

CARES Implementation Phase

Rollout 1 – Client Go-Live Readiness July 13, 2022 3:00 p.m. – 4:00 p.m.



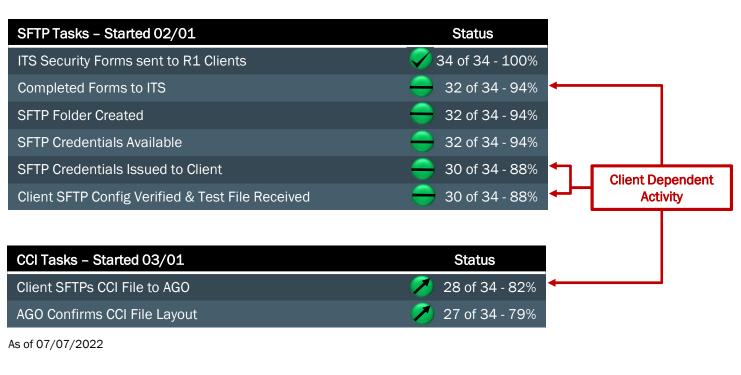
Objectives & Logistics



- Objectives
 - Review CARES SFTP & CCI Standards Adoption Status
 - Review Supporting Documentation Upload
 - Review Report Delivery
 - CARES Debt Manager Go-Live Dates & Reminder
 - Open Q & A
- Logistics
 - Session will be recorded and made available on our website along with PowerPoint
 - Send questions to <u>AGOCARES@OhioAGO.gov</u>
 - Q&A Panel is available if needed



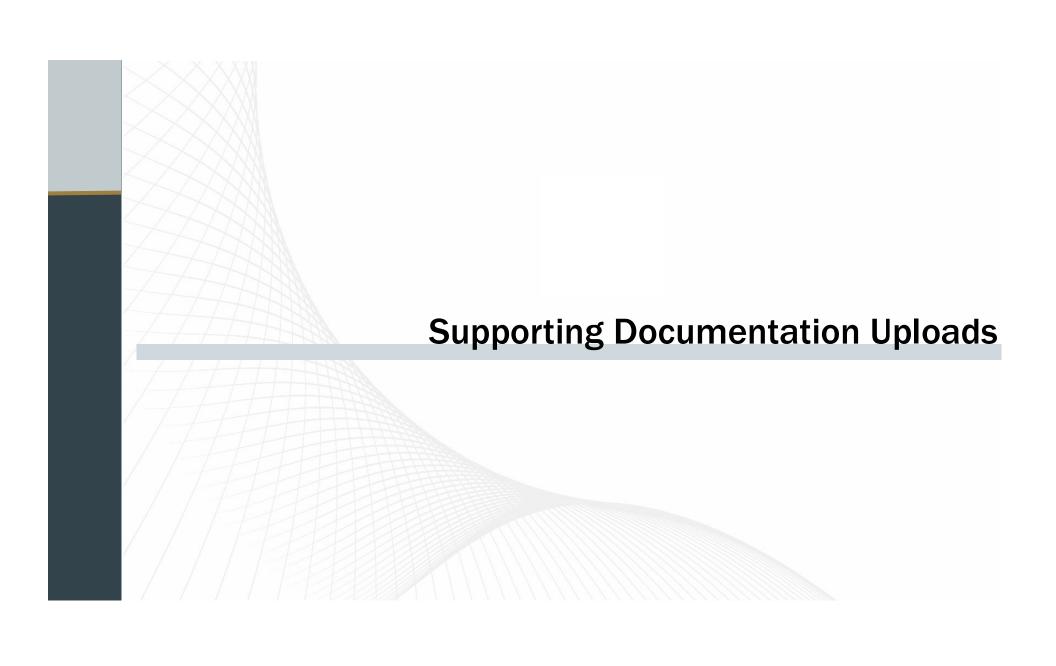
Adoption Status





Adoption Status

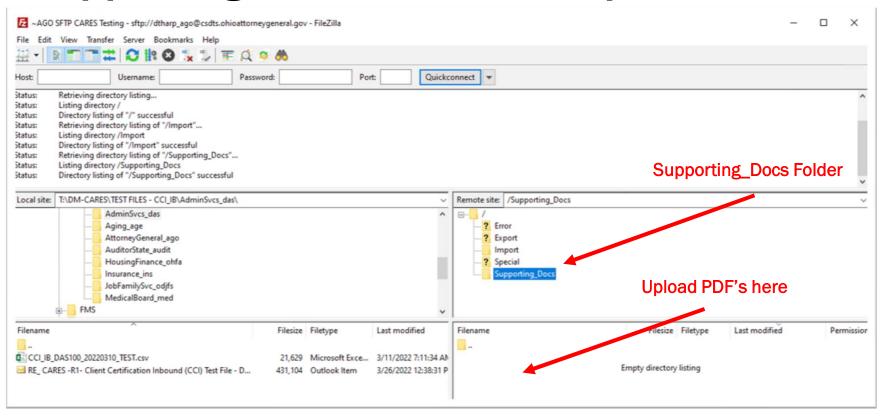
- Agencies who have not adopted the new SFTP and Certification File standards at Go-Live
 - Certifications will not be able to be processed until the new standards are adopted
 - Contact Collections Enforcement Operations at 614-644-6709 or <u>Operations_Group@OhioAGO.gov</u>

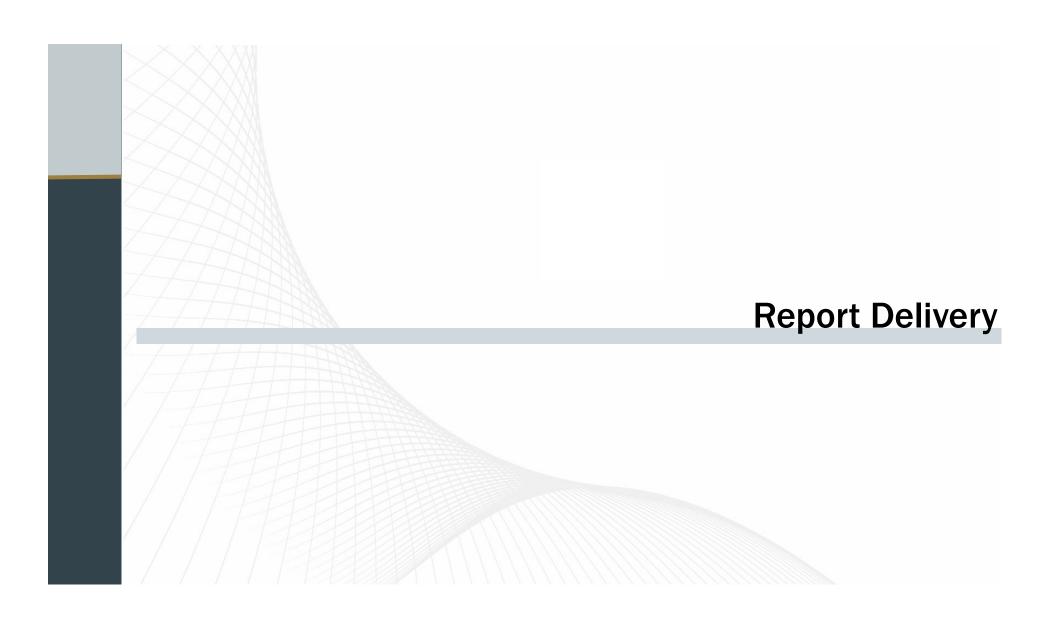


Supporting Documentation Uploads

- 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





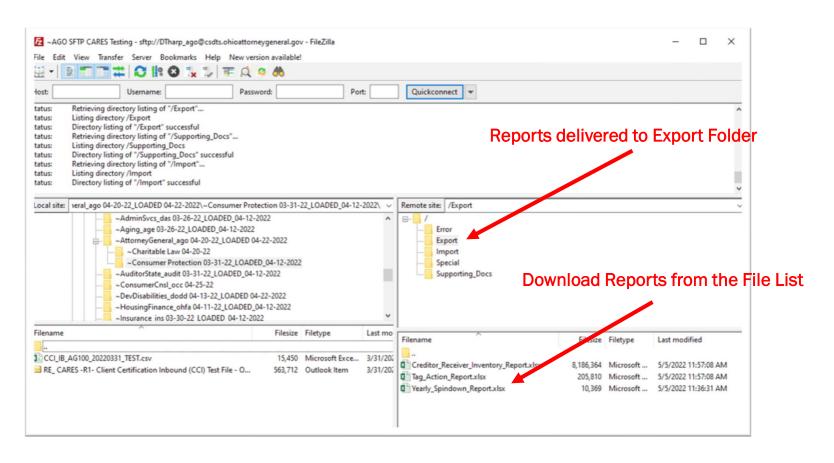
Report Delivery

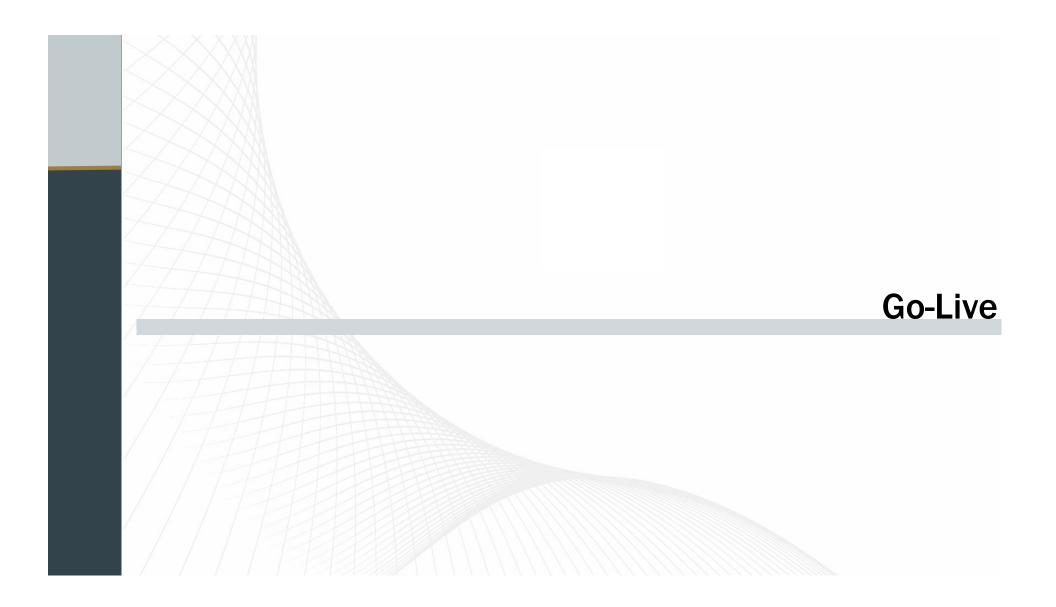
- CARES DM will deliver the following <u>custom reports</u> to the Client Agencies Export Folder on the SFTP Server
- Reports will be preserved in the Export Folder until Rollout 2, at which time they will be incorporated into the Portal for access
- OOTB Reports will not be implemented until Rollout 2

Report Name	Cadence	File Format	Parameters
Yearly Spindown Report	Quarterly	MS Excel	Run by Creditor ID and FY
Tag Action Report	Monthly (1st)	MS Excel	Run by Creditor ID
Creditor Inventory	Monthly (1st)	MS Excel	Run by Creditor ID

REMINDER: These reports only include accounts that exist in CARES Debt Manager

Report Delivery for Rollout 1





Rollout 1 Schedule & Reminders

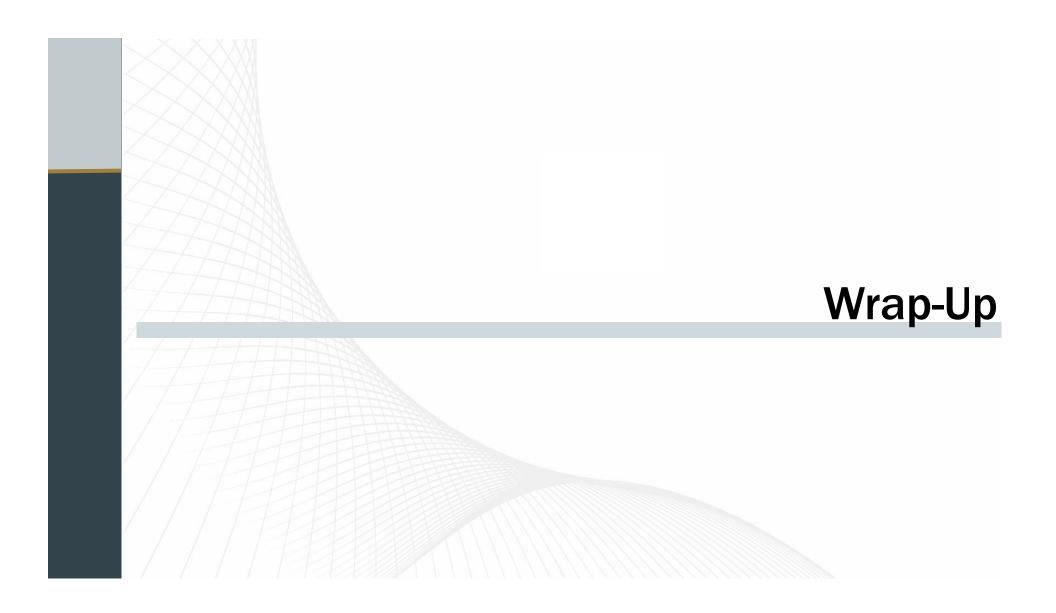
- July 15, 2022 Code cutover and final environment validation
- July 18, 2022 CARES Debt Manager LIVE!
- SFTP Server Password Expiration
 - Passwords for the new CARES SFTP server need to be changed by the user every 60 days using the self-service site. When your password expires, you will receive a Critical Error message and be unable to login.
 - For many agencies, this password has already or will expire very soon.
 - Instruction for password resets via the self service site will be provided via email.
 - For assistance, contact our Operations at 614-644-6709

Question & Answer Session

Question	Answer
What is the process to withdraw a newly submitted Certification?	Contact Operations Group@ohioago.gov and if the file has NOT been processed, it can be deleted and the client can re-submit a new file. If the file was processed, send an email to Client_Inquiry@OhioAGO.gov to have the account cancelled.
Currently, Charitable Law receives WEEKLY revenue transfers for accounts that had collections on the prior week's TAG report. Will the revenue transfers remain WEKKLY or MONTHLY?	Revenue transfers will remain on a weekly basis.
When sending the pdf file is there a limit for the number of accounts that can be on the pdf file?	No. However, the AGO does prefer one PDF for each unique CRN.

Question & Answer Session

Question	Answer
What report will show payments received by AG for claims certified via Cares? Currently reports for payments received and forwarded to our agency are accessible via Compass for claims on CUBS.	The Creditor Inventory Report and the Creditor Statement will show payments received. These reports will be delivered to the SFTP Reports folder.
Have all these meeting been recorded for future reference?	Many have been recorded. Please check the <u>CARES</u> Program website Resources page.
No limit to the number of requests on the spreadsheet?	In theory no, except those limits defined by Microsoft Excel.
How quickly will a new certification be assigned an account number?	For Rollout 1, certifications that packet with a CUBS account will have an account number in 1 day. New certifications that don't packet will loaded to Debt Manager and have an account number in 2 days.





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!

