



# CARES Implementation Phase

Rollout 2 April 2023 Client Meeting

*April 20, 2023*

*3:15 p.m. – 4:00 p.m.*



**DAVE YOST**

OHIO ATTORNEY GENERAL

# Objectives & Logistics

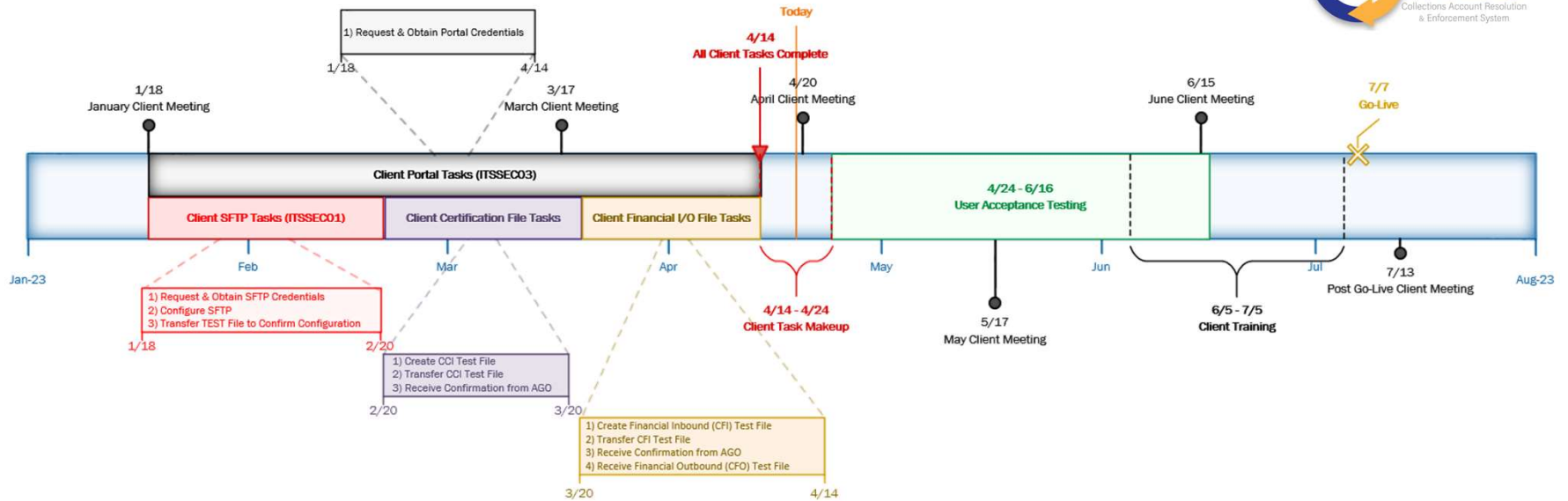


- Objectives
  - SFTP, CCI Standards Adoption, & Portal Access
  - Supporting Documentation Uploads
  - User Acceptance Testing
  - Portal Preview
  - Training Preview
  - Open Q&A
- Logistics
  - Session will be recorded and made available along with PowerPoint
  - Send questions to [AGOCARES@OhioAGO.gov](mailto:AGOCARES@OhioAGO.gov)
    - Q&A Panel is available if needed

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# **SFTP, CCI Standards Adoption, & Portal Access**

# Client Adoption Timeline



- **February 20, 2023 - Client SFTP Tasks Complete**
  - Request & Obtain SFTP Credentials
  - Configure SFTP application
  - Transfer TEST File using SFTP to Confirm Configuration
- **March 20, 2023 - Client Certification Tasks Complete**
  - Create & transfer CCI TEST File via SFTP application
  - Receive Confirmation from AGO
- **April 14, 2023 - Client Financial I/O Tasks Complete**
  - Create & transfer Financial Inbound (CFI) Test File via SFTP application
  - Receive Confirmation from AGO
  - Receive Financial Outbound (CFO) Test File
- **March 14, 2023 - Client Portal Tasks Complete**
  - Request & Obtain Portal Credentials
- **April 24, 2023**
  - All Client Tasks Complete
- **April 24, 2023**
  - User Acceptance Testing begins
- **June - July, 2023**
  - Client Training begins
    - Client Training is being finalized (Virtual Delivery)
- **June 19, 2023**
  - Go Live Prep begins
    - SCS Debt Manager system prepared for launch and final SCS data from CUBS being setup for migration to Debt Manager at launch time



# Clients New to CARES Debt Manager Status

SFTP Tasks	Status
ITS Security Form ITSSEC01 sent	16 of 16 - 100%
* Completed Forms to AGO/ITS	11 of 16 - 69%
SFTP Folder Created	10 of 16 - 63%
SFTP Credentials Available	9 of 16 - 56%
* SFTP Credentials Issued to Client	5 of 16 - 31%
* SFTP Config Verified & Test File Rcvd	2 of 16 - 13%

Portal Tasks	Status
ITS Security Form ITSSEC03 sent	16 of 16 - 100%
* Completed Forms to AGO/ITS	9 of 16 - 56%
Portal Credentials Available	0 of 16 - 0%
* Portal Credentials Issued to Client	0 of 16 - 0%
* Portal Access Verified	0 of 16 - 0%

CCI Tasks	Status
* Client CCI File to AGO	1 of 16 - 6%
AGO Confirms CCI File Layout	1 of 16 - 6%

\* Client Dependent Activity

As of 04/19/23 0-25% 26-50% 51-75% 76-100% No Change Improving Complete



# Clients New to CARES Debt Manager

State Agency Name	SFTP Security Forms Complete	SFTP Credentials Created	SFTP Credentials Issued	SFTP Connection Verified	CCI Test File Pass	Portal Security Forms Complete	% Complete
Accountancy Board of Ohio	X	X				X	50%
Adjutant General	X	X	X	X			67%
Bureau of Motor Vehicles							
Department of Development	X	X				X	50%
Department of Health	X	X				X	50%
Department of Higher Education	X	X				X	50%
Department of Job & Family Services - Office of Child Support	X	X	X	X	X		83%
Department of Mental Health & Addition Services	X	X				X	50%
Department of Rehabilitation and Correction	X	X				X	50%
Department of Transportation	X	X				X	50%
Elections Commission	X					X	33%
Expositions Commission							
House of Representatives	X					X	33%
Office Of The Legislative Inspector General							
State Library of Ohio							
State Teachers Retirement System							



# Existing CARES Debt Manager Clients

Portal Tasks	Status
ITS Security Form ITSSEC03 sent	30 of 30 - 100%
* Completed Forms to AGO/ITS	17 of 30 - 57%
Portal Credentials Available	0 of 30 - 0%
* Portal Credentials Issued to Client	0 of 30 - 0%
* Portal Access Verified	0 of 30 - 0%

State Agencies Adopting Financials
Bureau of Motor Vehicles
Environmental Protection Agency
Public Utilities Commission of Ohio
Opportunities for Ohioans with Disabilities

Financials Tasks	Status
CFO/CFI Layouts sent	4 of 4 - 100%
* Client File (CFI) to AGO	0 of 4 - 0%
AGO Confirms File Layout	0 of 4 - 0%
AGO File (CFO) to Client	0 of 4 - 0%

\* Client Dependent Activity

As of 04/19/23 0-25% 26-50% 51-75% 76-100% No Change Improving Complete



# Existing CARES Debt Manager Clients

State Agency Name	Portal Security Forms Complete
Attorney General	X
Auditor of State	X
Court of Claims	X
Department of Administrative Services	
Department of Aging	X
Department of Agriculture	
Department of Commerce	X
Department of Developmental Disabilities	X
Department of Education	
Department of Insurance	
Department of Job and Family Services - Office of Families and Children	
Department of Natural Resources	
Department of Veterans Services	
Environmental Protection Agency	X
Highway Patrol Retirement System	

State Agency Name	Portal Security Forms Complete
Judiciary/Supreme Court of Ohio	
Occupational Therapy, Physical Therapy, and Athletic Trainers Board	X
Office of Ohio Consumers' Counsel	X
Ohio Ethics Commission	
Ohio Housing Finance Agency	
Ohio Lottery Commission	
Ohio Public Employees Retirement System	X
Opportunities for Ohioans with Disabilities Agency	X
Petroleum Underground Storage Tank Release Compensation Board	X
Police and Fire Disability and Pension Fund	X
Public Utilities Commission of Ohio	X
School Employees Retirement System	X
State Board of Cosmetology	X
State Medical Board	X
Treasurer of State	



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# Supporting Documentation Uploads



# Supporting Documentation Uploads

- Documentation supporting the certification of debt should be uploaded in PDF format using the CRN number into the Supporting\_Docs folder on the SFTP Server
- Preferably one PDF for each unique CRN
- Preferably at the time of initial certification



# Supporting Documentation Uploads

Supporting\_Docs Folder

Upload PDF's here

Filename	Filesize	Filetype	Last modified
..			
CCI_IB_DAS100_20220310_TEST.csv	21,629	Microsoft Exce...	3/11/2022 7:11:34 AM
RE_CARES -R1- Client Certification Inbound (CCI) Test File - D...	431,104	Outlook Item	3/26/2022 12:38:31 P

Filename	Filesize	Filetype	Last modified	Permission
..				
Empty directory listing				

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# **User Acceptance Testing (UAT)**

# UAT **Example** Cadence



Monday	Tuesday	Wednesday	Thursday	Friday
01	02	03	04	05
Weekly External Kick-Off @ 11am	External Testing Support window: 1-4pm	External Testing Support window: 1-4pm	External Testing Support window: 9am-12pm	External Tester Triage Session via Teams @ 2:30pm

## Testing Timeframes

- UAT Planned Start 4/24
- UAT Planned Finish 6/16
- **Client UAT window is being finalized and communication will be forthcoming**

## Considerations

- For any weeks where a Monday holiday occurs, the weekly kick-off/update meeting would take place Tuesday, at the beginning of the scheduled testing support window.
- Opportunity will exist for tester involvement in Triage on Fridays, as needed.

# UAT Focus

## File Testing

Send/receive files successfully

Work with Operations Support to facilitate credentials setup, testing, results reporting, and any test failure troubleshooting

## Portal Testing

Access/View accounts, reports, and invoices in the Portal successfully

Testing should include validation of data contained in Portal against what would be expected in files sent/received

Work with the UAT team to facilitate credentials setup, testing, results reporting, and any test failure troubleshooting

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# Portal Preview

# Portal Preview



Debt Manager FitPortal™ Settlements Review Requests Last name-training\* Advanced Search

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**Financial Center**

Debtor 1001215: FNAME63 TRAINING62 | Account 1001094

**Payment Arrangements**

0 active | 0 historical | 24mo ago | Now | Legend

Account Charges

**Account**

Account 1001094  
Last payment of \$697.70 on 07/25/2022  
External Reference Identifier XXXX0388

Payoff Balance \$31.40

- AGInterest \$5.13
- PenaltyCertified \$16.78
- FwdFee \$7.30
- AGFee \$2.19

Original balance \$600.00

97%

- Paid \$1,147.70 (97%)
- Future \$31.40 (3%)

**Financial Transactions**

17 items found

Id	Entered	Amount	Type	Status
> 86643	08/23/2022	\$0.00	ReApp	✔
> 2190	07/25/2022	\$697.70	Payment	✔
> 2170	07/25/2022	\$1,302.30	Payment	✔
> 968	04/17/2022	\$50.00	Payment	✔
> 965	04/17/2022	-\$750.00	Suspended Payment	✔
> 964	04/17/2022	\$750.00	Payment	✖
> 966	04/16/2022	\$0.00	ReApp	✔
> 963	04/15/2022	\$125.00	Payment	✔
> 885	04/05/2022	-\$500.00	Adjustment	✔
> 117971	04/03/2022	\$0.00	ReApp	✔
> 781	03/21/2022	\$25.00	Payment	✔
> 780	03/21/2022	\$50.00	Payment	✔
> 252	02/14/2022	-\$50.00	Payment Reversal	✔
> 251	02/14/2022	-\$25.00	Payment Reversal	✔



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# Training Preview

# Training Preview



- 1 navigation aid (PowerPoint)
- 20+ step-by-step guides with screenshots (Word)

Examples:

- Adding a Note to an Account
- Viewing Reports
- Editing Contact Information
- Sending Review Requests to AGO staff

# Training Preview

## Job Aid – Adding a Note to an Account

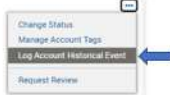
Use Case: In cases of Debtors that have been reported as deceased, part of the process requires you to enter an AR Event to ensure the system properly handles and directs the account in the system.

Step-by-Step:

1. Open the record for the specific Account you are notating using the Search Options on the Banner Bar
2. Click on the Ellipsis Menu Icon beside the name of the Account that is receiving the Deceased Report:



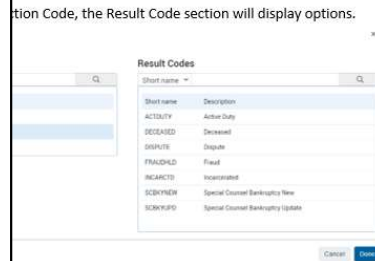
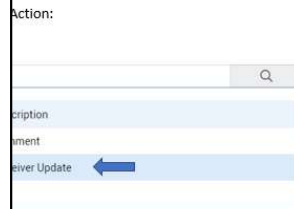
3. In the open menu, choose the 'Log Account Historical Event' link:



4. Once you click on the link, you'll be brought to the New Account Historical Event Card. Click on the 'Search' link to find the right code combination to enter:



5. You'll be moved into the Action & Result Code Search interface:



8. To enter the Deceased Result Code, click the DECEASED option, then click 'Done':



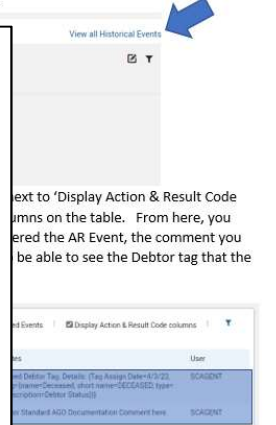
historical Event card. The display should now show you the text for any notes as required by AGO to properly document the event. If you wish, you can click on the Star icon to save the event for future use in Step #4.:



notification in the upper right of the screen, and you will see a pop-up notification in the upper right of the screen that the event has processed:

Go to the Communications Center link on the left sidebar:

12. Go to the Written Communication Card in the lower right of the screen, then click on the 'View All Historical Events' link in the upper right of the card:



Click on the 'View All Historical Events' link in the upper right of the card. The display should now show you the text for any notes as required by AGO to properly document the event. From here, you can click on the Star icon to save the event for future use in Step #4.:





# CARES Resources

The CARES leadership team is dedicated to transparency; In addition to the development of engagement strategies intended to keep stakeholders informed, the following resources and channels of communication are always available to those impacted by the CARES Program.

## CARES Mailbox

The AGOCARES mailbox will be used by the program team to distribute CARES communications to stakeholders and respond to inquiries regarding the Program.



## CARES Website

This website serves as your resource for the most up-to-date Program information and updates

## Stakeholder Contacts

Stakeholder POCs serve as a direct resource, providing a channel of communication between each audience and the Program team

Have questions, feedback or concerns? Please email the AGO's CARES Program team at [AGOCARES@OhioAGO.gov](mailto:AGOCARES@OhioAGO.gov) or visit the CARES Website at <https://www.ohioattorneygeneral.gov/Business/Collections/CARES-Program/About>

**Thank You!**

