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Secretary

The CCMS Communicator



June 8, 2012
Volume 2 Issue 9

News from the CCMS Project Team

Implementation Readiness

Our anticipated date for rolling out the CCMS is July 16, 2012. In preparation for the roll-out, *The CCMS Communicator* will be distributed weekly beginning June 8. Each issue will contain project updates and implementation readiness details to help CCMS providers prepare for the state-wide rollout. In addition, we will include answers to questions that were recorded during the training sessions and via e-mail. We are capturing all comments and suggestions for enhancements. These items will be evaluated to determine feasibility and potential timelines.

Training Webinars

CCMS Training will be continuing in June with a series of webinars the week of June 11-15. There are five webinar topics being offered multiple times throughout the week. The registration process is slightly different than usual. There are registration links grouped according to webinar topic. You will need to click on the link and fill out the information for each individual session for which you would like to register.

We encourage staff to attend the webinars in groups. One person can register on behalf of the entire group – there is no need for every participant to register for the webinar. The person who registered can login to the webinar, and the group can all watch the webinar together.

You should have received workshop details and registration links from your agency's Point of Contact. If not or if you have any questions or difficulties with registering, please contact Eric at eeidson@incrra.org. The following list is an at-a-glance schedule of the webinars for your convenience.

Doc and Work Item Webinar:

Mon, Jun 11, 2012 1:00 PM - 2:30 PM CDT
Tue, Jun 12, 2012 10:30 AM - 12:00 PM CDT
Tue, Jun 12, 2012 1:00 PM - 2:30 PM CDT
Wed, Jun 13, 2012 3:00 PM - 4:30 PM CDT
Thu, Jun 14, 2012 10:30 AM - 12:00 PM CDT
Thu, Jun 14, 2012 1:00 PM - 2:30 PM CDT
Fri, Jun 15, 2012 9:00 AM - 10:30 AM CDT

Troubleshooting Webinar:

Wed, Jun 13, 2012 1:00 PM - 2:30 PM CDT
Thu, Jun 14, 2012 9:00 AM - 10:30 AM CDT
Thu, Jun 14, 2012 3:00 PM - 4:30 PM CDT
Fri, Jun 15, 2012 10:30 AM - 12:00 PM CDT
Mon, Jun 18, 2012 1:00 PM - 2:30 PM CDT
Tues, Jun 19, 2012 10:30 AM - 12:00 PM CDT

Finding Info Webinar:

Mon, Jun 11, 2012 10:30 AM - 12:00 PM CDT
Fri, Jun 15, 2012 10:30 AM - 12:00 PM CDT

Reports Webinar:

Mon, Jun 11, 2012 10:30 AM - 12:00 PM CDT
Tue, Jun 12, 2012 1:00 PM - 2:30 PM CDT
Wed, Jun 13, 2012 9:00 AM - 10:30 AM CDT
Wed, Jun 13, 2012 1:00 PM - 2:30 PM CDT
Thu, Jun 14, 2012 10:30 AM - 12:00 PM CDT
Fri, Jun 15, 2012 1:00 PM - 2:30 PM CDT

Security/Routing Webinar:

Wed, Jun 13, 2012 10:30 AM - 12:00 PM CDT
Fri, Jun 15, 2012 1:00 PM - 2:30 PM CDT
Mon, Jun 18, 2012 9:00 AM - 10:30 AM CDT

If you are signed up for one of the above sessions, you will receive an email with rescheduling information IF it changes. If you are signed up for a **Case Maintenance** Webinar – you will also receive a cancellation notice. *We will reschedule these sessions and deliver this information at a later date.* Thank you for your flexibility!

CCMS Q&A

Question: If an application comes in after 5:00 or on a weekend – what will the date received be on the Case Info page?

Answer: If a form is emailed or faxed after 5pm, scan date should display actual date/time, but the date received should be next day. This includes weekends.

Question: Are shared sites going to be under one case ID number or two?

Answer: Shared cases will have 1 case number, and the person creating the shared case can select the case number to use.

Question: Will FCRC staff be able to view documents in the system?

Answer: FCRC workers will have Inquiry into the CCMS.

Question: Is there a way to view a history of approvals, denials and cancelations similar to the CCTS F10 screen?

Answer: You can view when the approval, denials and cancellations took place on the Audit Search page.

Question: When we “Go Live” do we only accept the online applications or can we accept current application? What happens to the older applications?

Answer: After go-live, we will accept online applications and hard copies of the new application. Sites/R&Rs should be using the new application now. If older applications are received, the CCMS will not have the ability to automatically capture data. The old application will be treated as any other pdf.

Question: What happens when scanners are not functioning or down, how will we handle work - manually?

Answer: Those scanners came with advanced replacement warranties. If one goes down, call the manufacturer, they can arrange to send a replacement within 1-2 business days.

Question: Did someone decide the last date we could send old files to storage? I have a lot of files I would like to get rid of before CMS starts, can I send?

Answer: You may continue to send files to storage. This process will not change. The CCMS has a box tracking feature that will allow you to track hard copies of client records while they are on-site.

Question: How do I revise my agency’s routing rules or add new staff?

Answer: BCCD will provide training prior to Go-Live to allow each agency to revise their routing matrix after the system is deployed.

Question: When will the online application be available to clients?

Answer: The online application will be available on day 1 of go-live.

Question: Will case/provider notes that are on existing CCTS cases be transferred to CCMS at conversion?

Answer: All eligibility data that is currently in CCTS is being converted to CCMS.

Question: Do CCR&Rs still receive approval letters or should they receive notifications through CCMS?

Answer: The caseworker who generates the approval notice will have the ability to view the approval notice in the CCMS.

Question: Provider Management: How will the provider know which CCR&R is managing them? Who should they contact to tell them to update their information if they manage multiple cases from multiple counties/CCR&Rs?

Answer: Only the CCR&R who’s managing the provider will be able to generate CCMS forms for add/update information for the provider with that CCR&R’s address. If the provider sends something to another CCR&R, the CCR&R can reassign the Work Item to the correct CCR&R.

Question: The current application does not have a field to select e-mail preference - how will clients know that this option is available?

Answer: The new 3455 does include a space to include an e-mail address. Should a client or provider select e-mail, they will also need to complete a new Email Agreement form. Sites/R&Rs should advise clients of this new option.

Question: Can a user have both CCMS and CCTS open simultaneously?

Answer: The CCMS and CCTS require two different user IDs and passwords, so yes it is possible to open them simultaneously.

Question: In Net.Learning - how can we learn the right answers for the test questions we might have gotten wrong?

Answer: Refer to the training materials on the web and/or check with your agency’s Point of Contact.

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