

CWDS Quarterly Update

November - December, 2018



CWDS / Child Welfare Digital Services

CARES 1.0 Release

- **Released September 19, 2018**
- First available to a small group of Core County/Constituent users who have been working with the Intake and CALS Digital Services.
- Available to all statewide users gradually over a period of time

What's included in CARES 1.0 ?

1. **Identity Management** – the solution that enables login access to CWS-CARES
 - Enforces authentication (are you who you say you are?) and authorization (what are you entitled to do?)
 - Provides a user administration portal to manage user access to CWS-CARES
2. **Child Welfare History Snapshot** – a read-only view of case and referral history for clients in CWS/CMS
 - Allows child welfare staff to search for clients and view their relationships, demographic information, and child welfare history (dates of referrals/cases, allegations, and dispositions)
 - Provides the ability to copy and paste the history into other documents, such as investigative narratives
3. **Facility Search and Profile** – a read-only view of children's residential facilities and county-approved homes based on data from CWS/CMS, the Licensing Information System (LIS), and the Field Automation System (FAS)
 - Allows authorized users to search for and view pending and approved children's residential licensed facilities and county-approved homes, along with contact information and the responsible licensing or approval worker
 - Reflects the number of beds, complaint history, and children currently associated to the facility or home

CWDS Implementation Team will support state, counties, and tribes to prepare for this CARES 1.0 release. **If you have any questions, please email the CWDSImplementation@osi.ca.gov.**

CARES 1.0 Release Notes: https://cwds.ca.gov/release_notes

CARES 2.0 Release

- **Released October 31, 2018**
- Includes CARES 1.0 features plus CANS 1.0
- Initial CANS features released to Phase 1 CANS Core Constituents and subsequently rolled out statewide in waves

What's included in CARES 2.0?

1. **CANS 1.0** – Child and Adolescent Needs and Strengths (CANS)
 - **County Client List** – Ability to search and display the list of children in CANS and add a child to CANS
 - **Child/Youth Profile** – View and edit the child's name, DOB, county, client ID #, and a case number. Privileged users can restrict access to a child's record by marking the child's record as sealed or sensitive.
 - **Assessment History** – Ability to start a new CANS and displays a historical list of CANS entered for a child.
 - **CANS Assessment Page** – User can select 1 of 2 templates based on age (age 0-5 and age 6-21), edit, save and print assessment.
2. **Updates to Identity Management (IDM)** – added features to:
 - Filter user list view by office
 - Assign CANS permissions to users in CWS-CARES
 - Resend user registration email
3. **Fixes, Changes and Additions to Child Welfare History Snapshot** – added features to:
 - View probation youth and CSEC information on person card
 - Indicate deceased person in search results

CWDS Implementation Team will support state, counties, and tribes to prepare for CARES 2.0 release. **If you have any questions, please email the CWDSImplementation@osi.ca.gov.**

CARES 2.0 Release Notes: https://cwds.ca.gov/release_notes

CARES 1.0

Snapshot

- Search for CWS/CMS clients and view their relationships, demographic information, and child welfare history
- Copy & paste history into other documents

Facility Search

- Search for and view pending and approved facilities or homes from CWS/CMS, LIS, and FAS
- View number of beds, complaint history and children associated to the home or facility

Identity Mgmt

- Provide secure login with email address as username and multi factor authentication (MFA)
- County Admins access Manage Users portal to manage user access and permissions in CARES

Status

- Released 9/19/18
- Adopted by Intake & CALS Core Constituents (CC)

CARES 2.0

Snapshot ^(update)

- Remove fuzzy search (commonly misspelled words)
- Add CSEC and probation youth information from CWS/CMS

Identity Mgmt ^(update)

- Add ability to filter user list by Office
- Add ability to resend user registration email
- Add last login date to user list

CANS

- Add and edit child information in CANS
- Add, edit, and print CANS assessment
- View historical list of CANS assessments for child

Status

- Released 10/31/18
- Available to Intake, CALS & CANS Core Constituents (CC).
- Only CANS CC Reps access CANS feature on 10/31/18
- Statewide GoLive rollout in 6 waves (12/3/18 to 1/22/19)

CARES 2.1

Identity Mgmt ^(update)

- Add State and Office Admin roles
- Indicate when user meets each password requirement when setting a new password
- Allow three attempts to enter MFA code

Status

- Release planned Dec. 2018
- Available to current production users on release date
- Available to other counties based on scheduled rollout GoLive date

CARES 2.2

CANS ^(update)

- Search for and use child information from CWS/CMS
- Provide usability improvements for entering and viewing assessment data
- Provide change log of changes made to CANS assessments
- Provide rolebased user dashboard for supervisors, case carrying users and users without case assignment
- Redact confidential or discretion needed information when printed

Status

- Release planned early 2019
- Available to current production users on release date
- Available to other counties based on scheduled rollout GoLive date

CARES 2.0 Statewide Implementation

- Snapshot
- Facility Search
- Secure Login
- Manage Users
- CANS

1

7 CWS and
7 Probation
Departments

Wave 1

2

10 CWS and
10 Probation
Departments

Wave 2

3

8 CWS and
8 Probation
Departments

Wave 3

4

7 CWS and
7 Probation
Departments

Wave 4

5

8 CWS and
8 Probation
Departments

Wave 5

6

18 CWS and
18 Probation
Departments

Wave 6

Oct
31

Dec
3

Dec
10

Dec
17

Jan
7

Jan
14

Jan
22

CARES 2.0

7 Counties

10 Counties

8 Counties

7 Counties

8 Counties

18 Counties

**Statewide
Ready
Release:**

CANS Core
Constituent
Reps

Colusa, El Dorado,
Merced, Sacramento,
San Diego, Solano,
Sonoma

Amador, Calaveras,
Del Norte, Imperial,
Kings, Madera,
Marin, Modoc,
Placer, San Mateo

Alameda, Alpine,
Glenn, Kern, Nevada,
Plumas, Santa Cruz,
Stanislaus

Inyo, Napa, San
Bernardino, Shasta,
Trinity, Tulare, Yuba

Contra Costa,
Humboldt, Mono,
San Luis Obispo,
Santa Clara,
Siskiyou, Sutter,
Tehama

Lake, Lassen
Mariposa, Mendocino,
Monterey, Riverside,
San Benito, Santa
Barbara, Sierra,
Tuolumne

+8 CARES 1.0 Core
Counties receive CANS:
Butte, Fresno, LA, Orange,
San Francisco, San
Joaquin, Ventura, Yolo

CWSCARES Demonstration

- Child Welfare
History Snapshot
- Facility Search
- Identity
Management

CANS 1.0 & 1.1

**Child
Adolescent
Needs and
Strengths
assessment tool
(CANS)**

CANS v1.1 Scope

- **Populate child client information with data from CWS/CMS legacy**
- Improve application usability
 - Radio buttons
 - Decreases the amount of time it takes to complete the assessment form
 - User can add comments to assessment
 - Allows users to document pertinent info related to the assessment
 - User will be prompted to select the age appropriate CANS template
 - Users actively selects needed age template
 - Delete an assessment
 - If an assessment is entered in error, a supervisor can delete the assessment
- Present CANS ratings in a more helpful way by providing rating summary information
- CANS dashboards based on user:
 - Users that are supervisors will be presented with info about their worker's caseload
 - Supervisors can drill down to assessment specifics after selecting a worker's caseload
 - Users that are case carrying works will be presented with their active caseload
 - User can select a client from caseload
 - User without a caseload assignment will be presented with a search bar
 - User can search CWS/CMS legacy for clients

MANUALLY ADD A CHILD (1.0) VS. SEARCH (1.1)

BEFORE

CWDS

CANS Assessment Application

Back to: [DASHBOARD](#) > [COUNTY CLIENT LIST](#)

County Client List

Add Child/Youth

Child/Youth Information

First Name *

Middle Name

Last Name *

Suffix

Date of Birth *

Client Id *

County *

Case Number

Access Restrictions

Unrestricted

Enter valid date (MM/DD/YYYY). Future dates will not be accepted.

Enter 19 digits number

Unrestricted

+ ADD CASE NUMBER

*required fields

CANCEL

SAVE

AFTER

CWDS - CARES

CANS - Client Search Results





CLIENT SEARCH > CLIENT SEARCH RESULTS

Client Search

Search CWS-CMS for clients only

Abe

Showing 1-4 of 6 results for "Abe"

 Abel, Sam Male. 01/22/2016 (2 years) Primary Language Spanish	County of Jurisdiction San Joaquin Active Address 112233 West Seventy Seventh Street # 12345, Stockton, CA 90000-0011	Client ID: 2345-6675-897-9987765	SSN: XXX-XX-XXXX
 Abercrombie Jr., Daniel W Male. 01/05/2006 (12 years) Primary Language English	County of Jurisdiction San Joaquin Active Address 112233 West Seventy Seventh Street # 12345, Stockton, CA 90000-0011	Client ID: 2345-6675-897-9987765	SSN: XXX-XX-XXXX
 Abellem, Aubrey Marie Female. 11/25/2009 (8 years) Primary Language English	County of Jurisdiction San Joaquin Active Address 112233 West Seventy Seventh Street # 12345, Stockton, CA 90000-0011	Client ID: 2345-6675-897-9987765	SSN: XXX-XX-XXXX
 Apton, Abe Steven Male. 08/13/2010 (8 years) Primary Language Spanish	County of Jurisdiction San Joaquin Active Address 112233 West Seventy Seventh Street # 12345, Stockton, CA 90000-0011	Client ID: 2345-6675-897-9987765	SSN: XXX-XX-XXXX

First

1 of 2

Last

SUPERVISOR DASHBOARD

CWDS - CARES

JS

CANS

CLIENT SEARCH

DASHBOARD > ASSIGNED STAFF

[Supervisor's Full Name] Assigned Staff

Staff Name	Total Clients	No Prior	In Progress	Completed
Adams, Jason	24	12	6	6
Adamson, Julie	22	11	5	6
Afton, Jim	18	9	3	6
Agge, Jonathan	8	4	4	0
Baker, Alice	6	0	3	3
Benson, Elliot	12	3	6	3
Bingley, Bill	20	10	5	5
Black, Alice	12	6	6	0
Black, Eric	18	5	4	9
Carter, Janina	8	2	2	4

First

< 1 of 05 >

Last

CWDS - CARES

JS

CANS

CLIENT SEARCH

DASHBOARD > ASSIGNED STAFF > ADAMS, JASON

Adams, Jason

24

Total Clients

No prior: 12

In progress: 6

Complete: 6

County: Butte

Phone: 555-555-5555 ext.5555

Email: jadams@butte.ca.gov

Client List

Client Name	DOB	CANS Status	Reminder Date
Abel, Sam	01/26/2005	In progress	02/26/2006
Adams, Clark	02/26/2006	Completed	02/26/2006
Barker, Barry	03/26/2006	In progress	02/26/2006
Blevins, Kyle	04/26/2007	Complete	02/26/2006
Carter, Lewis	05/26/2008	No prior CANS	02/26/2006
Clarkson, Jill Hoffman	06/26/2009	Completed	02/26/2006
Derrek, Ben	07/26/2018	In progress	02/26/2006
Dudley, Alice	08/26/2018	In progress	02/26/2006
Egan, Eric	09/26/2018	Completed	02/26/2006
Fry, Daniel	10/26/2018	In progress	02/26/2006

First

< 1 of 03 >

Last

WORKER DASHBOARD

BEFORE

County Client List

ADD CHILD

First Name

Middle Name

Last Name

Date of Birth

mm/dd/yyyy

SEARCH

RESET

< Page 1 of 3 10 rows >

Full Name	Date of Birth	Access Restrictions
asd_asda	09/08/1989	
Bauch, Manuela	03/06/2006	
Beahan, Bettie	11/18/1999	Sensitive
Becker, Alva	07/05/2002	
Beier, Ernie	02/03/2003	
Casper, Earlene	06/17/2001	
Child, New	09/08/1988	
Dare, Jerod	09/18/2002	
dsdsf_dfasdf dsf_df	12/12/2000	
Gibson, Tamara	12/25/2000	

< Page 1 of 3 10 rows >

AFTER

CWDS - CARES

+

JS

CANS (Worker)

Q CLIENT SEARCH

DASHBOARD > CLIENT LIST

Client List

Client Name	DOB	CANS Status	Reminder Date
Abel, Sam	01/26/2005	In progress	02/26/2006
Adams, Clark	02/26/2006	Completed	02/26/2006
Barker, Barry	03/26/2006	In progress	02/26/2006
Blevins, Kyle	04/26/2007	Complete	02/26/2006
Carter, Lewis	05/26/2008	No prior CANS	02/26/2006
Clarkson, Jill Hoffman	06/26/2009	Completed	02/26/2006
Derrek, Ben	07/26/2018	In progress	02/26/2006
Dudley, Alice	08/26/2018	In progress	02/26/2006
Egan, Eric	09/26/2018	Completed	02/26/2006
Fry, Daniel	10/26/2018	In progress	02/26/2006

First

< 1 of 03 >

Last

NON-CASELOAD CARRYING WORKER

CWDS - CARES

CANS - Client Search

Client Search

Search CWS-CMS for clients only

Showing 1-4 of 6 results for "Abe"

Abel, Sam	County of Jurisdiction San Joaquin	Client ID 2345-6675-897-9987765	SSN XXX-XX-XXXX
Male 01/05/2006 (12 years) English, Spanish	Active Address 112233 West Seventy Seventh Street # 12345 Stockton, CA 90000-0011		
Abel, Sam	County of Jurisdiction San Joaquin	Client ID 2345-6675-897-9987765	SSN XXX-XX-XXXX
Male 01/05/2006 (12 years) English, Spanish	Active Address 112233 West Seventy Seventh Street # 12345 Stockton, CA 90000-0011		
Abel, Sam	County of Jurisdiction San Joaquin	Client ID 2345-6675-897-9987765	SSN XXX-XX-XXXX
Male 01/05/2006 (12 years) English, Spanish	Active Address 112233 West Seventy Seventh Street # 12345 Stockton, CA 90000-0011		

[Clientname]

[02/15/2016](#)

Saved on 02/15/2016 by Binthu Kennedy
Case: 8768-3423-4234-2342342
County: San Joaquin

[Clientname]

[02/15/2016](#)

Saved on 02/15/2016 by Binthu Kennedy
Case: 8768-3423-4234-2342342
County: San Joaquin

[Clientname]

[02/15/2016](#)

Saved on 02/15/2016 by Binthu Kennedy
Case: 8768-3423-4234-2342342
County: San Joaquin

AGE RANGE TOGGLE

BEFORE

CHRISTOPHER A JR

CANS Assessment Form

Print

Smith, Christopher A, Jr
San Joaquin County

Assessment Date * 10/04/2018 Case Number Complete as Communimetric

Child/Youth has Caregiver? ☐ Yes ☒ No Authorization for release of information on file? ☒ Yes ☐ No

Age: 0-5 ☒ 6-21

- BEHAVIORAL/EMOTIONAL NEEDS DOMAIN 1/9
- LIFE FUNCTIONING DOMAIN
- RISK BEHAVIORS DOMAIN
- CULTURAL FACTORS DOMAIN
- STRENGTHS DOMAIN
- CAREGIVER RESOURCES AND NEEDS DOMAIN
- POTENTIALLY TRAUMATIC / ADVERSE CHILDHOOD EXPERIENCES

AFTER

CWDS - CARES Peter Brady MJ

CANS Communimetric Assessment Form

SAVE PRINT

DASHBOARD > County Client List > Lastname, Firstname

Lastname, Firstname Lake County

Assessment Date * 10/01/2018 Select CANS Template AGE: 0-5 AGE: 6-21 Assessment Conducted by Enter Name(s) Case/Referral Number 8768-688-6786-86868768

Child/Youth has Caregiver? ☐ Yes ☒ No Authorization for release of information on file? ☒ Yes ☐ No

Age Range 0-5 EXPAND ALL

Behavioral/Emotional Needs Domain	0/9	Domain Total: -
Life Functioning Domain	0/11	Domain Total: -
Risk Behaviors Domain	0/6	Domain Total: -
Cultural Factors Domain	0/6	Domain Total: -
Strengths Domain	0/9	Domain Total: -
Caregiver Resources and Needs Domain	0/10	Domain Total: -
Potentially Traumatic / Adverse Childhood Experiences	0/12	Domain Total: -

The Assessment Date and all assessment ratings must be entered before the Complete button becomes active.

CANCEL COMPLETE

AUTOMATIC REDACTION OF SUD ITEMS

BEFORE

MANUELA

CANS Assessment Form


Bauch, Manuela
Ventura County

Assessment Date * Case Number Complete as

09/30/2018 Communimetric

Child/Youth has Caregiver? Authorization for release of information on file?

☒ Yes ☐ No ☐ Yes ☒ No

 Since there is no Authorization for Release of Information on file, prior to sharing this CANS assessment redact the following domain item numbers: 7, 48, and EC.41.

Age: 0-5 ☐ 6-21 ☒

BEHAVIORAL/EMOTIONAL NEEDS DOMAIN

AFTER

CWDS - CARES Peter Brady MJ

CANS Communimetric Assessment Form

DASHBOARD > County Client List > Lastname, Firstname

Lastname, Firstname Lake County

Assessment Date * Select CANS Template Assessment Conducted by Case/Referral Number


10/01/2018 AGE: 0-5 AGE: 6-21 Enter Name(s) 8768-688-6786-86868768

Child/Youth has Caregiver? Authorization for release of information on file?

☒ Yes ☐ No ☐ Yes ☒ No

By selecting NO, items 7, 48 and EC 41 (Substance Use Disorder Items) from this CANS assessment will be redacted when printed.

Age Range 6-21 EXPAND ALL

 **Reminder**

You selected 'NO' for **Authorization for Release of Information**.

In doing so items 7, 48 and EC 41 in this CANS assessment **WILL BE REDACTED** when printed.

CANCEL I AGREE

DROP DOWN TO RADIO BUTTON

BEFORE

BEHAVIORAL/EMOTIONAL NEEDS DOMAIN

9/9

+ 1. PSYCHOSIS (THOUGHT DISORDER)	<input type="checkbox"/>	Confidential	Rating: 0
+ 2. IMPULSIVITY/HYPERACTIVITY	<input type="checkbox"/>	Confidential	Rating: 2
+ 3. DEPRESSION	<input type="checkbox"/>	Confidential	Rating: 2
+ 4. ANXIETY	<input type="checkbox"/>	Confidential	Rating: 3
+ 5. OPPOSITIONAL (NON-COMPLIANCE WITH AUTHORITY)	<input type="checkbox"/>	Confidential	Rating: 3
+ 6. CONDUCT	<input type="checkbox"/>	Confidential	Rating: 3
+ 7. SUBSTANCE USE	<input checked="" type="checkbox"/>	Confidential	Rating: 2
+ 8. ANGER CONTROL	<input type="checkbox"/>	Confidential	Rating: 2
+ 9. ADJUSTMENT TO TRAUMA	<input type="checkbox"/>	Confidential	Rating: 3

AFTER

Behavioral/Emotional Needs Domain

9/9

Total: 5

> 1. Psychosis (Thought Disorder)	<input type="checkbox"/>	Confidential	0 1 2 3
> 2. Impulsivity/Hyperactivity	<input type="checkbox"/>	Confidential	0 1 2 3
> 3. Depression	<input type="checkbox"/>	Confidential	0 1 2 3
> 4. Anxiety	<input type="checkbox"/>	Confidential	0 1 2 3
> 5. Oppositional (Non-Compliance with Authority)	<input type="checkbox"/>	Confidential	0 1 2 3
> 6. Conduct	<input type="checkbox"/>	Confidential	0 1 2 3
> 7. Substance Use	<input checked="" type="checkbox"/>	Confidential	0 1 2 3
> 8. Anger Control	<input type="checkbox"/>	Confidential	0 1 2 3
> 9. Adjustment to Trauma	<input type="checkbox"/>	Confidential	0 1 2 3
Overall Behavioral/Emotional Needs Domain Comment			
<div>Comment</div> <div>Lorem ipsum dolor sit amet, consectetur adipiscing elit. Praesent quis placerat erat. Cras erat dui, molestie ut orci quis, interdum auctor arcu. Suspendisse efficitur vehicula gravida. Nunc risus dolor, hendrerit eu egestas ac, tempus quis ante. Maecenas eleifend consequat mauris ac porttitor. In in tincidunt ipsum, vitae volutpat sapien. Nullam non purus placerat, eleifend felis in, accumsan nunc. Nullam a mi eu leo eleifend molestie ut sit amet mauris.</div>			

ITEM AND DOMAIN COMMENTS

BEFORE

BEHAVIORAL/EMOTIONAL NEEDS DOMAIN

9/9

+ 1. PSYCHOSIS (THOUGHT DISORDER)	<input type="checkbox"/> Confidential	Rating: 0
+ 2. IMPULSIVITY/HYPERACTIVITY	<input type="checkbox"/> Confidential	Rating: 2
+ 3. DEPRESSION	<input type="checkbox"/> Confidential	Rating: 2
+ 4. ANXIETY	<input type="checkbox"/> Confidential	Rating: 3
+ 5. OPPOSITIONAL (NON-COMPLIANCE WITH AUTHORITY)	<input type="checkbox"/> Confidential	Rating: 3
+ 6. CONDUCT	<input type="checkbox"/> Confidential	Rating: 3
+ 7. SUBSTANCE USE	<input checked="" type="checkbox"/> Confidential	Rating: 2
+ 8. ANGER CONTROL	<input type="checkbox"/> Confidential	Rating: 2
+ 9. ADJUSTMENT TO TRAUMA	<input type="checkbox"/> Confidential	Rating: 3

AFTER

Behavioral/Emotional Needs Domain

9/9

Total: 5

> 1. Psychosis (Thought Disorder)	<input type="checkbox"/> Confidential	0 1 2 3
> 2. Impulsivity/Hyperactivity	<input type="checkbox"/> Confidential	0 1 2 3
> 3. Depression	<input type="checkbox"/> Confidential	0 1 2 3
> 4. Anxiety	<input type="checkbox"/> Confidential	0 1 2 3
> 5. Oppositional (Non-Compliance with Authority)	<input type="checkbox"/> Confidential	0 1 2 3
> 6. Conduct	<input type="checkbox"/> Confidential	0 1 2 3
> 7. Substance Use	<input checked="" type="checkbox"/> Confidential	0 1 2 3
> 8. Anger Control	<input type="checkbox"/> Confidential	0 1 2 3
> 9. Adjustment to Trauma	<input type="checkbox"/> Confidential	0 1 2 3
Overall Behavioral/Emotional Needs Domain Comment		
<div>Comment</div> <p>Lorem ipsum dolor sit amet, consectetur adipiscing elit. Praesent quis placerat erat. Cras erat dui, molestie ut orci quis, interdum auctor arcu. Suspendisse efficitur vehicula gravida. Nunc risus dolor, hendrerit eu egestas ac, tempus quis ante. Maecenas eleifend consequat mauris ac porttitor. In in tincidunt ipsum, vitae volutpat sapien. Nullam non purus placerat, eleifend felis in, accumsan nunc. Nullam a mi eu leo eleifend molestie ut sit amet mauris.</p>		

COMMENTS (CONTINUED)

Item Level Comment

Behavioral/Emotional Needs Domain ⓘ

2/9

Domain Total: 2

Save Attachments

1. Psychosis (Thought Disorder)

Discretion needed 0 1 2 3

Item Description

This item rates the symptoms of psychiatric disorders with a known neurological base, including schizophrenia spectrum and other psychotic disorders. The common symptoms of these disorders include hallucinations (i.e. experiencing things other do not experience), delusions (i.e. false belief or an incorrect inference about reality that is firmly sustained despite the fact that nearly everybody thinks the belief is false or proof exists of its inaccuracy), disorganized thinking, and bizzare/idiosyncratic behavior.

Rating:

0 = No current need; no need for action or intervention. No evidence of psychotic symptoms. Both thought processes and content are within normal range.

1 = Identified need requires monitoring, watchful waiting, or preventative activities. Evidence of disruption in thought process or content. Child/youth may be somewhat tangential in speech or evidence somewhat illogical thinking (age-inappropriate). This also includes a child/youth with a history of hallucinations but not currently. Use this category for children/youth who are below the threshold for one of the DSM diagnoses listed above.

2 = Action or intervention is required to ensure that the identified need is addressed; need is interfering with child/youth's functioning. Evidence of disturbance in thought process or content that may be somewhat delusional or have brief intermittent hallucinations. Speech may be at time quite tangential or illogical.

3 = Problems are dangerous or disabling; requires immediate and/or intense action. Clear evidence of dangerous hallucinations, delusions, or bizzare behavior that might be associated with some form of psychotic disorder.

Comment

Domain Level Comment

Behavioral/Emotional Needs Domain ⓘ

9/9

Domain Total: 12

Save Attachments

1. Psychosis (Thought Disorder)

Discretion needed 0 1 2 3

2. Impulsivity/Hyperactivity

Discretion needed 0 1 2 3

3. Depression

Discretion needed 0 1 2 3

4. Anxiety

Discretion needed 0 1 2 3

5. Oppositional (Non-Compliance with Authority)

Discretion needed 0 1 2 3

6. Conduct

Discretion needed 0 1 2 3

7. Substance Use

Confidential 0 1 2 3

8. Anger Control

Discretion needed 0 1 2 3

9. Adjustment to Trauma

Discretion needed 0 1 2 3

Overall Behavioral/Emotional Needs Domain Comment

Comment

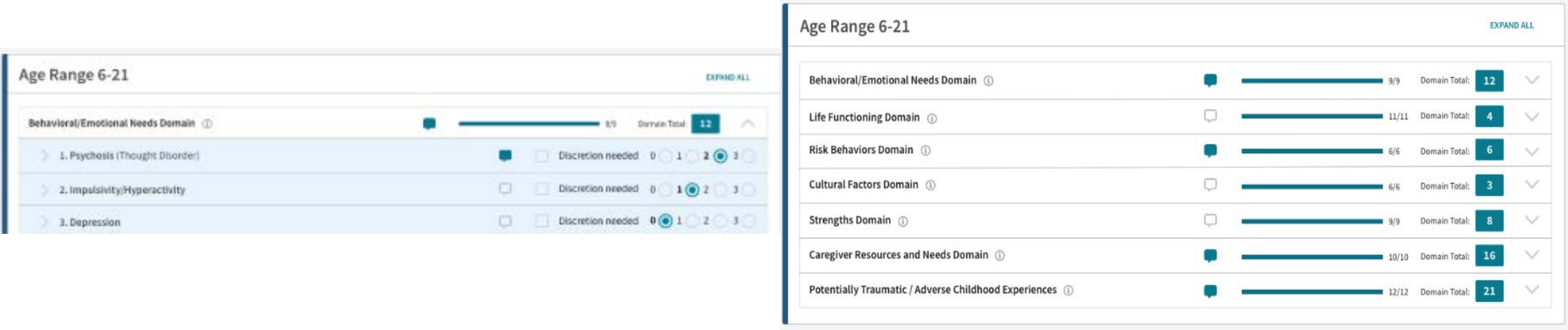
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Praesent quis placerat erat. Cras erat dui, molestie ut orci quis, interdum auctor arcu. Suspendisse efficitur vehicula gravida. Nunc risus dolor, hendrerit eu egestas ac, tempus quis ante. Maecenas eleifend consequat mauris ac porttitor. In in tincidunt ipsum, vitae volutpat sapien. Nullam non purus placerat, eleifend felis in, accumsan nunc. Nullam a mi eu leo eleifend molestie ut sit amet mauris. |

CANCEL

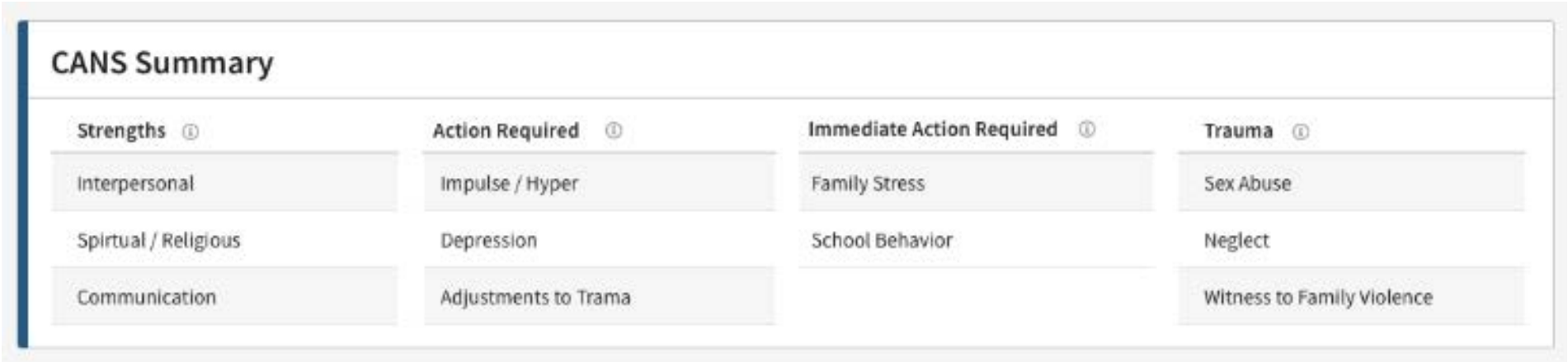
ADD COMMENT

DOMAIN TOTALS & SUMMARY CARD

DOMAIN TOTALS



SUMMARY CARD



CWDS Service Desk

- Application Support
- How to report an incident
- Recommendations

CWSCARES Application Support

CWDS Service Desk provides the following CWSCARES support

- Create & manage incident tickets, requests & inquiries
- Capture errors & defects for analysis by development teams
- CWSCARES Access Management services
- Creation of Knowledge Base articles
- General questions
- Manage Major (Sev 1) Incidents

How to report an incident

~~CWS/CMS~~ Continue to contact local county & IBM/Boulder Help Desk

~~CWSCARES~~ Same protocol for current system—contact your local Help Desk or the CWDS Service Desk directly

Please provide the following information:

- contact information
- detailed description
- specify the browser and environment
- steps to replicate
- screen shots
- date and time of incident
- duration
- number of users affected (if known)
- PII protection of data—(use county encryption method)

Recommendations

- Register account within seven (7) days
- If expired, ask your county CWS admin to send
- Inform your technical support to white list emails from no-reply@cwds.ca.gov
- Ask County admins to communicate to their users what is expected for support and application usage

CWDS Service Desk

The CWDS Service Desk supports the CWRES application and CWDS related services. We provide support and troubleshooting access to the California counties, Tribes, stakeholders, and the general public. Our objective is to provide worldclass customer service in a professional, timely manner.

- Hours: 24/7/365
- Phone Number: 855-292-3444
- Email: servicedesk@cwds.ca.gov

CWS-CARES Resources

- **Intake:**
 - Karen Hanna
 - karen.hanna@osi.ca.gov
- **CANS:**
 - Julie Clemens
 - julie.clemens@osi.ca.gov
- **Service Desk:**
 - ServiceDesk@cwds.ca.gov
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