

# Project Update

June 2018



CWDS / Child Welfare Digital Services

# Agenda

1. CWS-CARES Development Priorities
2. Cognito: CWS-CARES Identity Management System
3. Snapshot 1.1 & 1.2 Improvements
4. CANS System Development Overview
5. CWDS Service Desk Overview
6. Questions

# CWS-CARES Product Increment (PI) 7 Development Priorities

1. **Cognito 1.0** – Identity management system for CWS-CARES users.
2. **Cognito Admin Page 1.0** – Allow state and county administrators to manage Cognito users.
3. **Snapshot 1.2** – Snapshot 1.2 allows child welfare staff to search for clients in the child welfare system and see an “at a glance” view of their past involvement in the system. This includes dates of referrals/cases, allegations, dispositions as well as victim and perpetrator information. The Copy functionality will allow the user to obtain, copy and paste information into another document, such as investigative narrative or court report.
4. **CANS 1.0** – Child and Adolescent Needs and Strengths (CANS) 1.0 will provide the social worker with the ability to enter the applicable answers for each Child Needs Assessment into CARES. Each assessment can be saved by date and by the role and identity of the user. Each assessment will be available for later review by authorized individuals. CANS 1.0 will permit multiple assessments for each child over time as applicable. The assessment instrument will contain at a minimum, the core 50 questions mandated by the state.

# CWS-CARES PI 7 Development Priorities

- 5. Facility Search 1.0** – Search CWS/CMS, LIS and FAS data for pending and approved children’s residential licensed facilities and county-approved homes, and view contact information for the home or facility, for the responsible licensing or approval worker, approved beds, children currently associated to the facility or home, and the facility or home complaint history.
- 6. Hotline 1.0** – Hotline 1.0 will provide the foundational requirements for a new “screening” when a call comes into the child abuse reporting Hotline. It will capture information concerning people and relationships, incidents, allegations, decision making and cross reporting.
- 7. RFA (Resource Family Approval) 1.0** – Online support for the activities of assessing and approving applications for applicants seeking to provide safe homes for children. RFA 1.0 will allow child welfare staff to create, save and track the status of pending applications, include a record of contact notes, and will allow applicants to submit the RFA01A online.

# Cognito

## Identity Management System

# Cognito

CWDS is replacing the current Identity Management System with the Amazon Cognito Identity Management System.

- **Stands in front** of all the CWS-CARES applications to enforce authorized access
- **Shared by all CWS-CARES applications** to enforce authentication (are who you say you are?) and authorization (what are you entitled to do?)
- **New login process** will utilize email address as the username

# Cognito - Rollout

Cognito will be rolled out in phases (aligned with Snapshot), and with more functionality as it matures

- **Phase 1** will be for Snapshot core county representatives.
- **Phase 2** will be available for all identified Snapshot users in the core counties.
- **Phase 3** will be available statewide to all Snapshot users, but will be introduced in a wave approach by the CWS-CARES Implementation team.

# Cognito - Features

Cognito will include more functionality as it matures:

- **Phase 1** – Core Cognito system
  - No multi-factor authentication (MFA) for login
  - Users administered by CWS-CARES project
- **Phase 2** – Addition of Admin features
  - No MFA for login
  - Admin Phase 1: some edit functionality for County Admins. Adding new users still managed by CWS-CARES project
- **Phase 3** Statewide-ready login and Admin functionality
  - Includes MFA to login
  - Admin Phase 2: ability to add/remove and edit users by County Admins



# Cognito - MFA

Multi-Factor Authentication (MFA) via email will be a custom feature for CWS-CARES. MFA is required by the State ISO for new applications, particularly for those dealing with PII/PHI.

- **Configurable** to change the time duration when code required.
- **Device-specific.** MFA is tied to an existing device; each time you login using a new device, a new email verification is triggered.
- **Extendable.** Today it is email-based MFA, but we can extend to SMS and authenticator codes, as desired.

# Snapshot 1.1 and 1.2 Improvements

## Services & Resources

### Services

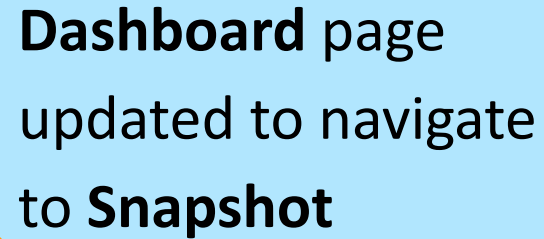
#### Snapshot

Search for people and their past child welfare history by using the Child Welfare History Snapshot tool.

[GO](#)

#### CALS (Facilities)

Search CWS/CMS, LIS and FAS data for Facilities, Children associated to facilities and Facility Complaint History.

[GO](#)

**Dashboard** page updated to navigate to **Snapshot**

### Resources

#### CWS-CARES Training Portal

Job aids, demo videos and other training tools are available for staff to learn CWS-CARES at their own pace.

[GO](#)

#### Release Notes

Visit Github to see a log of new features, improvements and bug fixes organized by their release dates.

[GO](#)



Snapshot

START OVER

Updated page name to **Snapshot**

Click to **Logout**

People & Roles

Relationships

History

The Child Welfare History Snapshot allows you to search CWS/CMS for people and their past history with CWS. search by any combination of name, date of birth, or social security number. Click on a person from the results 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.

Added **Left Navigation**. Click a link to navigate to a Snapshot Card.

Search

Search for clients

Relationships

Search for people and add them to see their relationships.

History

[START OVER](#)

Enhanced list order of search results to prioritize **exact match**.

Enabled searching by name with **apostrophe** or **hyphen**.

Added searching by **middle name, suffixes, and phonetic/nickname matches**.

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

Rodney Ca

No results were found for "Rodney Ca"

**Rodney J Canada**

Client ID 0028-5276-4938-2001387 in CWS-CMS

Male, Black or African American

6 yrs old (DOB:11/9/2011)

**Language** English (Primary)**SSN** 111-11-1111**Home** 5655 Jeff Lane, Long Beach, CA 90805**Cash Gosneye**

Client ID 0196-0764-3171-8000863 in CWS-CMS

Male

22 yrs old (DOB:10/11/1995)

**Home** 8934 John Wall Terrace, City, CA 95824

People & Roles

👤 Rodney Canada

Relationships

History

Rodney J Canada

REMOVE



Name

Rodney J Canada

Role(s)

Sex at Birth

Male

Language(s) (Primary First)

English (Primary)

Date of birth

11/09/2011

Social security number

111-11-1111

Race

Black or African American - Black

Hispanic/Latino Origin

No

Phone Number

Address

5655 Jeff Lane

City

Long Beach

State

California

Zip

90805

Address Type

Home

**Left Navigation**  
includes links to  
**people** added to  
Snapshot

Updated link  
from Delete to  
**Remove**

Displays **last known** address

## Relationships

Rodney J Canada **is the...**

- **No Relation** of Buster Labadini [Attach](#)
- **Son (Birth)** of Cathy Canada [Attach](#)
- **No Relation** of Danny Nicholson [Attach](#)
- **Brother (Half)** of Sheila Canada [Attach](#)
- **Son (Presumed)** of Ralph Canada [Attach](#)
- **Brother (Half)** of Shalonda Canada [Attach](#)

Displays known **relationships** for people added to Snapshot, including **Parent Type**

Includes **Attach** link to add the person to the Snapshot

**Number** the referrals and cases that display in the History

History

	Date	Type/Status	County/Office	People and Roles		
1.	04/21/2018	<b>Referral</b> (Open - 10 Day) 0385-1851- 7439-0002051	Madera	<b>Victim</b>	<b>Perpetrator</b>	<b>Allegation(s) &amp; Disposition</b>
				Rodney Canada	Ralph Canada	Emotional Abuse
				Rodney Canada	Ralph Canada	General Neglect
				<b>Reporter:</b> randy reporter		<b>Worker:</b> Jeff Dent
2.	03/22/2016 - 03/26/2016	<b>Referral</b> (Closed - Immediate)	Los Angeles	<b>Victim</b>	<b>Perpetrator</b>	<b>Allegation(s) &amp; Disposition</b>
				Shalonda	Danny	Caretaker

# CANS

Child and Adolescent  
Needs and Strengths  
Assessment



# CANS Overview

- Assesses well-being and facilitates:
  - Identification of social and behavioral health needs
  - Coordination and collaborative decision making
  - Tracking of outcomes for individuals, providers & systems
- Already in use in many counties – on the Mental Health side
- Informs Child & Family Teams (CFTs) and is required prior to completion of case plan
- Implementation for CWS begins in July 2018
- Target date for delivery of CANS 1.0 system is Summer 2018

# CANS 1.0 Overview

## Assessment

- Social worker will be responsible for capturing the CANS for the entire Child & Family Team (facilitated entry)
- The **Core 50 CANS** items plus items contained within the Trauma domain will be added with no ability for State Admin to add/edit/delete domains or items
- Support 2 CANS templates per county:
  - **Ages 0-5 CANS**
  - **Ages 6-21 CANS**
- Based on age, the appropriate CANS template will be loaded
- Provide a single view of a completed assessment

# CANS 1.0 Overview

## Reporting

- Provide ability to **extract CANS data** for Department of Health Care Services (DHCS) Report (pipe delimited text file(s))

# CANS 1.0 Overview

## User Administration

- The first release is for **Social Workers** only
- A Social Worker will be able to:
  - Enter a child and **start/finish** a CANS assessment
  - **View past and current** CANS assessments entered into CWS-CARES

# CWDS Service Desk

- Highlights
- Tools
- CWS-CARES  
Production Support
- Resources

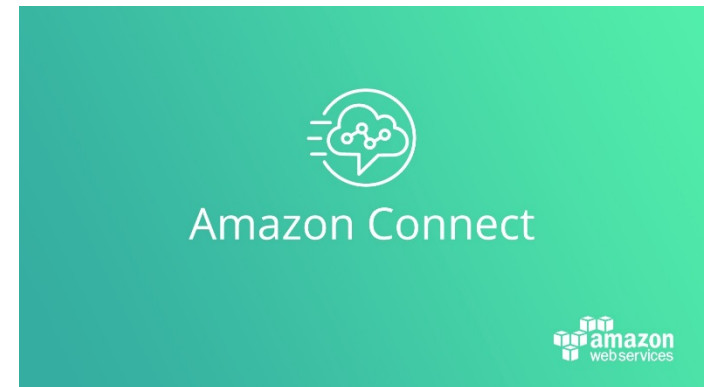
# Service Desk Highlights

- CWS-CARES Production Support
- JIRA & ServiceNow process for coordination with Service Desk & Project Teams
- Team
  - 50+ Years of Child Welfare & CWS/CMS experience
  - 50+ Years of ITIL Framework
- Project Agile Experience & Certified Scrum Master
- Working within Agile Project Management & ITIL Service Delivery expectations

# Service Desk Tools

- ITIL Knowledge Management Plan
- ITIL Service Desk Management Plan
- Monthly Status Reports
- IVR: Amazon Connect
- ServiceNow
- JIRA: Agile Project Management

servicenow®



# CWS-CARES Production Support

**We provide the following CWS-CARES support:**

- Create & manage [incidents](#), [requests](#) and [inquiries](#)
- Capture [errors](#) and [defects](#) for development
- CWS-CARES Access Management for project members
- Creation of Knowledge Based articles
- General [Questions](#)



# CWDS Service Desk

The CWDS Service Desk supports the CWS-CARES application and CWDS related services. We provide 24x7x365 **support and troubleshooting** access to 58 California counties, 2 tribes, stakeholders, and the general public. Our objective is to provide world class customer service in a professional, timely manner.

## **Services:**

- CWS-Cares
- Network
- Password Assistance
- Inquiries/Information
- System Maintenance/Outage

**Phone Number:**  
**855-292-3444**

**Email:**  
**ServiceDesk@cwds.ca.gov**

**Hours:**  
**24x7x365**

# Questions?

# Q&A

- Intake (Snapshot) questions:
  - Karen Hanna
  - [karen.hanna@osi.ca.gov](mailto:karen.hanna@osi.ca.gov)
- Cognito questions:
  - Leon Elzie
  - [leon.elzie@osi.ca.gov](mailto:leon.elzie@osi.ca.gov)
- CANS questions:
  - Kevin Gaines
  - [kevin.gaines@osi.ca.gov](mailto:kevin.gaines@osi.ca.gov)
- Service Desk questions:
  - [ServiceDesk@cwds.ca.gov](mailto:ServiceDesk@cwds.ca.gov)
- Customer Relations:
  - [CWS\\_CustRel@osi.ca.gov](mailto:CWS_CustRel@osi.ca.gov)
- CALS questions:
  - Leon Elzie
  - [leon.elzie@osi.ca.gov](mailto:leon.elzie@osi.ca.gov)
- Case Management questions:
  - Cindy Vatararo
  - [cynthia.vatararo@osi.ca.gov](mailto:cynthia.vatararo@osi.ca.gov)
- Courts questions:
  - Louis Cretaro
  - [louis.cretaro@osi.ca.gov](mailto:louis.cretaro@osi.ca.gov)
- Implementation questions:
  - Kalani Mertyris
  - [kalani.mertyris@osi.ca.gov](mailto:kalani.mertyris@osi.ca.gov)
- Communications:
  - [Comms@cwds.ca.gov](mailto:Comms@cwds.ca.gov)

# Resources

CWDS Dashboard

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

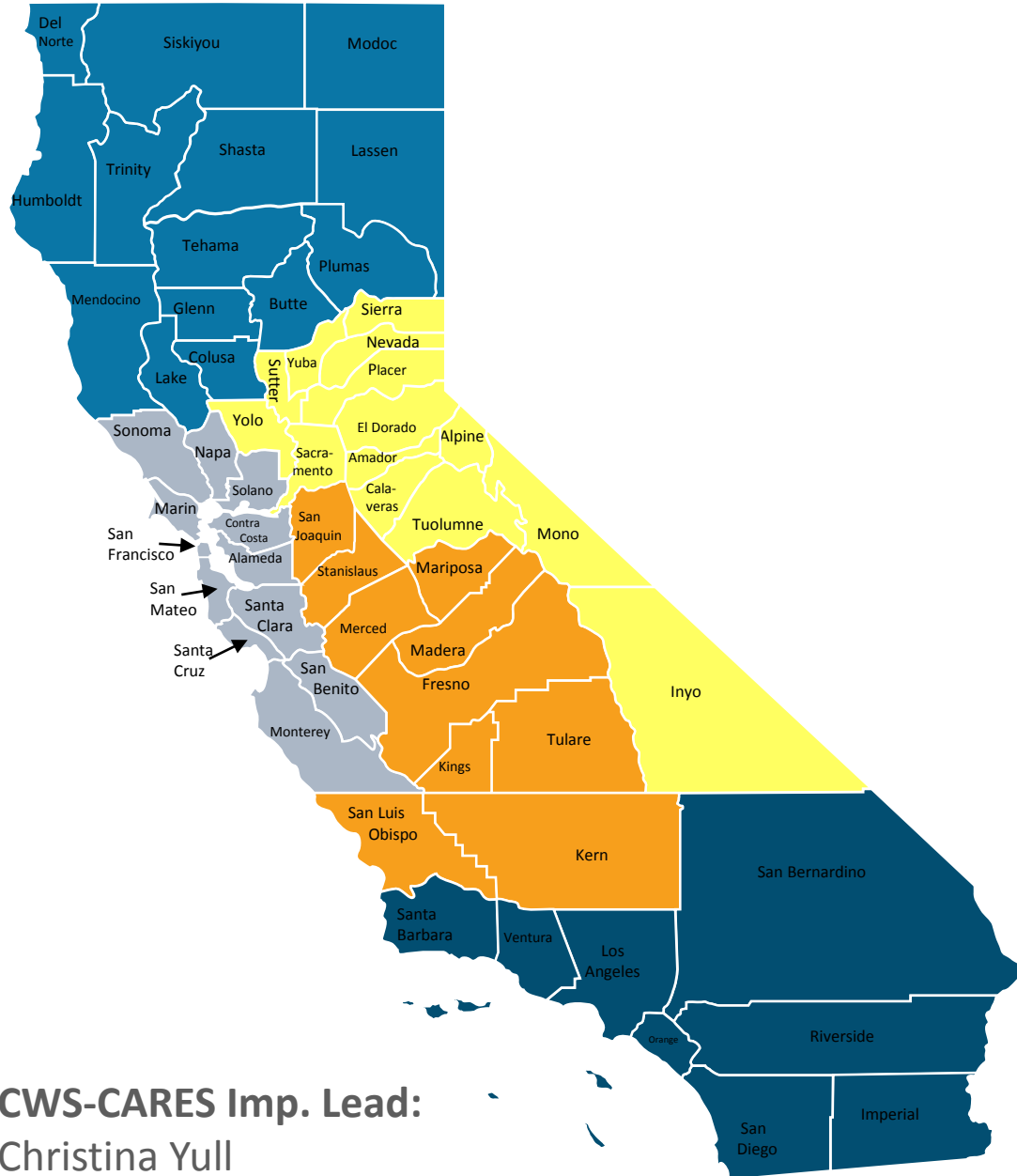
Upcoming CWDS Events

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

CWDS Publication Archive

<https://cwds.ca.gov/feed>

# Snapshot Regional Implementation Leads



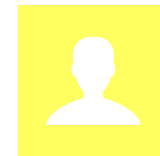
**CWS-CARES Imp. Lead:**  
Christina Yull



**Northern + Tribes**  
Stefanie Escalante  
Deborah Torpey



**Bay Area**  
Barbara Street  
Kirsten Olesen



**Mountain Valley**  
Kristen Forderer  
Jessica Hovdesven  
Joyce Siller



**Central Valley**  
Danette Anderson  
Nick Wukich



**Southern**  
Chad Huffaker  
Daniel Rinne  
Kim Meister  
**Los Angeles:** Katie Hastings

**State (AD, CFSD, CCLD):** Carolyn Borden

Name	Region	Email	Phone Number
Christina Yull	All	<a href="mailto:christina.yull@osi.ca.gov">christina.yull@osi.ca.gov</a>	(916) 813-3075
Stefanie Escalante	Northern + Tribes	<a href="mailto:stefanie.escalante@osi.ca.gov">stefanie.escalante@osi.ca.gov</a>	(510) 427-9281
Deborah Torpey	Northern + Tribes	<a href="mailto:deborah.torpey@osi.ca.gov">deborah.torpey@osi.ca.gov</a>	(626) 840-9599
Barbara Street	Bay Area	<a href="mailto:barbara.street@osi.ca.gov">barbara.street@osi.ca.gov</a>	(916) 616-8926
Kirsten Olesen	Bay Area	<a href="mailto:kirsten.olesen@osi.ca.gov">kirsten.olesen@osi.ca.gov</a>	(530) 383-4031
Kristen Forderer	Mountain Valley	<a href="mailto:kristen.forderer@osi.ca.gov">kristen.forderer@osi.ca.gov</a>	(916) 267-1370
Joyce Siller	Mountain Valley	<a href="mailto:Joyce.siller@osi.ca.gov">Joyce.siller@osi.ca.gov</a>	(916) 716-7735
Jessica Hovdesven	Mountain Valley	<a href="mailto:jessica.hovdesven@osi.ca.gov">jessica.hovdesven@osi.ca.gov</a>	(805) 440-7220
Danette Anderson	Central Valley	<a href="mailto:danette.anderson@osi.ca.gov">danette.anderson@osi.ca.gov</a>	(661) 332-2749
Nick Wukich	Central Valley	<a href="mailto:nick.wukich@osi.ca.gov">nick.wukich@osi.ca.gov</a>	(415) 806-7701
Chad Huffaker	Southern	<a href="mailto:chad.huffaker@osi.ca.gov">chad.huffaker@osi.ca.gov</a>	(916) 837-3250
Daniel Rinne	Southern	<a href="mailto:dan.rinne@osi.ca.gov">dan.rinne@osi.ca.gov</a>	(916) 806-8104
Kim Meister	Southern	<a href="mailto:kim.meister@osi.ca.gov">kim.meister@osi.ca.gov</a>	(707) 225-4819
Katie Hastings	Los Angeles County	<a href="mailto:katie.hastings@osi.ca.gov">katie.hastings@osi.ca.gov</a>	(916) 743-5437
Carolyn Borden	State (AD, CFSD, CCLD)	<a href="mailto:carolyn.borden@osi.ca.gov">carolyn.borden@osi.ca.gov</a>	(916) 741-9517

# Where to find implementation materials?

## Implementation Portal: <https://cwscms.osi.ca.gov>

The screenshot displays the Implementation Portal website. At the top, there is a dark blue navigation bar with white text for the following tabs: Home (with a house icon), County, Probation, New System, Releases, Support, and Portal. Below the navigation bar, the main content area is divided into several sections. On the left, there are three columns of text: 'Main CWS/CMS home page' (describing the statewide tool), 'Contact Us' (providing details on how to contact the system), 'Web Links' (offering a collection of useful links), 'Bulletin Details' (providing a month-by-month basis of information), 'CPS Hotlines' (instructions on how to report child abuse/neglect), and 'SMS Subscribe Page' (offering instant text alert notifications). A large blue wave graphic separates the top content from the bottom content. The bottom content area features a 'Digital Services Implementation Portal' section on the left, which includes a 'Welcome to the Digital Services Implementation Portal' header and a paragraph explaining that all Child Welfare Digital Services (CWDS) implementation information and documents are available here, updated frequently. It also notes that users must register with their county or state work email domain and provides the email address [CWS\\_URST@osi.ca.gov](mailto:CWS_URST@osi.ca.gov) for registration issues. On the right side of the bottom content area, there are two vertical panels. The top panel is titled 'Training Portal' and includes a RSS icon and links for 'CWS-CARES Training', 'SCORM Files', and 'Tools'. The bottom panel is titled 'OCM Portal' and includes a RSS icon and links for 'Tools and Templates' and 'Login'.

**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](mailto:CWS_URST@osi.ca.gov).

**Training Portal**

[CWS-CARES Training](#)

[SCORM Files](#)

[Tools](#)

**OCM Portal**

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