CARES Implementation Phase

Rollout 1 – Client Certification File & Submission Touchpoint

April 11, 2022
3:00 p.m. – 4:00 p.m.

DAVE YOST
OHIO ATTORNEY GENERAL

Objectives & Logistics

- Objectives
  - Review CARES SFTP Standards presented January 27
  - Review Adoption Timeline
  - Review Adoption Status
  - 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

CARES File Transfer Standard

CARES File Transfer Standard

- AGO CARES Debt Manager will require file transfers via the Secure File Transfer Protocol (SFTP)
- All Rollout 1 Client Agencies must install and configure an SFTP client application
- SFTP
  - Industry standard for secure file transfers
  - Applies safeguards at all vulnerable points throughout the file transfer process
  - Ensuring highest level of protection against theft of confidential personal information (CPI)
  - Maintains IRS compliance

CARES File Transfer Standard

- Many SFTP applications exist. One such application is
  - Free to download and use
    - You may be required to receive approval from your agencies IT department
- Before using SFTP you MUST receive credentials (Username/Password) from the AGO
  - Contact Collections Enforcement Operations at 614-644-6709 or Operations_Group@OhioAGO.gov

CARES Client Certification File Layout Standard

Why is there a new Client Certification Layout Standard?

- A primary objective of the CARES Program is to reduce or eliminate duplicative and non value add activities
- Implementing a standard certification file layout allows for increased automation and reduces support for multiple variations freeing staff to bring value in other areas
- The standard layout can be used for multiple business classes and client agencies allowing the AGO to achieve Economies of Scale

What is the major change to the client certification file?

- The **number of fields** in the certification file **have increased** from 43 to 176 to allow it to be used across multiple business classes and clients

- While only 5 fields are required, **Clients are STRONGLY encouraged to populate as much data as possible** which will enable the AGO to collect the certified debt
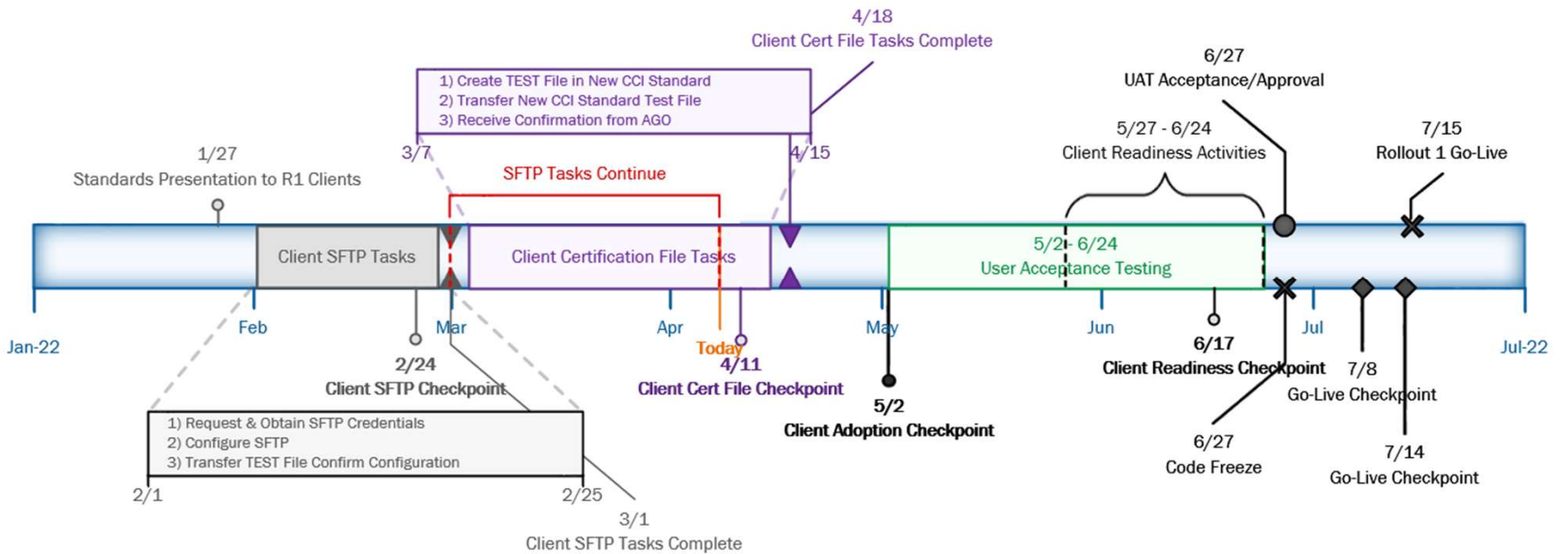
Field Name	Required
Client ID	Y
Client Reference Number (CRN)	Y
Debtor Reference Line (DRL)	Y
Last Name / Business Name	Y
Total Certification Amount	Y
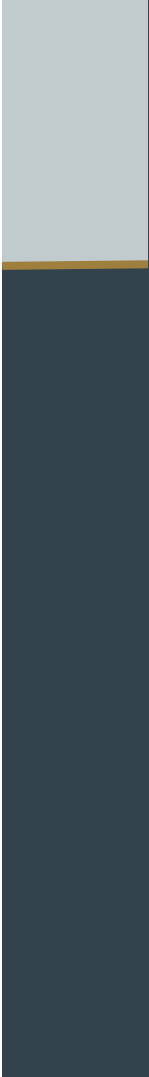
Client Interface & SFTP Standards Adoption Timeline

Adoption Timeline

Adoption – Key Dates

- March 1, 2022
  - Client SFTP Tasks Complete
    - Request & Obtain SFTP Credentials
    - Configure SFTP
    - Transfer TEST File to Confirm Configuration
- April 18, 2022
  - Client Certification Tasks Complete
    - Create TEST File in New CCI Standard
    - Transfer New CCI Standard Test File
    - Receive Confirmation from AGO
- May 2, 2022
  - Final Client Adoption Checkpoint

Review Adoption Status

SFTP Tasks – Started 02/01		Status
ITS Security Forms sent to R1 Clients	✔	34 of 34 - 100%
Completed Forms to ITS	↗	29 of 34 - 85%
SFTP Folder Created	↗	29 of 34 - 85%
SFTP Credentials Available	↗	28 of 34 - 82%
SFTP Credentials Issued to Client	↗	23 of 34 - 68%
Client SFTP Config Verified & Test File Received	↗	23 of 34 - 68%

Client Dependent Activity

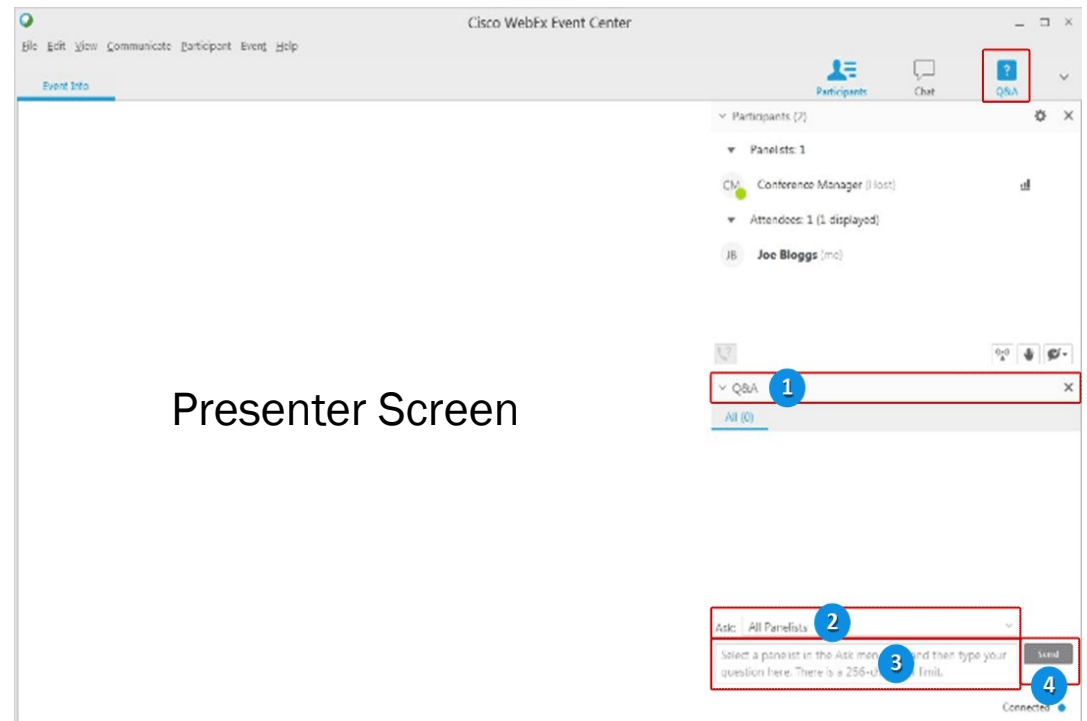| CCI Tasks – Started 03/01		Status
Client SFTPs CCI File to AGO	↗	10 of 34 - 29%
AGO Confirms CCI File Layout	↗	7 of 34 - 21%
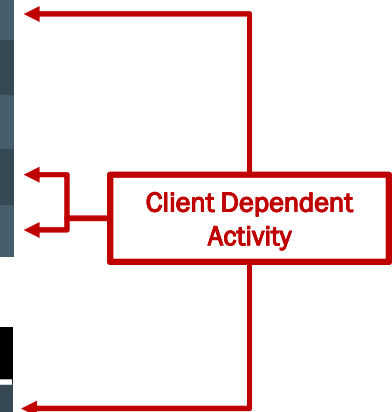
As of 04/08/22

🔴 0-25%   🟠 26-50%   🟡 51-75%   🟢 76-100%   — No Change   ↗ Improving   ↙ Declining   ✔ Complete

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**.

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

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

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.

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

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Key Upcoming Dates

- ## May 2, 2022
  - ### Final Client Adoption Checkpoint
    - Will discuss Report Delivery & Supporting Documentation Submission

- ## June 17, 2022
  - ### Client Readiness Checkpoint

Thank You!