



# CARES Implementation Phase

Rollout 1 – Client Certification File & Submission Touchpoint

*May 12, 2022*

*10:00 a.m. – 11:00 a.m.*



**DAVE YOST**

OHIO ATTORNEY GENERAL



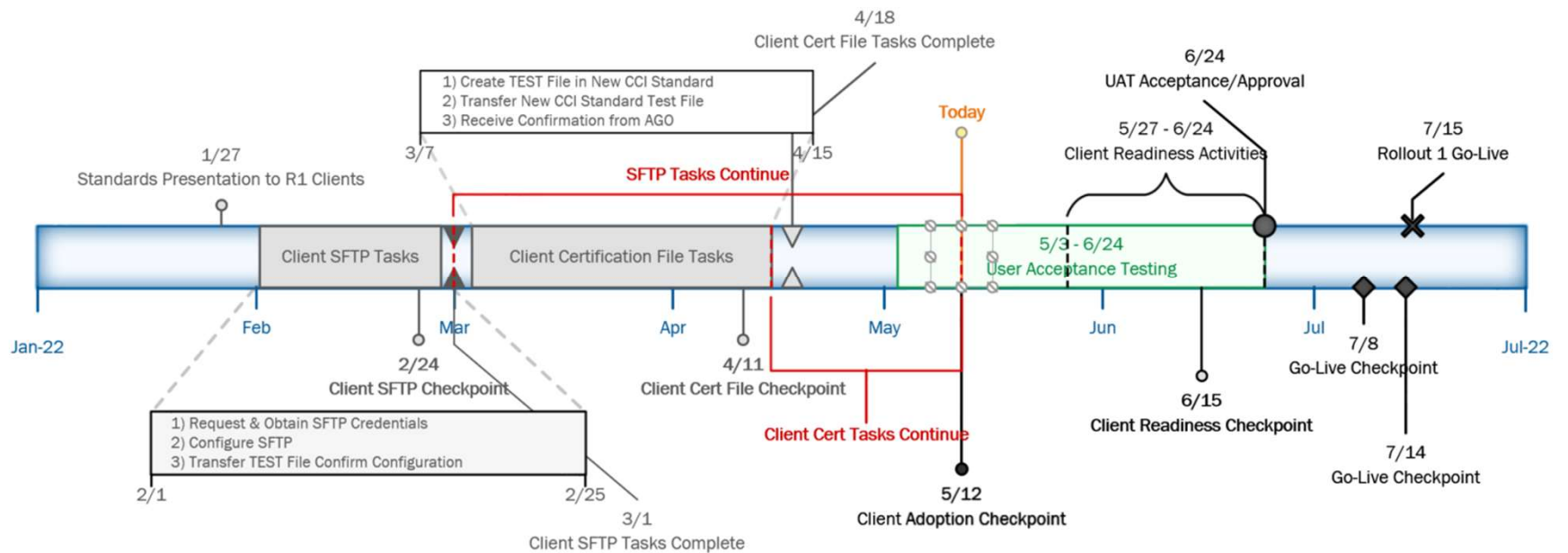
# Objectives & Logistics

- Objectives
  - Discuss CARES SFTP & CCI Standards Adoption Timeline & Status
  - Supporting Documentation Upload
  - Report Delivery for Rollout 1
  - Go-Live Prep
  - Open Q & A
- Logistics
  - Session will be recorded and made available along with PowerPoint
  - Send questions to [AGOCARES@OhioAGO.gov](mailto:AGOCARES@OhioAGO.gov)
    - Q&A Panel is available if needed



# **Client Interface & SFTP Standards Adoption Timeline**

# Adoption Timeline



# 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	↗ 29 of 34 - 85%
Client SFTP Config Verified & Test File Received	↗ 28 of 34 - 82%

CCI Tasks – Started 03/01	Status
Client SFTPs CCI File to AGO	↗ 21 of 34 - 62%
AGO Confirms CCI File Layout	↗ 21 of 34 - 62%

Client Dependent Activity

As of 05/04/22

● 0-25%  
 ● 26-50%  
 ● 51-75%  
 ● 76-100%  
 — No Change  
 ↗ Improving  
 ↘ Declining  
 ✓ Complete



# 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 displays the connection path: ~AGO SFTP CARES Testing - sftp://dtharp\_ago@csdts.ohioattorneygeneral.gov - FileZilla. The interface is divided into two main panes: Local site and Remote site.

**Local site:** T:\DM-CARES\TEST FILES - CCI\_IB\AdminSvc\_das\  
The local site view shows a tree structure of folders including: AdminSvc\_das, Aging\_age, AttorneyGeneral\_ago, AuditorState\_audit, HousingFinance\_ohfa, Insurance\_ins, JobFamilySvc\_odjfs, MedicalBoard\_med, and FMS.

**Remote site:** /Supporting\_Docs  
The remote site view shows a tree structure of folders including: /, Error, Export, Import, Special, and Supporting\_Docs. The Supporting\_Docs folder is highlighted in blue.

**Annotations:**  
- A red arrow points from the text "Supporting\_Docs Folder" to the Supporting\_Docs folder in the remote site view.  
- A red arrow points from the text "Upload PDF's here" to the Supporting\_Docs folder in the remote site view.

**Local Site File List:**

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

**Remote Site File List:**

Filename	Filesize	Filetype	Last modified	Permission
..				
Empty directory listing				





# Report Delivery for Rollout 1

# Report Delivery for Rollout 1

- CARES 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 interface is divided into several sections:

- Log:** Shows directory listings for '/Export', '/Supporting\_Docs', and '/Import'.
- Local site:** Displays a tree view of local folders, including 'Consumer Protection 03-31-22\_LOADED\_04-12-2022'.
- Remote site:** Displays a tree view of the remote directory structure, with the 'Export' folder highlighted.
- Local File List:** Shows a table of local files.
- Remote File List:** Shows a table of files in the remote 'Export' folder.

Two red arrows with text annotations are present:

- An arrow points from the text "Reports delivered to Export Folder" to the 'Export' folder in the remote site tree.
- An arrow points from the text "Download Reports from the File List" to the list of report files in the remote file list.

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...

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



**Go-Live Prep**



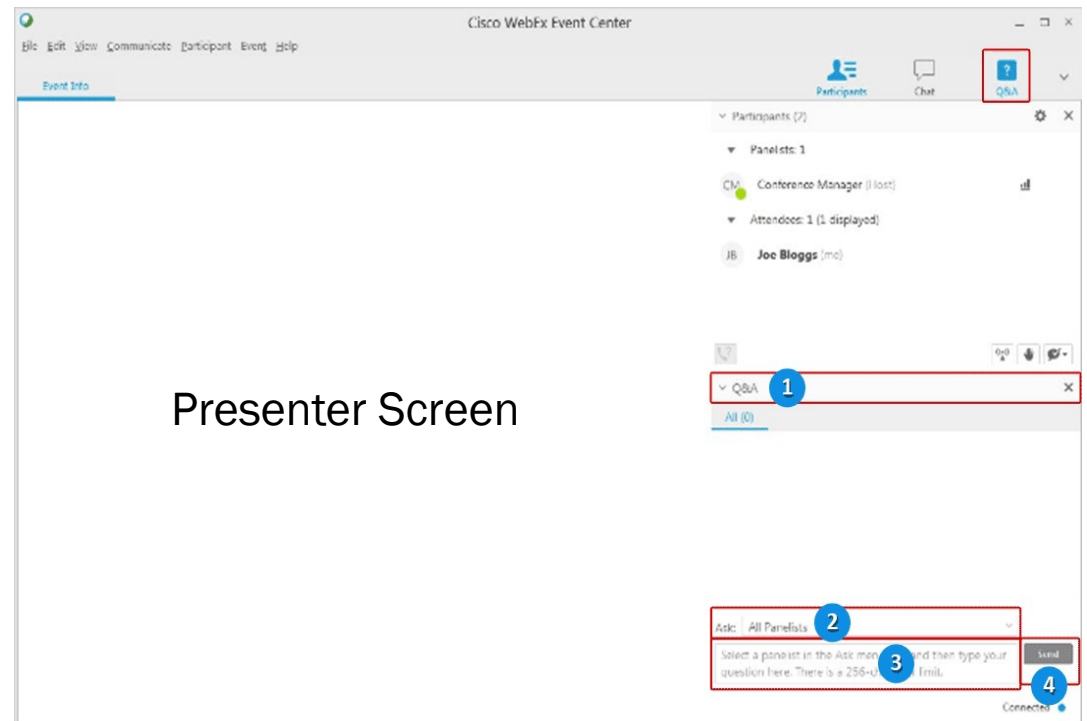
# Go-Live Prep for Rollout 1

- 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

# 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.*

The background features a light gray grid pattern that curves and tapers towards the right. On the left side, there is a vertical bar with a dark gray top section and a dark blue bottom section, separated by a thin gold line. A horizontal gray bar is positioned below the text.

**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](mailto:AGOCARES@OhioAGO.gov) or visit the CARES Website at <https://www.ohioattorneygeneral.gov/Business/Collections/CARES-Program/About>





## Key Upcoming Dates

- Week of June 06, 2022
  - Client Readiness Checkpoint
- Week of June 27, 2022
  - Client Go-Live Checkpoint

**Thank You!**

