LIVE DATE:

October 2019 (Tentative)

CURRENT ITERATION:

Sprint 0 (Planning)

PROJECT MANAGER:

Colin Kelley

APPLICATION SUPPORT MANAGER:

Yee Luk

COMMUNICATIONS LEAD:

Asia Lennear
(916) 891-3105

asia.lennear@osi.ca.gov

CWS/CMS Release 8.9

PRIORITIZED SCRS:

- 7629 Add Values to Immigration Status Type Code Table
- 8280 Add Desc. Field to Placement Home Notebook
- 8774 Diagnosed Conditions
- 8775 Runaway as Placement
- 8776 SSN Violations - Cleansing
- 8779 LIS to CWS/CMS Daily Interface Problems
- 8780 Increase Size of Court Number Field
- 8781 Service Provider Clean-Up

UPCOMING MILESTONES:

- Business Needs Analysis (Follow Up) Meeting
- Draft Requirements complete by June 14, 2019
- Go-Live (Tentative January, 2020)

COMPLETED MILESTONES:

- SME Solicitation
- Business Needs Analysis (BNA) Meeting (1st one)

CUSTOMER INPUT/EXPECTATIONS:

- Participate in BNA Meeting
- Respond to questions/issues related to SCRs

GO LIVE DATE:

January 2020 (Tentative)

CURRENT ITERATION:

Requirements Gathering

PROJECT MANAGER:

Gina Blakemore

APPLICATION SUPPORT MANAGER:

Yee Luk

COMMUNICATIONS LEAD:

Andrea Johnson-Kumar
(916) 891-3105

andrea.johnson-kumar@osi.ca.gov

Windows 10

OVERVIEW:

Current CWS/CMS platform:

Windows 10 Enterprise LTSB 2016 (v1607)

Office 2016 Standard (32-bit)

Updates from Microsoft:

- Recommendation to test Win 10 Enterprise Semi Annual Channel (SAC)

Upcoming Milestones:

- Complete preliminary testing of Win 10 Ent SAC v1809 / Office 2016 with IBM test/dev tools
- 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)
- IBM Preliminary Testing of Win 10 LTSC 2019 v1809 Office 2019 Standard (32 bit)
- IBM Preliminary Testing of Win 10 Ent SAC v1809 Office 2016 (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 May will be provided through bi-weekly BI meetings on 6/12 and 6/26. 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.
- BI 4.2 SP7 upgrade will be on 6/22/2019. Check the [BI Portal](#) for the latest documentation and training materials.

CURRENT PHASE:

BI 4.2 – Ongoing Support and Maintenance

**PROJECT MANAGER/
TECHNICAL LEAD:**

Isabelle Moreaux
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COMMUNICATIONS LEAD:

Sean Darr
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Sean.Darr@osi.ca.gov

Data Quality

- Summer Data Quality Workshops (sign-ups coming soon)
 - Orange: Tue June 18
 - Fresno: Tue June 25
 - Sacramento: Thu June 27
- Lots of data cleansing SCRs in different phases of development! Placement Homes, SCPs, Education Providers, SSNs, Service Providers, Collateral and growing. New “Data Quality SCR” page on DQ Portal to keep track
- Counties should continue to utilize funding for data cleansing

CURRENT PHASE:

**PROJECT MANAGER/
TECHNICAL LEAD:**
James Sidebotham
(916) 891-3308

COMMUNICATIONS LEAD:
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Sean.Darr@osi.ca.gov

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: June 18, 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: June 5, 2019 (the following meeting is on July 3, 2019)
- Time: 10:00AM – 11:30AM
- Email: CWSCoordination@dss.ca.gov
- Webinar Registration Link: <https://bit.ly/2L3xglQ>

CWDS Date Reminders

PIAC Meeting:

June 5, 2019

(The following meeting is on July 3, 2019)

TAC Meeting:

June 11, 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>