Project Update
February 2018
Digital Services & Support

- CWDS Web \textit{(Development)}
- CWDS Technology Platform \textit{(Development)}
- CWDS Infrastructure \textit{(Development)}
- Intake \textit{(Development)}
- Certification, Approval and Licensing Services (CALS) \textit{(Development)}
- Case Management \textit{(Development)}
- Court Processing \textit{(Procurement)}
- Eligibility \textit{(Planning)}
- Resource Management
- Financial Management
- Administration

- Implementation Support Services \textit{(Active)}
Communications Update
We’ve been busy filling key positions and reorganizing teams on the project to optimize our performance and enhance our productivity.

www.cwds.ca.gov
Sprint Reviews & Solution Demos

Solution demonstrations will be held as needed to highlight product releases and other key project feature updates.
CALS Update

- Scope Review
- Facility & Home Search and Profile
CALS

Promotes the safety, well-being, and permanency of children and youth in the Child Welfare System through software that supports the county and state business processes for:

- certifying, approving, and licensing Resource Family Homes and Children’s Residential Facilities, and
- monitoring their ongoing quality as placement resources
CALS

1. Assessing/Approving

2. Managing/Monitoring

Resource Family Homes
Short Term Residential Therapeutic Programs
Foster Family Agencies
Group Homes
Transitional Housing
Temporary Shelter Care Facilities
Crisis Nurseries
…and more
CALS  
Where we have started

Assessing/Approving

Which includes these business processes:

- Applicant Recruitment
- Application Submittal
- Application Review
- Background Clearance
- Onsite/In-Person Evaluations
- Collection of Required Documents/Fees
- Preparation of Required Documents (including Written Report)
- Identification as a Placement Resource
- Decision and/or Terms for Approval
Where we have started, more specifically

Resource Family Home Application Submittal

Version 1 to include:
• Facilities and Homes Search
• Facility or Home Profile
• Transcribe Hard Copy Application
• Receive Online Electronic Application
• Assign Draft Application
• Create Pending/Probationary Homes in CWS/CMS
• View All Draft Applications
• View and Print Individual Applications
Facility & Home
Search and Profile

First Release Target

- Integrated results from CWS/CMS, LIS, and FAS
- All state and county licensed or approved placement resources
Facility and Home Search

Advanced Search

Search Results: 1-2

Facility Name: Cardona, Amy & David RFH
Facility ID/Approval #: 909045112
Facility Type: RESOURCE FAMILY HOME
Status: CERTIFIED/APPROVED
Licensee Name: Cardona, Amy & David RFH
Facility Address: 3538 Chaucer Ln, Inglewood, CA 90305
County: LOS ANGELES
Facility Phone Number: (310)-672-2058
Facility Email: N/A
Assigned Worker: N/A
Assigned Worker: (310)-672-2058

Facility Name: Cortez, Mary & Miguel RFH
Facility ID/Approval #: 909045121
Facility Address: 38121 10th St E, Palmdale, CA 03550
Assigned Worker: N/A
Assigned Worker: (661)-267-5190
Facility and Home Search

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From LIS or CWS/CMS, depending on approving/licensing agency – until all is in CWS-CARES

From CWS/CMS – until all is in CWS-CARES

From FAS – until all is in CWS-CARES (currently exploring most useful information to display)
Case Management Update

- Emergency Placement
- Landing Page
- Child Profile/Client ID Page
- Lifelong Connections Finding Tool
PI4 Overview

Collaborating with Counties to design Emergency Placement functionality

September 2017

Codesign with County Partners
In an workshop in Sacramento, experts brainstorm solutions with the team

Draft design concepts
Based on county insights from onsite visits and the codesign workshop

October 2017

Detailed feedback from experts
Social workers give in-depth feedback on concepts in 1-on-1 research sessions.

Features Identified for Development
based on County insights and coordination with other digital services teams
PI5 Overview: Features in Development

Building the foundations of Emergency Placement

Landing Page
Case Management specific landing page that makes important and actionable information available at-a-glance.

Child Profile/Client ID Page
CWS-CMS Client ID page, updated with a focus on ease-of-use. The foundation for child-centric features.

Family Finding/Connections
Functionality to support engagement with NREFM and relatives as life-long connections, child resources and placement options.
Case Management Landing Page

Features and functionality suggested during Codesign Workshop

Design Concepts used for County Feedback

Development Done: Working Code
Read View of Child Profile/Client ID Page

Features and functionality designed with county partners

Design Concepts used for County Feedback

Development Done: Working Code
Supporting Relative Placement & Lifelong Connections

County insights inform design for new family finding functionality

Design Concepts used for County Feedback

Development Done: Working Code
Courts Update
Courts Interface

- Can send and receive documents between CWS-CARES and the County Court Case Management System (CMS)
CWS-CARES Court Process
CWS-CARES
Snapshot
Implementation
The Child Welfare History Snapshot gives users the ability to...

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

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

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

**Additional Benefits**

- **Reduce risk** of introducing a new system with the new infrastructure with a small, low-risk release
- **Find and address** issues early, based on feedback from real users doing real work
- **Deliver value** right away, without waiting for the Hotline release

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

Supports you as your Organization prepares for and uses CWS-CARES.
Liaisons to Prepare for Change

You’ll work with an **Implementation Lead (IL)** who is your **liaison** with the **CWDS Project**

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**CWDS Project**  
**Implementation Lead**  
**Organization Staff**

Staff supporting implementation to CWS-CARES
Snapshot coming soon

First statewide CWS-CARES release.
Snapshot Overall Rollout

1. Core County Representatives
   First Available to Core team
   Goes to Core County Reps working with Intake Team

2. Core Counties
   Extended to Core Counties
   Available to identified Core County staff

3. Statewide Rollout
   Available Statewide
   Rolled out during an Implementation Window to identified users
Snapshot Overall Rollout

Core County Representatives

First Available to Core team
Goes to Core County Reps working with Intake Team

20 staff (working with project) from the **Intake Core Counties**:  
- Butte  
- Fresno  
- Los Angeles  
- Ventura  
- Yolo
Snapshot Overall Rollout

Identified staff from the **Intake Core Counties**:
- Butte
- Fresno
- Los Angeles
- Ventura
- Yolo
Snapshot Overall Rollout

Identified staff from the remaining 53 counties, State, and tribes
Upcoming activities

Begin initial implementation activities.
Key Implementation Activities

1. Readiness Planning
2. Snapshot Access
3. Communications and Training
4. CWS-CARES Support

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

- **Snapshot Kickoff Sessions**
  - Snapshot overview
  - Rollout timing

- **Bi-weekly Readiness Update Meetings**
  - In-person or webinar meeting
  - Readiness details
  - Support resources

- **Org Implementation Team**
  - Snapshot Coordinator
  - Trainer

- **Org Preparation and Readiness**
  - Readiness Checklist
  - Readiness Dashboard
2

Snapshot Access

• User Registration
  • Snapshot user identification
  • User set-up and registration

• System Access
  • Testing connecting to system
Communications and Training

• **Communications**
  • Project updates
  • Change readiness impacts

• **Train the Trainer (TTT)**
  • WebEx to Trainers
  • Org Trainers train users

• **Training Materials**
  • Intro to Snapshot Web-based Training (WBT)
  • Login & Snapshot User Guide
  • Snapshot Demonstration Video
CWS-CARES Support

- Support Processes
  - Role of local help desk

- CWS-CARES Service Desk
  - Methods to contact Service Desk
Where to find implementation materials?

**Implementation Portal:** https://cwscms.osi.ca.gov
Questions?
Q&A

• For Intake questions:
  • Wendy Christian, wendy.christian@osi.ca.gov

• For CALS questions:
  • Phoebe DeMund, phoebe.demund@osi.ca.gov

• For Case Management questions:
  • Cindy Vatalaro, cynthia.vatalaro@osi.ca.gov

• For Courts questions:
  • Louis Cretaro, louis.cretaro@osi.ca.gov

• For Project questions:
  • Tony Fortenberry, tony.fortenberry@osi.ca.gov
  • Bill Maile, bill.maile@osi.ca.gov
  • Cathy Turner, cathy.turner@osi.ca.gov
  • Kalani Mertyris, kalani.mertyris@osi.ca.gov
Resources

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

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

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