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: Future CFIS enhancement from SIVIC Solutions (vendor) is under consideration.

Question 4: 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 4: Yes, OhioMeansJobs.com data will merge into the new system for both individuals and employers.

Question 5: Regarding group emails, does new system allow for group emails to employers or customers?
Answer 5: The email functionality is still being developed in ARIES. We will have more information for you regarding group emails very soon.

Question 6: 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 6: There are discussions taking place to decide how this functionality will work. We will provide more information once further discussions have taken place.

Question 7: Will the new system capture visitation to OMJ centers? or will there need to be a third-party, for example, Gstars/ Empyra?
Answer 7: Each county will need to determine if they want to maintain their existing third-party system. However, ARIES will remain the system of record in the same way that OWCMS is the current system of record.

Question 8: Can these forms be configured locally?
Answer 8: We are requesting additional information regarding this question.

Question 9: 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 9: 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 10: 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 10: 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 11: 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 11: ARIES allows state and locals to apply for grants and to create grants and eligibility criteria. ARIES allows for local grants/programs to be created and tracked as part of the platform.

Question 12: Will there be a document imaging feature for required source documentation for eligibility?
Answer 12: Yes, there will be document imaging for program eligibility.

Question 13: 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 13: 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. Once ARIES goes live, SAP BO will replace BIC COGNOS for most reporting.

Question 14: How many members of the development team have recent (within the past few years) case management experience?
Answer 14: The requirements ARIES was vetted through program subject matter experts (SMEs), staff for local workforce areas and demos from the vendor community. In addition, we have engaged, SMEs, or soon will be SMEs in each program area to assist with system testing.

Question 15: Will we be available to use our current log in that we use for WCMS?
Answer 15: 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. It is imperative that the process is followed to ensure that all staff and contract staff have an OH|ID before ARIES go live.

Question 16: How do we get signed up for The Pulse newsletter?
Answer 16: Email CMAadmin@jfs.ohio.gov to be added to the OWD distribution list.
Question 17: Where can we find the video library?


Question 18: 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 18: Document imaging was included as a cost option in the RFP and is currently being evaluated.

Question 19: Will the monthly webinars be recorded for those who can’t attend?

Answer 19: 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.

Question 20: Once the ARIES system is fully implemented, will there be formal training provided on this new system?

Answer 20: Yes, we’ll develop a comprehensive training for all stakeholders prior to the ARIES system deploying/going live.

Question 21: What are the Sprint Demos?

Answer 21: Sprint Demos demonstrate certain functionality that is being released into the testing environment. They’re an opportunity for the ARIES project teams to gather feedback, comments and questions from other team members. Project teams will share insights and begin planning for the next sprint and testing.

Question 22: Where did the idea for the ARIES logo come from?

Answer 22: The ARIES Project Support team came up with the logo.

Question 23: Will there be a manual available?

Answer 23: In reference to the RFP, Monster will provide a user manuals and training materials.
Question 24: Where can I find the project update presentations?
Answer 24: You can find them on the ARIES Resources website.

Question 25: How will ARIES affect CCMEP and WIOA Youth?
Answer 25: Program eligibility and enrollment will not change due to ARIES; however, business processes regarding how programs are delivered may change based on the new system.

Question 26: Will OhioMeansJobs.com, OWCMS, and ARIES be one combined system?
Answer 26: ARIES will be replacing OWCMS as the new case management system and will share a common database with OhioMeansJobs.com.

Question 27: Some areas use 3rd party software like Salesforce to do case management as well as tracking business services. Will ARIES connect to Salesforce or allow for data uploads?
Answer 27: Further information will be provided in the near future regarding third party software integration.

Question 28: When the data dump from OWCMS to ARIES occurs, will there be any down time during business hours?
Answer 28: We are not expecting “down-time” as the data transfer begins. In the past, enhancements were run after normal work hours to minimize disruptions. Communication will be forthcoming as we move toward the go-live date regarding the transition from OWCMS and ARIES.

Question 29: OWCMS has been giving us trouble as WFS try to get our services entered; therefore, we are behind on getting our services in. Can you share what the final date will be to enter prior services in OWCMS.
Answer 29: The time sequence for OWCMS has yet to be established. However, please report your issues so that we can ensure that the records in OWMCS are correct.

Question 30: The selections appear somewhat limited compared to OWCMS.ie. what if there's a CCMEP Assessment being done, or Eligibility, are there subject selections specifically for things like these?
Answer 30: CCMEP requirements and functionality are still be designed. All programs will be robust and meet the needs of our program areas as required by state and federal policy.

Question 31: Re: case note subject - how is that list populated? Based on other note subjects w/in the case; based on note subjects across multiple cases but with the same case manager; across all note subjects added regardless of case manager or participant; etc?
Answer 31: The case manager determines the subject, additional enhancement are to be expected to improve subject line.

Question 32: Uploaded docs will be visible across programs - or just visible w/in a specific program (RESEA in this instance)?
Answer 32: With the exception of confidential documents, yes.

Question 33: Do you have a timeline for any hands-on training that will be available for staff?
Answer 33: Once a date and plan has been agreed upon, the ARIES Project team will share updates through the project’s communication channels (The Pulse and monthly updates).

Question 34: Will everyone go live in ARIES at the same time or will pilot counties go live first?
Answer 34: ARIES will be launched to all stakeholders at the same time.

Question 35: will there be training on SAP BO if it is the reporting system?
Answer 35: Monster will also provide training on System Administration and Report Creation. System Administration training will provide stakeholders with a classroom session covering the basic application architecture of the proposed solution, support options, configuration wizards, and system/user security controls. Report Creation training will introduce report writers and analysts to the reporting platform. Depending on the number of participants to be trained, Monster can also provide one-on-one training support for system administrators and report writers directly in their configured production environment.

Question 36: When will OWCMS be officially turned off?
Answer 36: We are planning for a seamless transition from OWCMS to ARIES on December 6, 2021.
Question 37: What happens when you have a client and their address in Aries does not match what they provided. For example, you were unable to access Aries while they were there, and they are now gone and there are multiple people with the same name.

Answer 37: You can find customers using several data elements beyond name including their email address, Username, last 4 of their soc if recorded, or even the address listed in the system. Any of those items can be used to find the customer in the system in order to make any needed changes.

Question 38: Will there be a "phone history" viewable ongoing or does the new phone number replace all history? Is there a view for multiple phone numbers or "alternative" phone numbers?

Answer 38: ARIES has spot’s to record a primary contact phone number and 2 alternative phone numbers.

Question 39: Is it possible in Aries to duplicate a client’s name?

Answer 39: There may be several customers throughout the state with the same name; the system will cross check with other data elements (SSN, email address, etc.) to help ensure that customers already existing in the system will not be duplicated.

Question 40: What does that mean - phone numbers history will not be retained?

Answer 40: When a primary phone number is changed, the previous is not kept. If it is advantageous to have that information, it can be recorded as an alternate phone number.

Question 41: If you don't select date will it default to current date like OWCMS?

Answer 41: Most data entry activities require selection of a date and will not allow a submission without that selection.

Question 42: Will all errors require contacting Q&A or can we make those ourselves?

Answer 42: ARIES allows staff to make changes to much of the data entry for the profile, services, case notes, etc. In the event that the error cannot be corrected by the case manager the ODJFS, OWD helpdesk will assist to ensure data integrity is maintained.

Question 43: Is there an option to print mailing labels or envelopes either individually or as a group?
Question 43: Using the ARIES reporting tool (SAP-BO) an Excel spreadsheet can be created which can be used to create mailing labels.

Question 44: Will our OH/ID user ID’s and passwords remain the same?
Answer 44: ARIES will use the OH-ID Single Sign-On procedures to be accessed.

Question 45: Is the customer email a hyperlink to auto open email and send email to customer?
Answer 45: Email functionality is still under development.

Question 46: Where do you report a Return to Work?
Answer 46: There are several areas to report customer employment. Depending on which program and its requirements you may report it in services, RESEA screens, on the profile or other areas deemed programmatically appropriate.

Question 47: Will information in OWCMS all be transferred over into Aries? Case notes, services, etc.
Answer 47: Yes, data is intended to be migrated from OWCMS to ARIES.

Question 48: Do you foresee any issues taking the current OWCMS information and exporting it into ARIES?
Answer 48: There is a workstream dedicated to making sure that data migrated from OWCMS is as smooth as possible. Data integrity is of the utmost importance to both ODJFS and Monster.

Question 49: Will CFIS be able to retrieve services from ARIES like OWCMS does.
Answer 49: Yes

Question 50: What kinds of reports can we pull from ARIES will they be restricted
Answer 50: There are many kinds of reports that can be created. Monster is working to develop canned and ad-hoc reports for our use, but specialized reports can also be created to meet specific needs.
Question 51: Would Providers be able to customize reports in ARIES?
Answer 51: Depending on permissions, yes

Question 52: Are ITAs generated, and will it work directly with CFIS?
Answer 52: ITA's can be used, and they will communicate with CFIS

Question 53: SAP report access transaction (real-time) data
Answer 53: Most information relevant to daily work is updated every hour. Some data elements are only updated as part of an overnight batch as they do not change frequently.

Question 54: Will we have the ability to save reports to our desktops?
Answer 54: Reports can be exported in a number of file types, which can be saved and shared on desktops or in a user’s private folder for later use.

Question 55: Can you add the OMJ center to the report?
Answer 55: All areas using the ARIES case management system will be able to run localized reports.

Question 56: When you send a report to someone is it just results or the whole report? If whole report I'm assuming the person receiving it will need to save it to their reports to be able to run it whenever they want in the future.
Answer 56: When exporting a report, the recipient will receive the generated data. Reports themselves, as in the requested data elements, can be created, saved and accessed later through SAP BO which can be sent. Sharing these would grant the individual the ability to create the report.

Question 57: When do you add case notes?
Answer 57: Case notes can be added on their own, with services, with eligibly determination and in multiple other locations in the system. You add case notes when there is interaction with a customer, they need to reflect what took place with the person to show a timeline and tell the whole story of the customer.
Question 58: Where would you be able to view all case notes like OWCMS.
Answer 58: Case notes exists in the case notes tab which can be searched and sorted.

Question 59: How does the case close if they are enrolled in multiple programs?
Answer 59: Cases will "close" when the last participating service is ended. ARIES will maintain the customer record and new eligibility can be determined at any time without creating a new customer record.

Question 60: If you enter a service - would it by chance show up as an automatic case note - such as if you enter Orientation as a service - would a case note automatically populate in the "case notes section" that Orientation service was provided that date?
Question 60: At this time if you create a service and do not enter a case note at the bottom of that service record as case note will not be created. However, ARIES does allow the flexibility for case managers to enter a note as part of the service creation activity.

Question 61: Will case notes become lost as they are now in OWCMS?
Answer 61: The ARIES system is a stable environment and there is no expectation that any records, including case notes, will be lost when entered in the system.

Question 62: Is there a way to add an ongoing dictation section like OWCMS? Or at least consider this recommendation with the caseworkers in mind. This will save the caseworkers time as dictation often tells an ongoing story and being able to easily access all the case notes in one section allows caseworkers to stay organized. Thank you!
Answer 62: Case managers can run an ad-hoc report in the ARIES reporting tool SAP-BO) that can display all case notes for a customer. This would allow a running record to be viewed instead of only viewing the list of case notes.

Question 63: Can you back date if you accidentally do not enter all of the services at one time?
Answer 63: Yes, services can be backdated and corrections to data entry mistakes corrected in this situation.

Question 64: Can multiple services be entered for a single date?
Answer 64: Yes
Question 65: Are you able to edit services, say you forgot to add a service note and/or delete service?

Answer 65: Services can be edited, and corrections made. However, deleting of services is not an option available to users.

Question 66: When making outreach phone calls, is there a way to document these services or must you select or do program eligibility?

Answer 66: Reportable individual services do not require an eligibly determination and can record outreach activities

Question 67: Are we still going to have P & N services?

Answer 67: Yes, there will be participating and non-participating services as outlined in policy.

Question 68: How would you add an individual opportunity plan (IOP) for WIOA/TANF youth?

Answer 68: There is a specific tab in ARIES that walks case managers through the steps to create an IOP.

Question 69: Currently, other service providers can go into cases and make notes and add services. When a new enrollee is added, will the initial provider be the only one to make changes in the system?

Answer 69: No, customers will continue to be able to receive services from multiple sources within the Workforce system.

Question 70: What type of future training will be available for Aries?

Answer 70: A variety of training opportunities will be provided. Further information will be provided at a later time.

Question 71: Claimants pooled for RESEA are considered dislocated workers making them eligible for WIOA but I didn't see RESEA in the list of eligibility criteria. Will this be added or did i miss it.
Answer 71: In ARIES, Eligibility is determined based on the specific program and it's eligibility criteria. When determining eligibility for Dislocated Worker, their unemployment status will auto populate into the Dislocated Worker Eligibility and Enrollment form as one of the required eligibility criteria.

Question 72: Just because some fields are orange or incomplete you may still determine eligibility?

Answer 72: Yes, as long as the case worker and customer filled in eligibility-related criteria on the customer's Profile dash, green "eligible-positive" fields will populate on the Eligibility and Enrollment tab. Fields’s orange simply mean those specific questions were not answered on the customer's Profile dashboard.

Question 73: How will the system handle various *Special grants* eligibility ongoing? Will the system get updates to accommodate these multiple eligibility variables?

Answer 73: The State Admin role in ARIES will have the ability to update key information such as Program or Grant updates ongoing in the system.

Question 74: What about CCMEP eligibility?

Answer 74: CCMEP is currently being built in ARIES. Eligibility will follow a similar process by completing a customer's registration on the Profile tab, then the Eligibility and Enrollment tab followed by adding an enrolling Customer Service/s.

Question 75: For services like Incumbent Worker Training, where eligibility is not based on the individual customer/ trainee, where will those documents be stored (like the contract, invoice, etc.)?

Answer 75: ARIES has a Document upload feature allowing multiple documents to be safely stored, in addition to being downloaded for printing or emailing.

Question 76: When would somebody not be eligible for Wagner Peyser funding? If there are not any exclusions, could the eligibility default to Wagner Peyser instead of having to choosing that one?

Answer 76: ARIES requires completing the Eligibility and Enrollment tab to determine eligibility for the majority of available programs.
Question 77: Will we be able to dual enroll someone in special grants and regular WIOA without having to create duplicate records?

Answer 77: Yes, only one customer record will be needed to dual enroll a customer in multiple, eligible programs.

Question 78: Would ARIES allow staff to save a case that does not have all the supporting documentation uploaded?

Answer 78: Yes

Question 79: What are some examples of the types of physical documents that will need to be uploaded into this system?

Answer 79: The types of documents required for upload will be based on the Program, its Policy and determined by your management team.

Question 80: Are you able to upload documents such as birth certificate or social security card

Answer 80: Yes. The types of files required for upload will be based on the Program, its Policy and determined by your management team.

Question 81: You can upload files as case notes? What files are supported?

Answer 81: When adding a Service along with a Case Note, one is able to upload a document. There is also a separate Case Note tab on a customer's dashboard that allows one to enter a detailed note but it does not have its own Document Upload feature embedded. Supported files include doc, docx, gif, jpg, pdf, pang, rtf, tiff, txt, xls, xlsx, csv (Max size: 5MB) & mp4 (Max size: 900MB)

Question 82: Will there be a requirement to upload documents?

Answer 82: Your management team will determine your document upload and storage requirements.

Question 83: Are we required to upload the documents in Aries or are we able to keep them as paper only still?

Answer 83: Your management team will determine your document upload and storage requirements.
Question 84: will documents uploaded into OWCMS be transferred over to ARIES?

Answer 84: Yes, we are working with OIS to migrate all of the docs to ARIES

Question 85: Is .one (OneNote) a supported file type to upload as a case note?

Answer 85: Supported files include: doc, docx, gif, jpg, pdf, png, rtf, tif, tiff, txt, xls, xlsx, csv (Max size: 5MB) & mp4 (Max size: 900MB)

Question 86: Is there an option to allow emailing of documents from the "documents repository" - such as a resume with an option to click on an "email" icon that would allow

Answer 86: ARIES will have the ability to download a stored document that can then be attached to an email message using your standard messaging system. Safe handling of PII should be kept in mind anytime that documents are downloaded and sent by email.

Question 87: Does that include documents? some documents that have been uploaded to OWCMS aren't retrievable

Answer 87: Yes, documents currently in OWCMS will migrate over to ARIES and will be retrievable/downloadable.

Question 88: Can you please share with us where the documents are stored/found? Also, if today's demo is recorded where we can find that also?

Answer 88: The Document Upload tab, where multiple documents can be saved/stored and downloaded, is found on each Customer's Dashboard.

Question 89: For employers with multiple locations, can we add contacts for each location, or is the contact list only for the entire company?

Answer 89: Recruiters may be associated with individual locations by way of setting up an OMJ account. However, the “contact” is for the entire company.
Question 90: So, we no longer have to do the Web admin for events, RESEA appt times, and workshops? If so when is this effective and will this cross over with anything we put in for first quarter 2022?

Answer 90: Currently in ARIES, one will still create events/workshops as well as register customers or staff to attend an event/workshop. RESEA appointment slots are selected by the participants in Ohiomeansjobs.com. Current events already entered and scheduled in first quarter 2022 will transfer over into ARIEs.

Question 91: Are you bringing back any job matching feature to Aries

Answer 91: No, not at this time.

Question 92: Will ARIES have the LE (Labor Exchange) and WIOA Office function?

Answer 92: ARIES will have both LE and WIOA functionality which can be accessed without logging out or leaving the system to “switch”. All users will have access to information for both employer and customers.

Question 93: Can you add a customer instead of an employer?

Answer 93: Both an employer and customer were added in the demonstration. With “Go Live”, all new Employers must first be sent to the ARIES Helpdesk for case creation in the ARIES system.

Question 94: Will staff's names be transferred into ARIES from OWCMS or would we need to do a new clearance 7078 Form?

Answer 94: Yes, names will be transferred.

Question 95: Will a statewide company have multiple Lead case managers in multiple counties?

Answer 95: Yes, if a company has office locations in multiple counties, case workers responsible for those counties would support them.
Question 96: In OWCMS sometimes a second letter goes out to our customers when they are able to be assigned to the CSR. Will Aries do this same thing?

Answer 96: ARIES has the ability to send letters based on program needs. Specific letters are being discussed.

Question 97: Should we be expecting any other "clean up" activities in the coming weeks?

Answer 97: The main programmatic cleanups have been completed. The data migration team continues to identify and cleanup data by type and/or tables. There has not been any data that has been identified that we need assistance from the local areas and/or program areas.

Question 98: The self-paced when will we have access to these and how many are there?

Answer 98: Training dates will be communicated at a later date and time.