

PROBATION ACCESS



Getting Started With CWS/CMS

Presented By:
Office of System Integration
CWS/CMS Office
January 2011

Audience

This presentation is written for county planners and analysts that are just getting started with the implementation of Probation Access to CWS/CMS.

(For a Quick Checklist of planning considerations, please go to the last slide.)

Resources

- The CWS/CMS Office is available to answer any questions you have about Probation Access.
- A System Support Consultant (SSC) from the CWS/CMS Customer Relations Unit is assigned to assist each county.

Resources

- To find out who your CWS/CMS System Support Consultant (SSC) is, go to:
http://www.hwcws.cahwnet.gov/countyinfo/county_contacts/SSC_list.asp
- To submit questions on program or policy for Probation Access, talk to your SSC or send inquiries to the CDSS mailbox at:
cmsprogrampolicyunit@dss.ca.gov

CWS/CMS Website

- A good place to get acquainted with Probation Access is at the CWS/CMS website.
<http://www.hwcws.cahwnet.gov/default.asp>
- A webpage for Probation users has been developed on this website.
- Once you are on the CWS/CMS homepage, the Probation Access link is located on the left sidebar.

CWS/CMS Website

<http://www.hwcws.cahwnet.gov/default.asp>

CA.GOV  Welcome to
Child Welfare Services / Case Management System

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Welcome to the Child Welfare Services / Case Management System

The CWS/CMS is a statewide tool that supports an effective Child Welfare System of services. The CWS/CMS improves the lives of children and families by giving service workers information to improve case work services and freeing them from repetitive tasks; provides policy makers with information to design and manage services; and fulfill State and Federal legislative intent.

POPULAR LINKS

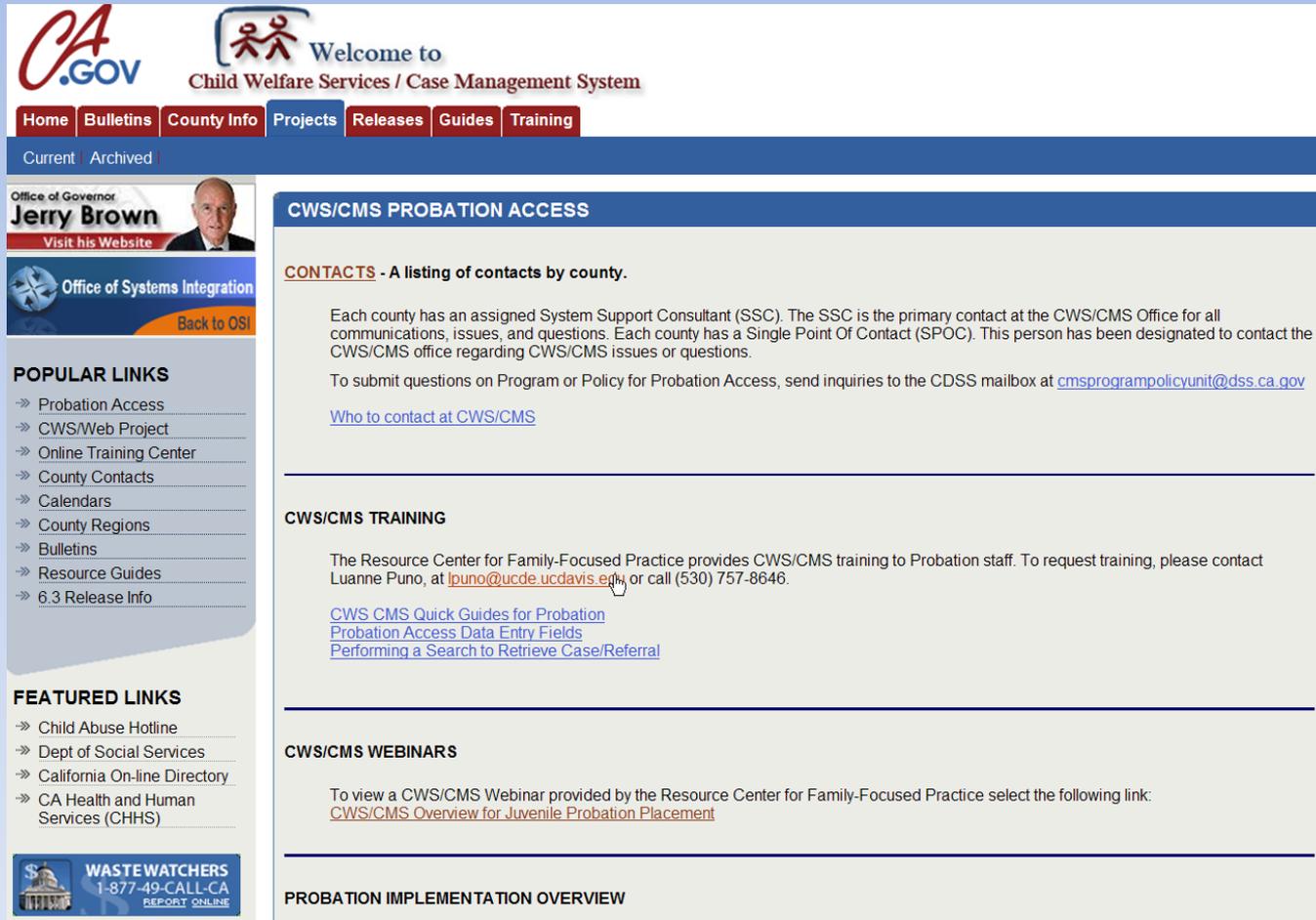
- [Probation Access](#)
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Check out the Probation Access web page.

Probation Access Webpage

- The Probation Access Webpage contains important links to:
 - State and County Contacts,
 - CWS/CMS Training,
 - CWS/CMS Webinars,
 - Implementation Overview information, and
 - Frequently Asked Questions submitted by the counties and responded to by the State

Probation Access Webpage



The screenshot shows the homepage for the Probation Access Webpage. At the top left is the CA.GOV logo. To its right is a 'Welcome to' message with a stick figure icon, identifying the site as 'Child Welfare Services / Case Management System'. A navigation bar contains buttons for Home, Bulletins, County Info, Projects, Releases, Guides, and Training. Below this is a sub-menu with 'Current' and 'Archived' options. On the left side, there is a banner for the Office of Governor Jerry Brown with a 'Visit his Website' link, and another banner for the Office of Systems Integration with a 'Back to OSI' link. Below these are two sections: 'POPULAR LINKS' and 'FEATURED LINKS', each containing a list of links with arrow icons. At the bottom left is a 'WASTEWATCHERS' logo with the phone number 1-877-49-CALL-CA and a 'REPORT ONLINE' link. The main content area is titled 'CWS/CMS PROBATION ACCESS' and contains three sections: 'CONTACTS', 'CWS/CMS TRAINING', and 'CWS/CMS WEBINARS'. The 'CONTACTS' section explains the role of the System Support Consultant (SSC) and provides a contact email (cmsprogrampoli@unit@dss.ca.gov) and a link to 'Who to contact at CWS/CMS'. The 'CWS/CMS TRAINING' section describes training provided by the Resource Center for Family-Focused Practice, listing contact information for Luanne Puno and providing links to quick guides, data entry fields, and search instructions. The 'CWS/CMS WEBINARS' section provides a link to a webinar overview for juvenile probation placement. A fourth section, 'PROBATION IMPLEMENTATION OVERVIEW', is partially visible at the bottom.

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- » Bulletins
- » Resource Guides
- » 6.3 Release Info

FEATURED LINKS

- » Child Abuse Hotline
- » Dept of Social Services
- » California On-line Directory
- » CA Health and Human Services (CHHS)

WASTEWATCHERS
1-877-49-CALL-CA
REPORT ONLINE

CWS/CMS PROBATION ACCESS

CONTACTS - A listing of contacts by county.

Each county has an assigned System Support Consultant (SSC). The SSC is the primary contact at the CWS/CMS Office for all communications, issues, and questions. Each county has a Single Point Of Contact (SPOC). This person has been designated to contact the CWS/CMS office regarding CWS/CMS issues or questions.

To submit questions on Program or Policy for Probation Access, send inquiries to the CDSS mailbox at cmsprogrampoli@unit@dss.ca.gov

[Who to contact at CWS/CMS](#)

CWS/CMS TRAINING

The Resource Center for Family-Focused Practice provides CWS/CMS training to Probation staff. To request training, please contact Luanne Puno, at lpuno@ucde.ucdavis.edu or call (530) 757-8646.

[CWS CMS Quick Guides for Probation](#)
[Probation Access Data Entry Fields](#)
[Performing a Search to Retrieve Case/Referral](#)

CWS/CMS WEBINARS

To view a CWS/CMS Webinar provided by the Resource Center for Family-Focused Practice select the following link:
[CWS/CMS Overview for Juvenile Probation Placement](#)

PROBATION IMPLEMENTATION OVERVIEW

Probation Access Webpage

- Be sure to frequent this page regularly to receive the most up-to-date information on Probation Access.

CWS/CMS Website – County Logon

- There is a special section of the website called the “County Logon”. Behind the County Logon is information that is not available to the general public but is important to CWS/CMS users.
- This section can be found by selecting the “County Info” tab and clicking on “County Logon” from the submenu.

CWS/CMS Website – County Logon

The screenshot shows the top navigation bar of the CWS/CMS website. The main navigation menu includes: Home, Bulletins, County Info, Projects, Releases, Guides, and Training. A secondary submenu below it includes: Calendars, County Contacts, and County Logon. On the left side, there is a banner for the Office of Governor Jerry Brown and the Office of Systems Integration. Below the banner is a 'POPULAR LINKS' section with a list of links.

First, click on the "County Info" tab.

Then, click on "County Logon" in the submenu.

POPULAR LINKS

- Probation Access
- CWS/Web Project
- Online Training Center
- County Contacts
- Calendars
- County Regions
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CWS/CMS Website – County Logon

- Ask your SSC for a Logon ID and password
- Your SSC will grant access to this section to a Probation person from your county. Once this person is given administrative rights to the CWS/CMS website, they will be able to grant access to the County Logon section to other probation staff in your county.

CWS/CMS Website – County Logon



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[Calendars](#) | [County Contacts](#) | [County Logon](#) |



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County Logon Area

WARNING!
Attempted access, or use of any State computing system by any unauthorized person is a violation of Section 502 of the California Penal Code and/or applicable Federal Law, and is subject to prosecution.

E-Mail Address:

Password: [Forget Your Password?](#)

[Keep me logged in](#)

[Probation Access](#)

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[Online Training Center](#)

[County Contacts](#)

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CWS/CMS Website

County Logon User Guide

- A user guide on how to manage County Login administrative privileges is available behind the County Logon at:

<http://www.hwcws.cahwnet.gov/guides/default.asp>

CWS/CMS Website

County Logon User Guide

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Forms | Process Model |

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GUIDES

Select a category below to open the guide directory for that category.

- Hardware Guides
- Software Guides
- Template Guides
- Vendor Guides
- Service Offering Guides
- Website Guides and Procedures**

- **County Logon Area - User Guide V.5 (10/1/10)**
- Office and Assignment Unit Move Procedures
- Online Training Center Logon Area - User Guide

Who Are the Key Players In Your County?

- Probation Access Project Manager
- Program Staff – Planners and Users
- Fiscal
- IT and System Administrators
- Training



Child Welfare Partners

Key Players – Probation Access Project Manager

- Assigning a Probation Access Project Manager will help to coordinate the work in your county and insure that the project is done timely.

Key Players – Program Staff

- Program Staff will be instrumental in figuring out how business processes will have to be changed to implement CWS/CMS.

Key Players – IT Staff

- Be sure to include your IT staff as they will be critical in assisting you in figuring out your connectivity and workstation needs.

Key Players – Fiscal Staff

- If your county is planning on purchasing equipment, your Fiscal staff will have to be involved.
- To receive State and Federal financial support for purchases, your county will have to submit an Advanced Planning Document through your county's Child Welfare Department.

Key Players – Training Staff

- Training will be available through the Resource Center for Family-Focused Practice (RCFFP).
- Most counties have training coordinators that will arrange this training for their staff.

Key Player – Child Welfare Partners

- Child Welfare Partners - Many counties have been working with their Child Welfare partners. Child Welfare Departments have extensive knowledge and experience with CWS/CMS.
- You will most likely experience quicker success if you are able to work with your Child Welfare Department.

County Contacts

- Every county's contacts are listed on the CWS/CMS website at:

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

- To see your contacts, click on the “County Info” tab and select “County Contacts” from the submenu. Select your county from the list.

County Contacts

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

The screenshot shows the website's navigation menu with 'County Info' highlighted. A box on the right contains instructions: '1. Select the "County Info" tab.' and '2. Select "County Contact" from the submenu.' Below the navigation is a banner for Governor Jerry Brown and the Office of Systems Integration. The main content area is titled 'COUNTY CONTACT INFORMATION' and lists 47 counties in three columns. A mouse cursor is pointing at 'Plumas' in the second column.

1 → **County Info**

2 → **County Contact**

1. Select the "County Info" tab.
2. Select "County Contact" from the submenu.

Home | **County Info** | Projects | Releases | Guides | Training

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FEATURED LINKS

- Child Abuse Hotline
- Dept of Social Services

COUNTY CONTACT INFORMATION

- Alameda
- Alpine
- Amador
- Butte
- Calaveras
- CDSS
- Colusa
- Contra Costa
- Del Norte
- El Dorado
- Fresno
- Glenn
- Humboldt
- Imperial
- Inyo
- Kern
- Kings
- Lake
- Lassen
- Los Angeles
- Madera
- Marin
- Mariposa
- Mendocino
- Merced
- Modoc
- Mono
- Monterey
- Napa
- Nevada
- Orange
- Placer
- Plumas
- Riverside
- Sacramento
- San Benito
- San Bernardino
- San Diego
- San Francisco
- San Joaquin
- San Luis Obispo
- San Mateo
- Santa Barbara
- Santa Clara
- Santa Cruz
- Shasta
- Sierra
- Siskiyou
- Solano
- Sonoma
- Stanislaus
- Sutter
- Tehama
- Trinity
- Tulare
- Tuolumne
- Ventura
- Yolo
- Yuba

County Contacts

- CWS and Probation contacts are listed for each county. To see Probation information, select the Probation Contacts tab.
- Among other important contacts, this page will list your Probation Single Point of Contact (SPOC) and your System Support Consultant.

County Contacts

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

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- » Dept of Social Services
- » California On-line Directory
- » CA Health and Human Services (CHHS)

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1-877-49-CALL-CA
REPORT ONLINE

1 ALAMEDA COEXISTENT BAY AREA REGION

CWS Contact Info **Probation Contact Info** ← **Probation Contacts Tab**

Print Probation

[Probation Chief](#)

Probation Chief: Phone:
Street Address: Fax:
Mailing Address: E-Mail:
City: Zip:

[Alternate and Backup Phone:](#)

[Probation SPOC](#) ← **Your SPOC**

Probation SPOC: Phone:
Street Address: Fax:
Mailing Address: E-Mail:
City: Zip:

[Alternate and Backup Phone:](#)

[Probation Technical Contact](#)

Technical Contact: Phone:
Street Address: Fax:
Mailing Address: E-Mail:
City: Zip:

[Probation Training Contact](#)

Training Contact: Phone:
Street Address: Fax:
Mailing Address: E-Mail:
City: Zip:

[SSC](#) ← **Your System Support Consultant**

SSC: Phone:
Street Address: Fax:
Mailing Address: E-Mail:
City: Zip:

[Probation Help Desk](#)

Help Desk: HelpDesk Off Shift:

County Contacts

- Initially, your SSC will assist your county in entering contact information. After the initial entries, the county contact list is maintained by county staff. The contacts are only as good as the information that has been kept up to date.
- Please note that CDSS is listed as a “county”.

Single Point of Contact (SPOC)

- Each county has a CWS/CMS SPOC. This person is designated by your county to contact the Project Office regarding CWS/CMS issues or questions.
- You may share the Child Welfare Department's SPOC or you may appoint one for your Probation Department.

CWS/CMS Administrator

- Another important job function is assigned to the CWS/CMS Administrator. The CWS/CMS Administrator is responsible for setting up offices in the application and granting rights and privileges to staff.
- You may share the Child Welfare Department's CWS/CMS Administrator or you may appoint one for your Probation Department.

Request Non-CWD Privilege

- One of the first tasks for the SPOC or CWS/CMS Administrator is to request “Non-CWD” privilege from your SSC. (The SSC may already have this set up for your county.)
- Non-CWD privilege is necessary to allow probation to manage their cases. Non-CWD is needed to distinguish probation cases from child welfare department cases.

CWS/CMS Application Overview

- An overview of the application is available From Resource Center for Family-Focused Practice (RCFFP). This overview will provide a very general look at how CWS/CMS functions.
- This overview will be helpful to managers and analysts who are planning the implementation of CWS/CMS in your county.
- To request this overview, contact Luanne Puno, at lpuno@ucde.ucdavis.edu or call (530) 757-8646.

Planning – How Big is the Caseload?

- To understand how much work there is in your county, it will be helpful to determine the number of IV-E foster care children in your county. Consider the following:
 - New IV-E children each month
 - Ongoing IV-E children each month

Planning - Processes

- As an example of looking at your business process, let's look at foster care placements.

Planning - Example

- Your county is already processing foster care information and payments.
- Much of this process is probably manual including the completion of the SOC 158 form that contains information on the foster child. Who currently completes these documents?
- Prior to Probation Access to CWS/CMS, the completed SOC 158 form is sent to CDSS who enters the information into CWS/CMS SOC 158 application for the county.

Planning - Example

- A business process change will be that CDSS will no longer be entering this information for counties.
- You will want to look at how the manual process is being handled in your county and who, along this process, will be able to enter the data into CWS/CMS.

Existing Probation Information

- The information that was previously entered into the CWS/CMS SOC 158 application by CDSS can be migrated into CWS/CMS. Your CWS/CMS users will receive training on how to do this.

Planning – Who Enters Data?

- You will want to analyze other business processes that will require data entry into CWS/CMS such as:
 - Case management information
 - Foster care eligibility information
 - After Care information
 - Number of staff and their physical locations

Planning – Other Users

- In addition to your day to day users of CWS/CMS, other people in your county may need access such as:
 - Managers
 - Administrators
 - IT support (e.g., account administrators, technicians)

Planning – Users and Locations

- After you identify who will be using CWS/CMS, you can begin planning for:
 - The number of users who will need access to CWS/CMS, and
 - Identify their physical locations.

Connectivity

- Next, you will have to decide how to connect to CWS/CMS. There are four methods of connectivity:
 - Server Based Computing (SBC) Citrix
 - Direct Connect
 - VPN
 - Dial Up

Connectivity

- Most counties, so far, have chosen Server Based Computing (SBC) as their method of access. Some of the advantages of SBC are that:
 - It supports remote access
 - There is little to no direct cost to the county
 - It works with any desktop or laptop with an internet connection
 - There is very little software installation and maintenance
 - And other counties have already experienced success with SBC.

Connectivity

- For further information on Connectivity, please refer to the Webinar that was presented on December 7, 2010 and is available at:

http://humanservices.ucdavis.edu/resource/library/ch_details.asp?record=48

Connectivity

- Your county's IT staff will need to be involved in choosing your method of connectivity to CWS/CMS.
- The CWS/CMS Office will provide support when requested from your county.
- Use the knowledge and experience of your Child Welfare partners.

Equipment Purchases

- If equipment needs to be purchased and the county is seeking federal and state financial funding, an Advanced Planning Document (APD) will need to be submitted and approved prior to the purchase.
- The State APD Unit will assist you in this process. Your SSC can put you in contact with this Unit.

Training

- Training will be available through the Resource Center for Family-Focused Practice (RCFFP).
- Contact Luanne Puno, at:

lpuno@ucde.ucdavis.edu

(530) 757-8646

Training

- An online training called the STAR is also available to users. It is a self-directed web-based training for new users. It can be accessed from the CWS/CMS website, but it requires a county specific logon. Please ask your SSC to assist you with this access.

<http://www.hwcws.cahwnet.gov/Training2/default.asp>

Help Desk Support

- As users begin to sign on to CWS/CMS, questions will arise about the application. If your county has not established a resource to answer those questions, users can call the IBM Help Desk at:
1-800-428-8268
- Be sure to identify yourself as, “Probation User”

Help Desk Support Technical Questions?

- For technical questions, you will need to know if you are a co-existent or dedicated county.
- This information is on the CWS/CMS website on the county's Contact page.
- The header bar on the Contacts page shows your County name, and identifies you as a coexistent or dedicated county.

Are You A Dedicated or Coexistent County?

Dedicated or Coexistent?

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- Child Abuse Hotline
- Dept of Social Services
- California On-line Directory
- CA Health and Human Services (CHHS)

WASTEWATCHERS
1-877-49-CALL-CA
REPORT ONLINE

1	ALAMEDA	COEXISTENT	BAY AREA REGION
CWS Contact Info		Probation Contact Info	
Print Probation			
Probation Chief			
Probation Chief:		Phone:	
Street Address:		Fax:	
Mailing Address:		E-Mail:	
City:		Zip:	
Alternate and Backup Phone:			
<hr/>			
Probation SPOC			
Probation SPOC:		Phone:	
Street Address:		Fax:	
Mailing Address:		E-Mail:	
City:		Zip:	
Alternate and Backup Phone:			
<hr/>			
Probation Technical Contact			
Technical Contact:		Phone:	
Street Address:		Fax:	
Mailing Address:		E-Mail:	
City:		Zip:	
<hr/>			
Probation Training Contact			
Training Contact:		Phone:	
Street Address:		Fax:	
Mailing Address:		E-Mail:	
City:		Zip:	
<hr/>			
SSC			
SSC:		Phone:	
Street Address:		Fax:	
Mailing Address:		E-Mail:	

Help Desk Support - Technical Questions?

Co-existent or Dedicated

- Back in 1997 when CWS/CMS was implemented, counties chose whether they wanted to be:
 - Co-existent (shared LAN), or
 - Dedicated (closed LAN)
- Probation will need to adhere to their CWDs established choice of operating environment, either a shared LAN (co-existent) or closed LAN (dedicated).

Help Desk Support Co-Existent County

- Co-existent counties may install other county applications on CWS/CMS workstations.
- Co-existent counties share responsibility for problem resolution, configuration management and other local operation and maintenance services with the State.
- Co-existent counties will contact their county Help Desk for technical support.

Help Desk Support Dedicated County

- Dedicated counties may not install non-standard county applications on CWS/CMS workstations.
- Dedicated counties must use a PC image provided by the state.
- Dedicated counties depend on the State for problem resolution, configuration management and most local operation and maintenance services.
- Dedicated counties will contact the IBM Help Desk at 1-800-428-8268 for technical support.

Don't Know Who To Call?

- As you are planning for implementation of CWS/CMS in your county, questions may come up and you may not know who to contact.
- Contact your System Support Consultant (SSC). They are listed at:

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

Quick Checklist

- Here is a quick checklist of items to do to implement CWS/CMS Probation Access in your County:
 - Check out the CWS/CMS website
 - Get to know your county players and partners
 - Identify your CWS/CMS SPOC
 - Identify your CWS/CMS Administrator
 - Request CWS/CMS Non-CWD privilege
 - Attend CWS/CMS Application Overview
 - Identify your caseload
 - Analyze your current business processes and determine who can enter data into CWS/CMS
 - Figure out who are your CWS/CMS users
 - Identify method(s) of connectivity
 - Test connectivity
 - Purchase equipment, if necessary (may require APD)
 - Send end users to CWS/CMS training
 - Let end users know who to contact for assistance