

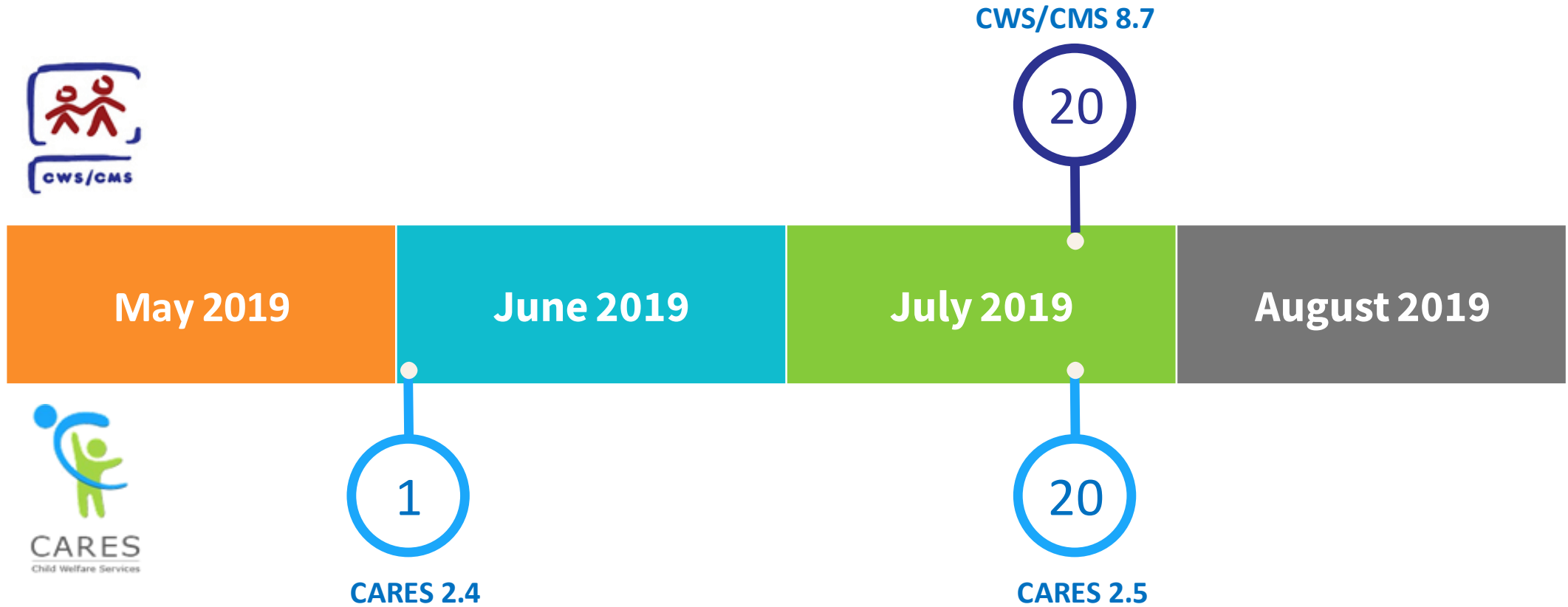
# CWDS Regional Presentation

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

# CARES 2.5 - Feature Enhancements



## Facility Search 1.3

- Added 4 new License Status values
  - RFA Ceased
  - RFA Forfeited
  - RFA Rescinded
  - RFA Surrendered



## IDM 1.5

Manage Users (for Admins only):

- Improved search functionality
- Added Cell Phone Number field
- Improved functionality for Change Log
- Added ability for a County/Office Admin to edit another County Admin (must be within the same county and office)
- Added Quick Filter View tiles



## Snapshot 1.6\*

- Improved search results/best matches in top 3
- Improved latency metrics
- Re-designed with better User Interface

# 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

[ajita.gupta@osi.ca.gov](mailto:ajita.gupta@osi.ca.gov)

## **CANS:**

Julie Clemens

[julie.clemens@osi.ca.gov](mailto:julie.clemens@osi.ca.gov)

## **Service Desk:**

[ServiceDesk@cwds.ca.gov](mailto:ServiceDesk@cwds.ca.gov)

## **Customer Relations:**

[CWS\\_CustRel@osi.ca.gov](mailto:CWS_CustRel@osi.ca.gov)

## **CALS:**

Jeff Dent

[jeffrey.dent@osi.ca.gov](mailto:jeffrey.dent@osi.ca.gov)

## **Case Management:**

Jessica Rougeux

[jessica.rougeux@osi.ca.gov](mailto:jessica.rougeux@osi.ca.gov)

## **Identity Management:**

Louis Cretaro

[louis.cretaro@osi.ca.gov](mailto:louis.cretaro@osi.ca.gov)

## **Implementation:**

[cwdsimplementation@osi.ca.gov](mailto:cwdsimplementation@osi.ca.gov)

## **Communications:**

Heather Silvera

[heather.silvera@osi.ca.gov](mailto:heather.silvera@osi.ca.gov)

[Comms@cwds.ca.gov](mailto:Comms@cwds.ca.gov)





**CARES**  
Child Welfare Services

# Need help with CWS-CARES?

Call CWS-CARES Service Desk @

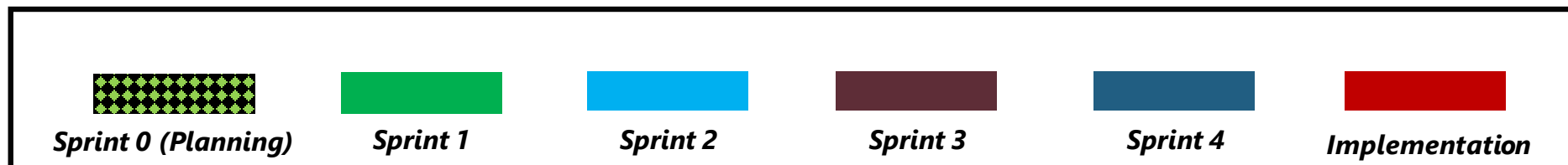
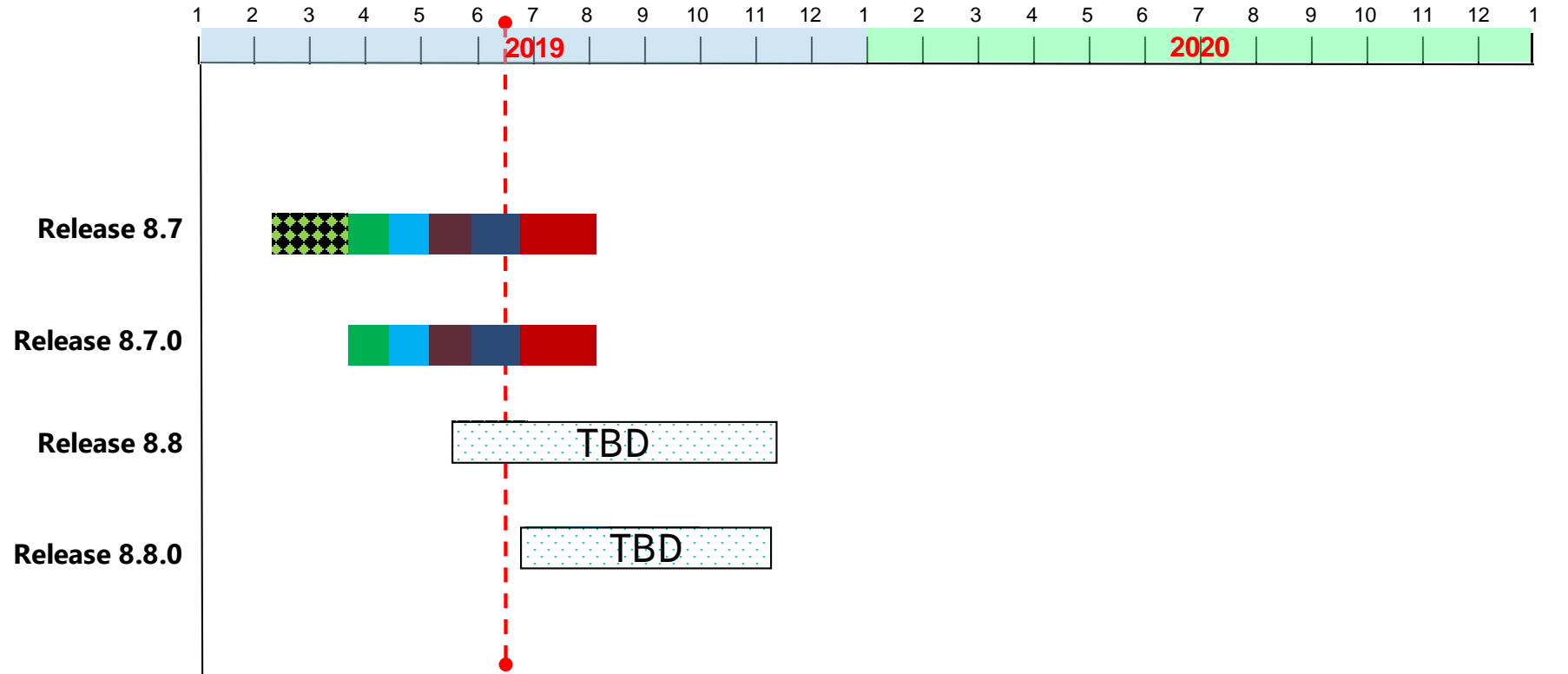
**855-292-3444**

Or email [ServiceDesk@cwds.ca.gov](mailto: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:

- Go-Live (July 20, 2019)
- Release outage time will start at 5:00 AM instead of 6:00 AM

## 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)
- Sprint 3 Demo (June 4, 2019)
- County Test Workshop (CTW) (June 2019)

## CUSTOMER INPUT/EXPECTATIONS:

- Review Release-related materials on the CWS/CMS website
- Participate in Coexistent/Dedicated County Readiness calls

---

## GO LIVE DATE:

July 20, 2019

## CURRENT ITERATION:

Sprint 4

## PROJECT MANAGER:

Colin Kelley

## APPLICATION SUPPORT MANAGER:

Yee Luk

## COMMUNICATIONS LEAD:

Jaime Guzmán  
(916) 891-3144

[jaime.guzman@osi.ca.gov](mailto: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 fourteen (14) PTS tickets.

## UPCOMING MILESTONES:

- Go-Live (July 20, 2019)
- Release outage time will start at 5:00 AM instead of 6:00 AM

## 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)
- Sprint 3 Demo (June 4, 2019)
- County Test Workshop (CTW) (June 2019)

## CUSTOMER INPUT/EXPECTATIONS:

- Review Release-related materials on the CWS/CMS website
- Participate in Coexistent/Dedicated County Readiness calls

---

## GO LIVE DATE:

July 20, 2019

## CURRENT ITERATION:

Sprint 4

## PROJECT MANAGER:

Kim Carpenter

## APPLICATION SUPPORT MANAGER:

Yee Luk

## COMMUNICATIONS LEAD:

Jaime Guzmán  
(916) 891-3144

[jaime.guzman@osi.ca.gov](mailto: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](mailto: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:**

- Go-Live (Tentative January 2020)

## **COMPLETED MILESTONES:**

- SME Solicitation
- Business Needs Analysis (BNA) Meetings (May/June)
- Draft Requirements (June 14, 2019)

## **CUSTOMER INPUT/EXPECTATIONS:**

- 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](mailto:andrea.johnson-kumar@osi.ca.gov)

# Support Details: Windows 10 SAC

- Next supported Platform: Windows 10 Enterprise v1809 SAC (64-bit) / Office 2016 Standard (32-bit).
- IBM to include v1809 SAC in R8.8 test phase for certification against the CMS.
- Image to be made available to dedicated counties in October 2019.
- Application support for v1607 LTSC to continue until R8.12 (10/17/2020).
  - End of application support means no further application testing during releases.
  - Afterwards, IBM will continue patching LTSC for dedicated counties until those older workstations are refreshed.
  - If an application issue is directly linked to LTSC then the solution would be to install the newer, CMS supported Windows release.
- IBM will test Windows 10 Ent SAC (2019 Fall Release) as part of R8.12 for replacement of v1809 (EOL 5/11/2021).
  - R8.12 Go-Live is estimated to be 10/17/2020.
  - V1809 would be supported until EOL (5/11/2021).
  - This would give counties approximately 6 months to apply the next release update.
- The license model required for Windows 10 Enterprise SAC requires Software Assurance.
  - Any net new machine will require a new license.
- **Note:** There is an additional cost for Microsoft Software Assurance licensing. Cost is dependent on the vendor, length of time contracted, participation in an existing Enterprise Agreement, etc. Counties will need to consult their own procurement agencies or IT specialists.

# 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  
(916) 891-3304

**COMMUNICATIONS LEAD:**

Sean Darr  
(916) 891-3129  
[Sean.Darr@osi.ca.gov](mailto:Sean.Darr@osi.ca.gov)



# Data Quality

- Summer Data Quality Workshops (available on [Data Quality Portal](#))
  - Orange: Tuesday, June 18<sup>th</sup>
  - Fresno: Tuesday, June 25<sup>th</sup>
  - Sacramento: Thursday, June 27<sup>th</sup>
- 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:**  
Sean Darr  
(916) 891-3129  
[Sean.Darr@osi.ca.gov](mailto: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](mailto:cwsdata@dss.ca.gov)

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

# CWDS Date Reminders

## **PIAC Meeting:**

July 3, 2019

## **TAC Meeting:**

July 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>