

# Project Update

November 2017



**CWDS** / Child Welfare Digital Services

# Digital Services & Support

- CWDS Web (*Development*)
- CWDS Technology Platform (*Development*)
- CWDS Infrastructure (*Development*)

Digital Services

- Intake (*Development*)
- Certification, Approval and Licensing Services (CALs) (*Development*)
- Case Management (*Development*)
- Court Processing (*Procurement*)
- Eligibility (*Planning*)
- Resource Management
- Financial Management
- Administration

- Implementation Support Services (*Active*)

# Digital Services Update



## Intake\*

- Butte
- Fresno
- Los Angeles
- Ventura
- Yolo



## CALS\*

- Los Angeles
- Orange
- San Francisco
- CCLD



## Case Management Group 1\*

- El Dorado
- Lassen
- Los Angeles
- Merced
- Sacramento



## Case Management Group 2

- Contra Costa
- Glenn
- Imperial
- Los Angeles
- Solano



## Case Management Group 3

- Los Angeles
- Placer
- Plumas
- San Diego
- Santa Clara



## Case Management Group 4

- Los Angeles
- Mendocino
- Monterey
- Nevada
- San Joaquin

# Digital Services Update



## Court Processing\*

- Alameda
- Los Angeles
- Madera
- Sacramento
- San Bernardino
- Santa Clara
- Shasta



## Eligibility\*

- Los Angeles
- Merced
- San Bernardino
- Tulare
- Ventura
- SAWS Consortia



## Resource Management

- Kern
- Los Angeles
- Sonoma
- Stanislaus
- Sutter
- Tehama



## CWS Financial Management

- Kings
- Lake
- Los Angeles
- San Mateo
- Tuolumne



## Administration

# The Snapshot

Child Welfare History ...at a glance

Wendy Christian

Intake Service Manager/County Consultant

## Snapshot

Welcome to Snapshot!

The fdhjnce jhfidjie word fhicne Shjdklsanc eghdah;coinda tkc fdhjnce jhfidjie word fhicnesjhdklsanc eghdah coindatkc fdhjnce jhfidjie word The fdhjnce jhfidjie word fhicne Shjdklsanc eghdah;coinda tkc fdhjnce jhfidjie word fhicnesjhdklsanc eghdah coindatkc fdhjnce.

### 1 People Search

Search for victims, perpetrators, reporters and collaterals



ADDED PEOPLE (2)

### 2

Aubrey Cambell

Edit



Date of Birth  
05/08/2007 (6 yrs)

Language(s)  
English, Spanish

Gender  
Female

Phone Number(s)  
Home: (916)-765-5481

Address  
4891 7th Avenue,  
Sacramento, CA 95820

Chris Cambell

Edit



Date of Birth  
05/08/1968 (45 yrs)

Language(s)  
English, Spanish

Gender  
Male

Phone Number(s)  
Home: (916)-765-5481  
Cell: (916)-765-5481

Addresses  
4891 7th Avenue,  
Sacramento, CA 95820

### 3

History of Involvement

DATE	TYPE/STATUS	COUNTY/OFFICE	PEOPLE AND ROLES		
10/26/2017	Referral (In Progress)	Sacramento	VICTIM <a href="#">Aubrey Cambell</a>	PERPETRATOR <a href="#">Chris Cambell</a>	ALLEGATIONS Neglect (Pending)
08/26/2016	Case	Sutter	VICTIM <a href="#">Tommy Cambell</a>	PERPETRATOR <a href="#">Chris Cambell</a>	ALLEGATIONS Neglect (Unfounded)

# The Child Welfare History Snapshot gives users the ability to...

1 ...search for people across CWS/CMS from a **single field**

2 ...see that person's current contact information and demographics

3 ...see an at-a-glance summary of their **combined CWS history**

In a fraction of the time it currently takes to do the same work in CWS-CMS.

## Additional Benefits

- **Reduce risk** of rolling out software with the new infrastructure with a small, low-risk release
- **Find and address** issues early, based on feedback from real users doing real work
- **Deliver value** right away, without having to wait for the Hotline MVP

# Snapshot Overall Implementation

1 Core County Representatives



Goes to Core County Reps working with Intake Team

2 Core Counties



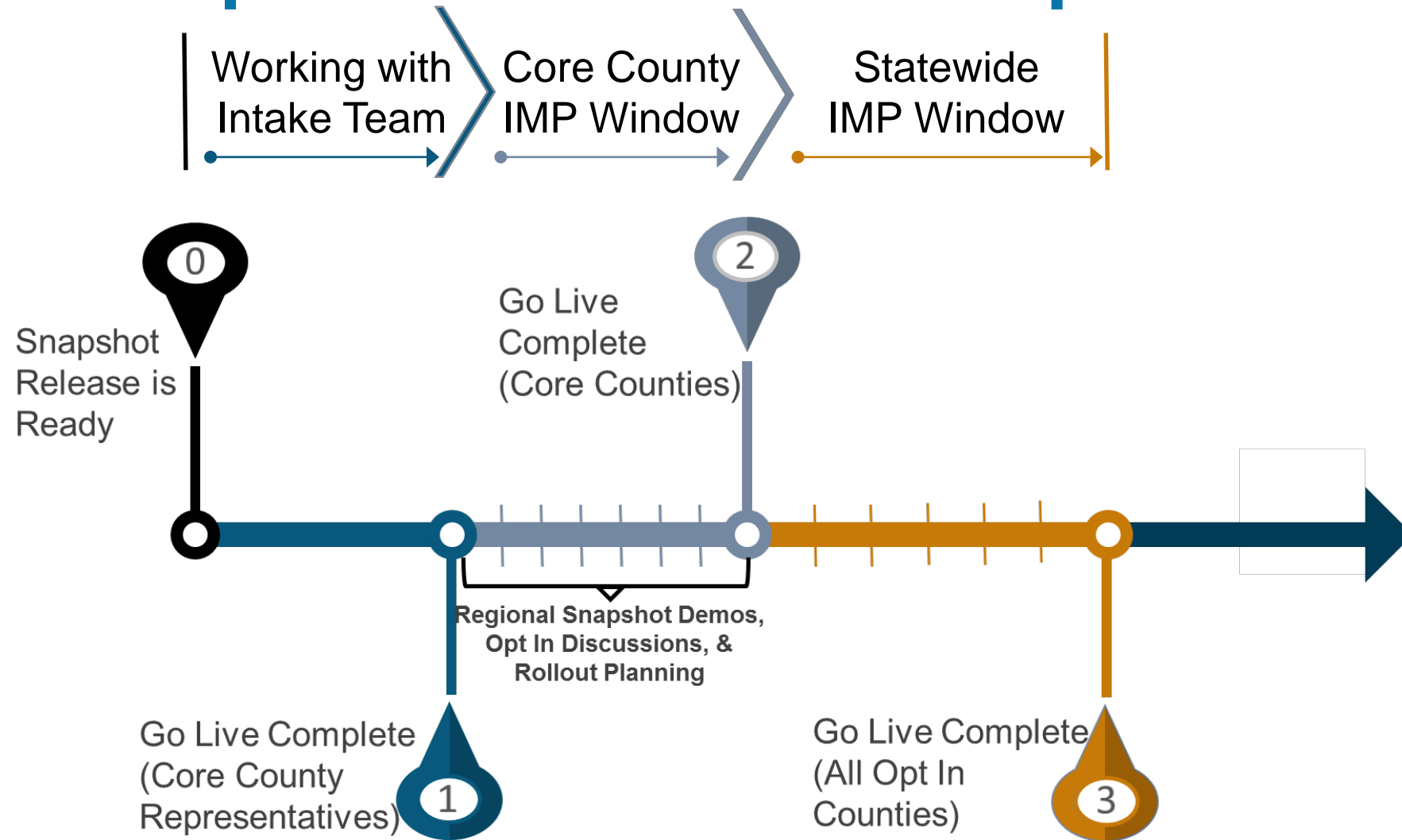
Available to identified Core County staff

3 Statewide Rollout



Rolled out during an Implementation Window to all impacted users

# Snapshot Roadmap





# Key Implementation Activities

1

Planning: Snapshot Demos and Statewide Rollout

2

Access: Connectivity & User Logon

3

Training: Web-Based & Job Aids

4

Support: CWDS Service Desk

The Child Welfare History Snapshot allows you to search CWS/CMS for people and their past history with CWS. To start, search by any combination of name, date of birth, or social security number. Click on a person from the results to add them to the Snapshot, and their basic information and history will automatically appear below. You can add as many people as you like, and when ready, copy the summary of their history. You will need to manually paste it into a document or a field in CWS/CMS.

Search

Search for any person(Children, parents, collaterals, reporters, alleged perpetrators...)



# NS Training Delivery Approach

- Train the Trainer
- Training Methods
- Training Materials

# NS Training Delivery Approach

## Train the Trainer (TTT)

- Training Materials are delivered through Train the Trainer
- Counties may customize materials
- Train the Trainer sessions are offered prior to every DS release



# Training Methods / Materials

- **Instructor-led Training (ILT)**
  - Instructor Guides
  - User Guides
  - Use of Training Environment
- **Web-based Training (WBT)**
  - NS Orientation & Targeted Functional Topics
  - Voiceover Narration
  - Closed Captioning
- **Job Aids, User Guides and Desk Aids**
  - Graphics, Step/Action Tables, New Concepts
  - Printable PDFs
- **Demonstration Videos**
  - 2-3 minute 'See It' demo of specific functions

# Where to Find NS Training Materials

## Digital Services Implementation Portal

<https://cwscms.osi.ca.gov>

Home County Probation New System Releases Support Po

Digital Services Implementation Portal

### Welcome to the Digital Services Implementation Portal

You can find all Child Welfare Digital Services (CWDS) implementation related information and documents here. Please note documents found on this site are updated on a frequent basis. The documents posted are the latest versions available.

To access implementation materials, you must register with your county work email or State work email domain.

Public email domain addresses are not allowed. If you have trouble with registration, please email [CWS\\_URST@osi.ca.gov](mailto:CWS_URST@osi.ca.gov).

[Click here](#) for an Implementation Team overview.

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CWS-NS Project Core County Calendar

### Training Portal

[Tools](#) [Sandbox](#)

[Intake](#)

### OCM Portal

[Tools and Templates](#) [Release 1](#)

[Release 2](#)

[Release 3](#)

# CALS Update

- Scope Review
- Facility Profile
- RFA Forms



# Facility Profile



## ROBIN HOOD SFH

FACILITY TYPE : Small Family Home

1

<b>NAMES OF LICENSEE / PARENTS</b> HOOD, ROBIN AND M ARIAN	<b>LICENSE NUMBER</b> 193600029	<b>LICENSE EFFECTIVE DATE</b> 2016-08-30
<b>APPROVAL / LICENSING WORKER</b> Karl Gutierrez	<b>STATUS</b> Licensed	<b>APPLICATION RECEIVED DATE</b> N/A
<b>ASSIGNED OVERSIGHT AGENCY</b> LA Metro C/Res	<b>CAPACITY</b> 6	<b>LAST VISIT DATE</b> 2016-09-03
		<b>LAST VISIT REASON</b> Renewal

<b>PHYSICAL ADDRESS</b> 7389 W. GRANDROSE AVE. LOS ANGELES, CA 90063	<b>PRIMARY PHONE</b> (909) 890-1041	<b>POSTAL ADDRESS</b> 7382 W. GRANDROSE AVE. LOS ANGELES, CA 90063
<b>COUNTY NAME</b> Los Angeles	<b>ALTERNATE PHONE</b> N/A	

1

Resource Family Home/Facility Information

2

Childrens placed in home currently

ID	FIRST NAME	LAST NAME	SEX	AGE	DATE OF BIRTH	DATE OF PLACEMENT	ASSIGNED WORKER	COUNTY OF ORIGIN
9198238971	John	Doe	M	17	09-09-2000	09-09-2004	Paulina Nathan	Los Angeles
32921282892	Peter	Solomon	M	16	01-12-2001	01-12-2005	Peter Doe	Sacramento
9819898389	Paulina	Nathan	F	16	03-03-2001	03-03-2004	John Noel	Yolo
89090912	David	Doe	M	13	01-03-2005	01-03-2007	David Solomon	Calaveras
5235545256	Mary	Noel	F	12	01-09-2006	01-09-2007	Mary Doe	San Joaquin

2

Children Currently Placed in Home/Facility

3

Compliance History

INSPECTIONS  COMPLAINTS

COMPLAINT DATE	ASSIGNED WORKER	CONTROL NUMBER	PRIORITY LEVEL	COMPLAINT STATUS	APPROVAL DATE
09-09-2000	John Doe	21-CR-2017 0424102653	3	Pending	-
01-12-2001	Peter Solomon	21-CR-2017 0424102657	2	Approved	03-12-2001
03-03-2001	Paulina Nathan	21-CR-2017 0424102600	1	Pending	-
01-03-2005	David Doe	21-CR-2017 0424102650	2	Approved	04-1-2001
01-09-2006	Mary Noel	21-CR-2017 0430102630	2	Pending	-

3

Inspections/Complaint History



# RFA - 01A Form

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY  
CALIFORNIA DEPARTMENT OF SOCIAL SERVICES  
RESOURCE FAMILY APPROVAL

**FOR COUNTY USE ONLY**  
COUNTY: \_\_\_\_\_

**RESOURCE FAMILY APPLICATION**

*Instructions: This is the application form for Resource Family Approval by a County. Please type or print clearly.*

INITIAL APPLICATION  OTHER (SPECIFY) : \_\_\_\_\_

**I. APPLICANT(S): EACH APPLICANT MUST COMPLETE A CRIMINAL RECORD STATEMENT RFA 01B.**

FIRST	MIDDLE	LAST	
APPLICANT ONE:			
PREVIOUS NAMES USED: <i>*including maiden name</i>		HIGHEST LEVEL OF EDUCATION COMPLETED	
DATE OF BIRTH	GENDER	RACE/ETHNICITY	DRIVER'S LICENSE NUMBER
EMAIL ADDRESS (OPTIONAL)		CELL PHONE NUMBER	HOME PHONE NUMBER
NAME/ADDRESS OF EMPLOYER		WORK PHONE NUMBER	OCCUPATION ANNUAL INCOME

FIRST	MIDDLE	LAST	
APPLICANT TWO:			
PREVIOUS NAMES USED: <i>*including maiden name</i>		HIGHEST LEVEL OF EDUCATION COMPLETED	
DATE OF BIRTH	GENDER	RACE/ETHNICITY	DRIVER'S LICENSE NUMBER
EMAIL ADDRESS (OPTIONAL)		CELL PHONE NUMBER	HOME PHONE NUMBER
NAME/ADDRESS OF EMPLOYER		WORK PHONE NUMBER	OCCUPATION ANNUAL INCOME

**II. APPLICANT(S)' RESIDENCE**

PHYSICAL ADDRESS	CITY	STATE	ZIP
MAILING ADDRESS (IF DIFFERENT)		CITY	STATE ZIP

Do you own, rent or lease the residence? Check one:  Own  Rent  Lease

Weapons in the home? Check one:  Yes  No

Body of Water. Check one:  Yes  No

If yes, please describe the location of the body of water and its size.

Resource Family Applications (RFA 01A)

*Instructions: This is the application form for Resource Family Approval by a County. Please type or print clearly.*

**I. Applicant 1 - Information**

Name

Prefix: Mr. (dropdown)

Legal First Name: Kermit, Legal Middle Name: The, Legal Last Name: Frog

Suffix: Esq. (dropdown)

**II. Applicant (S) - Residence**

Address: 1234 Lily Pad Ln.

Physical Address: 1234 Lily Pad Ln.

Highest Level of Education: College Graduate (dropdown)

Zip Code: 91501, City: Burbank, State: California (dropdown)

**More about Applicant**

**Phone Number**

Phone Number: (310) 888-8888, Phone Type: Home (dropdown), Preferred Contact Number:

Phone Number: (818) 469-8888, Phone Type: Work (dropdown), Preferred Contact Number:

Add another Number +

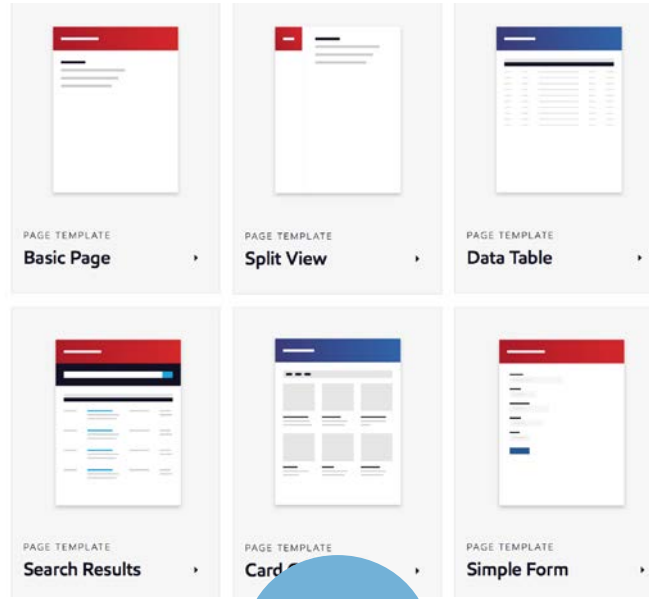
# Case Management Update

- Research and Discovery
- Create a library of reusable code patterns
- Map the current system & prepare to replace CWS/CMS functionality



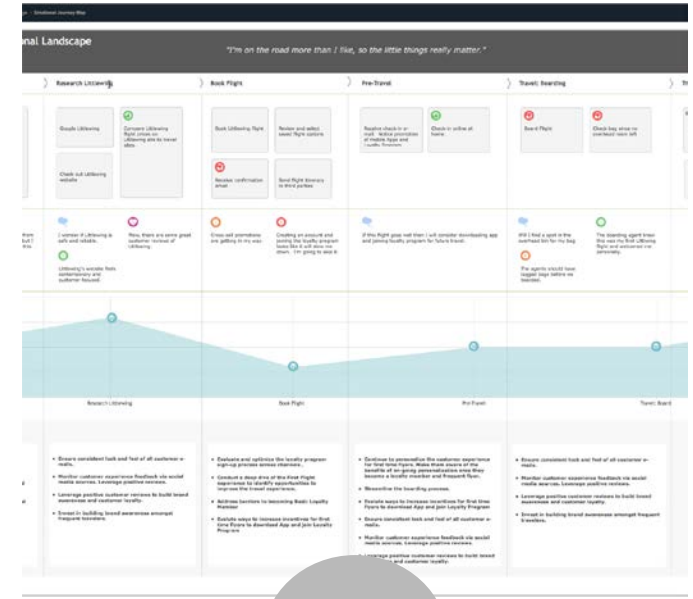
## Research & Prototype

Co-design with our core counties on new Emergency Placement and Family Finding capabilities in support of RFA



## Pattern Library

Create a library of reusable, modular code components so that when we build interface screens they will all have the same look and feel across all digital services



## Legacy Systems Map

Understand data requirements and restrictions in CWS/CMS to ensure front end features support smart back end development once our TPT team joins the project

Other questions...?

# Q&A

- For Intake specific questions please contact:
  - Wendy Christian, [wendy.christian@osi.ca.gov](mailto:wendy.christian@osi.ca.gov)
- For CALS specific questions please contact:
  - Phoebe DeMund, [phoebe.demund@osi.ca.gov](mailto:phoebe.demund@osi.ca.gov)
- For Case Management specific questions please contact:
  - Cindy Vatalaro, [cynthia.vatalaro@osi.ca.gov](mailto:cynthia.vatalaro@osi.ca.gov)
- For Project questions please contact:
  - Tony Fortenberry, [tony.fortenberry@osi.ca.gov](mailto:tony.fortenberry@osi.ca.gov)
  - Bill Maile, [bill.maile@osi.ca.gov](mailto:bill.maile@osi.ca.gov)
  - Cathy Turner, [cathy.turner@osi.ca.gov](mailto:cathy.turner@osi.ca.gov)
  - Michele Scoggins, [michele.scoggins@osi.ca.gov](mailto:michele.scoggins@osi.ca.gov)

# Implementation / Training Team

Kalani Mertyrus, State Implementation Manager

Darlessia Worthen, State Training Lead

Renée Carter, Training Lead (Implementation Vendor)

Contact us at [osicwdstraining@osi.ca.gov](mailto:osicwdstraining@osi.ca.gov)

# Resources

CWDS Dashboard  
<https://cwds.ca.gov/dashboard>

Upcoming CWDS Events  
<https://cwds.ca.gov/events-calendar>

CWDS Publication Archive  
<https://cwds.ca.gov/feed>