

Project Update

February 2018



CWDS / Child Welfare Digital Services

Digital Services & Support

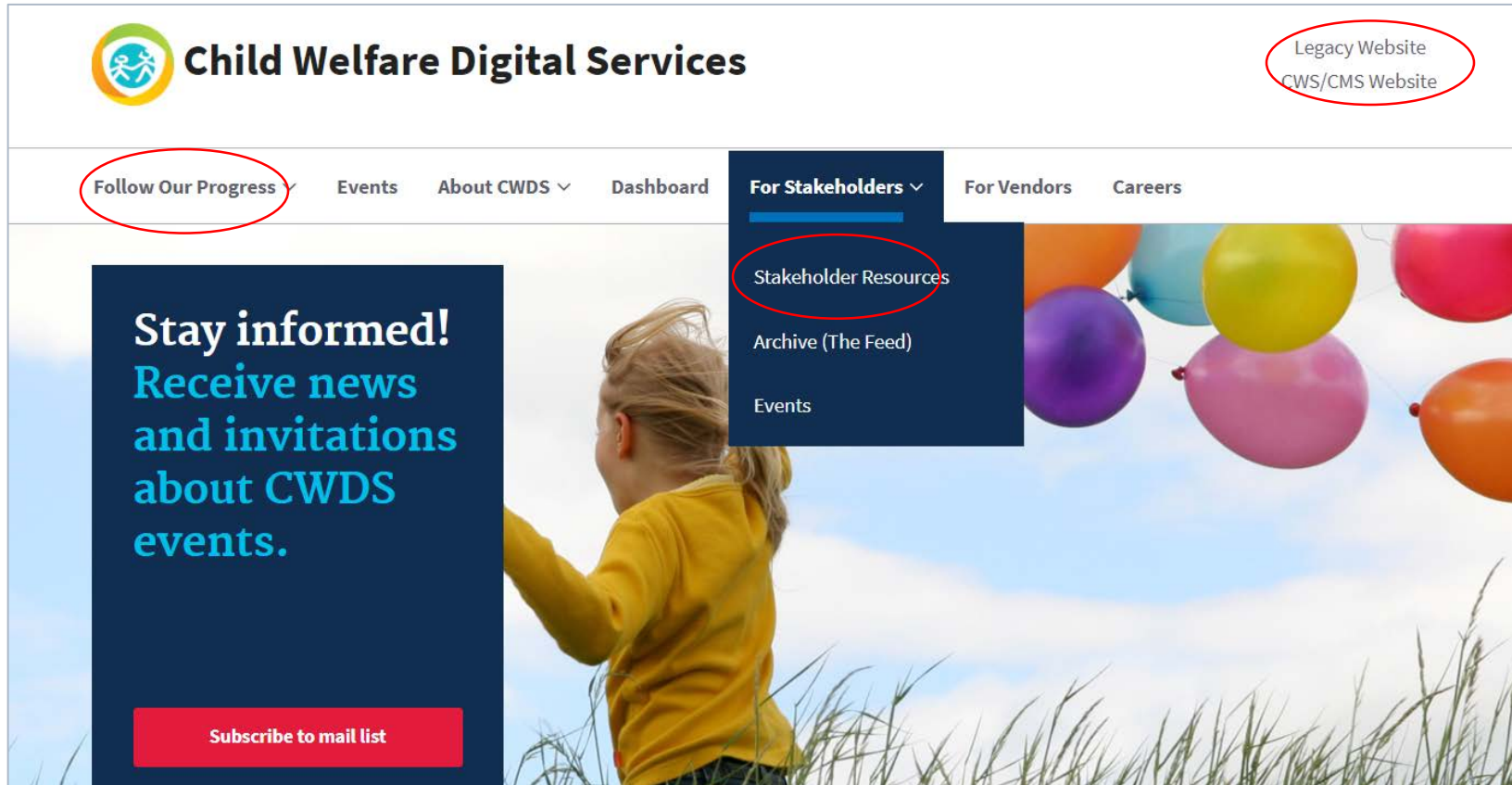
- CWDS Web (*Development*)
- CWDS Technology Platform (*Development*)
- CWDS Infrastructure (*Development*)

Digital Services

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

Communications Update

Keeping you in the know

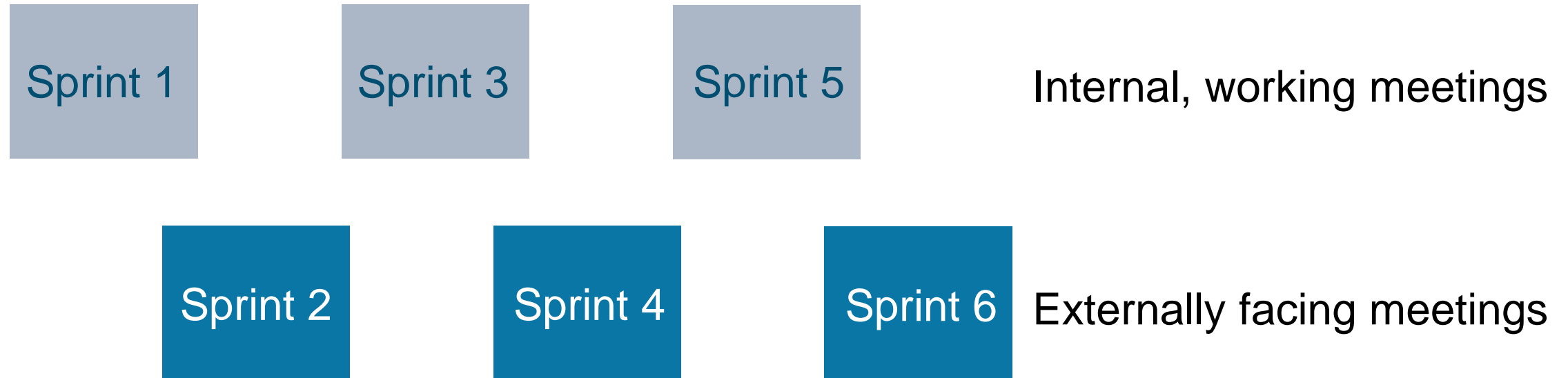


- Follow our **blog** for project updates
- Visit our **Events** calendar
- Sign-up for our newsletter
- Access event materials on **The Feed**
- Click on the Legacy or CWS/CMS sites from our home page

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

1

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

CALS

Where we have
started, *more specifically*

1

Assessing/
Approving



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

CWDS

Q

+

🔔

Profile Name

PN

County

Facility Type

Facility ID #

Facility Name

Facility Address

SEARCH

Los Angeles

▼

Resource Family Home

▼

Enter Facility ID #

Enter Facility Name

Enter Facility Address

► 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 Ste E,Palmdale,CA
93550

Assigned Worker




N/A

Assigned Worker

(661)-267-5190

Facility and Home Search

CWDS

Profile Name

PN

County

Facility Type

Facility ID #

Facility Name

Facility Address

SEARCH

Los Angeles

Resource Family Home



Enter Facility ID #

Enter Facility Name

Enter Facility Address

► Advanced Search




Search Results: 1-2



Facility Name	Facility license/ Approval #	Facility Type	Status	Licensee Name	Facility Address	County	Phone Number	Facility Email	Assigned Worker
Cardona, Amy & David RFH	909045112	RESOURCE FAMILY HOME	CERTIFIED/APPROVED	Cardona, Amy & David RFH	3538 Chaucer Ln,Inglewood,CA 90305	LOS ANGELES	(310)-672- 2058	N/A	N/A Phone: (310)-672- 2058
Cortez, Mary & Miguel RFH	909045121	RESOURCE FAMILY HOME	CERTIFIED/APPROVED	Cortez, Mary & Miguel RFH	38121 10th Ste E,Palmdale,CA 93550	LOS ANGELES	(661)-267- 5190	N/A	N/A Phone: (661)-267- 5190

Facility and Home Search

CWDS

Profile Name PN

County

Facility Type

Facility ID #

Facility Name

Facility Address

SEARCH

Los Angeles

Resource Family Home



Enter Facility ID #

Cardona

Enter Facility Address

Advanced Search

Search Results: 1-1 Facility Name:Cardona



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

CWDS

Profile Name

PN

Cardona, Amy & David RFH

FACILITY TYPE : RESOURCE FAMILY HOME

NAME OF LICENSEE/ PARENTS	FACILITY LICENSE NUMBER	LICENSE EFFECTIVE DATE
AF Inc.	909045112	2017-01-05
APPROVAL/LICENSING WORKER	LICENSE STATUS	APPLICATION RECEIVED DATE
N/A	CERTIFIED/APPROVED	N/A
ASSIGNED OVERSIGHT AGENCY	CAPACITY	
LA & TRI-COASTAL CR	10	

PHYSICAL ADDRESS	POSTAL ADDRESS	LAST VISIT DATE
3538 Chaucer Ln	3538 Chaucer Ln	N/A
Inglewood, CA 90305	Inglewood, CA 90305	
COUNTY NAME		LAST VISIT REASON
LOS ANGELES		N/A
PRIMARY PHONE	ALTERNATIVE PHONE	
(310)-672-2058	N/A	

Children currently placed in facility

ID	FIRST NAME	LAST NAME	SEX	AGE	DATE OF BIRTH	DATE OF PLACEMENT	ASSIGNED WORKER	COUNTY OF ORIGIN
541770136	Amber	Guthrie	F	11	2007-01-02	2002-06-19	N/A	State of California
541770158	Jia	Wang	F	10	2007-04-05	2002-06-19	N/A	State of California
541770163	Lana	Volkov	F	16	2001-08-08	2002-06-19	N/A	State of California

Complaint History

ID	COMPLAINT DATE	ASSIGNED WORKER	CONTROL NUMBER	PRIORITY	STATUS	APPROVAL DATE
9038	2015-11-14 00:00:00	Mullah Mahaboob	32-CR-0151114155023	2	Approved	2015-04-29 00:00:00

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

mith (CASE ...80000395)

ADDRESS
3513 School Street

CITY STATE ZIP CODE
Sacramento California 12345

Relationships (8)

Last edited by Jennifer Hayes 10/10/2017 View All EDIT

List Genogram Map

Hendricks, Joseph
Uncle (M) Age 39, Gender M

ADDRESS 1800 38th Street
Sacramento, CA 95819

PHONE H: 916-555-0334
C: 916-555-0334

CLOSE OPEN FULL PROFILE

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

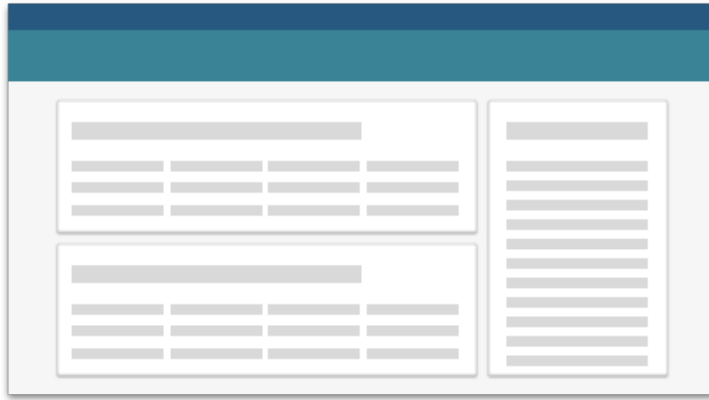
Social workers give in-depth feedback on concepts in 1-on-1 research sessions.

Features Identified for Development

based on County insights and coordination with other digital services teams

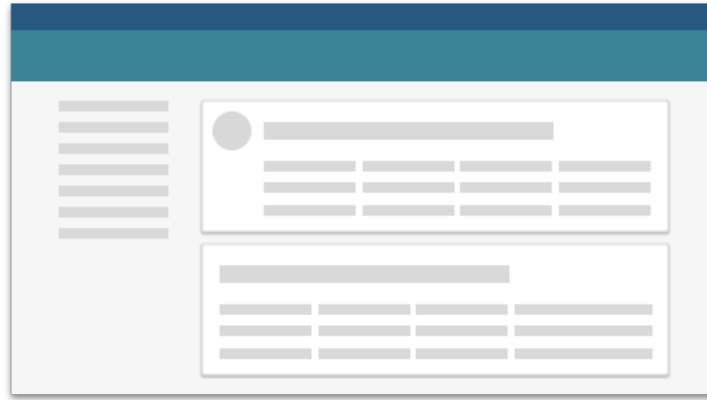
PI5 Overview: Features in Development

Building the foundations of Emergency Placement



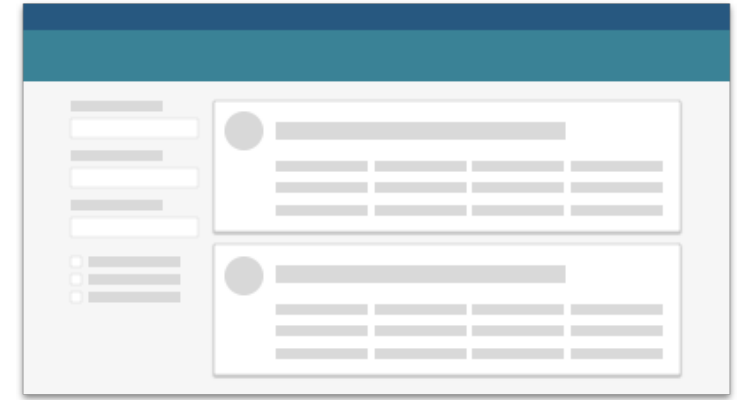
Landing Page

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

This design concept for the Caseworker Dashboard features a dark blue header with the CWDS logo and user profile 'Elizabeth Blackburn'. The main content area is divided into three sections. On the left, a 'Cases (12)' table lists cases with columns for Name, Service Component, Assignment, and Assignment Date. On the right, a calendar for December 8, 2017 (Monday) is displayed, followed by a 'Quick Links' section with links to 'Client ID Page' and 'Network Finding Tool'. At the bottom left, a 'Referrals (3)' section is visible.

Name	Service Component	Assignment	Assignment Date
Campbell, Sara	Family Maintenance	Primary	12/01/2017
Lorem Ipsum	Family Maintenance	Primary	12/07/2017
Lorem Ipsum	Family Maintenance	Primary	11/17/2017
Lorem Ipsum	Family Maintenance	Primary	10/05/2017
Lorem Ipsum	Family Maintenance	Primary	10/08/2017
Lorem Ipsum	Family Maintenance	Secondary	05/10/2017
Lorem Ipsum	Family Maintenance	Primary	03/20/2017
Anderson, James	Family Reunification	Secondary	12/22/2017
Lorem Ipsum	Family Reunification	Primary	06/19/2017
Barley, Sam	Permanent Placement	Secondary	05/07/2017
Lorem Ipsum	Permanent Placement	Primary	07/20/2017
Lorem Ipsum	Permanent Placement	Secondary	10/22/2017

Design Concepts used for County Feedback

This screenshot of the working code for the Dashboard shows a dark blue header with the CWDS logo, search, and user profile 'PN'. The main content area features a 'Caseload (10)' table with columns for Name, Service Component, Type, Assignment Date, and Response Comments. To the right, a 'Quick Links' section includes a link to 'Link To Client ID Page'. Below the caseload table, a 'Referrals' section is visible.

Name	Service Component	Type	Assignment Date	Response Comments
Alice	Family Maintenance	primary	2017-12-25	
Bob	Family Maintenance	primary	2017-12-25	
Carl	Family Maintenance	primary	2017-12-25	
Dave	Family Maintenance	primary	2017-12-25	
Earl	Family Maintenance	primary	2017-12-25	
Frank	Family Maintenance	primary	2017-12-25	
Gregg	Family Maintenance	primary	2017-12-25	
Henry	Family Maintenance	primary	2017-12-25	
Ivan	Family Maintenance	primary	2017-12-25	
Johnny	Family Maintenance	primary	2017-12-25	

Development Done: Working Code

Read View of Child Profile/Client ID Page

Features and functionality designed with county partners

This screenshot shows the 'Read View of Child Profile/Client ID Page' for Allie Hendrixson. The page has a dark blue header with the CWDS logo, a search bar, and a user profile for Kristina Finlayson. The main content area is divided into a left sidebar with navigation links (Client ID, Client information, Safety alerts, Relationships, Demographic information, ID numbers, Service providers, AFDC - FC, Attorney, ICWA, Adoption & AAP) and a main form area. The form area has a top bar with the client's name and a 'Save form' button. Below this is a section for 'Active safety alerts - Medical - Severe peanut allergy'. The main form is titled 'Basic information' and includes fields for First name (required), Middle name, Last name (required), Also known as, Name type (required) (dropdown menu), SSN, Gender (required) (dropdown menu), Date of birth, Age, Age unit (dropdown menu), Current address, Address type (dropdown menu), School, School type (dropdown menu), Primary language, and Secondary language. There are also checkboxes for 'Case contains CSEC data', 'Child is AWOL', and 'Client is a Minor/NMD Parent'.

Design Concepts used for County Feedback

This screenshot shows the 'Child Name' form. The page has a dark blue header with the CWDS logo, a search bar, and a user profile for Profile Name. The main content area is divided into a left sidebar with navigation links (Client Information, Safety Alert Information, Other Client Information, Race & Ethnicity) and a main form area. The form area has a top bar with the title 'Child Name' and a 'Customize' button. The main form is titled 'Client Information' and includes fields for Prefix, First Name (required), Middle Name, Last Name (required), Suffix, Name Type (required) (dropdown menu), Marital Status (dropdown menu), SSN, Client Index Number, Gender (dropdown menu), DATE OF BIRTH, Age, Age Unit (dropdown menu), Client Number, Alien Registration#, Drivers License State (dropdown menu), Drivers License #, and checkboxes for 'Client is a Minor/NMD parent', 'Client is a Safely surrendered baby', and 'Outstanding warranty exists'.

Development Done: Working Code

Supporting Relative Placement & Lifelong Connections

County insights inform design for new family finding functionality

The screenshot shows the 'Lifelong Connections Finding Tool' interface. At the top, it displays 'CWDS' and the user 'Elizabeth Blackburn'. Below the header, there are two profile cards: 'Kelly Marrisol Smith, Female | 3 yrs old' and 'Bobby Smith, Female | 4 yrs old'. A search bar with 'Start typing ...' and a magnifying glass icon is present. To the left, a sidebar contains filters: 'FIND PLACEMENT FOR:' with a dropdown set to 'Kelly Marrisol Smith (80000395)', 'Sibling/ children involved' with checkboxes for 'Zach Smith', 'Sally Smith', and 'Bobby Smith' (checked), 'Near Zip Code' with 'Kelly's Home: 95646' and a 'change' link, 'Secondary Zip Code' with a dropdown, and 'Kelly's School: 95670' with a 'change' link. At the bottom left, a 'SORT BY:' dropdown is set to 'Best Match'. The main content area displays three search results. The first is 'Joseph Hendricks', Uncle, Available Now, with details: Male, 39 yrs old (DOB: 10/2/1978), Language: English (Primary), Cell: 916-555-0334, Home: 916-555-0334, Home: 1800 38th Street, Sacramento CA 95819. The second is 'Marry Hendricks', Grandmother, with details: Female, 78 yrs old (DOB: 5/1/1939), Language: English (Primary), Cell: 916-555-1234, Home: 916-555-1234, Home: 123 Main Street, Sacramento CA 95819. The third is 'Todd Johnson', RFA Home, Available Now, Interested in contact, with details: Male, 42 yrs old (DOB: 5/1/1975), Cell: 916-555-2222, Home: 916-555-2222. Each result has a 'VIEW DETAILS' link and icons for location, phone, and email.

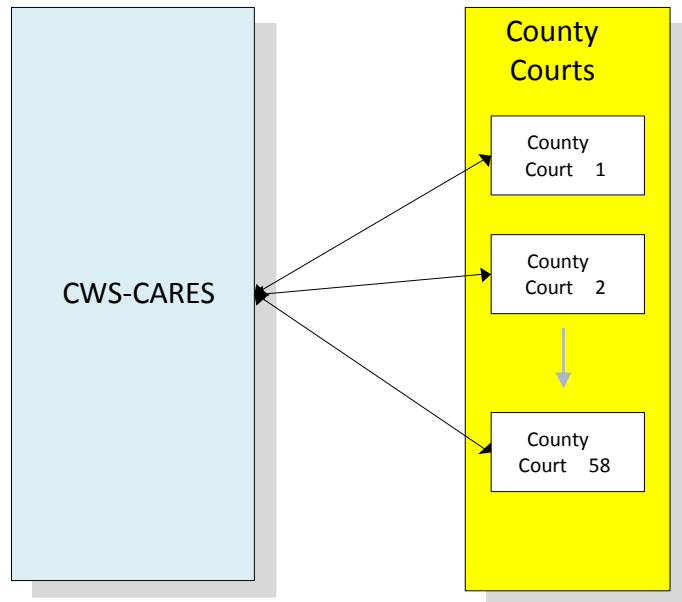
Design Concepts used for County Feedback

The screenshot shows the 'Find Placement Tool' interface. At the top, it displays 'CWDS' and the user 'Profile Name PN'. Below the header, there is a 'Find Placement For:' dropdown set to 'Anderson, James'. Below that is a 'Near Zip Code' input field. To the right of these fields, there are five placeholder cards, each labeled 'Card'.

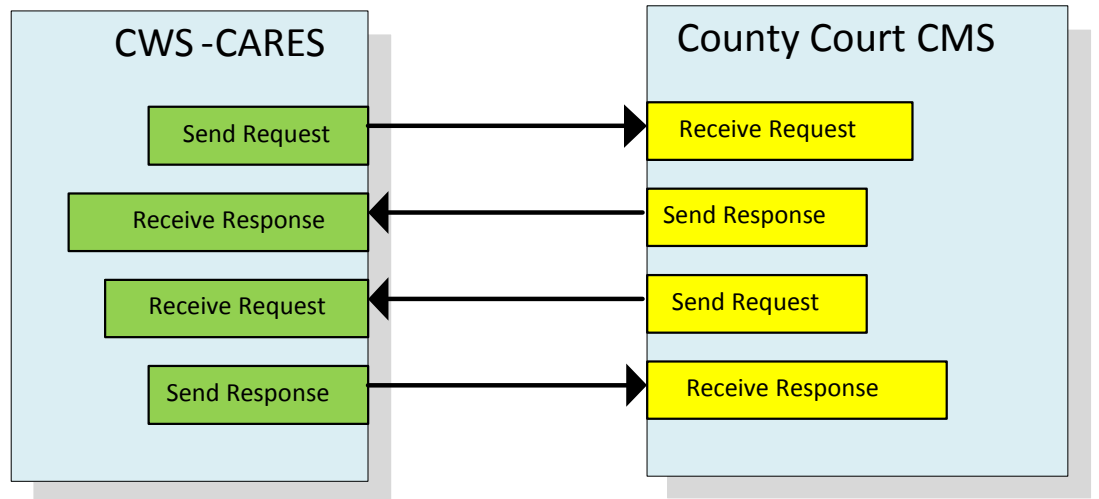
Development Done: Working Code

Courts Update

Courts Interface

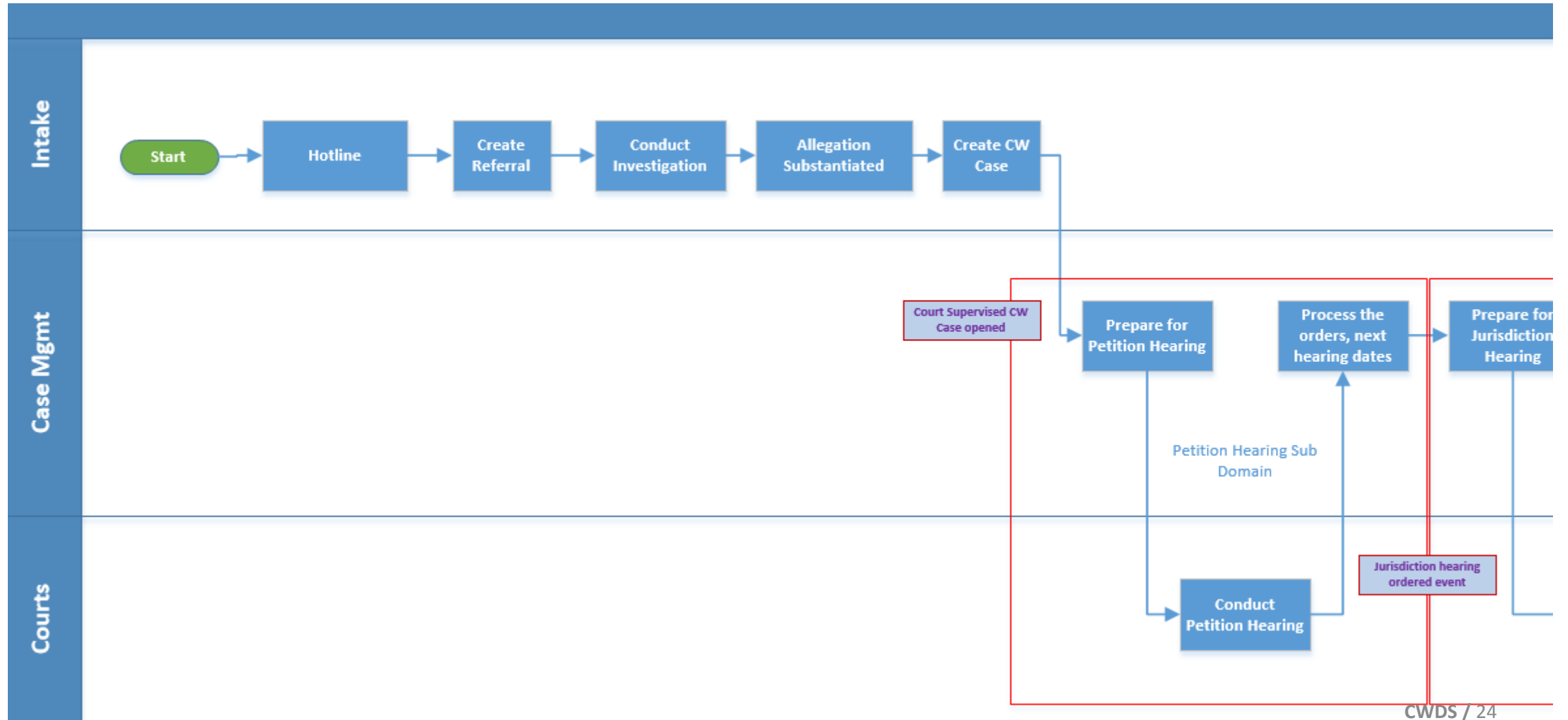


...And zoom in on one Court

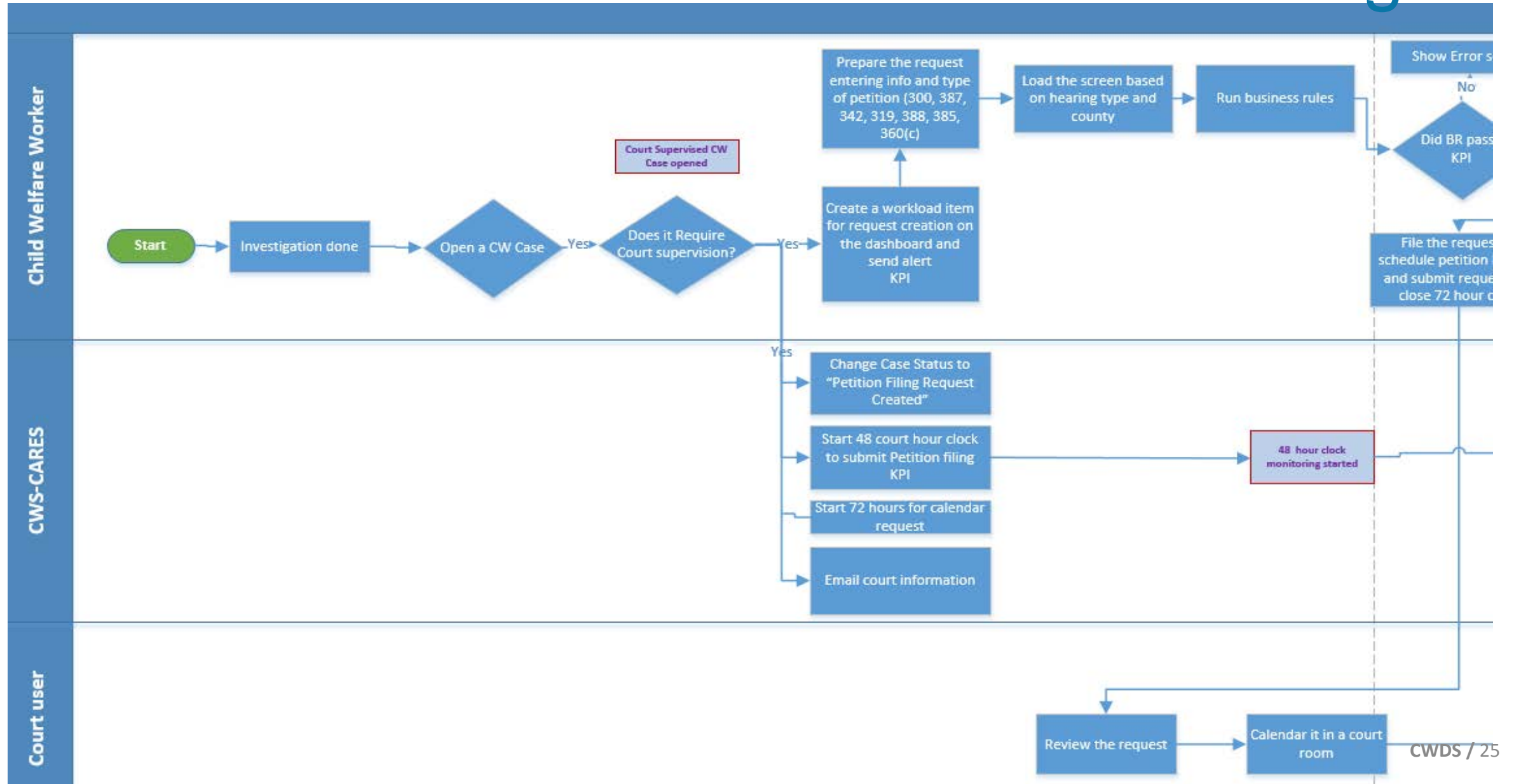


- Can send and receive documents between CWS-CARES and the County Court Case Management System (CMS)

CWS-CARES Court Process



CWS-CARES Process for Petition Filing



CWS-CARES Snapshot Implementation

Screening 1094

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

Search

Search for clients

Moe Rex

DELETE

Client ID 0687-4895-7296-5000014 in CWS-CMS

Name
Moe Rex

Role(s)

Language(s) (Primary First)

Gender
Male

Date of birth
01/08/2008

Social security number

Race

Hispanic/Latino Origin
Unknown

History

Date	Type/Status	County/Office	People and Roles
10/15/2017	Case (Open - Emergency Response)	Venture	Focus Child: Moe Rex Parent(s): Worker: Assigned Worker

COPY

START OVER

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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

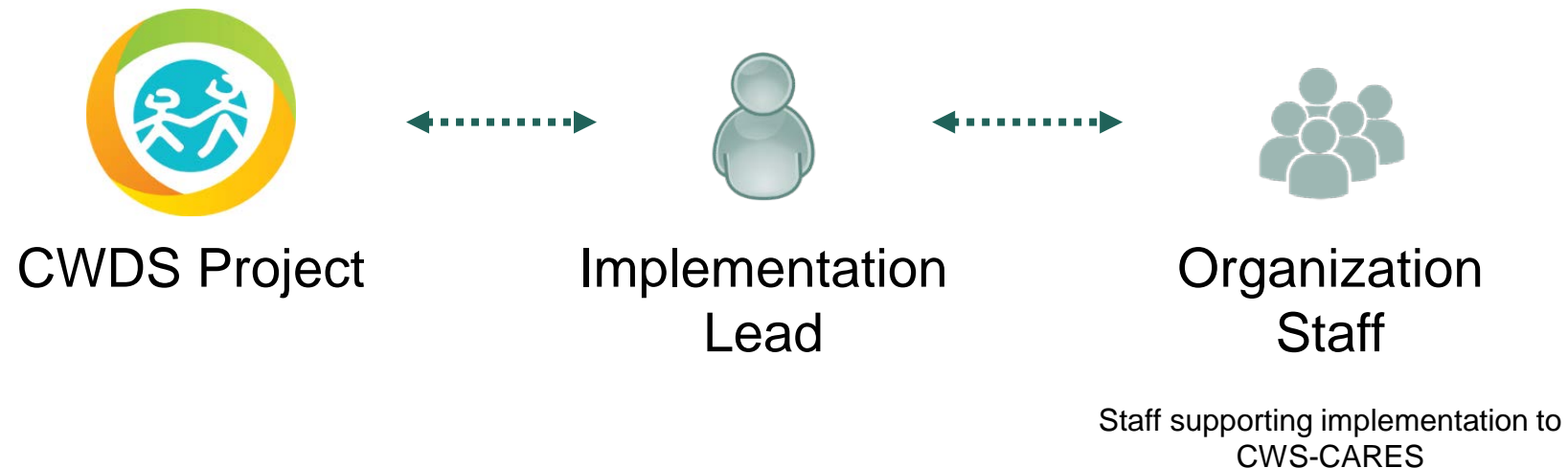


Implementation Team

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**



Regional Implementation Leads



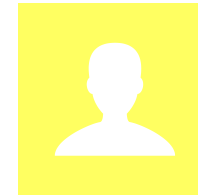
Northern + Tribes

Michele Scoggins
Stefanie Escalante



Bay Area

Kirsten Olesen
Barbara Street



Mountain Valley

Kristen Forderer
Jessica Hovdesven



Central Valley

Danette Anderson
Nick Wukich



Southern

Chad Huffaker
Daniel Rinne
Los Angeles: Katie Hastings

State: Carolyn Borden

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

1

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



Core Counties



Extended to
Core Counties

Available to identified Core
County staff

Identified staff from the **Intake Core Counties**:

- Butte
- Fresno
- Los Angeles
- Ventura
- Yolo

Snapshot Overall Rollout

3

Statewide Rollout



Available
Statewide

Rolled out during an
Implementation Window to
identified users

Identified staff from the remaining **53 counties**,
State, and **tribes**

CWS-CARES



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.

Search

Search for clients

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

- **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

- **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>

The screenshot displays the Implementation Portal website. At the top is a dark blue navigation bar with white text for the following tabs: Home, County, Probation, New System, Releases, Support, and Portal. Below this bar, the main content area is divided into three columns. The left column contains links for 'Main CWS/CMS home page', 'Contact Us', 'Web Links', 'Bulletin Details', 'CPS Hotlines', and 'SMS Subscribe Page'. The right column features a 'Training Portal' section with links for 'CWS-CARES Training', 'SCORM Files', and 'Tools', followed by an 'OCM Portal' section with links for 'Tools and Templates' and 'Login'. A large blue banner with a white wave pattern separates the top navigation from the main content. Below the banner, on the left, is a 'Welcome to the Digital Services Implementation Portal' section with a detailed welcome message and registration instructions. The bottom right corner of the page shows the text 'CWDS / 42'.

Home County Probation New System Releases Support Portal

Main CWS/CMS home page
CWS/CMS is a statewide tool that supports an effective Child Welfare System of services

Contact Us
For details on how to contact CWS/CMS or other related State Departments depending on the nature of your inquiry

Web Links
Extensive collection of useful links related to State & Federal governments and other general information

Bulletin Details
View detailed bulletin information on a month-by-month basis from over the past year

CPS Hotlines
To report Child Abuse/Neglect in California, you must contact a local Child Protective Services agency

SMS Subscribe Page
Subscribe to Instant Text Alert notification

Digital Services Implementation Portal

Welcome to the Digital Services Implementation Portal

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

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

Public email domain addresses are not allowed. If you have trouble with registration, please email CWS_URST@osi.ca.gov.

Training Portal

[CWS-CARES Training](#)

[SCORM Files](#)

[Tools](#)

OCM Portal

[Tools and Templates](#) [Login](#)

CWDS / 42

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 Mertyrus, kalani.mertyrus@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>