***Would you like to use your knowledge of child welfare to help develop the new and improved Child Welfare Services-California Automated Response and Engagement System (CWS-CARES)?***

The California Department of Social Services (CDSS) and the Office of Systems Integration (OSI), in collaboration with the County Welfare Directors Association (CWDA), are seeking County Consultants to serve as subject matter experts (SME) to assist with the development of the new Child Welfare Services-California Automated Response and Engagement System (CWS-CARES), which will replace the existing Child Welfare Services/Case Management System (CWS/CMS).

The CWS-CARES Project is currently seeking experienced county child welfare services (CWS) staff whose counties are willing to loan them to the Project to serve as County Consultants. These positions are full time and participate in system design and development, user acceptance testing; respond to any questions, concerns or technical requirements that may arise within their area of expertise; recommend new or amended processes and methods as a result of county feedback; and work with Project and County teams to perform research in advance of product development. NOTE: Research will be across business areas, including child welfare practices, data quality, external systems analysis and other research team directed activities, as needed.

Interested candidates must possess knowledge and experience in at least one (ideally more) of the service areas listed below:

* CPS/CWS Intake Hotline - Experience in receiving calls at the Child Protective Services (CPS) hotline and gathering information regarding concerns of alleged child abuse; creating referrals; completing Structured Decision Making (SDM) assessments and making a determination for response.
* CWS Intake Investigations – Experience in completing emergency response investigations regarding child abuse and neglect; engaging families and conducting safety and risk assessments; and developing court petitions and case plans.
* CWS Case Management – Experience in case management activities including voluntary, court ordered and permanency services; completing required assessments and case planning activities; and engagement with families and other agencies.
* Courts – Experience in writing and filing court reports including warrants, petitions, detention, jurisdiction, miscellaneous reports, and status reviews; and knowledge of overall child dependency court proceedings.
* Resource Family Approval (RFA) – Experience in Resource Family Approval (RFA) processes, including processing applications, completing home studies, recommending approvals or denials, and investigating complaints.
* CWS Resource Management – Knowledge of obtaining goods and services for child welfare clients throughout the life of the case to promote child safety, understanding of external directories and resources, along with county procurements, referral processes and utilization.
* CWS/CMS Data Quality – Extensive knowledge of CWS/CMS data; understanding of data clean up, reporting processes, and data analytics (federal, state and county outcome measurements). Experience with data warehouses is desirable.
* CWS Training & Implementation – Experience in creating training material for the implementation of programs; ability to develop as-is and to-be processes with stakeholder input and feedback; understanding of implementation roll out strategies; knowledge of organizational change management principles.
* CWS Administrative Business Management – Experience in current county business processes including the creation of units, caseload assignments and the knowledge of how work flows through the child welfare system within counties. This also includes knowledge of senior level clerical and administrative practices within counties to support the business of child welfare.

To be selected, your county must be willing to contract with CDSS to loan you to the project, for a minimum of three years, while you remain a county employee. Please check with your supervisor or manager to confirm if your county would consider doing this. The selected applicants shall remain in their classification with their county and retain all seniority and benefits while working on the CWS-CARES Project. The applicants’ role is to represent the county perspective, which includes their county, as well as all other county child welfare agencies in California. The Project is recruiting candidates in all areas of the child welfare system.

The success of this Project relies upon the input of knowledgeable child welfare professionals, from all classifications, who will work closely with information technology experts to inform the system design, test the system and provide feedback on necessary improvements before it is made available.

Travel to Sacramento will be required.

Interested candidates should submit a letter of interest, your responses to the supplemental questions listed on page 3, along with a resume to Eva Schrage at [eva.schrage@osi.ca.gov](mailto:eva.schrage@osi.ca.gov) no later than **June 20, 2021**.

**SUPPLEMENTAL QUESTIONS**

Please attach a copy of the supplemental questions with your answers to your letter of interest and resume.

Please answer yes or no to questions #1-3:

Are you a current County Child Welfare Services employee?

Is your county willing to loan you to CDSS, knowing they will be reimbursed for the cost of your salary and benefits while you work on the project?

Are you willing to regularly travel to, or temporarily relocate to, Sacramento, if needed, while working on the project?

Please indicate the number of years of experience you have in the following areas:

CPS/CWS Hotline \_\_\_\_\_

CWS Intake Investigations \_\_\_\_

CWS Case Management \_\_\_\_

Courts \_\_\_\_

Resource Family Approval (RFA) \_\_\_\_

CWS Resource Management \_\_\_\_

CWS/CMS Data Quality \_\_\_\_

CWS Training and Implementation \_\_\_\_

CWS Administrative Business Management \_\_\_\_