

From the Old World of “Putty” to the New World of AWARE

Feature	Legacy System	AWARE
Content to Manage, Understand, Monitor <i>plus signs denote 2-6 AWARE version changes per year</i>		
Data Tables (content)	9	375 +
Lookup Tables (categorization)	16	300 +
Audit Logging Tables	None	13
System Configuration Tables	None	40 +
Views and Functions	None	200 +
Settings to Configure <i>these are different for DVR & DBVI (i.e., x2 for most numbers below)</i>		
System Parameters	None	700 +
Case Types	1 (2 for DBVI)	3 – 4 (PAS, VR, JFI, ILP)
Case Type Parameters	None	165 +
Auth Types	1	5
Auth Type Parameters	None	99 +
Security Templates	None	20 ~
Security Parameters	None	467 +
Security Decisions Made (Parameter x Role x Auth Type)	None	14800
Features to Train, Support and Monitor <i>new versions mean feature changes too</i>		
Team Members Involved	Counselor, Admin	Counselor, Admin, Managers & Supervisors, Employment Consultants, Benefits Counselors, Assistive Tech Specialists, Business Account Managers, EAP Clinicians, Business Office Staff, CO Support Staff
Case Notes & Attachments	None	All Team Members can do notes and attach documentation
Form Letters	None	Most Team Members have letter templates or forms available to use
Activity Dues	Tickler / Verification reports	A wide variety, both system-automated and user-created
Access Controls	None	Counselors can grant Guest Access selectively on a case-by-case basis to specific team members
Employer List	None	Pulled from CWS Salesforce
Actual Services Tracking	None	Can document services provided that are provided in-house
VISION integration	None (Paper mailed from field and reviewed by BusOfc; Payments re-entered by BusOfc into VISION; Vendor info not in synch, often wrong)	Payment interface and confirmation sent daily with Business Office review; Vendor file updated daily
WIOA Outcomes Support	None	Ability to track Barriers to Employment, Other WIOA Partners Cross-Program Participation, Education Goals, Measurable Skill Gains, Credentials, and to import UI data for Employment measures.

What the Road Looks Like

Full of promise

- ⊕ Staff can work as teams and know that all or most content can be found in one place.
- ⊕ We can know much more about the actual work that is being done by all team members.
- ⊕ We have much more refined tools for configuring the system and the rules than we ever had before.
- ⊕ We have much greater ability to ask probing questions about the quality and impact of the services being delivered.

Challenging, arduous, ever-changing

- ⊕ Simply understanding the data collected and accessing them correctly is much more complex, which requires much care on the data analyst's part.
- ⊕ Adaptation was complex to do when we didn't know the system well. Now that we know so much more, we are changing our adaptation decisions.
- ⊕ Aware is still working on WIOA changes so new releases are frequent and often introduce major changes.
- ⊕ Even after WIOA changes settle down, AWARE does 2 releases a year that we have to incorporate and train staff on.

Slow

- ⊕ Mastering the detail will take a while so we know how to extract information and use it effectively.
- ⊕ Communicating lots of details to staff takes considerable planning and effort over time, and it is difficult to monitor understanding and uptake.
- ⊕ Staff have a huge amount to learn still to master Aware, understand the language and rules, and build good habits that result in accurate, comprehensive data of good quality.
- ⊕ There are many things we can't control. We have to ask Alliance to change things and hope that it is important enough to get done someday.

Impressive

- ⊕ The amount we've accomplished is huge and shouldn't be underestimated.
 - Getting to Go-Live on time
 - All the work staff had to do build plans and back-fill WIOA data
 - All the new business procedures staff had to learn as team members with very specific practices in AWARE to master.