



**CWDS**  
Child Welfare Digital Services

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# **Child Welfare Digital Services Project**

## Project Glossary

October 30, 2019

## **CWDS Project Glossary**

The Child Welfare Services - California Automated Response and Engagement System (CWS-CARES) Project Glossary includes a List of Acronyms and defined terms captured from various models, reports, and other artifacts pertaining to the CWS-CARES Project as a reference for stakeholders. The Project Glossary standardizes terms used across the various project disciplines; each term is defined with its meaning specific to the project domain.

Highlighted terms represent definitions that were revised, added, or removed from the previous version of the Project Glossary. CWDS makes no representation that every term that was revised, added, or removed will be highlighted. The state may update the Project Glossary at any time.

Please note that the CWDS Project Glossary is no longer being used in conjunction with current and future CWS-CARES procurements.

# CWDS Project Glossary

## LIST OF ACRONYMS

Acronym	Definition
ACF	Administration for Children and Families
ACYF	Administration for Children, Youth and Families
AFCARS	Adoption and Foster Care Analysis and Reporting System AFCARS
ADPQ	Agile Development Pre-Qualified
BIA	Bureau of Indian Affairs
CDE	California Department of Education
DOJ	California Department of Justice
CDSS	California Department of Social Services
CDT	California Department of Technology
CEAF	California Enterprise Architecture Framework
CHHSA	California Health and Human Services Agency
CAIR	California Immunization Registry
CALPADS	California Longitudinal Pupil Achievement Data System
CRS	California Relay Service
CSAR	California Sex and Arson Registry
CalWIN	CaWORKS Information Network
CBCB	Caregiver Background Check Bureau
CBC	Caregiver Background Check System
CLF	Cashiering and Centralized Licensing Fee System
CALS	Certification, Approval, and Licensing Services
CARP	Child Abduction Response Processor
CACI	Child Abuse Central Index
CPS	Child Protective Services
CWDS	Child Welfare Digital Services
CWS	Child Welfare Services
CWS/CMS	Child Welfare Services/Case Management System
CASS	Coding Accuracy Support System
CWS-NS	Child Welfare Services-New System
CWS-CARES	Child Welfare Services-California Automated Response and Engagement System
CFSR	Children and Family Services Review
CRC	Children's Research Center
CRP	Children's Residential Program
CSI	Client and Service Information System
CIN	Client Index Number

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Acronym	Definition
CCLD	Community Care Licensing Division
CAT	Comprehensive Assessment Tool
C-IV	Consortium IV
CAD	County Access to Data
CWDA	County Welfare Directors Association
DHCS	Department of Healthcare Services
FFP	Federal Financial Participation
FAS	Field Automation System
JJIS	Juvenile Justice Information System
LCTS	Legal Case Tracking System
LAARS	Licensing Administrative Action Record System
LEADER	Los Angeles Eligibility, Automated Determination, Evaluation and Reporting
NCANDS	National Child Abuse and Neglect Data System
NEICE	National Electronic Interstate Compact Enterprise
NHSIA	National Human Services Interoperability Architecture
NYTD	National Youth in Transition Database
OAH	Office of Administrative Hearings
RTA	Regional Training Academies
SDC	Service Delivery Center
SDMC	Short Doyle II. The Short- Doyle/Medi-Cal
SSA	Social Security Administration
SVES	State Verification and Exchange System
SACWIS	Statewide Automated Child Welfare Information System
SAWS	Statewide Automated Welfare System
SDM	Structured Decision Making
SCAR	Suspected Child Abuse Report
TGNB	Transgender and Gender Non-Binary
UX/UI	User Experience/User Interface

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Term	Definition
Acceptance Criteria	The conditions that must be met before the State* Product Owner accepts the particular functionality or User Story. Acceptance Criteria may be defined at a System* level, a Feature level, or a User Story level, but the Acceptance Criteria must be defined before delivery.
Acceptance Test	The functional testing of a Digital Service(s), component, Minor Release, or Major Release of Software* intended to determine if it meets requirements specified in the Acceptance Criteria. This definition supersedes the definition for Acceptance Tests provided in the CWS-CARES General Provisions, Paragraph 1. Definitions. See also, CWS- NS General Provisions, Paragraph 16. Inspection, Acceptance and Rejection.
Acceptance, Accepted	Notice from the State* to the Contractor* that a Deliverable* or service has satisfied the Acceptance Criteria for that Deliverable* or service. See also, CWS-CARES General Provisions, Paragraph 16. Inspection, Acceptance and Rejection.
Accusation	A legal pleading regarding a facility issue that is served on an individual or corporation to initiate an administrative action.
Active Directory (AD)	A directory service that Microsoft developed for Windows domain networks and is included in most Windows Server operating systems as a set of processes and services.
Activity	A thing that a person or group does or has done.
Ad-hoc Testing	Testing that is carried out without following specific test scenarios or scripts, to access the viability of a Product.
Administration for Children and Families (ACF)	A division of the U.S. Department of Health and Human Services, responsible for federal programs which promote the economic and social well-being of families, children, individuals, and communities.
Administration for Children, Youth and Families (ACYF)	An office of the ACF within the U.S the Department of Health and Human Services. ACYF is the federal sponsor for Child Welfare Services (CWS) and the Statewide Automated Child Welfare Information Systems (SACWIS) program.
Administrative Action (AA)	A legal action initiated by CDSS against an applicant, licensee, or an individual or entity which is certified or approved. Examples include license revocations, initial license application denials, temporary suspension orders, and exclusions.

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Term	Definition
Administrator	In the context of CALS, the licensee, or the adult designated by the licensee to act in his/her behalf in the overall management of the facility.
Adoption Agencies	A CDSS adoptions regional or field office places the child for adoption. The birth parent's parental rights are terminated either by court order or by the filing of a relinquishment. The adoption agency becomes legally responsible for the care, custody and control of the child. The agency studies and approves adoptive applicants before placing a child in their home for adoption, then supervises the placement for six or more months before the court approves the adoption.
Adoption and Foster Care Analysis and Reporting System (AFCARS)	The collection of case-level information on all children in foster care for whom state child welfare agencies have placement, care, and supervisory responsibility, and on children who are adopted under the auspices of the state's adoption program. AFCARS also includes information on foster and adoptive parents.
Adoption Assistance Payments (AAP)	Payment assistance to adoptive families.
Adoption Home Study	A written report containing the findings of the social worker who has met on several occasions with adoptive applicants, and investigated the health, medical, criminal, family and home background of all parties.
Adoption Services	Services that may include recruitment of potential adoptive parents, financial assistance to adoptive parents to assist in the support of special needs children, and direct relinquishment and independent adoption.
Adoptive Placement	Formal signing of adoptive placement papers by family with the intention of legal finalization of adoption.
AdoptUSKids	A multi-faceted, federally funded project whose mission is to raise public awareness about the need for families for children in foster care, and assist States, Territories and Tribes to recruit and retain foster and adoptive families and connect them with children.
Adult	In the context of Resource Family, a person who is 18 years old or older. Exceptions include an individual aged 18-19 who meet the requirements of WIC 11403, or an individual aged 18-22 determined to be "child with special health care needs" and continues to be provided with care and supervision by a caregiver in the home.

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Term	Definition
Agency of Jurisdiction	In the context of certification, approval, or licensing of homes or facilities, the governmental agency responsible for licensing, approving, or certifying that a -unique set of facilities or homes meets the legal requirements to be licensed, certified, or approved.
Agile	An umbrella term used for a group of related approaches to software development based on iterative and incremental development that aligns product delivery with customer needs.
Agile Development Pre-Qualified (ADPQ) Vendor Pool	A pool of vendors established by the CHHSA that will provide user-centered design and Agile Software Development services, based upon their submission of: a functioning prototype, working source code, and a narrative description of the technical approach used to create the prototype.
Agile Software Development	An umbrella term for iterative, incremental software development methodologies including but not limited to Extreme Programming (XP), Scrum, Kanban, Crystal, Dynamic Systems Development Method (DSDM), Lean, and Feature-Driven Development (FDD). Agile Software Development is an alternative to traditional phase-driven “waterfall” development method.
Agile Sprint Planning	The process by which increments of work are planned, estimated, and committed to by the Contractor*.
Aid Code	A two character code, developed by the State of California to facilitate the administration of Medi-Cal, describes the level of benefit to which a recipient is eligible. An Aid Code also determines what the provider may claim under Medi-Cal regulations.
Aid to Families with Dependent Children (AFDC)	Congress created the Aid to Families with Dependent Children (AFDC) public assistance program in the 1930's as part of the Social Security Act (Title IV-A). AFDC was replaced by TANF (Temporary Aid to Needy Families) in the 1996 Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA).
Alert	System generated information that results from system use or pertains to their role, position, and/or user group.
All County Information Notice (ACIN)	An information-only notice developed and distributed by a California health and human services agency to specific roles (e.g., welfare directors, administrative law judges) within every California county per a court order or change in state or federal policy, guidance or regulation.

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Term	Definition
All-County Letter	A notice including guidance or policy changes developed and distributed by a California health and human services agency to specific roles (e.g., welfare directors, administrative law judges) within every California county per a court order or change in state or federal policy, guidance or regulation.
Allegation	<p>A report provided to law enforcement or a child welfare agency that describes Child Abuse.</p> <p>In the context of CALS, information which asserts or indicates that a facility or home may not have met or may not be meeting the requirements of one or more of the written directives or any applicable laws and/or regulations.</p>
Alleged Perpetrator	An individual named in a referral who is suspected to have caused or knowingly allowed the maltreatment of a child.
Alpha	The second of the four Digital Service stages used to report point in time status of each Digital Service (e.g., Intake). The objective of this stage is to build one or more prototypes based on research from the Discovery Phase. The outputs of this stage include, but are not limited to, the following: prototype(s), risks, and the Minimum Viable Product for each Digital Service's Core Constituent Groups.
Androgynous	A gender expression that has both masculine and feminine elements.
Android	Android is a smartphone operating system (OS) developed by Google.
Appeal	In the context of Certification Approval and Licensing Services the due process right and/or the formal request for a change to a licensing, certification, or approval decision.
Applicant	In the context of CALS, any individual, firm, partnership, association, corporation, county, city, public agency or other government entity that has submitted application materials for a community care facility license, group or foster home license, resource family home approval, administrator certificate, or special permit.



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Term	Definition
Application Architecture	A classification of applications and the set of rules that govern how the applications will interoperate, distribute functionality, and share information across an organization. It will normally be based on the business process data model and will provide a framework that defines the structure and design of the functional components of the business systems and their interrelationship with each other.
Application Program Interface (API)	A software intermediary that makes it possible for Application programs to interact with each other and share data. An API is often an implementation of REST that exposes a specific software functionality while protecting the rest of the Application.
Application(s)	Software developed to support a business need. It refers to all Custom Software* and Commercial Software* used to provide business functionality, not including operating systems or office automation software.
Approver(s)	An individual responsible for officially agreeing or consenting to CW Workers plan of action related to Child Welfare Services and court activity.
Approving County	In the context of Resource Family Approval (RFA), the county that completes the RFA process for a family.
Archetype	See Persona
Architecture	A formal description of a computer System* or Application's design, components, and how the components fit and work together to fulfill a specific purpose. The Architecture may include required functional activity descriptions, the System* elements needed to perform the functions, and the expected System* element performance levels. The Architecture may also include information on the technologies, interfaces, and location of functions and is considered an evolving description of the approach to build the desired System or Application.
Archive	A collection of historical documents or records providing information about a case, place, institution, facility or group of people.
As-Is	Defines the current state of the business process in an organization. Compared to the To-Be state to conduct gap analysis.
Asexual	A person who does not experience sexual attraction.

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Term	Definition
Assessing	The use of historical and current information about the family and the child to determine if the child is safe in their currently living environment. When assessing safety and risk a child welfare worker identifies risk factors and/or appropriate services to improve the family's situation.
Assessment	A written document which contains information relevant to the case situation and an appraisal of case service needs. California Manual of Policies and Procedures Division 31-002(a)(10).
Associated Adults	In the context of licensed or certified homes and facilities, an applicant, licensee, adult resident, volunteers under certain conditions, and employees who have contact with clients or are otherwise required under California Health and Safety Code to require a background check.
Associated Individual	In the context of Resource Family, an individual associated to the Resource Family's home or to the proposed Resource Family's home who resides in the home or is otherwise required to pass background clearance or exemption as set forth in WIC section 16519.5(d).
Association	A connection or cooperative link between people, organizations, documents, or records.
Asynchronous JavaScript and XML (AJAX)	A method of building interactive Applications for the Web that process user requests without reloading the page.
Attribute(s)	A specific piece of information or data defined as part of a discreet set of information. For example, street number, street name, city, and phone number are each attributes of the "Address" set of information.
Attribute-Based Access Control (ABAC)	An access control method where User requests to perform operations on resources are granted or denied based on assigned Attributes of the User, assigned attributes of the Resource, environment conditions, and a set of policies that are specified in terms of those Attributes and conditions.
Audit Trail	A chronological set of logs and records used to provide evidence of a system's performance or personnel activity that took place on the system and used to detect and identify intruders.
Authentication	Any process by which a system verifies the identity of a user who wishes to access it.

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Term	Definition
Authorization	The process of granting or denying access to a network resource, which allows the user access to various resources based on the user's identity.
Benefits	Financial assistance or payment programs which require certain elements of eligibility to acquire and maintain the payments.
Best Practice	Best practice in child welfare, refers to evidence-based child welfare practice which involves identifying, assessing, and implementing strategies that are supported by scientific research as being effective in improving outcomes for children and families.
Beta	The third of the four Digital Service development stages used to report point-in-time status of each Digital Service (e.g., Intake). The objective of this stage is to train and implement the Minimum Viable Product for Core Constituents or Core Constituent Groups, and develop, test, and implement multiple releases to other organizations. The outputs of this stage include, but are not limited to, the following: Core Constituents or Core Constituent Groups trained and implemented on the initial Minimum Viable Product release and other organizations trained and implemented on subsequent Releases.
Binary Large Object (BLOB)	A collection of binary data stored as a single entity in a database management system. Also known as basic large object, Binary blob or BLOB. Refer also to unstructured data.
Bisexual	A person emotionally, romantically or sexually attracted to more than one gender though not necessarily simultaneously, in the same way or to the same degree.
Bureau of Indian Affairs (BIA)	An agency of the federal government of the United States within the U.S. Department of the Interior. The BIA's mission is to enhance the quality of life, to promote economic opportunity, and to carry out the responsibility to protect and improve the trust assets of American Indians, Indian tribes and Alaska Natives.
Business Activity Monitoring	Software that aids in monitoring of business activities, as those activities are implemented in computer systems. A business activity can either be a business process that is orchestrated by business process management (BPM) software, or a business process that is a series of activities spanning multiple systems and applications. Business Activity Monitoring is an enterprise solution primarily intended to provide a real-time summary of business activities to operations managers and upper management.

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Term	Definition
Business Intelligence (BI)	A set of techniques and tools for the transformation of raw data into meaningful and useful information for the CWS-CARES Project business analysis purposes. The techniques and tools allow for easy interpretation of CWS-CARES Project data for effective reporting, analysis and to make timely decisions based on historical, current and predictive views of business operations.
Business Objects (BO)	A business representation of an organization's data that helps end users access data autonomously using common business terms. Business Objects isolates business users from the technical details of the databases where source data is stored.
Business Objects Universe	A Business Objects Universe is a semantic layer that maps complex data into business areas (e.g., case, referrals) with elements that use descriptive business terms known across the organization.
Business Process Model and Notation (BPMN)	Data modeling applicable to software engineering utilizing the process of creating a data model for an information system by applying formal data modeling techniques and graphical representation for specifying business processes in a business process model.
Business Process Package (BPP)	Each Business Process Package contains high-level workflows and operational scenario narrative descriptions that describe an aspect of California's current statewide CWS practices.
Business Rules	Rules that govern the flow and function of the Application and enforce customer business policies and procedures navigation through the Application and data access.
Business Rules Extract	The process of extracting essential intellectual business logic in the form of business rules from packaged or legacy software applications and stating them in natural or formal language.
Buy/Build Approach	The concept of purchasing a pre-built, off-the-shelf solution, which is delivered through the web and custom build of additional functionality in support of specific business requirements not addressed in the pre-built solution.
CalFresh	The CalFresh Program, federally known as the Supplemental Nutrition Assistance Program (SNAP), issues monthly electronic benefits that can be used to buy most foods at many markets and food stores.

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Term	Definition
California Enterprise Architecture Framework (CEAF)	An enterprise architecture framework designed to guide the development and use of comparable enterprise architectures within and across state agencies so that the resulting enterprise architecture deliverables enable mission success with a lower total cost of ownership, faster time to delivery, and reduced duplication.
California Health and Human Services (CHHS) Agency	A California government agency that oversees departments and offices that provide a wide range of services in the areas of health care, mental health, public health, alcohol and drug treatment, income assistance, social services and assistance to people with disabilities.
California Immunization Registry (CAIR)	The CDPH Gateway CAIR IZ Portal is the central point of contact for providers who wish to submit immunization data electronically to any of the seven CDPH CAIR regional registries.
California Longitudinal Pupil Achievement Data System (CALPADS)	A CDE longitudinal data system used to maintain individual-level data including student demographics, course data, discipline, assessments, staff assignments, and other data for state and federal reporting.
California Relay Service (CRS)	A telecommunications relay service, which provides full telephone accessibility to people who are deaf, hard of hearing or speech disabled.
California Sex and Arson Registry (CSAR)	California's mandated repository for sex and arson registration information used by law enforcement agencies (LEAs) to register sex and arson offenders pursuant to California Penal Code (PC) sections 290 and 457.1.
CalWORKs Information Network (CalWIN)	CalWIN consists of 18 counties that represent approximately 38 percent of the state's welfare caseload. CalWIN is also the name of the system used by the CalWIN consortium.
Capacity	The number of children and/or non-minor dependents for whom a facility or home may provide care and supervision.
Capacity Management	Ensures that the capacity of IT services and the IT infrastructure can deliver the agreed service level targets in a cost effective and timely manner.
Caregiver	In the context of CALS, the person who has the authority and responsibility for the care and supervision of a child in a licensed, certified, or approved home or facility.
Caregiver Background Check Bureau (CBCB)	The CCLD Bureau that reviews and renders decisions on criminal record exemption requests, active arrest reports, and child abuse central index check name matches for individuals associated with State licensed facilities.

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Term	Definition
Caregiver Background Check System (CBC)	A comprehensive workflow system for background check decisions.
Case	A client record for a child or non-minor dependent receiving court ordered or voluntary services.
Case Plan	A document which is developed based upon an assessment of the circumstances which required child welfare services intervention, and in which the child welfare worker identifies a case plan goal for each identified participant. The case plan identifies the specific services to be provided to meet the participant's documented needs, as well as the objectives to be achieved and case management activities to be provided by the CWS agency (CDSS Manual of Policies and Procedures 31-002).
Case Record	An electronic and/or written record for each child receiving child welfare services including, but not limited to, the emergency response protocol. The case record contains all of the documentation requirements specified by the Division 31 regulations and includes court documents maintained by the child welfare services agency, as defined in Rule 5.552 of the California Rules of Court (CDSS Manual Policies and Procedures Division 31).
Cashiering and Centralized Licensing Fee (CLF) system	A system that supports the Community Care Licensing Division (CCLD) and is accessed through the Licensing Information System (LIS). It displays facility profiles and transaction history, contains accounting functions including check processing, and generates a Report of Collection. The CLF uses ADABAS for data storage and interfaces with an e-Payment portal via daily batch process.
Coding Accuracy Support System (CASS)-Certified	CASS certification is offered to all mailers, service bureaus, and software vendors that would like the United States Postal Service to evaluate the quality of their address-matching software and improve the accuracy of their ZIP+4, carrier route, and five-digit coding.
Catchment Area	The geographical area served by an institution that can be defined by region, county, or within county borders (e.g., according to zip codes or other city boundaries).

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Term	Definition
Certification, Approval, and Licensing Services (CALs)	A CWS-CARES Digital Service supporting the certification, approval, and licensing of homes and facilities.
Certified Family Home (CFH)	A family residence certified by a licensed foster family agency and issued a certificate of approval by that agency as meeting licensing standards and used only by that foster family agency for placement. Foster Family Agencies have the certification authority for Certified Family Homes.
Change of Location	When an existing licensed, certified, or approved facility or home changes location (i.e., address), the new facility or home is inspected to ensure that Title 22 regulations or Resource Family Approval written directives are met before a new or updated license, certification, or approval is issued.
Characteristic	A feature or quality belonging typically to a person, place, or thing and serving to identify it.
Child Abduction Response Processor (CARP)	An application maintained by the California DOJ for the CACI (Child Abuse Central Index) check to verify if an applicant, suspect or any other subject has been involved in any child abuse incident(s). The subject's information is checked against the CARP database and appropriate response is sent to the requesting agency.
Child Abuse	See Child Abuse definition in California Welfare and Institutions Code section 300 and California Penal Code sections 11164 -11165.6.
Child Abuse Central Index (CACI)	A California DOJ-maintained statewide, multi-jurisdictional, centralized database registry of child abuse investigation reports concerning child abuse in California. Information collected includes: names and descriptors of the suspects and victims, the agency that investigated the allegations, name or case number assigned to the case, type of abuse investigated, and Investigator findings.
Child Abuse Neglect or Exploitation (CANE)	An overarching term that represents the collective set of the three child maltreatment categories, the alleged occurrence of which triggers assessment and processing of a referral. See Child Abuse. See Neglect. See Exploitation.
Child Protective Services (CPS)	An official county agency having the responsibility to receive and respond to allegations of suspected child abuse and neglect, determine the validity of the allegations, and provide services to protect and serve children and their families.

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Term	Definition
Child Welfare (CW) Worker/staff	Child Welfare staff employed by the State, counties (Child Welfare and Probation) or tribes to provide a full range of necessary services to a child or family.
Child Welfare Agency	A county child welfare agency, probation agency or approved Title IV-E tribe that provides services directed toward protecting and promoting the welfare of children.
Child Welfare Contributing Agency (CWCA)	A public or private entity that, by contract or agreement with the title IV-E agency, provides child abuse and neglect investigations, placements, or child welfare case management (or any combination of these) to children and families. Counties in county-administered states are not considered Child Welfare Contributing Agencies.
Child Welfare Digital Services (CWDS)	CWDS is a collaboration of California state and local government agencies that supports our customers through technology to assure the safety, permanency, and well-being of children at risk of abuse, neglect, or exploitation. CWDS maintains and operates the existing Child Welfare Services / Case Management System (CWS/CMS), including implementation of operational changes to that system. In the context of the CWS – New System (CWS-CARES) Project, CWDS is developing a new technology platform and set of digital services that will be rolled out and trained incrementally over the next few years.
Child Welfare Services (CWS)	Public social services directed toward protecting and promoting the welfare of children as defined by Welfare and Institutions Code Section 16501(a).
Child Welfare Services/Case Management System (CWS/CMS)	The current CWS/CMS is a legislatively mandated statewide application implemented in 1997 based on the CWS business needs and practices at that time. The system was originally developed to meet the needs of users to assure the safety, permanency and well-being of children at risk of abuse, neglect or exploitation. It is used by each of the 58 county child welfare and probation agencies, Title IV-E tribes, and the State*.
Child Welfare Services/Case Management System (CWS/CMS) Application	All software used to implement the CWS/CMS requirements without regard to the level or tier of the CWS/CMS architecture hosting the CWS/CMS Application.
Child Welfare Services/Case Management System (CWS/CMS) Architecture	The new System intended to replace the Legacy Child Welfare Services/Case Management System (CWS/CMS), inclusive of hardware, software, and data that work together to achieve the overall objective to provide child Welfare Services in the State of California.



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Term	Definition
Children and Family Services Review (CFSR)	One of the self-evaluation reviews performed by state and county governments. Their submission enables the Children's Bureau to ensure conformity with federal child welfare requirements, to gauge the experiences of children, youth, and families receiving state CWS, and to assist states as they enhance their capacity to help families achieve positive outcomes.
Children's Research Center (CRC)	A division of the National Council on Crime and Delinquency (NCCD) that provides the Safe Measures Service and Structured Decision Making.
Children's Residential Program (CR)	The program within CCLD that licenses homes and facilities that provide 24-hour care and supervision to children.
Civil Penalty	A fine assessed by the Licensing Agency against the licensee or unlicensed operator of a facility for failure to comply with applicable laws and regulations.
Classification	The action of categorizing people, things, ideas or objects into groups so that they are recognized, differentiated, and understood.
Client	The identified children receiving Child Welfare Services and any person associated with that child who is also identified.
Client and Service Information (CSI) System	Collects client-level service utilization data about California's county mental health programs.
Client Death Reporting	Internal application is used to record client deaths that occur in a State licensed facility.
Client Index Number (CIN)	The primary key of California's Tracking Recipients Across California (TRAC) system. The number is supplied from the data created in the Statewide Client Index (SCI).
Coexistent County	A designation of a county that has chosen to operate CWS/CMS in a shared LAN, open systems environment. Coexistent counties may connect other county systems to CWS/CMS and may install other county applications on CWS/CMS workstations. Coexistent counties share responsibility for problem resolution, configuration management and other local operation and maintenance services with the PMO. Coexistent counties agreed to use the CWS/CMS client presentation suite of applications, but they still retain the responsibility for the maintenance of related operating hardware used by the CWS/CMS application network infrastructure.
Collateral	Individuals or agencies with information that can assist the CW Worker in understanding the nature and extent of the alleged child abuse/neglect and in assessing the risk to, and safety of, the children. Collateral contacts include

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Term	Definition
	professionals working with the children or parents that have regular contact with the family (e.g., neighbors, teachers, parole officers, physicians, Department of Social Services, Tribes, Regional Centers, therapists, hospitals, and probation departments).
Communication	In the context of Intake, a contact that includes a request for information or an assertion received by a county employee via county access channel (e.g., telephone call to hotline, fax, written report, or in-person report) intended to receive suspected child abuse or neglect. Questions, requests for services and other communications not involving allegations of suspected child abuse or neglect are addressed by the county but do not result in the creation of a referral.
Communimetric	<p>A communication theory of measurement in human service settings. The CANS is a multiple purpose information integration tool that is designed to be the output of an assessment process. Since the primary purpose of this tool is to better communicate with all parties involved in care, CANS is based on communication theory rather than psychometric theories of measure. The CANS philosophy includes six key principles to help you use the tool. 6 principles:</p> <ol style="list-style-type: none"> <li>1. Each item is selected because it is relevant to the decision-making process. Only relevant information is included.</li> <li>2. The level of each item translates into levels of action. The measure must not be arbitrary, everything has an immediate meaning and the meaning relevant to future action.</li> <li>3. Describe the need, not the fact, which you are addressing. It is about the person, not the person in care.</li> <li>4. Consider culture and development of the individual prior to establishing the level of measurement.</li> <li>5. Items found in the CANS tool are descriptions and generally do not include attributions of cause.</li> <li>6. Time frames for measurement are defined (30 days, 3 mos., 6 mos.) for relevance of observing change.</li> </ol>
Community Treatment Facilities	A residential facility that provides mental health treatment services to children in a group setting which has the capacity to provide secure containment. The facility's program components shall be subject to program standards developed and enforced by the State Department of Mental Health, pursuant to Section 4094 of the Welfare and Institutions Code.

## CWDS Project Glossary

Term	Definition
Complaint	One or more allegations made that a resource family, licensed facility, or certified home is in violation of requirements for approval or licensure.
Comprehensive Assessment Tool (CAT)	Evidence-based tools developed in California by Sphere Institute that provide critical decision making support for social work practice which involves data collection strategies that support safety and risk assessment.
Comprehensive Child Welfare Information System (CCWIS)	A Comprehensive Child Welfare Information System (CCWIS; pronounced "see-whis") is a case management information system that states, and tribes may develop to support their child welfare program needs. If a state or tribe elects to build a CCWIS compliant system, the federal government will provide additional funds to help pay for it as long as the system is designed to support social workers automation needs to organize and record quality case information about the children and families receiving child welfare services. The CCWIS regulation is effective August 1, 2016 and supersedes SACWIS requirements. It governs the way in which state and tribal title IV-E agencies will claim federal funding for child welfare information systems that support the administration of title IV-E and IV-B programs.
Conceptual Data Model (CDM)	High-level conceptual models created as part of the initial requirements envisioning efforts and used to explore the high-level static business structures and concepts.
Concurrent Planning	An innovative foster care case management approach that is employed by caseworkers and other child welfare staff members, where they pursue the primary goal of family reunification, while at the same time, developing an alternative permanency plan for the child. This alternate plan will often include adoption as the major alternative to family reunification. If the family reunification efforts fail, then the alternate plan will already be in place and well on its way to completion. Concurrent planning is intended to reduce the total period of time a child will remain in foster care before being permanently placed with a family (CDSS Manual of Policies and Procedures).
Configuration Item (CI)	Refers to any component that needs to be managed in order to deliver an IT service, and anything that needs to follow a formal change control process. Information about each Configuration Item is recorded in a configuration record within a configuration management system and is maintained throughout its lifecycle.

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Term	Definition
Configuration Management (Project Management)	In the context of project management, the detailed recording and updating of information that describes an enterprise's hardware and software. Such information typically includes the versions and updates that have been applied to installed software packages and the locations and network addresses of hardware devices.
Configuration Management (Software Development)	In the context of software development using open source tools, a process of automating the replication of a server image from a script, using tools such as Chef, Puppet, Salt, or Ansible.
Consortium IV (of SAWS) (C-IV)	C-IV consists of 39 counties that represent over 27 percent of the State's* welfare caseload. C-IV is also the name of the system used by the C-IV consortium.
Contact	Documentation to memorialize service and communication with a client and anyone affiliated with a client. Contacts may include in-person, written, or telephone or electronic communications by a social worker or other persons authorized pursuant to regulations or designated to provide services to a child, youth, parent(s), guardian(s), out-of-home care providers or other persons involved in child welfare services.
Containerization	A method of deploying software within a container. A container, in general, is an isolation implementation within a virtualized operating system. Specific implementations of containerization include Docker, LXC, Rkt, and Warden.
Content Management System	A system used to manage the content of a website. Typically, a Content Management System consists of two elements: the content management application and the content delivery application.
Context-sensitive	A kind of online help that is obtained from a specific point in the state of the software, providing help for the situation that is associated with that state. Context-sensitive help, as opposed to general online help or online manuals, doesn't need to be accessible for reading as a whole.
Continuous Quality improvement (CQI)	An approach to quality management that builds upon traditional quality assurance methods by emphasizing the organization and systems. Focuses on "process" rather than the individual. Recognizes both internal and external customers. Promotes the need for objective data to analyze and improve processes.
Conversion	The process of migrating data from a Legacy System to the CWS-CARES.

## CWDS Project Glossary

Term	Definition
Converted Data	Data that has been successfully converted by Contractor* for processing by the CWS-CARES or any component thereof.
Core Constituents	County or State representatives who collaborate with CWDS in research, design, testing, and support of activities for the implementation or improvement of a Digital Service.
Core Constituent Group	<p>A group comprised of the CALS Core County Group and representatives of CCLD who support the CALS team from their remote locations on activities such as user research, user testing, and who prepare and support the Digital Service implementation at their respective offices.</p> <p>NOTE: This term is no longer applicable. It is covered in the term "Core Constituents."</p>
Core County	<p>A county that provides representatives to collaborate with CWDS in the research, design, development, testing, implementation and improvement of a Digital Service.</p> <p>NOTE: This term is no longer applicable. It is covered in the term "Core Constituents."</p>
Core Team Members	The resources who will conduct User Acceptance Testing with the Service Manager and provide expert guidance and support for technical and business decisions. These resources will execute and update User Stories and escalate any issues.
Corporate Taxonomy	<p>The hierarchical classification of entities of interest of an enterprise, organization or administration, used to classify documents, digital assets and other information. Taxonomies can cover virtually any type of physical or conceptual entities (products, processes, knowledge fields, human groups, etc.) at any level of granularity.</p>
Corrective Action Plan	The detailed written required by the State* at no cost to the State* to correct or resolve a Deficiency or breach by Contractor* or event causing the assessment of a liquidated damage against Contractor*.
County Access to Data (CAD)	The CWS/CMS data warehouse/reporting service provided for State* and county agencies. The CAD system uses business objects software to develop reports and access the data warehouse which is refreshed daily.
County Welfare Directors Association (CWDA)	A non-profit association representing the human service directors from each of California's 58 counties. The CWDA's mission is to promote a human services system that encourages self-sufficiency of families and communities and protects vulnerable children and adults from abuse and neglect.

## CWDS Project Glossary

Term	Definition
Crisis Nurseries	A facility licensed by CDSS pursuant to Section 1516 of the Health and Safety Code to provide short-term, 24-hour non-medical residential care and supervision for children under six years of age, who are placed by a parent or legal guardian due to a family crisis or stressful situation, for no more than 30 days.
Cross-Reporting	The process by which child welfare agencies and law enforcement agencies are required to notify each other when a report of child abuse, neglect, or exploitation is received.
Cross-Site Request Forgery (CSRF)	A type of malicious exploit of a website where unauthorized commands are transmitted from a user that the website trusts. Also known as one-click attack or session riding.
Cutover	In the context of Implementation, the process of planning, managing, and executing all of the tasks and activities that allow the impacted business functions to transition from the legacy system to the new system.
CWS/CMS Architecture	The technical resources, goods, and other components or configuration items required to successfully implement and operate the CWS/CMS application to meet its business objectives.
Dashboard	In information technology, a dashboard is a user interface that, somewhat resembling an automobile's dashboard, organizes and presents information in a way that is easy to read.
Data Access Services	A set of services within the Application Program Interface (API) layer that support create, read, update, delete (CRUD) functions with existing data stores (e.g., Child Welfare Services/Case Management System), new data stores (e.g., PostgreSQL), and integration partners.
Data Center	A large group of networked computer servers typically used by organizations for the remote storage, processing, or distribution of large amounts of data.
Data Modeling	A software engineering process of creating a data model for an information system by applying formal data modeling techniques.
Data Quality Audit	The auditing of data to assess its quality or utility for a specific purpose.
Data Warehouse	A system where data is stored for archival, analysis, and security purposes, and that is the platform used to support business intelligence processes and facilitate analysis and reporting.

## CWDS Project Glossary

Term	Definition
Database Administrator	A resource that provides technical leadership and operational expertise for the implementation, architecture, design, ongoing support and maintenance of databases and related software tools. Designs, develops, and maintains data models utilizing data modeling and code generation tools.
DB2®	A family of database server products developed by IBM.
Decision and Order	The final CDSS decision after an administrative action is complete.
Dedicated County	The designation of a county that has chosen to operate CWS/CMS in a closed LAN, closed system environment. Dedicated counties may not connect other county systems to CWS/CMS and may not install any non-standard county applications on CWS/CMS workstations. Dedicated counties depend on the Project Management Office (PMO) for problem resolution, configuration management and most other local operation and maintenance services. Only with PMO approval and oversight may dedicated counties connect other county systems to CWS/CMS or install non-CWS/CMS applications or COTS software on CWS/CMS workstations. A county that has chosen to operate CWS/CMS in a dedicated environment.
Deficiency	In the context of certification, approval, or licensing of homes or facilities, a violation of a statute or regulation.
Definition of Done	The Acceptance Criteria by which a unit of work (e.g., User Story, Release) is assessed by the State to determine completeness and ensure quality standards are applied prior to Acceptance.
Delivery Manager	An Agile Development Pre-Qualified (ADPQ) vendor pool labor category that serves as the Scrum Master equivalent and ensures that the scrum team achieves its goals. The Delivery Manager shall work to resolve or remove impediments, help manage the team's relationships with outside stakeholders, facilitate continuous improvement of the team, and coordinate solution implementation and delivery with other Delivery Managers.  See also Scrum Master.

## CWDS Project Glossary

Term	Definition
Design Spike	A design approach where the purpose is to provide the answer or solution that previously could not be estimated until the Development Team conducted actual work to resolve a design problem.
Development Team	A self-organizing, cross-functional team of people who collectively are responsible for all of the work necessary to produce working, validated solutions.
DevOps	An organizational practice that emphasizes the collaboration and communication of both software developers and other information technology professionals while automating the process of software delivery and infrastructure changes. It aims at establishing a culture and environment where building, testing, and releasing software can happen rapidly, frequently, and more reliably.
DevOps Engineer	An Agile Development Pre-Qualified (ADPQ) vendor pool labor category that provides support in the following areas: continuous integration, continuous deployment, automated testing, server configuration scripting, process automation, and operating system administration support.
Differential Response (DR)	An approach that allows child protective services to respond differently to accepted reports of child abuse and neglect. Differential Response services are provided by community-based organizations and can either be provided to the family in lieu of Child Welfare Services (Path 1) or as a supplement to Child Welfare Services (Path 2). A Path 1, Differential Response is chosen when allegations do not meet statutory definitions of abuse or neglect, and the family is given an opportunity to embrace community services. A Path 2 Differential Response is chosen when reports meet statutory definitions of abuse or neglect, and assessments indicate that with targeted services a family is likely to make needed improvements to improve child safety.
Digital Service	The delivery of digital information (data or content) and transactional services (e.g., online forms, benefits applications) across a variety of platforms, devices, and delivery mechanisms (e.g., websites, mobile applications, and social media). Digital services may be delivered to internal customers, external customers, or both.
Disaster Recovery	Recovery of one or more information systems at an alternative facility in response to a major hardware or software failure or destruction of facilities.



## CWDS Project Glossary

Term	Definition
Discovery/Discovery Phase	The first of the four CWDS Digital Service development stages used to report point-in-time status of each Digital Service (e.g., Intake). The objective of this stage is to conduct User research and explore stakeholder needs (e.g., specific client or policy requirements). The outputs of this stage include, but are not limited to, the following: prioritized list of epics and User Stories, Alpha phase goals, and an initial set of User Personas.
Disposition	In the context of child welfare, a determination made by a social service agency that evidence is or is not sufficient under state law to conclude that maltreatment occurred. A disposition is applied to each alleged maltreatment in a report and to the report itself. There are three identified outcomes: substantiated, inconclusive or unfounded.
DocTool	A custom-developed tool containing design information for the CWS/CMS.
Document Imaging	The online storage, retrieval, and management of electronic document images. The main method of capturing images is by scanning paper documents. Document imaging systems replace large paper-intensive operations.
Document Management System (DMS)	A system used to track, manage, and store documents.
Documentation	Both external to the Product and internal to the Product materials for both the process and Product and includes printed materials (e.g., quick start cards, manuals and books), computer-readable text (e.g., plain text files, hyperlinked help systems and web pages), audio and video (e.g., computer-based video files, video tapes and telephone-based question and answer service) and built-in documentation (e.g., built-in manuals and source code comments). This definition supersedes the definition for Documentation provided in the CWS-CARES General Provisions - Information Technology, Section 1.
Elasticsearch	An open source, Java-based, RESTful search engine that provides a distributed, multitenant-capable full-text search engine with an HTTP web interface. Schema-free JSON Elasticsearch documents support the search and index of structured, unstructured, and time-series data in diverse formats.

## CWDS Project Glossary

Term	Definition
Elasticsearch Document	The top-level, or root object serialized into JSON and stored under a unique ID in a manner similar to a record within a relational database. The original indexed JSON document is returned by default when getting or searching for a document.
Electronic Suspected Child Abuse Reporting System (E-SCARS)	A real time, web-based information sharing application that facilitates the rapid and secure electronic transmission and receipt of mandated reports between social workers, law enforcement and prosecutors.
Eligibility	The process of determining if someone qualifies to receive a specific service or access to a specific funding source. Eligibility identifies the funding source and the financial reimbursement level of a payment based on Federal and State criteria.
Eligibility System	A County or State consortium-based computer system that sends and receives Data over an Interface to the System.
Eligibility Worker/staff	Eligibility staff employed by the counties or tribes to provide a full range of services to determine if an individual or family qualifies for public assistance program(s) including eligibility and benefit levels (e.g., Title IV-E benefits) by verifying financial, personal and social information.
Emergency Response	A service component of the CWS program. Emergency response services consist of a response system providing in- person response, 24 hours a day, seven days a week, to reports of abuse, neglect, or exploitation, and to determine the necessity for providing initial intake services and crisis intervention to maintain the child safely in his or her own home or to protect the safety of the child. 10 calendar days (Welfare and Institutions Code Section 16501(f)).
Emergency Response Referrals	Contain information in regard to allegations of child abuse, neglect, or exploitation as defined by Penal Code Section 11165 et seq., Welfare and Institutions Code, and the Division 31 regulations. Emergency Response Referrals do not include inquiries such as those regarding aid payments, Medi-Cal cards, etc.
Emergency Placement	In the context of Resource Family Approval (RFA), a placement of a child or nonminor dependent with a relative or nonrelative extended family member prior to Resource Family Approval.

## CWDS Project Glossary

Term	Definition
End User	The ultimate User(s), including but not limited to, State*, county, or federal employees as identified by the State*, of a software program running on a computer system.  See also User.
Enterprise Architecture (EA)	Identifies the business processes that execute or support an organization's mission and defines how information technology assets directly enable those processes. The purpose of EA is to optimize and transform the often fragmented processes, information, Application systems and technologies into an efficient and integrated environment supportive of the execution of business strategy.
Enterprise Content Management (ECM)	A tool set and a strategy to create, store, distribute, discover, archive, and manage unstructured content (such as scanned documents, email, reports, medical images and office documents), and ultimately analyze usage to enable organizations to deliver relevant content to users where and when they need it. It is a formalized means of organizing and storing an organization's documents and other content that relates to the organization's processes.
EntireX	A commercial implementation of Microsoft's Distributed Component Object Model (DCOM) technology by Software AG for the Windows, AIX, HP/UX, Solaris, Linux, AS/400, z/OS, z/VM, and BS2000/OSD platforms.
Entity	In the context of Resource Management, a government, child welfare, private or public entity that does not require payment or fiscal compensation.
Evaluate Out	The response to a referral due to incomplete information or the information provided does not meet the criteria for an investigation.
Evaluator Manual	A self-contained resource for the application and enforcement of laws, policies and procedures. The Evaluator Manual is also used to train new employees of the CCLD's Regional Offices and the county offices that contract with the State* to administer the Family Child Care Home and the Foster Family Home programs.
Evidence Based	Any strategy, practice or program built upon a foundation of scientific research, which may also include findings established through clinical studies of child welfare practitioners.
Exclusion Action	An administrative action seeking to exclude an individual from working in any CDSS-licensed facility or home.
Exemption	The granting of an exemption to the disqualification for a license, employment or presence in a home or facility, as allowed under Health and Safety Code section 1522

## CWDS Project Glossary

Term	Definition
	subsection (g) for a person who does not have a criminal records clearance.
Exploitation	Forcing or coercing a child into performing functions which are beyond his/her capabilities or capacities, or into illegal or degrading acts. The term also includes sexual exploitation as defined by Penal Code Section 11165.1(c).
Extended Foster Care (EFC)	Assembly Bill 12 was signed into law on September 30, 2010 and took effect on January 1, 2012. AB 12, and the subsequent AB 212, implement provisions of the Federal Fostering Connections to Success and Increasing Adoptions Act of 2008 (PL 110-351) to improve outcomes for youth in foster care. A provision of the Federal Fostering Connections to Success law permits states to extend title IV-E assistance to eligible child welfare or probation youth that remain in foster care up to age 21. California has opted to extend assistance up to the age of 19 in 2012, age 20 in 2013, and may go up to age 21, depending on additional money being appropriated by the Legislature in 2014. AB 12 affects many areas in child welfare such as, Kinship Guardianship Assistance Payment (Kin-GAP), Aid to Families with Dependent Children – Foster Care (AFDC-FC), the Transitional Housing Programs, and Adoption Assistance Payments (AAP).
Extensible Markup Language (XML)	A flexible way to create common information formats and share both the format and the data on the web.
External Systems	A software Application or data repository that is utilized by the counties or State* to provide functionality not available in Legacy Systems to support child welfare and licensing business practices. Can be a public or private system not necessarily owned by a county or the State*.
Facility	Any community care facility operating under a valid, unexpired license.
Family Maintenance	A service component of the CWS Program. Family maintenance services are activities designed to provide in-home protective services to prevent or remedy neglect, abuse, or exploitation, for the purposes of preventing separation of children from their families (Welfare and Institutions Code Section 16501(g)).
Family of Origin	A group of people related by blood or marriage or a strong common bond. This includes a blended family unit composed of a married couple and their offspring including some from previous marriages.
Family Reunification	A Service component of the CWS Program. Family reunification services are activities designed to provide

## CWDS Project Glossary

Term	Definition
	time-limited foster care services to address community risk factors and/or prevent or remedy neglect, abuse, or exploitation, when the child cannot safely remain at home, and needs temporary foster care, while services are provided to reunite the family (Welfare and Institutions Code Section 16501(i)).
Feature	A collection of User Stories or requirements of similar nature that together fulfill a stakeholder need.
Federal Financial Participation (FFP)	Title XIX Medi-caid program that allows states to receive partial reimbursement for activities that meet FFP objectives.
Federal Placement Case	Cases that originate from CJPS.
Female	Of, relating to, or being the sex that typically has the capacity to bear young or produce eggs.
Feminine	The socially constructed and culturally specific gender behaviors expected of females.
Field Automation System (FAS)	An IBM Notes-based system utilized by Community Care Licensing Division staff to document facility inspections and investigations.
Final Order	A court order that concludes the court action.
Focus Child(ren)	In a referral or case, one or more children that have been identified as an alleged or confirmed victim of child abuse, neglect, or exploitation.
Forecasting	The use of historic data to determine the direction of future trends. Forecasting is used by companies to determine how to allocate their budgets for an upcoming period of time.
Foster Adopt-	A child placement in which birth parents' rights have not yet been severed by the Court or in which birth parents are appealing the Court's decision to terminate parental rights. The foster parents agree to adopt the child if or when parental rights are terminated.
Foster Care	The term used for a system in which a minor has been placed into a ward, group home, or private home of a state-certified caregiver referred to as a "foster parent."
Foster Child	A child placed in an out of home placement or in independent housing under the care, custody and control of a child welfare or probation agency.
Foster Family Agency / Agencies (FFA)	Agencies organized and operated on a non-profit basis that engage in recruiting, certifying, training and supporting foster parents and finding temporary or permanent placements for children who may require more

## CWDS Project Glossary

Term	Definition
	intensive care.
Foster Family Agency Sub Office (FFA Sub Office)	Any additional office set up by a Foster Family Agency to supplement the services provided by the administrative office of the agency.
Foster Family Home (FFH)	Any residential facility providing 24-hour care for six or fewer foster children in the residence of the foster parent(s). The placement may be by a public or private child placement agency, court order, or voluntary placement by a parent, parents, or guardian.
Freeing Action	The point where all legal parental rights to a child have been addressed for each parent that has legal standing. Termination of parental rights may occur through court action or voluntary relinquishment.
Full Load Conversion Testing (FLC)	Testing that provides an opportunity to assess all aspects of a data conversion effort including data readiness (e.g., success of the data cleanup activities, completeness and interrelationships of data) and data transformation (e.g., how successfully data will convert into and interrelate within target data structures). The FLC tests will be conducted for each individual location or organization a few months prior to their scheduled implementation event. The FLC is a consolidation of all of the location-specific data cleanup and conversion components (e.g., extract, transform, and load) after they have been developed and individually tested.
Gay	A person who is emotionally, romantically or sexually attracted to people of the same gender.
Gender	Either the male or female division of a species, especially as differentiated by social and cultural roles and behaviors.
Gender expression	External appearance of one's gender, usually shown through behavior, clothing, haircut or voice, and which may or may not conform to socially defined behaviors and characteristics typically associated with being either masculine or feminine.
Gender identity	One's internal sense of being male, female, and a blend of both or neither - how individuals perceive themselves and what they call themselves. One's gender identity can be the same or different from their sex assigned at birth.

## CWDS Project Glossary

Term	Definition
Gender Non-binary	A person whose gender identity is not exclusively male or female. Some people who are non-binary experience their gender as both male and female, and others experience their gender as neither male nor female. If someone tells you they are non-binary, it's always important to ask what being non-binary means to them.
Gender Non-conforming	A person who does not behave in a way that aligns to the traditional expectations of their gender (male or female), or whose gender expression does not fit neatly into a category.
Genogram	A pictorial display of a person's family relationships and medical history. Also known as a McGoldrick-Gerson study, a Lapidus Schematic or a Family Diagram.
Geocode	The process of converting an address or location into geographic coordinates.
Geospatial	Relating to or denoting data that is associated with a particular location.
Geotagging	The process of adding geographical information to various media in the form of Metadata.
GitHub	A cloud service that programmers use to store their software projects, share them, and work on them collaboratively in teams.
Global Positioning System (GPS)	A radio navigation system that allows land, sea, and airborne users to determine their exact location, velocity, and time 24 hours a day, in all weather conditions, anywhere in the world.
Go-Live	Production implementation of the CWS-CARES.
Group Home	Any facility of any capacity which provides 24-hour care and supervision to children in a structured environment, with such services provided at least in part by staff employed by the licensee. The care and supervision provided by a group home shall be nonmedical except as permitted by Welfare and Institutions Code Section 17736(b).
Health Level-7 (HL7)	Refers to a set of international standards for transfer of clinical and administrative data between hospital information systems. These standards focus on the application layer, which is "layer 7." These standards define how information is packaged and communicated from one party to another, setting the language, structure, and data types required for seamless integration between systems.

## CWDS Project Glossary

Term	Definition
Heterosexual	A person whose emotional, romantic or sexual attractions are to people of another gender.
High-level Objects (HLO)	Delivered business functionality that are cost drivers. Acceptable HLOs include pages, reports, and interfaces.
Home	A place of residence for a family or a residential facility providing 24-hour care and supervision to children.
Host County	The county in which the legal residence of the Resource Family is located.
Hotline	Dedicated emergency response reporting telephone numbers and the county child welfare agency infrastructure that supports the receipt of verbal, electronic and written communications regarding suspected child abuse, neglect or exploitation.
Hotline Contact	Information associated with the initial screening of either a static (e.g., email, fax, Suspected Child Abuse Report, voice mail) or interactive (e.g., telephone call, in person) communication with a child welfare agency. Screening of the communication by an agency's hotline or central receiving unit allows staff to determine how to route the communication (e.g., county staff, county services or whether a reported incident requires further assessment as to whether it is a possible instance of Child Abuse Neglect or Exploitation (CANE).
Identity and Access Management (idAM)	In computing, idAM describes the management of individual principals, their authentication, authorization, and privileges within or across system and enterprise boundaries with the goal of increasing security and productivity while decreasing cost, downtime, and repetitive tasks.
Impediment	Anything that keeps the team from getting work done and that slows velocity.
Implementation Organization	An organizational location in the State* where the CWS-CARES will be deployed. There are 60 Implementation Organizations: the State* and the tribes each as one unit, and the 58 counties. Each Implementation Organization may consist of one or more office locations.
Incident (Security and ITIL)	Security: A violation or imminent threat of violation of computer security policies, acceptable use policies, or standard security practices. An occurrence that actually or potentially jeopardizes the confidentiality, integrity, or availability of an information system or the information the system processes, stores, or transmits or that constitutes a violation or imminent threat of violation of security policies, security procedures, or acceptable use policies.



## CWDS Project Glossary

Term	Definition
	ITIL: An unplanned interruption to an IT service or reduction in the quality of an IT service.
Incremental Builds (IBs)	Part of the CWS-CARES project's solution development methodology that requires the Contractor* to deliver incremental infrastructure and System* functionality on a pre-determined schedule in the form of Software* builds.
Independent Living	Education and services that help youth transition successfully from foster care to independent living. Services range from basic living skills (e.g., employment, set up bank account, transitional housing) to career development skills.
Independent Living Program (ILP)	Defined in Section 477 of the Social Security Act as the program administered by counties with oversight by the Department to provide services and activities as described by a child's Transitional Independent Living Plans (TILPs) to assist eligible children up to the day prior to their 21st birthday to prepare them to live independently upon leaving foster care (CDSS Manual of Policies and Procedures).
Indian Ancestry	Encompasses descent from both historic tribes as well as federally recognized tribes. When establishing descent from an Indian tribe for membership and enrollment purposes, the individual lineally descends from an ancestor who was a member of a federally recognized tribe from which the individual claims descent. Many tribes utilize blood quantum standards for membership and count documented Indian blood from all historic tribes.
Indian Child Welfare Act (ICWA)	In 1978, Congress passed the Indian Child Welfare Act (Public Law 95-608, November 8, 1978) to: protect the best interests of Indian children promote the stability and security of Indian tribes and families by the establishment of minimum federal standards for the removal of Indian children from their families, and the placement of such children in foster or adoptive homes which will reflect the unique values of Indian culture provide assistance to Indian tribes in the operation of children and family service programs (25 United States Code Section (1902)). The Act sets forth jurisdictional provisions governing a tribe's right to exercise authority over its tribal children; sets forth standards and procedures applicable to designated state court proceedings involving custody of Indian children; establishes rights and processes for adopted Indian child to access birth information necessary to establish tribal membership; and authorizes tribal services for Indian children.

## CWDS Project Glossary

Term	Definition
Information Exchange Package (IEP)	A data exchange that represents the products and specifications used to facilitate the exchange of information between one or more information exchange partners.
Information Exchange Package Document (IEPD)	A description of specific information exchanged between a sender and a receiver. The Information Exchange Package is usually coupled with additional documentation, sample XML instances, business rules, and more to compose an IEPD. An IEPD is the final product of the National Information Exchange Model development process, also known as the IEPD Lifecycle.
Initiation of the Recovery	Initial start of an action to restore data files of an information system and computational capability after a system failure.
Inspection	In the context of CALS, an on-site evaluation of compliance with statute and regulations.
Install(ed)	Equipment* that has been delivered to and made operational at the Site for which it was designated in accordance with the implementation plan and has been demonstrated by the Contractor* as capable of performing according to the applicable functional requirements.
Intake	In the context of child welfare, the process in which the county agency receives information about abuse allegations and assesses whether or not to service as a CPS response.
Intake Digital Service Team	The CWDS Digital Service responsible for the development of Child Welfare Services Intake functionality of the CWS-CARES System*.
Intake Worker	A child welfare worker who receives, records, screens and assesses reports to determine whether a reported incident of abuse, neglect, or exploitation requires a response and what type.
Integration Test	The phase in software testing in which individual software modules are combined and tested as a group.
Integrity	Prevents unauthorized modification of information and seeks to prevent unauthorized write access to data.
Interface(s)	The Equipment* and Software* to be developed by the Contractor* for transmitting data between the CWS-CARES and other computer systems.
Interoperability	The seamless implementation and integration of the various components of each module and across all Digital Services that together form the CWS-CARES.
Intersex	A person who has both male and female sex organs or other sexual characteristics at birth.

## CWDS Project Glossary

Term	Definition
Investigation	The process that Child Welfare and Licensing, Certification and Approval workers utilize to collect information related to allegations against the facility, home, or associated individual or adult. This information may be obtained through in-person contacts with the child, family, and collateral contacts with individuals who may have information about events related to allegations in a referral, incident, or complaint.
Investigations Branch	Separate investigative units comprised of trained peace officer investigators are assigned to the most serious complaint allegations. Investigators are located in offices statewide and provide services to all CCLD programs.
Investigator	A licensing worker with peace officer status who investigates the most serious complaint allegations made against a licensee or foster parent, and a county worker who investigates complaints against a foster parent.
iOS	An operating system used for mobile devices manufactured by Apple, Inc.
JNET	One of the two automated interfaces between CWS/CMS and an external system used by San Bernardino County.
Joyful	A joyful user interface is a user interface that feels intuitive to use and focuses on the joy of doing versus accomplishment and task completion.
Juvenile Justice Information System (JJIS)	System maintained by San Bernardino County – Department of Public Social Services/Probation Department.
Katie A.	<p>Provision to improve mental health and supportive services for children and youth in, or at imminent risk of placement in, foster care in California as a result of a class action suit on July 18, 2002, on violations of federal Medicaid laws, the American with Disabilities Act, Section 504 of the Rehabilitation Act and California Government Code Section 11135.</p> <p>The Katie A. subclass is defined as children meeting criteria including:</p> <ol style="list-style-type: none"> <li>1. Be under age 21 and have “full-scope” Medi-Cal eligibility; and</li> <li>2. Meet medical necessity criteria (as specified in California Code of Regulations Title 9, Section 1830.205 or Section 1830.210).</li> </ol>
Kinship Guardianship Assistance Payment Program (Kin-GAP)	The Kin-GAP Program, established by Senate Bill 1901 (Chapter 1055, Statutes of 1998), offers a subsidy to children who leave the juvenile court dependency system to live with a relative legal guardian. The subsidy is 100% of the basic foster care rate, based upon age, with no

## CWDS Project Glossary

Term	Definition
	specialized care increment or clothing allowance.
Knowledge Management	The process of capturing current perspectives, ideas, experiences, and information to ensure that they are available when needed in the future to enable informed decisions and improve efficiency by reducing the need to rediscover knowledge.
Knowledge Transfer	A collaborative process of transferring information and experience from one individual to another by means of mentoring, training, documentation, and other collaboration. During the life of the project, knowledge transfer assists an organization to capture, retrieve, share, and utilize its collective knowledge through problem solving, dynamic learning, strategic planning, and decision making.
Learning Management System (LMS)	A software tool used to administer, manage, track, and deliver training programs and courses.
Legacy System	An old method, technology, computer system, or application program, of, relating to, or being a previous or outdated computer system (e.g., CWS/CMS).
Legal Case Tracking System (LCTS)	An external system that tracks legal actions related to licensing issues.
Legal Guardian Home	A placement in which children, youths and non-minor dependents have been identified as the permanency plan of Legal Guardianship.
Lesbian	A woman who is emotionally, romantically or sexually attracted primarily to other women.
LGBQ	An abbreviation for lesbian, gay, bisexual, queer and questioning.
License	In the context of CALS, a basic permit to operate a facility.
Licensed, Certified, or Approved Home or Facility	In the context of CALS, a home or facility that the agency of jurisdiction has authorized to provide care and supervision.
Licensee	An individual, firm, partnership, corporation, association, county, city, public agency, or other government entity having the authority and responsibility for the operation of a facility or home.
Licensing Administrative Action Record System (LAARS)	System that allows agencies to verify if a new applicant has been the subject of a prior licensing administrative action within CDSS.

## CWDS Project Glossary

Term	Definition
Licensing Information System (LIS)	An automated system utilized by CCLD staff to record facility licensing information. The system contains facility information and individual caregiver background check status and tracks payments for applications, annual billing, and civil penalty fees.
Licensing Program Analyst (LPA)	Staff that perform technical work to license and evaluate community care facilities; respond to complaints, incident reports, and inquiries; and conduct investigations.
Limited Adverse Effect	The loss of confidentiality, integrity, or availability might: (i) cause a degradation in mission capability to an extent and duration that the organization is able to perform its primary functions, but the effectiveness of the functions is noticeably reduced; (ii) result in minor damage to organizational assets; (iii) result in minor financial loss; or (iv) result in minor harm to individuals.
Live	The fourth and final CWDS Digital Service stage used to report point-in-time status of each Digital Service (e.g., Intake). The objective of this stage is to implement a release that encompasses the full scope of the Digital Services including feature enhancements and new features, as required. The outputs of this stage include, but are not limited to, the following: all organizations trained and implemented on the Digital Service, and the Digital Service satisfies prioritized functionality.
Live Scan	An inkless, electronic means of capturing fingerprints in a digitized format and submitting State of California and Federal Bureau of Investigation (FBI) fingerprint-based background checks. CCLD uses Live Scan to fingerprint Department employees and facility personnel within applicant and licensed facilities. Users are external applicants, external facility employees, external foster/adoptive parents, CCLD staff, and CCLD vendors.
Logical Data Model	A conceptual view of the domain entities, the relationship between those entities, and the key attributes for each of the identified entities.
Los Angeles Eligibility, Automated Determination, Evaluation and Reporting (LEADER)	LEADER is the welfare eligibility determination consortium consisting of Los Angeles County, which represents approximately 35 percent of the welfare caseload in the State of California. LEADER is also the name of the system used by the LEADER consortium.
Maintenance	<p>In the context of traditional software and hardware maintenance, the activities undertaken for the purpose of modifying a system to perform Corrective Maintenance, Preventive Maintenance, Perfective Maintenance, Emergency Maintenance or Adaptive Maintenance.</p> <p>In the context of DevOps, the tools, practices and ideas</p>

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Term	Definition
	that support people maintaining a system including version control and configuration management, repeatable build and deployment processes, developer and operation staff collaboration to investigate and solve problems and building and sharing a culture of trust and transparency.
Major Release	A planned Release that encompasses an agreed upon scope of modifications to the CWS-CARES applications and databases. Major Releases are typically scheduled on a quarterly, semi-annual, or annual basis.
Male	An individual of the sex that is typically capable of producing small, usually motile gametes (such as sperm or spermatozoa) which fertilize the eggs of a female.
Mandated Reporter	A person employed in a profession designated within the Child Abuse and Neglect Reporting Act (California Penal Code sections 11164 - 11174.3) who is legally obligated to report to law enforcement and/or child welfare services any incident “reasonably suspected” of being child abuse or neglect.
Masculine	The socially constructed and culturally specific gender behaviors expected of males.
Master Data Management (MDM)	The processes, governance, policies, standards, and tools that consistently define and manage the critical data of an organization to provide a single point of reference. In computing, a Master Data Management tool can be used to support Master Data Management by removing duplicates, standardizing data (mass maintaining), and incorporating rules to eliminate incorrect data from entering the system in order to create an authoritative source of master data.
Master Project Schedule	The high-level schedule which summarizes all the efforts required to design, develop, and implement the CWS-CARES.
Medi-CAL	The Medicaid program in California that provides health coverage to people with low-income and asset levels who meet certain eligibility requirements.
Metadata	A set of data that describes and gives information about other data.
Minimum Viable Product (MVP)	A set of Features for each Digital Service that represents functionality required to support a core set of business processes.
Minor Release	A Release for CWS-CARES fixes (inclusive of all previous fixes and patches), CWS-CARES enhancements, and new functionality.
Mobile Application(s)	A computer program designed to run on smartphones, tablet computers, and other mobile devices.

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Term	Definition
Mobility	The ability for staff to work out of the office, using mobile devices and accompanying Mobile Applications to perform business tasks, either connected to the internet (on-line) or not (off-line).
Modular System	A design approach that subdivides a system into smaller parts called modules that can be independently created and then used in different systems. It can be characterized by functional partitioning into discrete, scalable, reusable modules and making use of industry standards for developing applications.
Multitenant	In the context of software, a software architecture in which a single instance of software runs on a server and serves multiple tenants (i.e., a group of users who share a common access with specific privileges to a software instance).
Narrative	The written or recorded account of interactions, observations, interviews, or other information gathered by workers or provided by others via a self-service function.
National Child Abuse and Neglect Data System (NCANDS)	A voluntary data collection system that gathers information from all 50 states, the District of Columbia, and Puerto Rico about reports of child abuse and neglect.
National Electronic Interstate Compact Enterprise (NEICE)	A web-based electronic case-processing system that supports the administration of the Interstate Compact on the Placement of Children (ICPC) by exchanging data and documents electronically across state jurisdictions. NEICE is expected to significantly shorten the time it takes participating states to place children across state lines and to save mailing and copying costs by automating current processes.
National Human Services Interoperability Architecture (NHSIA)	A framework, developed by the Administration for Children and Families, to facilitate information sharing, improve service delivery, prevent fraud, and provide better outcomes for children and families. NHSIA offers a foundation for common interoperability, standards, and reuse. NHSIA is one of the national architectural frameworks adopted by the State* for the CWS-CARES project.
National Information Exchange Model (NIEM)	A community-driven, government-wide, standards-based approach to exchanging information.
National Youth in Transition Database (NYTD)	A data collection system that includes data elements and data collection requirements necessary to meet the mandate of Public Law 106-169 established the John H. Chafee Foster Care Independence Program (CFCIP). This system includes outcome measures used to assess States' performance in operating their independent living programs for youth in foster care. This reporting must be

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Term	Definition
	supported by CWS-CARES.
Near Real-Time	Refers to the time delay introduced by automated data processing or network transmission between the occurrence of an event and the use of the processed data, such as for reporting, display, or feedback and control purposes.
Neglect	The failure to provide a person with necessary care and protection. In the case of a child, the term refers to the failure of a parent(s)/guardian(s) or caretaker(s) to provide the care and protection necessary for the child's healthy growth and development. Neglect occurs when children are physically or psychologically endangered. The term includes both severe and general neglect as defined by Penal Code Section 11165.2 and medically neglected infants as described in 45 Code of Federal Regulations (CFR) Part 1340.15(b).
No Longer Interested (NLI)	A notice that discontinues CDSS' notification from DOJ of any individual's subsequent arrests or convictions.
Non-Minor Dependent (NMD)	Foster youth that remain in foster care beyond the age of 18.
Non-persistent	A message that, if not saved to a Persistent store, is not available for transaction recovery in the event of a transaction failure (e.g., web transaction).
Non-Relative Extended Family Member (NREFM)	A "relative" is an individual related to a child by blood, marriage, or affinity. A "non-relative extended family member" (NREFM) is any adult caregiver that has an established familial relationship with a relative of a child or familial mentoring relationship with the child.
Notifications	A notification provided to all parties to the court action (e.g., clients, attorneys, and others entitled to receive notice). The notice must, at the minimum, advise the party of the hearing date, time, and location.
N-tiered	In software engineering, multi-tier architecture (often referred to as n-tier architecture) is a client-server architecture in which presentation, application processing, and data management functions are physically separated.
OASIS	A reference model for service-oriented architecture produced by OASIS, an IT industry standards body.
Office of Administrative Hearings (OAH)	The OAH conducts administrative hearings representing the department of CCL to determine where discipline of licensees regulated by the department is warranted.



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Term	Definition
Omnibus Budget Reconciliation Act of 1993	The Omnibus Budget Reconciliation Act of 1993 encourages and enables each state to develop and establish, or expand, and to operate a program of family preservation services, community-based family support services, time-limited family reunification services, and adoption promotion and support services.
Online Analytical Processing (OLAP)	The technology behind many Business Intelligence applications. OLAP is a powerful technology for data discovery, including capabilities for limitless report viewing, complex analytical calculations, and predictive “what if” scenario (budget, forecast) planning.
Online Transaction Processing (OLTP)	A class of information systems that facilitate and manage transaction-oriented Applications, typically for data entry and retrieval transaction processing.
Operations Architecture	Facilitates the ongoing support and management of information technology (IT) services infrastructure of an enterprise. The IT infrastructure of an enterprise will typically comprise many different systems and platforms, often in different geographic locations. Operations architecture ensures that these systems perform as expected by centrally unifying the control of operational procedures and automating the execution of operational tasks. It also reports the performance of the IT infrastructure. The implementation of operations architecture consists of a dedicated set of tools and processes that are designed to provide centralization and automation.
Optimistic Concurrency Control (OCC)	A method applied to transactional systems that allows more than one user to access the same record at one time. OCC assumes that multiple transactions can frequently complete without interfering with each other. While running, transactions use data resources without acquiring locks on those resources. Before committing, each transaction verifies that no other transaction has modified the data it has read. If the check reveals conflicting modifications, the transaction attempting to commit rolls back and must be restarted. OCC is generally used in environments with low data contention, which leads to higher overall throughput than other concurrency control methods.
Organization	An individual or group of people structured and managed to meet a need or pursue collective goals.
Out-of-State Group Home	A Group Home identified by the child's authorized representative as a facility that will meet a child's specific and unique needs. The group home must be certified by the State of California and comply with Title 22

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Term	Definition
	Regulations. Concurrent with the certification process, the county submits an Interstate Compact on the Placement of Children (ICPC). Out-of-State Group Homes undergo annual facility inspections.
Pansexual	An individual who has the potential for sexual attraction to people of any gender.
Patch	A specific fix that addresses a single problem or a change resulting from a legislative or policy/program change.
Pattern Library	A collection of User Interface Design patterns.
Performance Analyst	The Performance Analyst is the resource who is responsible for specifying, collecting and presenting key performance data and analysis. This resource will also identify obstacles to improve service performance and work with the team to overcome obstacles. This resource will communicate performance to internal and external stakeholders.
Performance Standards	The standards relating to the operation of an individual Digital Service and/or the CWS-CARES as a whole as described in the Contract*.
Permanency Planning	The systematic process of carrying out (within a brief, time- limited period) a set of goal-directed activities designed to help children live in permanent families. This process has the goal of providing the child continuity of relationships with nurturing parents or caretakers and the opportunity to establish lifetime family relationships.
Permanent Placement Services	One of four service components of the CWS program as defined in the CDSS Manual of Policies and Procedures section 31-090, and W&IC 16501(i), and provides for the long-term placement of a child in out-of-home care. Refer also to Welfare and Institutions Code Sections 16500 et seq.
Permanent Residence Under Color of Law (PRUCOL)	PRUCOL refers to persons permanently residing under color of law. PRUCOL is not recognized as an immigration status by the U.S. Citizenship and Immigration Services. Although they have not been granted legal status, these persons residing in the U.S. are known to the immigration authorities and their extended presence in the U.S. is tolerated by the authorities.
Perpetrator	The person who has been determined to have caused or knowingly allowed the maltreatment of a child.
Persistent / Persistence	In computer science, refers to the characteristic of state that outlives the process that created it (e.g., database transaction).

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Term	Definition
Persona	Personas are not real people, but they are based on the behaviors and motivations of real people we have observed and represent them throughout the design process. They are composite Archetypes based on behavioral data gathered from the many actual users encountered in ethnographic interviews.
Pilot	A hardware and software migration method that involves rolling out the CWS-CARES to a small group of Users for testing and evaluation.
Pilot Counties	A small group of California counties that will be the first to be implement the CWS-CARES.
Pivotal Tracker	An Agile project management and collaboration software that allows teams to collaborate and react to real-world changes instantly. Pivotal Tracker maintains a prioritized backlog of project Deliverables, broken down into small, estimated pieces, called stories. It dynamically groups these stories into fixed segments of time, called iterations, and it predicts progress based on real historical performance (velocity).
Placement	Any pending approval, approved or certified home, licensed facility or court ordered residence where a child lives away from their family of origin.
Plan of Correction (POC)	A plan developed by the licensee or authorized facility representative and jointly agreed to by the LPA as to how and when a deficiency(s) shall be corrected in order to bring the facility into compliance.
Point of Presence Router	A physical location that houses servers, routers, ATM switches, and digital/analog call aggregators. It may be either part of the facilities of a telecommunications provider that the Internet service provider (ISP) rents or a location separate from the telecommunications provider.
Post-Adoption Services	Resources and services provided to an adoptive family and child(ren) following the finalization of the adoption processes, and may include information on adoption, parent support groups, post adoption training, crisis counseling, referral services, and a resource library.
PostgreSQL	An open source object-relational database system used to store data (e.g., tables and attributes) not currently supported by Legacy Systems.
Post-Placement Supervision	Services provided by an adoption caseworker between the time that the prospective adoptive parents sign adoptive placement papers for a child(ren) and, the adoption is legally finalized. This provides an opportunity to help the family and child with any problems or issues that may evolve after placement. Refer to CDSS

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Term	Definition
	Adoption Manual for additional details.
Potentially Shippable Increment (PSI)	Results that are completed to a high degree of confidence and represent work of good quality that is potentially shippable to end customers at the end of a sprint. Being potentially shippable does not mean the results will actually be delivered to customers. One or more Potentially Shippable Increments can be included in a Release.
Predictive Analytics	Includes analyzing current and historical facts to make predictions about future, or otherwise unknown, events. Predictive models exploit patterns found in historical and transactional data to identify risks and opportunities. Models capture relationships among many factors to allow assessment of risk or potential associated with a particular set of conditions.
Predictive Modeling	See Predictive Analytics
Probation	The Probation Department is an integral part of the public safety structure, charged with the supervision of adult and juvenile offenders granted probation by the Courts. Probation Departments operate Juvenile Hall, juvenile commitment and monitoring facilities and prepare investigative reports for the Superior, Juvenile and Dependency Courts.
Product (or Program Product)	The packaged collection of Software* created pursuant to the Contract* in order to fulfill the scope of work. This definition supersedes the definition for Program Product provided in the CWS-CARES General Provisions, paragraph 1. Definitions.
Product Backlog	The epics and User Stories for a Digital Service team, expressed as a prioritized list of functional and non-functional customer User Stories as well as technical team-generated User Stories.
Product Manager	A Contractor* resource who performs the activities defined by the ADPQ Vendor Pool Labor Category Definitions, including but not limited to role that ensuring that all work on the contract complies with Contract* terms and conditions. The Product Manager shall have access to the Contractor's* corporate senior leadership when necessary. The Product Manager shall be the primary interface with the CWDS Contract Manager and shall attend status meetings and ad hoc meetings with stakeholders as required.

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Term	Definition
Product Owner	See Service Manager.
Product Roadmap	The high-level initiatives and the planned steps that communicate direction and progress to internal teams and external stakeholders.
Production Environment	Where business process execution and business functionality required to support an organization's mission are executed, including the personnel, processes, data, hardware, and software needed to perform day-to-day operations.
Proposed Decision	Refer to Decision and Order.
Proxy Server	A server (a computer system or an application) that acts as an intermediary for requests from clients seeking resources from other servers.
Quality Assurance	A systematic method for the State and counties to implement continuous quality improvement (CQI). The primary function of quality assurance is to review child welfare cases for adherence to state and federal requirements. Child welfare information must be accurate, complete, and compliant with state and federal standards.
Rap Back	The Next Generation Identification (NGI) Rap Back Service was developed in response to a need for notification of criminal activity that occurs after the initial fingerprint background check on persons in positions of trust.
Site Readiness	Each Site will conduct many Site Readiness tasks and activities in preparation for Go-Live and will undergo several checkpoints along the way to assess Site Readiness progress. The Site will be the final arbitrator of determining Site Readiness.
Ready to View (RtV) Date	The date the development team has completed the development and testing of functionality and it has been deployed to the Sandbox.
Referential Integrity	The relational database feature of utilizing valid values and relationships between tables to prevent users or applications from entering inconsistent data.
Referral to community agency	When the determination that a child abuse investigation is not warranted but other needs are identified, the referral may be sent to a community agency for follow-up.
Regional Office (RO)	CDSS offices located throughout the state that also have supervision over local offices and county jurisdictions assigned to their area. These offices regulate community care facilities within their region.
Regional Training Academies (RTA)	Provide training for the current CWS/CMS application as well as core social work practice for the county users. Each RTA covers a geographical area within California

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Term	Definition
	and they serve many counties. Each RTA has at least one trainer that provides training either onsite at the county or at the RTA training facility.
Registered Sex Offender	A person, male or female, who has been convicted of a crime involving a sexual act where the federal, state or local laws require them to be placed on the Sexual Offender Registry after they have served their criminal sentences or when they have been released on parole.
Release	A collection of related Configuration Items that are each uniquely identified by a version number.
Release 1	The first Release of the CWS-CARES in accordance with the Master Project Schedule.
Release Management	The information technology infrastructure library (ITIL) service management process that encompasses the planning, design, build, configuration and testing of hardware and software releases to create a defined set of release components.
Release Manager	Works with staff that conduct the planning and build activities of a Release to determine what level of risk and complexity the Release represents, communicates the release Acceptance Criteria and Deliverables* for each stage of the Release, and validates the Deliverables* and requirements are applied to each Release based on an accepted process.
Release n	The nth release of CWS-CARES, in accordance with the Master Project Schedule.
Release of Information (ROI)	Transmitting or providing access to confidential or non-confidential information to a foster child, the child's parents or guardians or other parties in a manner that protects the privacy rights of the child and the confidentiality requirements of the jurisdiction in the interest for providing a specific benefit to the child or child welfare (e.g., reporting).
Relinquishment	In the context of adoption, this term generally refers to a birthparent voluntarily giving up his or her parental rights to a child, so that someone else can adopt them. In practice it generally refers to these parental rights being transferred to an agency, rather than directly to the new adoptive parents, so that the agency can maintain the level of confidentiality or privacy that the parties desire and have agreed to in the adoption. The agency then passes the parental rights on to the adoptive parents who adopt the child. The term "Relinquishment" is also very commonly used to refer to the actual relinquishment documents that are signed by the birth parents as part of the relinquishment process. See CDSS Manual of Policy

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Term	Definition
	and Procedures Section 31-002 (r) (3) and California W&IC 8700.
Remote access	The ability to get access to a computer or a network from a remote location.
Reporting Party	A person who reports to child welfare services any incident “reasonably suspected” of being child abuse or neglect.
Resource Family	An individual or family that a County determines to have successfully met the application and assessment criteria necessary for providing care for a child or non-minor dependent who is under the jurisdiction of the juvenile court, or otherwise under the supervision of a county child welfare agency or probation department.
Resource Family Approval	An applicant or resource family that successfully meets the home environment assessment and permanency assessment standards adopted pursuant to Welfare and Institutions Code section 16519.5.
Resource Management Licensing	Also known as facilities support, this addresses licensing Foster Family Homes (FFHs) for the 39 counties that license their own FFHs and whose system of record for licensing is the CWS/CMS.
Resource Pool	A pool of shared resources amongst all Digital Service teams to provide expert guidance. These resources will work with the teams to design the CWS-CARES and provide technical support and guidance, conduct User research, and provide coaching and training to teams.
Responsible Person	An individual or individuals, including a relative, health care surrogate decision maker, or placement agency, who assists the client or prospective client in placement or assumes varying degrees of responsibility for the client's well-being. A responsible person cannot act on behalf of a client unless authorized by law.
REST	A coordinated set of constraints to the design of components in a distributed hypermedia system that can lead to a higher-performing and more maintainable architecture.
RESTful	A common software architectural style for development of web services.
Revocation	In the context of CALS, the administrative action to revoke a license because of serious or chronic violations of licensing statutes or regulations.
Risk Assessment	An assessment to evaluate the parent’s ability to protect the child(ren). Risk assessments are performed following an investigation, after immediate safety issues are

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Term	Definition
	addressed, and at any point during the delivery of child welfare services.
Role	The function assumed, or part played by a person or thing in a particular situation.
Role-Based Access Control (RBAC)	In computer systems security, an approach to restricting system access to authorized users.
Rollout	For purposes of CWS-CARES implementation, Rollout is the timeline when Sites will complete their implementation readiness activities and then Go-Live.
Root Cause Analysis (RCA)	A structured process designed to help people understand the causes of past problems for the purpose of preventing recurrence.
Runaway and Homeless Youth Shelter (RHYS)	A short-term shelter and services to runaway youth and homeless youth who voluntarily enter the facility. A youth cannot stay in a RHYS for more than 21 consecutive days from the date of admission. A RHYS serves youth 12 to 17 years of age, inclusive, or 18 and completing high school or its equivalent, who are in need of services and without a place of shelter (homeless youth), or who have run away from their home or place of legal residence without permission of a parent, legal guardian, or foster parent (runaway youth).
Statewide Automated Child Welfare Information System (SACWIS) Compliant	A state's system that meets all SACWIS mandatory requirements throughout eight business categories. These requirements were superseded by the Comprehensive Child Welfare Information Systems regulation that took effect 8/1/2016.
Statewide Automated Child Welfare Information System (SACWIS) Requirements	Administration for Children, Youth and Families (ACYF) requirements for developing SACWIS compliant system to receive Federal Financial Participation (FFP). System compliance requirements were superseded by the Comprehensive Child Welfare Information Systems regulation that took effect 8/1/2016.
Safe Measures Service and Structured Decision Making	A database provided by the Children's Research Center (CRC), a division of the National Council on Crime and Delinquency (NCCD). This database provides information needed for Safe Measures Service and the Structured Decision Making application. In the current CWS/CMS, the Safe Measures data mart is loaded daily from the child welfare database. The purpose of the daily extract is to provide to CRC data they can use to generate the Structured Decision Making application that many social workers and other county staff use to provide services and care to children.



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Term	Definition
Safely Surrendered Baby (SSB)	The term Safely Surrendered Baby refers to the Safely Surrendered Baby Law (SSB) implemented on January 1, 2001, in response to the increasing number of abandoned baby deaths in California. The law is intended to spare the life of an infant by encouraging parents or persons with lawful custody to safely surrender an infant at a “safe surrender site” within 72 hours of the child’s birth rather than abandoning them in an unsafe location.
Safety	The determination as to whether there are present dangers and/or imminent threats of serious harm/maltreatment to a child or children.
SAML (Security Assertion Markup Language)	An Extensible Markup Language (XML) standard that allows a user to log on once for affiliated but separate Web sites. SAML is designed for business-to-business (B2B) and business-to-consumer (B2C) transactions.
Screening	The process used by the child welfare agency to determine whether information received meets criteria for some type of intervention.
Scrum Master	<p>The resource who is responsible for working with the Service Manager to define and deliver the Product Roadmap. This resource is responsible for removing any impediments on the team and is a daily driver to increase velocity on the team.</p> <p>Responsibilities also include creating an environment for success, managing the resolution of impediments (issues), and identifying and supporting process improvements.</p>
SDX Interface	Provides information to the DHCS systems from the SSA on Supplemental Security Income (SSI) recipients. The information is provided on a daily basis.
Self Service	A type of electronic support that allows end users to use technology to access information and perform routine tasks without requiring the assistance of a live customer service representative.
Semantic Layer	A business representation of corporate data that helps end users access data using common business terms. It maps complex data into familiar business terms such as case, referral, or client to offer a unified, consolidated view of data across the organization. By using common business terms, rather than data language, to access, manipulate, and organize information, it simplifies the complexity of business data.

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Term	Definition
Sensitive Point	A property of one or more components (and/or component relationships) that is critical to achieve a particular quality attribute response (part of Architecture Tradeoff Analysis Method used in Architecture evaluation).
Sensitive Referrals/Cases	A sensitive referral or sensitive case is one that identifies a person and/or a situation when an in-person investigation or the delivery of service requires a higher level of security.
Server image	A copy of a server state, including the configuration, dependencies, data, software, etc.
Service and Support (S&S)	Functions intended to retain and extend customer relationships once a product or service is delivered.
Service Component	Functional business components organized to track funding and claiming, caseload identification of program services, and timeline delivery of services and outcomes for reporting purposes.
Service Continuity	An Information Technology Infrastructure Library (ITIL) component that ensures that the information technology service provider can always provide minimum agreed service levels, by reducing the risk from disaster events to an acceptable level and planning for the recovery of information technology services.
Service Delivery Center (SDC)	The current Service Delivery Center (SDC) is located in Boulder, Colorado and provides server management and help desk support for CWS/CMS users. The SDC provides 24/7, system-wide network monitoring, server administration and maintenance, and help desk services. Additionally, a network and server infrastructure is maintained to support the activities of the development and service delivery teams.
Service Desk	Provides incident management to ensure customer's problems are resolved in a timely fashion.
Service Manager	The Service Manager is the State* resource who sets priorities, assigns tasks, and makes decisions about Features and technical implementation details based on User, policy, technical and business requirements. The Service Manager will also define the Product vision, prioritize the Product Backlog and reviews completed work in the Sprint review. Also referred to as the Product Owner.
Service Operations	An Information Technology Infrastructure Library (ITIL) component that includes fulfilling user requests, resolving service failures, fixing problems, as well as carrying out routine operational tasks.

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Term	Definition
Service Oriented Architecture (SOA)	A set of components, design patterns, guidelines, and principles for execution of business processes as a continuously evolving network of value added services. SOA relies on an integrated framework that includes a repeatable modeling and development methodology, open standards, best practices, a reference architecture, and a configurable run-time architecture to provide semantically reconciled model-time and run-time environments for an agile enterprise. SOA advocates use of a loosely coupled Architecture that does not require procedural coding to “compose” applications and transform business objects. Technical components of a SOA include use of a multi-Layer, multi-tier distributed Architecture, and Extensible Markup Language (XML) format for messages and objects.
Service Provider	Governmental or private organizations that render services including benefits and facilities such as education, food subsidies, health care, job training and subsidized housing, adoption, community management, policy research, and lobbying.
Set Aside	In rare cases, a Superior Court will “set aside” (reverse) an adoption that has already been finalized. This will “reactivate” the original birth certificate, which was previously sealed and replaced as a result of the adoption.
Sexual orientation	A person's emotional, romantic and sexual attraction to other people.
Sexual Orientation, Gender Identity, and Gender Expression (SOGIE)	An acronym that stands for sexual orientation, gender identity and expression.
Shared Responsibility Plan (SRP)	The Shared Responsibility Plan helps develop the parent-child bond, assists the teen parent in her/his transition to independence, and creates a successful, supportive and nurturing placement for both the teen and the child. The infant supplement payment in a Whole Family Foster Home where the caregiver and the minor dependent parent have developed a Shared Responsibility Plan (SRP) in cooperation with the county social worker.
Short Doyle II. The Short-Doyle/Medi-Cal (SDMC)-	The claim process system that allows California’s County Mental Health Plans (MHPs) to obtain reimbursement of funds for medically necessary specialty mental health services provided to Medi-Cal-eligible beneficiaries and also to Healthy Families subscribers diagnosed as Seriously Emotionally Disturbed (SED).
Short-Term Residential Treatment Center (STRTC)	A short-term placement for a child who cannot safely remain in the home of their parent or guardian. Such placements should be short-term in nature and have the

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Term	Definition
	<p>goal of returning the child or youth to a home-based family care setting or other permanency option as quickly and safely as possible.</p> <p>NOTE: This term is no longer applicable. It is covered in the term "Short-Term Residential Therapeutic Program (STRTP)."</p>
Short-Term Residential Therapeutic Program (STRTP)	<p>A residential facility operated by a public agency or private organization and licensed by the department pursuant to Section 1562.01 of the health and safety code that provides an integrated program of specialized and intensive care and supervision, services and supports, treatment, and short-term 24-hour care and supervision to children. The care and supervision provided by a short-term residential therapeutic program shall be nonmedical, except as otherwise permitted by law. Private short-term residential therapeutic programs shall be organized and operated on a nonprofit basis.</p>
Simple Object Access Protocol (SOAP)	<p>A messaging protocol that allows programs that run on disparate operating systems (such as Windows and Linux) to communicate using Hypertext Transfer Protocol (HTTP) and its Extensible Markup Language (XML).</p>
Site(s)	<p>The location(s) for the State* and Contractor* Equipment* and Software*, as agreed to by State*.</p>
Slack	<p>Cloud-based collaboration software that enables users to create public or private channels to direct message, chat and post documents both in group forums and one-on-one communications. Supports integration with development tools and transparency to team efforts (e.g., support requests, code check-ins, and error logs) as well as supporting search across all channels in one central archive.</p>
Small Family Home (SFH)	<p>A residential facility in the licensee's family residence providing 24-hour a day care for six or fewer children who are mentally disordered, developmentally disabled or physically handicapped and who require special care and supervision as a result of such disabilities.</p>
SOC 158 Subsystem	<p>An application within a component of the CWS/CMS that enables placement data from county probation departments and private adoption agencies to be entered via templates.</p>
Special Care Increment	<p>A system that allows a county to pay a higher than basic foster care rate for children that require additional care because of special needs, such as health and/or behavior problems.</p>

## CWDS Project Glossary

Term	Definition
Special Immigrant Juvenile Status (SIJS)	A child welfare service to help foreign children who have been abused, abandoned, or neglected to establish legal residency status to live and work in the United States.
Sprint	A regular, repeatable time-boxed work cycle during which work is completed and made ready for review. The Sprint duration shall be specified in the Contract*, if applicable.
Sprint Zero Artifacts	The documents that will be delivered by a Sprint team during the Sprint Zero Phase.
Sprint Zero Phase	The period of time prior to a Sprint team commencing delivery Sprints (e.g., Discovery).
SSANAME3	A software development kit (SDK) developed by Identity Systems that enables organizations to build business application programs to search, match, rank, and analyze records about people, companies, products, addresses and various other identity data. It can be executed on most any platform and operates on data stored in any database. It supports the CWS/CMS search functionality (e.g., phonetic search).
State Approved Downtime	The amount of downtime approved by the State*.
State Business Day(s)	All weekdays on which the State is open to the public to conduct business.
State Data Center	California Department of Technology, Office of Technology Services. Provides application hosting services, standardized server and operating system configurations, deployment, management, and administration of software applications including middleware and databases, storage, networking, and disaster recovery.
State Verification and Exchange System (SVES)	A Social Security Administration (SSA) system that returns citizenship verification status when available in SSA records.
Statement of Facts (SOF)	A CCLD form sent to the CDSS Legal Division to request an administrative action be initiated against an applicant, licensee, or individual. The SOF identifies a facility or home and its licensee, summarizes the violations and evidence, and lists the witnesses who might testify.
Statement of Issues	The legal pleading which outlines the Department's position that an application should be denied. A person or entity who is denied licensure after submitting an application has appeal rights and is entitled to have their case heard before an administrative law judge.

## CWDS Project Glossary

Term	Definition
Statewide Automated Welfare System (SAWS)	A system that stores information necessary to make eligibility decisions for a variety of benefit programs. Currently SAWS is being operated through three (3) Consortia: Los Angeles Eligibility, Automated Determination, Evaluation and Reporting (LEADER) Consortium, Welfare Client Data System (WCDS) Consortium (also known as CalWIN), and Consortium IV (C-IV)
Statistical Analysis System (SAS)	A software suite that can mine, alter, manage, and retrieve data from a variety of sources and perform statistical analysis on it.
Strangler Pattern	An application development approach to the replacement of Legacy Systems in which a new application is created around the old application thereby reducing the cost and risk over an approach of a complete rewrite of the system. Slowly, over time, the new application will do more and more of the work and eventually strangle the old legacy application.
Structured Decision Making (SDM)	Evidenced-based tools developed by the Children's Research Center that provide critical decision-making support for social work practice which involves data collection strategies that support safety and risk assessment.
Supervised Independent Living Placement (SILP)	A foster care placement type supervised by the county social worker or probation officer for an NMD who is living independently.
Supervised Independent Living Placement Readiness Assessment	An assessment to determine a Non-Minor Dependent's (NMD) level of preparation to function effectively within highly independent living experiences while receiving financial support and being supervised by the county social worker or probation officer.
Support Portal	A portal or website where internal or external users can access support information (e.g., FAQs, knowledge documents, user manuals, Training Guides, etc.) and perform self-help tasks (e.g., login and password reset, submit service desk request/ticket, etc.).
Supportive Transition(s)	A service component which may consist of training, services or other programs designed to assist current and former foster youth achieve self-sufficiency prior to and after leaving the foster care system. Youth and Non-Minor Dependents benefit from these services from ages 14th birthday up to the day before their 24th birthday. In California, each county has the flexibility to design services to meet a wide range of individual needs and circumstances for present and former foster youth, and to coordinate services with other Federal and State agencies

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Term	Definition
	engaged in similar activities.
Suspected Child Abuse Report (SCAR)	A California Department of Justice standard form for Mandated Reporters reporting child abuse.
System Availability	The result of the available time divided by the scheduled time reflects the percentage of the scheduled time the system was available for use.
System Integrator	A person or company that specializes in bringing together component subsystems into a whole and ensuring that those subsystems function together.
System Outage	Unavailability or decrease in service quality resulting from unexpected behavior of a particular service, or an incident that impacts consumers and results in a service not being delivered at a level they reasonably expect.
Technical Platform Team 3	The Digital Service vendor team charged with the development and delivery of Application Programming Interfaces (APIs) that provide data access and other System* features in support of all CWDS Digital Services, but with a focus on supporting Case Management Digital Service development.
Technical Reference Architecture	Developed specifically for the CWS-CARES project that provides a template and a consistent vision of CWS-CARES context, technology architecture, process, and standards throughout the organization and supplies the context (for identified patterns) for imposing best practices on development and deployment of the CWS-CARES service-oriented architecture.
Technology Platform Team 1 (TPT.1)	The digital service vendor team charged with the development and delivery of Application Programming Interfaces (APIs) that provide data access and other system features in support of all CWDS digital services. Formerly referred to as the API Digital Service Team, this is the first of at least two Technology Platform vendor teams.
Technology Platform Team 2	The Digital Service vendor team charged with the development and delivery of Application Programming Interfaces (APIs) that provide data access and other System* features in support of all CWDS digital services, but with a focus on supporting the Certification, Approval, and Licensing Services (CALs) Digital Service development.
Temporary Assistance For Needy Families (TANF)	A federal program authorized under titles IV-A and XVI of the Social Security Act that changed the eligibility requirements for receiving public assistance and set a five- year adult lifetime limit on receiving cash assistance. In California, TANF is implemented as CalWORKs and provides temporary financial assistance, employment and

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Term	Definition
	training programs. See Aid to Families with Dependent Children and Personal Responsibility and Work Opportunity Reconciliation Act.
Temporary Suspension Order (TSO)	An order issued by the Deputy Director for CCLD which suspends a license prior to a hearing. Temporary suspension orders are issued when imminent danger exists, to protect residents or clients of a facility from physical or mental abuse, abandonment, or any other substantial threat to health or safety.
Termination of Parental Rights	The process of involuntarily taking away the parental rights of a parent that has abandoned a child, has without just cause failed to support a child, has neglected or abused a child, has stood by and allowed others to neglect or abuse a child, or who because of extended incarceration in prison, will be unavailable to properly parent or nurture the child during its formative years. Once the parental rights of both parents of a child have been severed, the child will become available for adoption by another family. See California W&IC 366.26
Therapeutic Foster Care (TFC)	A licensed foster care facility or certified home of a foster family agency that is licensed to provide Residential Behavioral Management services. TFCs serve children and youths who have special psychological, social, behavioral, and emotional needs which require more intensive or therapeutic services than are found in traditional foster care.
Title IV-A	Title IV Part A of the Social Security Act (Aid to Families with Dependent Children).
Title IV-D	Title IV Part D of the Social Security Act (Child Support Enforcement).
Title IV-E	Title IV-E Foster Care and Adoption Assistance Program.
Title IV-E Audits	Each Title IV-E agency must submit yearly estimates of program expenditures as well as quarterly reports of estimated and actual program costs in support of the funds awarded by the federal government. The IV-E audit ensures that federal funds received by the Title IV-E agency are used for allowable purposes. The federal government recovers funds that were spent improperly.
Title XIX	Title XIX of the Social Security Act (Grants for States for Medical Assistance). Also known as Medicaid.
To-Be	The future state of a business process in an organization. Typically, the analysis goal in putting together the future state process is to clarify how the business process will work, at some point in the future, once changes are made. Changes could be technology changes or business process changes. Compared to the As-Is state to conduct



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Term	Definition
	gap analysis.
Tradeoff Point	A property that affects more than one Attribute and is a sensitivity point for more than one Attribute (part of Architecture Tradeoff Analysis Method used in Architecture evaluation).
Train-the-Trainer (TTT)	A learning technique that teaches students of a specific subject to become teachers themselves.
Transfer System	The transfer of an existing child welfare system between states at no cost to the recipient state. This process is a “build and transfer methodology.” Once a system is created for a state, the contractor transfers the original software and customizes that software for the next state, in spite of unique structures, processes, and workflows from state to state.
Transgender	Describes people whose gender identity does not match expectations based on the sex they were assigned at birth. A transgender experience does not imply any specific sexual orientation. Therefore, trans people may be straight, gay, lesbian, bisexual, queer, etc.
Transgender female	An individual who was born male but whose gender identity is female.
Transgender male	An individual who was born female but whose gender identity is male.
Transitional Housing Placement Plus Program (THPP +)	A provider, certified by their applicable county, who provides transitional housing services to eligible former foster youth over 18 years of age who have exited from the foster care system on or after their 18th birthday.
Transitional Housing Placement Program (THPP)	A program that provides care and supervision for children and non-minor dependents at least 16 years of age participating in an independent living arrangement.
Transitional Independent Living Program (TILP)	A permanency plan specifically for a child client 15 ½ years of age and older.
Tribal Agencies	Refers to both Tribal governmental agencies as well as various social service provider agencies working with Indians. Indian Tribes are quasi-sovereign nations operating a broad spectrum of governmental programs, with tribal operations often organized into programmatic areas designated as agencies, similar to state governments. Tribal Agencies for IV-E purposes are agencies operated by a federally recognized tribe or consortiums of federally recognized tribes. Tribes in California enjoy an opportunity to pursue a direct federal allocation or to contract with the state to operate tribal IV-E agencies to fund tribal court placements. Two such

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Term	Definition
	<p>agreements are in place and others are in negotiations. In the social service context, Tribal Agencies include programs operated by a federally recognized tribe, a consortium (group) of recognized tribes, or other provider organizations providing social services to American Indian/Alaska Native communities.</p>
Tribal Customary Adoption	<p>A permanency option for Indian children who are dependents of the California State Court. As described in Welfare and Institutions Code 366.24, Tribal Customary Adoption allows an Indian child who is a dependent of the California State Court to be adopted through the customs, laws and traditions of the child's tribe without the termination of the parental rights of the child's parents.</p>
Tribal Foster Care Homes	<p>Placements for Indian children approved by a federally recognized tribe in compliance with the Indian Child Welfare Act (ICWA) and applicable federal and state regulations.</p>
Tribe (recognized, unrecognized, and historic)	<p>Recognized - any Indian tribe, band, nation, or other organized group or community of Indians recognized as eligible for the services provided to Indians by the Secretary of the Interior because of their status as Indians, including any Alaska Native village as defined in section 1602(c) of Title 43. The Secretary of Interior regularly publishes in the Federal Register a list of recognized tribes that are acknowledged to have the immunities and privileges available to federally recognized Indian tribes by virtue of their government-to-government relationship with the United States as well as the responsibilities, powers, limitations and obligations of such tribes. (25 Code of Federal Regulation, 83.5). References to tribal agencies, tribal services, and tribal programs refer to those operated by or upon designation of federally recognized tribes.</p> <p>Unrecognized - any Indian or Alaska Native group or aggregation indigenous to the continental United States that the Secretary of the Interior does not acknowledge to be an Indian tribe possessing a government-to-government relationship with the United States. The Secretary of the Interior provides a process for such groups to petition for recognition. (25 Code of Federal Regulations PART 83).</p> <p>Historic – Those people whose pre-Columbian ancestors were indigenous to the lands within the United States. These peoples were composed of numerous distinct tribes, bands, and ethnic groups, commonly referred to as historic or aboriginal tribes. Federally recognized tribes represent historic tribes, or groups traceable to such</p>

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Term	Definition
	tribes, which survive intact today as sovereign nations.
Unified Modeling Language (UML)	A general-purpose modeling language in the field of software engineering, which is designed to provide a standard way to visualize the design of a system.
Unit Test	An automated piece of code that invokes a unit of work in a system and then checks a single assumption about the behavior of that unit of work.
Unstructured data	Information that either does not have a pre-defined data model or is not organized in a pre-defined manner. Unstructured data (or information) is typically text-heavy, but may contain data such as dates, numbers, and facts as well. Term utilized to refer to electronic document attachments. Examples of unstructured data include documents, photographs, audio files, video files, email messages, and multimedia files. See Binary Large Object.
Update Design Spike to 'Spike'	Effort whose purpose is to guide a team towards an answer or solution that cannot currently be estimated. A prefix or label added to a user story that was created to resolve a technical question or a design problem.