



CARES Implementation Phase

Rollout 2 May 2023 Client Meeting

May 31, 2023

1:00 p.m. – 1:45 p.m.



DAVE YOST

OHIO ATTORNEY GENERAL



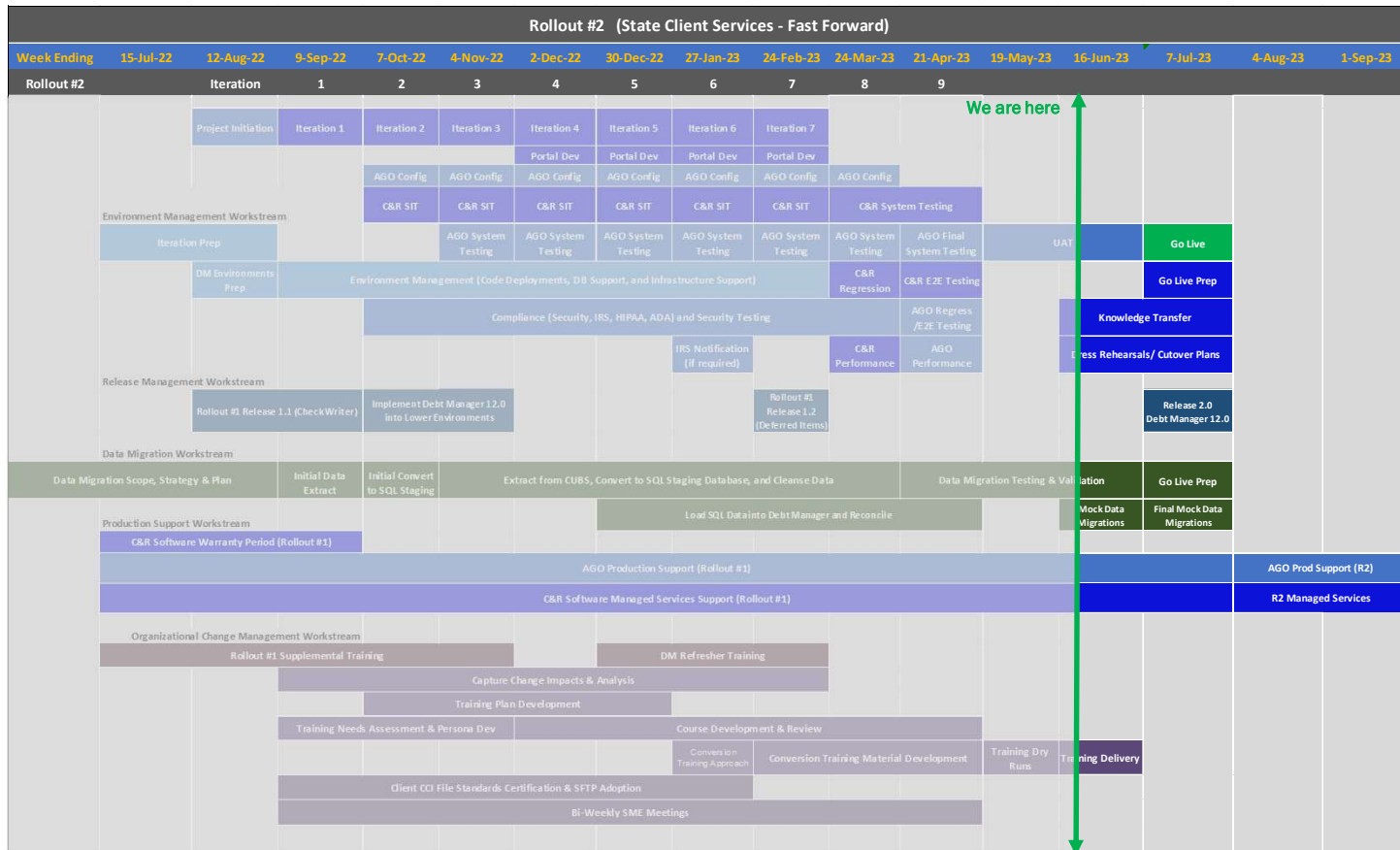
Objectives & Logistics

- Objectives
 - Program Timeline Update
 - CARES SFTP & CCI Client Status
 - CARES Portal Update
 - Open Q & A
- Logistics
 - Session will be recorded and made available along with PowerPoint
 - Send questions to AGOCARES@OhioAGO.gov

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Program Timeline Update, David Montgomery

Rollout #2 – Program Timeline



Implementation Progress



Remaining activities leading up to Go Live launch

- Currently executing User Acceptance Testing (UAT)
 - Validating that the DM Application works as expected
 - ✓ Completed UAT Cycle 1 successfully
 - Conduct UAT Cycle 2 Validation testing
- Complete Secure File Transfer Protocol (SFTP) Setup and Finish Certification File Testing
- Conduct Go Live Preparation
 - Finalize Cutover Plan
 - Conduct Dress Rehearsals
- Go Live
 - Launch the updated DM Application on morning of Monday, 7/10



**SFTP & CCI Status,
Herschel Elkins**

Clients New to CARES Debt Manager Status



SFTP Tasks	Status
ITS Security Form ITSSEC01 sent	16 of 16 - 100%
* Completed Forms to AGO/ITS	12 of 16 - 75%
SFTP Folder Created	12 of 16 - 75%
SFTP Credentials Available	12 of 16 - 75%
* SFTP Credentials Issued to Client	10 of 16 - 63%
* SFTP Config Verified & Test File Rcvd	6 of 16 - 38%

Portal Tasks	Status
ITS Security Form ITSSEC03 sent	16 of 16 - 100%
* Completed Forms to AGO/ITS	10 of 16 - 63%
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	4 of 16 - 25%
AGO Confirms CCI File Layout	3 of 16 - 19%

* Client Dependent Activity

As of 05/24/23 0-25% 26-50% 51-75% 76-100% No Change Improving Complete

Clients New to CARES Debt Manager Status



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	X	X	X	100%
Adjutant General	X	X	X	X			67%
Bureau of Motor Vehicles							0%
Department of Development	X	X				X	50%
Department of Health	X	X	X	X	X	X	100%
Department of Higher Education	X	X	X			X	67%
Department of Job & Family Services - Office of Child Support	X	X	X	X	X		83%
Department of Mental Health & Addition Services	X	X	X	X		X	83%
Department of Rehabilitation and Correction	X	X	X			X	67%
Department of Transportation	X	X	X		X	X	83%
Elections Commission	X	X	X	X		X	83%
Expositions Commission							0%
House of Representatives	X	X	X			X	67%
Office Of The Legislative Inspector General							0%
State Library of Ohio	X	X				X	50%
State Teachers Retirement System							0%

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	X
Department of Aging	X
Department of Agriculture	
Department of Commerce	X
Department of Developmental Disabilities	X
Department of Education	X
Department of Insurance	X
Department of Job and Family Services - Office of Families and Children	X
Department of Natural Resources	X
Department of Veterans Services	X
Environmental Protection Agency	X
Highway Patrol Retirement System	

State Agency Name	Portal Security Forms Complete
Judiciary/Supreme Court of Ohio	X
Occupational Therapy, Physical Therapy, and Athletic Trainers Board	X
Office of Ohio Consumers' Counsel	X
Ohio Ethics Commission	
Ohio Housing Finance Agency	X
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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**CARES Portal,
Marissa Smith**

CARES Portal Update



- Portal development is in progress
 - There will likely be limited functionality for this rollout
- AGO will reach out when ready to do UAT testing for the portal
 - We will include a timeline and requested test scenarios
- Training documentation will be provided as portal functionality is released



NOTE: A follow up session will be held in the coming weeks with additional details regarding the portal



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 or visit the CARES Website at <https://www.ohioattorneygeneral.gov/Business/Collections/CARES-Program/About>

Thank You!

