

Division of Developmental Disabilities Services

Did You Know Cx360 Offers...

Ease of Navigation

Users of the new electronic record will be able to spend less time navigating inside the system because Cx360 is very simple to navigate. Cx360 uses “breadcrumbs”, much like the old children’s story. As a user navigates into the record, each place they have been is left as a “breadcrumb” in the navigation bar at the top of their screen. Because of this, users will be able to simply click on the part of the record they need to access, without having to go back to the “start”. This ease of navigation will make it much easier for those providing services to find relevant information. Users will have all parts of the record to which they have been granted access available at their fingertips at any given moment. was made by the Provider to Therap. This Report Wizard will allow Provider agencies, as well as DDDS to monitor service delivery and measure the impact of system changes by creating simple reports pulling out a finite number of data elements.

This added ease of navigation means the providers will be able to spend less time searching the record for the part they need, and more time focusing on providing the excellent supports we know people are receiving.

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User Acceptance Testing (UAT) Team

As we approach completion of the discovery process, DDDS will be convening the User Acceptance Testing (UAT) team. The members of this team will undergo training and then will work independently to test the customized Cx360 application in order to identify problems or issues prior to full implementation.

Each provider agency and certain operational units within DDDS were previously asked to provide the name(s) of staff who will serve on the UAT team. Individuals named to the UAT must be willing and able to provide timely feedback as to the system’s performance. The UAT team will also be responsible for testing newly developed enhancements prior to them being made available to general users of the system.

Required Skills and Abilities of UAT Team members:

1. Ability to test enhancements prior to implementation system-wide
2. Ability to communicate findings to the Project Manager
3. Ability to communicate effectively with others

Required Skills and Abilities of UAT Team members (continued from page 1):

4. Ability to share knowledge of the system's enhancements to their designated group (teaching/training)
5. Knowledge in the documentation/recording of information within an electronic record system
6. Knowledge of the operation(s) of the business unit, discipline and/or agency they represent

DDDS will be contacting those agencies for whom UAT team members have not yet been confirmed. The UAT team will be convened very soon after the beginning of 2016.

These individuals will become the Cx360 expert for their agency and/or discipline. They will become the FIRST point of contact to answer user's questions regarding the use of the system, processes for entering/accessing information and communicating changes to the users in their organization or business unit.

Be on the lookout for a communication from DDDS very shortly after the New Year begins to convene the UAT team and begin their training!

Data Migration – What's Moving to the New Electronic Record, and How?

Part of the procedure of implementing the new electronic record includes "data migration". DDDS has identified elements of the existing Therap record that will be moved to the new system for everyone receiving services. These include identifying information such as name and address, as well as other information critical for billing and necessary to provide supports. DDDS has asked Providers to specify other information they consider critical to providing continuity for people receiving services as we all undergo the transition from one system to another. People who will be using the new electronic record should carefully consider what information they will need to carry over and make sure that information is shared with Managers and Supervisors so it can be relayed to DDDS.



Valuing persons with intellectual and developmental disabilities, honoring abilities, respecting choice, achieving possibilities ... working together to support healthy, safe and fulfilling lives.

We Heard YOU!

In our previous issue, we asked you to let us know what kind of training model would work best for you, and we want you to know we heard YOU.

The overwhelming majority of the feedback received indicated that a Train-the-Trainer model would work best for teaching staff how to navigate and use the new electronic record. This means that it's especially important to make sure that you have chosen your UAT team members carefully – they will be your source of training and information about the new system.