



CARES Implementation Phase

Rollout 1 – Client Go-Live Readiness

July 13, 2022

3:00 p.m. – 4:00 p.m.



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OHIO ATTORNEY GENERAL

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 AGOCARES@OhioAGO.gov
 - Q&A Panel is available if needed



Client Interface & SFTP Standards Adoption

Adoption Status

SFTP Tasks – Started 02/01	Status
ITS Security Forms sent to R1 Clients	34 of 34 - 100%
Completed Forms to ITS	32 of 34 - 94%
SFTP Folder Created	32 of 34 - 94%
SFTP Credentials Available	32 of 34 - 94%
SFTP Credentials Issued to Client	30 of 34 - 88%
Client SFTP Config Verified & Test File Received	30 of 34 - 88%

CCI Tasks – Started 03/01	Status
Client SFTPs CCI File to AGO	28 of 34 - 82%
AGO Confirms CCI File Layout	27 of 34 - 79%

Client Dependent Activity

As of 07/07/2022

0-25%
 26-50%
 51-75%
 76-100%
 No Change
 Improving
 Declining
 Complete



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 Operations_Group@OhioAGO.gov

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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

The screenshot shows the FileZilla SFTP client interface. The top status bar indicates the connection to 'sftp://dtharp_ago@csdts.ohioattorneygeneral.gov'. The local site is 'T:\DM-CARES\TEST FILES - CCI_IB\AdminSvc_das\' and the remote site is '/Supporting_Docs'. The local site shows a tree view of folders including AdminSvc_das, Aging_age, AttorneyGeneral_ago, AuditorState_audit, HousingFinance_ohfa, Insurance_ins, JobFamilySvc_odjfs, MedicalBoard_med, and FMS. The remote site shows a tree view with folders Error, Export, Import, Special, and Supporting_Docs. The Supporting_Docs folder is highlighted. Below the tree views are two table panels. The left panel shows a list of files with columns for Filename, Filesize, Filetype, and Last modified. The right panel shows an empty directory listing with columns for Filename, Filesize, Filetype, Last modified, and Permission.

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				



Report Delivery

Report Delivery

- CARES DM will deliver the following custom reports 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

~AGO SFTP CARES Testing - sftp://DTharp_ago@csdts.ohioattorneygeneral.gov - FileZilla

File Edit View Transfer Server Bookmarks Help New version available!

Host: Username: Password: Port: Quickconnect

tatus: Retrieving directory listing of "/Export" ...
tatus: Listing directory /Export
tatus: Directory listing of "/Export" successful
tatus: Retrieving directory listing of "/Supporting_Docs" ...
tatus: Listing directory /Supporting_Docs
tatus: Directory listing of "/Supporting_Docs" successful
tatus: Retrieving directory listing of "/Import" ...
tatus: Listing directory /Import
tatus: Directory listing of "/Import" successful

Local site: leral_ago 04-20-22_LOADED 04-22-2022\~Consumer Protection 03-31-22_LOADED_04-12-2022\

Remote site: /Export

Local site directory listing:

- ~AdminSvc_das 03-26-22_LOADED_04-12-2022
- ~Aging_age 03-26-22_LOADED_04-12-2022
- ~AttorneyGeneral_ago 04-20-22_LOADED 04-22-2022
- ~Charitable Law 04-20-22
- ~Consumer Protection 03-31-22_LOADED_04-12-2022
- ~AuditorState_audit 03-31-22_LOADED_04-12-2022
- ~ConsumerCnsl_occ 04-25-22
- ~DevDisabilities_dodd 04-13-22_LOADED 04-22-2022
- ~HousingFinance_ohfa 04-11-22_LOADED_04-12-2022
- ~Insurance ins 03-30-22_LOADED 04-12-2022

Remote site directory listing:

- Error
- Export
- Import
- Special
- Supporting_Docs

Local site file list:

Filename	Filesize	Filetype	Last mo
..			
CCI_IB_AG100_20220331_TEST.csv	15,450	Microsoft Exce...	3/31/20...
RE_CARES-R1- Client Certification Inbound (CCI) Test File - O...	563,712	Outlook Item	3/31/20...

Remote site file list:

Filename	Filesize	Filetype	Last modified
..			
Creditor_Receiver_Inventory_Report.xlsx	8,186,364	Microsoft ...	5/5/2022 11:57:08 AM
Tag_Action_Report.xlsx	205,810	Microsoft ...	5/5/2022 11:57:08 AM
Yearly_Spindown_Report.xlsx	10,369	Microsoft ...	5/5/2022 11:36:31 AM

Reports delivered to Export Folder

Download Reports from the File List

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Go-Live



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 CARES 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.

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Wrap-Up



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!

