CWS/CMS PROBATION
Frequently Asked Questions (FAQs)

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 lbpuno@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 to obtain a generic password that is specific to your county. If you use CWS/CMS you can access the training portal from within the application. Once you are in CWS/CMS go to the "help" menu and select "Training Portal". Your CWS/CMS logon and password gives you instant access to training materials.

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 including:

- New User Curriculum
- Scenario Manager Download
- STAR (Statewide Training Application Resource)
- User Guides
- Online Release Notes (Describes new code releases)

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)

RCFFP Webinars provide probation users with valuable training on:
- o Business Planning and Processes for CWS/CMS Implementation
- o Connectivity for CWS/CMS
- o 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.

- o *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.

- o *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 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.)

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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 are available to answer further questions on this subject. Please contact your System Support Consultant (SSC) for more information. To identify which SSC is assigned to your specific county, cut and past the following web address into your web browser:

http://www.hwcws.cahwnet.gov/countyinfo/county_contacts/SSC_list.asp