



CARES Implementation Phase

Rollout 1 – Client Readiness Touchpoint

June 28, 2022

3:00 p.m. – 4:00 p.m.



DAVE YOST

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
 - Open Q & A
- Logistics
 - Session will be recorded and made available along with PowerPoint
 - Send questions to AGOCARES@OhioAGO.gov
 - Q&A Panel is available if needed

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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	 26 of 34 - 76%
AGO Confirms CCI File Layout	 25 of 34 - 74%

Client Dependent Activity

As of 06/24/2022

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

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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 listing includes folders like AdminSvc_das, Aging_age, AttorneyGeneral_ago, AuditorState_audit, HousingFinance_ohfa, Insurance_ins, JobFamilySvc_odjfs, MedicalBoard_med, and FMS. The remote site listing shows folders: Error, Export, Import, Special, and Supporting_Docs. Below the remote site listing is an empty directory listing table.

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				

Supporting_Docs Folder

Upload PDF's here



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

Report Delivery for Rollout 1

The screenshot shows the FileZilla SFTP client interface. The top status bar indicates the connection to 'sftp://DTharp_ago@csdts.ohioattorneygeneral.gov'. The main window is divided into three panes: a local site pane on the left, a remote site pane on the right, and a file list pane at the bottom.

The local site pane shows a directory tree for 'lernal_ago 04-20-22_LOADED 04-22-2022\~Consumer Protection 03-31-22_LOADED_04-12-2022\'. The remote site pane shows the directory structure for '/Export', which includes folders for 'Error', 'Export', 'Import', 'Special', and 'Supporting_Docs'. A red arrow points from the text 'Reports delivered to Export Folder' to the 'Export' folder in the remote site pane.

The file list pane at the bottom shows a table of files. A red arrow points from the text 'Download Reports from the File List' to the file list. The file list contains the following items:

Filename	Filesize	Filetype	Last modified
..			
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...
..			
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

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Go-Live



Go-Live for Rollout 1

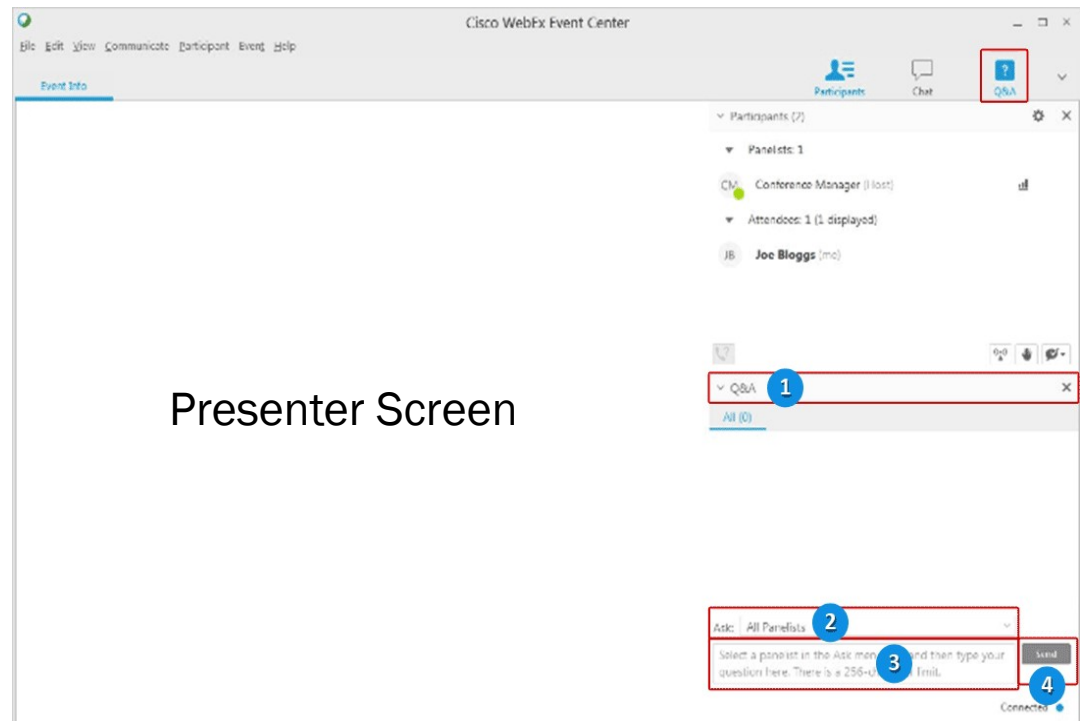
- Beginning May 16, Client agencies who have completed all SFTP and CCI Tasks and are validated by the AGO Operations Team can begin sending the new CCI certification file (to the SFTP folder) ahead of Go-Live
 - For all R1 Client agencies beginning May 16, there may be a slight collections delay (i.e. notices/letters) that may result from Go-Live prep. If there are delays, the AGO team will work directly with individual agencies to address this
- For 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

Question & Answer Session

How to submit questions:

1. Open the Q & A panel.
2. In the Ask drop-down list, select the recipient
3. On the Q & A panel, type your question in the text box.
4. Select Send.

Presenter Screen



During the session, please send your questions to all panelists.

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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>



Key Upcoming Dates

- Week of July 13, 2022
 - Client Go-Live Checkpoint
- July 15, 2022
 - Go-Live
 - Code cutover and final environment validation
- July 18, 2022
 - CARES Debt Manager LIVE!

Thank You!

