



# CWS/CMS PROBATION

## Frequently Asked Questions (FAQs)

### GENERAL QUESTIONS

***Why does Probation have to enter data into the CWS/CMS?***

The federal requirement is for a single system that manages all child welfare services in each state. This system in California is the Statewide Automated Child Welfare Information System (SACWIS). This system meets Federal, State and County reporting and case management requirements including: Adoptions and Foster Care Analysis Reporting System (AFCARS), National Child Abuse and Neglect Data System (NCANDS), National Youth in Transition Database (NYTD), and Child and Family Service Reviews (CFSR).

***Why can't Probation Departments construct a data interface with the CWS/CMS?***

Current direction from the federal Administration for Children and Families (ACF) regarding enforcement of the single-system rule does not permit the import of data into the CWS/CMS database. Data entry must be directly into the SACWIS system. One-direction downloads from the CWS/CMS are permitted.

***Can the information on the FC23 be retrieved from CWS/CMS so that Probation no longer has to submit the form?***

No. CWS/CMS does not capture all of the information requested on the FC23 form. Probation staff are still required to complete and submit the FC23.



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### TRAINING

#### ***How do I obtain CWS/CMS training?***

CWS/CMS Application Training is provided to Probation Departments by the Resource Center for Family-Focused Practice (RCFFP). To request training, please call (530) 757-8646 or e-mail the RCFFP at [lpuno@ucde.ucdavis.edu](mailto:lpuno@ucde.ucdavis.edu).

#### ***What CWS/CMS training do I need?***

A CWS/CMS curriculum has been created for probation staff based on the directives for implementation provided by the California Department of Social Services (CDSS). The curriculum includes:

- Introduction to CWS/CMS
- Client Services
- Non-CWD case creation
- Contacts
- Health and Education Notebook
- Placement
- Migrating SOC158 data to the main application
- System Administration

#### ***How do I find CWS/CMS training materials?***

The CWS/CMS Office has located all application-related training material on its website. Getting to it has been secured so that access is controlled. If you are responsible for training in your county Probation Department, please contact the CWS/CMS Customer Relations Team at [CWS\\_CustRel@osi.ca.gov](mailto:CWS_CustRel@osi.ca.gov) to obtain a generic password that is specific to your county. It will also be useful for you to identify the System Support Consultant for your county for future reference ([http://www.hwcws.cahwnet.gov/countyinfo/county\\_contacts/SSC\\_list.asp](http://www.hwcws.cahwnet.gov/countyinfo/county_contacts/SSC_list.asp)).

With access to the Online Training Center area of the CWS/CMS website, a large range of tools become available to the county probation department:

- New User Curriculum
- Scenario Manager Download
- STAR
- User Guides
- Business Objects Curriculum
- Online Release Notes (Describes new code releases)



# CWS/CMS PROBATION

## Frequently Asked Questions (FAQs)

### TRAINING continued...

#### ***Are there other training resources?***

The Resource Center for Family-Focused Practice (RCFFP) and the CWS/CMS Office have several resources to assist Probation Departments with initial and on-going training needs. They include:

**RCFFP Webinars** - Webinars are available at:

[http://humanservices.ucdavis.edu/resource/library/ch\\_details.asp?record=48](http://humanservices.ucdavis.edu/resource/library/ch_details.asp?record=48)

RCFFP Webinars provide probation users with valuable training on:

- Business Planning and Processes for CWS/CMS Implementation
- Connectivity for CWS/CMS
- CWS/CMS Overview for Juvenile Probation Placement

**CWS/CMS Office PowerPoints** – These presentations are available on the CWS/CMS website on the Probation Access page. Each PowerPoint provides instructions on a specific topic area.

- [Getting Started with CWS/CMS](#) assists departments through the issues that will promote integration of the CWS/CMS into your department's individual circumstances. The presentation includes a comprehensive list of technical and business considerations that each department will want to consider as pre-training planning proceeds. Successful training depends on each department making some fundamental business decisions prior to training. The content of this PowerPoint, along with the "Overview" training provided by the RCFFP give Probation Department managers and planning staff a good basis for approaching the rollout of the CWS/CMS application.
- [Office Setup in CWS/CMS](#) is a basic overview of decisions and actions required to set up your virtual office within the CWS/CMS application. It will assist with the creation of staff privileges and authorities; assignment structures; and caseloads.

**STAR (Statewide Training Application Resource)** – This is a web-based, self-directed application training tool, complete with a user's guide. Trainees are able to learn the application systematically and at their own pace, or to revisit particular areas of the application at will. The tool was designed in cooperation with county users.

*(Note to Probation Department Users: STAR presents all CWS/CMS curriculum, including some that will not be implemented by Probation Departments, such as Court and Case Plan. Each county must determine which curriculum is pertinent to its business processes.)*



# CWS/CMS PROBATION

## Frequently Asked Questions (FAQs)

### TRAINING continued...

#### ***Is Business Objects (BO) training available?***

Business Objects is an ad hoc reporting tool that is used by many, but not all, counties. County Probation Departments that wish to use the tool and require training can go to <http://www.hwcws.cahwnet.gov/Training2/training/registration.asp> for more information.

Your agency or the child welfare department in your county may already use BO for ad hoc reporting, and may be prepared to generate reports for your office. Training Support staff at the CWS/CMS Office are available to answer further questions on this subject. Please call Theresa Howell at (916) 263-0397.



# CWS/CMS PROBATION Frequently Asked Questions (FAQs)

## CWS/CMS APPLICATION ADMINISTRATION

### ***How do I setup an office in CWS/CMS?***

Many probation counties have worked closely with their CWS counterparts to set up their offices in CWS/CMS. This is a good place to check first. Additionally, the CWS/CMS Office has created two helpful documents that will guide you through setting up an office:

- Office Setup in CWS/CMS (PowerPoint presentation) at:  
[http://www.hwcws.cahwnet.gov/projects/probation/docs/34060\\_Probation\\_Access\\_Office\\_Setup.pdf](http://www.hwcws.cahwnet.gov/projects/probation/docs/34060_Probation_Access_Office_Setup.pdf)
- CWS/CMS Office Setup Best Practices (Word document) at:  
[http://www.hwcws.cahwnet.gov/Training2/training/guides/CWS\\_application/resource\\_mgmt/091505\\_OfficeSetUpBestPractices.doc](http://www.hwcws.cahwnet.gov/Training2/training/guides/CWS_application/resource_mgmt/091505_OfficeSetUpBestPractices.doc)

If further information on office setup is needed, please contact your county's Customer Relations Unit, System Support Consultant (SSC) by locating them at:

([http://www.hwcws.cahwnet.gov/countyinfo/county\\_contacts/SSC\\_list.asp](http://www.hwcws.cahwnet.gov/countyinfo/county_contacts/SSC_list.asp))

### ***What are the authorities and privileges a user needs to do case management or administrative activities in CWS/CMS?***

The CWS/CMS application has different levels of authority privileges that work to maintain security of CWS/CMS information. A user's access to information is contingent upon the level of authority and privileges assigned to the user's logon ID and password. A county system administrator assigns authorities and privileges to staff persons, allowing them access to specific CWS/CMS Application Icons that have specific functionality according to the user's job responsibilities.

The CWS/CMS Office has created a Powerpoint presentation on Office Setup that explains authorities and privileges. The Powerpoint is available at:

[http://www.hwcws.cahwnet.gov/projects/probation/docs/34060\\_Probation\\_Access\\_Office\\_Setup.pdf](http://www.hwcws.cahwnet.gov/projects/probation/docs/34060_Probation_Access_Office_Setup.pdf)

### ***Can cases be sealed in the CWS/CMS application?***

Each probation department must determine how they will be using the functionality in the CWS/CMS that gives a case either "sealed" or "sensitive" status. The sealed functionality may be of limited utility in the context of a probation department.

When a case has been "sealed" in the CWS/CMS, it will not display when a client search is completed. Only a county employee with sealed privilege will receive the sealed case as a search result. Typically each county will assign very few individual employees the sealed privilege.



# CWS/CMS PROBATION Frequently Asked Questions (FAQs)

## **CWS/CMS APPLICATION ADMINISTRATION continued...**

There is a lesser “sensitive” status that will return results to all workers. Actual access to the case will still be limited to a worker for whom the sensitive privilege has been granted by the county system administrator. Sensitive privilege is typically more widely distributed than sealed privilege

When an existing case is sealed in CWS/CMS, it still exists in the database, though there are severe restrictions, managed by county system administrators, on who may access it.



# CWS/CMS PROBATION

## Frequently Asked Questions (FAQs)

### DATA ENTRY

#### ***For which probation youth must data be entered into the CWS/CMS?***

Probation departments must enter data for foster care youth in AFDC-FC funded foster care placements under a Juvenile Court foster care placement order. This includes federally eligible, state eligible and county-only placements. Target populations include youth:

- Placed in licensed foster care, group homes or Foster Family Agencies
- Placed with relatives or Non-Relative Extended Family Member (NREFM) caregivers based upon an approved assessment, in addition to the placement order
- Placed in Transition Housing
- In out of home placement receiving 163 Wraparound services. This does not include children returned to their primary family as this is not considered out of home care.
- In a court ordered placement in an unapproved caregiver home
- Placed in Tribal Approved homes, (IV-E eligible tribes)
- With a foster care placement order in place and are awaiting placement

#### ***What data elements are probation departments required to enter into CWS/CMS?***

The best answer to this question is to consult the document, "Probation Access Data Fields" on the CWS/CMS Website at:

[http://www.hwcws.cahwnet.gov/projects/probation/docs/051710\\_Probation\\_Access\\_Data\\_Fields.pdf](http://www.hwcws.cahwnet.gov/projects/probation/docs/051710_Probation_Access_Data_Fields.pdf)

This document lists each of the data fields that impact AFCARS, NCANDS, NYTD and CFSR-Outcome Measure reports. The pages in the CWS/CMS application where they are entered are also listed. The fields checked in the column headed "Mandatory" are there not to indicate that they are required entries by probation staff, but to indicate that the system defines them as mandatory, and will require that an entry be made before the user is permitted to save to the database. The document can be printed for reference.

*Note: Mandatory Fields: In the Probation Access Data Fields guide, the fields marked in the column labeled "Mandatory" do not necessarily indicate that they are required entries for probation staff. Rather, they are fields that when "activated" by a data entry linked to that field (either by appearing in the same page or frame, or by being linked by a business rule to a field that the user has entered data into) the system will define them as mandatory. This requires that an entry be made in that field before the user is permitted to save to the database. If the user does not navigate to a specific page or notebook to which the field is linked, in most cases, the field will not trigger the mandatory entry requirement in the application.*



# CWS/CMS PROBATION

## Frequently Asked Questions (FAQs)

### DATA ENTRY continued...

#### ***What is the SOC158 Migration Report?***

The SOC158 Client Migration Report will assist the County Probation Office prior to migrating cases to CWS/CMS. The report provides a list of clients that are in the SOC158 and their placement history pulled from the CWS/CMS application. The report will help to identify placements that have not been entered.

The SOC158 Client Migration report is available thru your county's CWS Department's Business Objects (BO) administrator.

The county Probation Department can contact their CWS/CMS Office, System Support Consultant (SSC) for additional support. ([http://www.hwcws.cahwnet.gov/countyinfo/county\\_contacts/SSC\\_list.asp](http://www.hwcws.cahwnet.gov/countyinfo/county_contacts/SSC_list.asp))

#### ***What is the Start Date for Probation Cases?***

Here are three scenarios that have been asked for case start date:

- A child is new to probation. What is the case start date?  
*Answer:* The case start date is the date of the placement order.
- A child is a 300 case. The 300 dependency is terminated. The child enters probation. What is the case start date?  
*Answer:* The case start date is the date of the new placement order.
- A child is in an open 300 case in CWS. While in an open 300 case, the child becomes a probation (600) case. What is the case start date?  
*Answer:* When a case is transferring jurisdiction (300 case to a 600 case) the case start date is the date that the probation court orders placement.

*Note: On the Probation SOC 158, the child "removed from home date" (D-5) that started the placement episode must be the same as the original 300 case "removed from home date". Because of limitations in the CWS/CMS, the removal date may need to be manually edited. This maintains the linkage for IV-E eligibility.*

#### ***How much case history has to be entered into CWS/CMS for a probation youth?***

At a minimum, case information should be entered that covers the current open placement episode.

CWS/CMS is used statewide by child welfare and probation departments. The benefit of having a statewide system is the ability to access information on clients/probation youth that move from place to place. Having history of current and prior referrals, services, and interventions may affect the outcomes for the children and families that are served.



# CWS/CMS PROBATION

## Frequently Asked Questions (FAQs)

### DATA ENTRY continued...

#### ***What is the Case Closure date?***

The case closure date for a probation case is the date when:

- Probation is terminated
- The minor has aged out of the system and the placement order has been vacated
- The minor is sentenced to a correctional facility
- The out of home placement order has been terminated, revoked, or lifted (minor may still be on probation)
- The minor's case has been transferred to Dependency Court

#### ***How do I obtain a State Identification (or C-IV/CALWIN) number to enter into CWS/CMS?***

The State ID number is assigned by county eligibility. Your county Probation Department must develop a business process to obtain the State ID number from your eligibility department.

#### ***When a Probation youth is AWOL, how is this entered into CWS/CMS?***

The following information must be documented in CWS/CMS for a minor who is AWOL:

- Identify the minor as AWOL
- The placement is closed with the Placement End Date as the date that the youth is determined to be AWOL
- When the youth returns, placements (non-foster care and foster care) are entered into the open placement episode
- The Placement Episode remains open until the Court has changed the out of home placement order



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## Frequently Asked Questions (FAQs)

### NYTD

#### ***What are the reporting periods for the NYTD report?***

National Youth in Transition Database (NYTD) information is reported bi-annually on a federal fiscal year to the Administration for Children and Families (ACF). Data collection for the first bi-annual report began on October 1, 2010 and ended on March 31, 2011. The first data extraction will occur on May 1st, 2011 and be submitted to ACF by May 15, 2011.

#### ***What is the NYTD QA report?***

On a quarterly basis the California Department of Social Service (CDSS), Child Welfare Data Analysis Bureau (CWDAB) sends the counties a National Youth in Transition Data (NYTD) Quality Assurance (QA) report. This report contains county-specific records of youth who received ILP services during the most recent six-month period, or foster care youth reaching age 17 during the NYTD report period. All of these youth are potentially eligible for federal NYTD reporting, and therefore subject to mandatory data quality standards. In this QA report, data elements that appear to be missing, inconsistent, or incorrect are highlighted and are to be reviewed or corrected by the county if needed.

#### ***After receiving the NYTD QA report, how long do counties have to make corrections?***

The reports are shared with counties each quarter, starting July 2010. Data corrections need to be entered into CWS/CMS prior to the date of data extraction from CWS/CMS. For example, if the reporting period is from October 1, 2010 through March 31, 2011, then the review and corrections are due by April 30, 2011.

#### ***When will counties receive their NYTD QA reports?***

National Youth in Transition Data (NYTD) Quality Assurance (QA) reports are sent to counties quarterly in January, April, July, and October.

#### ***Where are the NYTD QA reports sent?***

The National Youth in Transition Data (NYTD) Quality Assurance (QA) Report is sent from the California Department of Social Service (CDSS), Child Welfare Data Analysis Bureau (CWDAB) to the CWS Agency County Directors, ILP Coordinators, County SPOCs and Chief Probation Officers.



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### SBC TOKENS

***How many users can be assigned to one SBC Security Token?***

Five (5) users can be assigned to one SBC (Server Based Computing) security token.

***Who do I contact if I have a problem with my SBC token?***

For SBC Token problems, contact the Probation Help Desk (also known as the Boulder IBM Help Desk). They are available from 6:00AM to 6:00PM, Monday through Friday. When calling the Help Desk, please identify yourself as a “probation user”. The Probation Help Desk can be reached at:

- Telephone: 1-800-428-8268
- Voicemail: 1-800-428-8268 and select Option “2”



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### HELP DESK

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# CWS/CMS PROBATION Frequently Asked Questions (FAQs)

## CWS/CMS WEBSITE

### ***How do I get access to the County Logon area of the CWS/CMS Website?***

Your county's Probation Single Point of Contact (SPOC) grants access to the County Logon area. Your Probation SPOC is listed on the CWS/CMS website under County Info>County Contacts ([http://www.hwcws.cahwnet.gov/countyinfo/county\\_contacts/default.asp](http://www.hwcws.cahwnet.gov/countyinfo/county_contacts/default.asp)). Select your county and the Probation Contact Info button to locate your Probation SPOC.



# CWS/CMS PROBATION

## Frequently Asked Questions (FAQs)

### FUNDING

#### ***What is Title IV-E and how does it relate to Probation?***

Title IV-E is the portion of the federal Social Security Act that makes federal money available to states for foster care and adoption programs. Title IV-E provides funding for administrative activities as they relate to foster care or the potential need for foster care. It is an uncapped entitlement which means that federal funds for eligible services to eligible children are not limited. Title IV-E is administered by the Department of Health and Human Services, Administration for Children and Families.

#### ***What type of Title IV-E funding is available to Probation?***

There are two types of Title IV-E funding accessed by Probation, Administrative and Maintenance.

Established in 1980 by Public Law 96-272, Title IV-E provides federal reimbursement for two types of foster care expenses:

- Maintenance costs - Generally submitted by the County Social Services Department for payments made to group homes and foster parents.
- Administrative costs - Payment to welfare and probation departments that are vested with the legal responsibility for children in foster care which includes:
  - Services and activities that reduce or eliminate the need to remove a child from his/her home;
  - Services and activities that reunify a child with his/her family, or creates a permanent plan for the child;
  - Administrative costs may be claimed for activities related to cases where a child is considered a *reasonable candidate* for foster care.

*Note: Reasonable candidate determination should not be confused with the term Eligibility Determination. Eligibility Determination is made by the County Welfare Department when a child is being placed in foster care. This function determines whether the child is eligible for federal financial participation in the costs of out of home care.*

A Memoranda of Understanding (MOU) between probation departments and county departments of social service, pursuant to Division 29 of the California Department of Social Services Manual of Policies and Procedures, establish the basis for title IV-E claiming. The MOU must specify the services and placement activities performed by Probation Departments for wards in out of home foster care.



# CWS/CMS PROBATION

## Frequently Asked Questions (FAQs)

### FUNDING continued...

***For Title IV-E “reasonable candidate” cases, how are those cases reviewed by the state or the federal government to ensure compliance and appropriate claiming?***

County welfare and probation departments must adhere to California Department of Social Services (CDSS) instructions in All County Letter (ACL) 04-32, 07-48 (or any other ACL) related to claiming instructions including County Fiscal Letters, along with published federal guidelines. County welfare and probation departments are subject to audits from the: Bureau of State Audits, federal audits conducted by the Office of Inspector General (OIG), annual single state agency audits, and or audits conducted by Administration for Children and Families under (Title IV-E Reviews).

Currently, CDSS is conducting fiscal monitoring reviews in an effort to comply with 45 CFR Part 92.40 (monitoring and reporting program performance). County welfare and probation departments are held accountable and subject to penalties and or disallowances when improperly claiming Title IV-E administrative funds.

***What additional funding is available to Probation Departments through such mechanisms as the Advance Planning Document (APD) and County Advanced Planning (CAPE)?***

No funds are directly available to probation departments through the APD or CAPE processes at this time.

***How are probation departments reimbursed for Title IV-E services and activities?***

In California, the Department of Social Services (CDSS) is designated to claim federal Title IV-E funds and required to develop a state plan and regulations for that funding. California’s state plan designates implementation at the local level through the counties’ Social Services Agencies. Through a Memorandum of Understanding (MOU) with county Welfare Departments, Probation Departments are reimbursed for Title IV-E eligible services and activities.

***The Final Rule states that there will be penalties for incomplete data reporting. How will those penalties be assessed?***

At this time we are not aware of “if and how” penalties will be assessed. When we know more we will update the Regional User Groups and this website.

***If Probation is using their own system along with the CWS/CMS, how is this meeting the single system requirement under SACWIS?***

Probation Departments began inputting data directly into the CWS/CMS system beginning October 2010. This meets the SACWIS requirement.



# CWS/CMS PROBATION Frequently Asked Questions (FAQs)

*Note: CDSS recognizes the importance of the issue of dual data entry and a probation system interface with the state's case management system. We will continue to monitor and participate in discussions generated by the ACF's request for comments on a SACWIS redesign which was initiated in July 2010.*

## **Where can I get more information on Title IV-E claiming?**

For more information please refer to the Chief Probation Officers of California website at: [www.CPOC.org](http://www.CPOC.org) and click on the "Fiscal" Tab and choose "Title IV-E" on the drop down menu.