Frequently Asked Questions

Question 1: Will the directive to suspend all contract activities to adapt to decreased state revenue through COVID-19 affect the award of this contract and timeframes of the project?

Answer 1: We are not anticipating an impact with our project.

Question 2: Will there be an interface regarding fiscal between the new system and CFIS, and if so, will it be a 2-way communication? In other words, when we enter an amount into the new system for a voucher, and the bill comes in at less than anticipated, when we enter the payment amount, will it update the data in the case management system or will that continue to be a duplicative process?

Answer 2: We have an entire team dedicated to this effort. We cannot answer at this point because this is a cost option in the RFP that we will be analyzing. Upon that determination we will be able to respond, our plan is to make one system do as much as possible and not have multiple systems for locals to utilize.

Question 3: Will there be a way to delete activities in CFIS and the new system? So, if somebody does not complete the activity and there is not an invoice to pay, it can be deleted rather than continue to live in both systems?

Answer 3: We anticipate that we will be in a better position to answer once a decision is made on the cost option. During our upcoming briefings we will discuss the cost options, so you'll have a better understanding of what this means for the new system.

Question 4: Will the new system interface with Salesforce or allow for the uploading of data from Salesforce?

Answer 4: OWCMS is our records management system and the proposed Monster system supports the collection and retention of employer services OWCMS data. As the system development progresses and the interface discussion begins, we will consider the possible uploading of employer information.

Question 5:   I know the intent is to have this connected to some extent with OhioMeansJobs.com (OMJ), but will this pull activity from OMJ into this? For example, if an individual applies for a job through OMJ, will that data show up in the seeker records and the business records?

Answer 5:   Yes, OhioMeansJobs.com data will merge into the new system for both individuals and employers.

Question 6:   Regarding group emails, does new system allow for group emails to employers or customers?

Answer 6:   It is our understanding today that users will need to use the ad hoc tool to cut and pates names for employer and customer group emails.

Question 7:   Labor Exchange (LE) vs. Staff-assisted services? How will we capture LE services? Our third-party [vendor] currently captures LE services and uploads them into OWCMS.

Answer 7:   Our understanding is that the new system will allow services to be manually added or the system will receive a direct feed from OhioMeansJobs.com and other interfaces. This is one of the advantages of having both systems on the same platform. Per the RFP, local entities will still have the option to utilize third-party vendors and upload.

Question 8:   Will the new system capture visitation to OMJ centers? or will there need to be a third-party, for example, Gstars/ Empyra?

Answer 8:   The RFP has a requirement to capture OMJ center visitations. The new case management system will have this feature and each county will need to determine if they want to maintain their existing third-party system.

Question 9:   Can these forms be configured locally?

Answer 9:   We are requesting additional information regarding this question.

Question 10:   Regarding the cost options, particularly with CFIS and document imaging, if those are built on proprietary platforms (I think they are?), does the state have language in the other contracts to allow for the interface with this new workforce system?

Answer 10:   Some of the cost options include interface language and others do not. We are currently engaged in conversation with Monster Government Solutions (MGS) and addressing all the program cost options. Once we have additional information, we will share it with our stakeholders.

Question 11:   How far back with participants will the data mapping for conversion go? From the beginning of OWCMS? Or pick a date within last "x" number of years, and going forward?

Answer 11:   The plan is to convert the data to meet the federal requirements. The rest will be archived and will be available via the archived database.

Question 12:   Does the "tail wagging the dog" comment mean that local areas will need to develop their own local tracking systems if needed for competitive grant specific information?

Answer 12:   The new workforce system allows state and locals to apply for grants and also to create grants and eligibility criteria.

Question 13:   Will there be a document imaging feature for required source documentation for eligibility?

Answer 13:   Yes, there will be document imaging for program eligibility.

Question 14:   Is it fair or accurate to say that the Monster (OWCMS replacement) system will consolidate certain reports, while data would still be available for areas to generate custom reports? Their concern is that there will be less data collected than before, and that a data management person might be needed to configure raw data, if still available.

Answer 14:   Yes, the new system comes with reports already built into it. In addition, the new system will have an ad hoc tool that will allow users to customize any report with all data. The amount of data and the specific data elements has yet to be determined. This is one of the items that the project teams will be working on.

Question 15:   How many members of the development team have recent (within the past few years) case management experience?

Answer 15:   The requirements for the new system were vetted through program subject matter experts, staff for local workforce areas and demos from the vendor community.

Most of the development and project team have been working on case management systems for the past few years.

Question 16:   Will we be available to use our current log in that we use for WCMS?

Answer 16:   No, the ARIES system will use OH|ID which provides secure, single sign-on capability. We'll post more information about this as it becomes available.

Question 17:   Is this system with Monster replacing BIC/Cognos?

Answer 17:   Yes, for all intents and purposes, a new Ad/Hoc reporting tool will replace BIC/Cognos when the ARIES system deploys in January 2022. However, some of the non-converted data may stay in BIC/Cognos.

Question 18:   How do we get signed up for The Pulse newsletter?

Answer 18:   Email us at CMAdmin@jfs.ohio.gov to be added to the distribution list.

Question 19:   Where can we find the video library?

Answer 19:   Use the video link on the ARIES resource page at https://jfs.ohio.gov/owd/aries/index.stm.

Question 20:   In the last edition of *The Pulse* there was a reference to WDB Directors supplying information about document imaging. Why is that information being collected?

Answer 20:   Document imaging was included as a cost option in the RFP and is currently being evaluated.

Question 21:   Will the monthly webinars be recorded for those who can't attend?

Answer 21:   No, but the presentations used during the webinars will be posted to the ARIES resource page for reference https://jfs.ohio.gov/owd/aries/index.stm.