



A Guide for the County Child Welfare Services/Case Management System Single Point of Contact

Purpose

This document provides a general overview about the Child Welfare Services/Case Management System (CWS/CMS) Office, the CWS/CMS System Support consultants (SSC) roles and the responsibilities of the county Single Point of Contact (SPOC).

Intended Audience

This document was created for a new SPOC. However, it may also be used as an informational guide by staff that is familiar with CWS.

Background

The CWS/CMS application went live in January 1997 and is the result of Senate Bill (SB) 370 which required the development of one statewide computer system to automate the manual functions and tasks of all county child welfare offices. The CWS/CMS application automates many of the repetitive tasks that a child welfare worker would otherwise have to perform manually. The CWS/CMS application allows for State and county child welfare workers and Probation Officers to enter, view and share information on all child abuse referrals and cases throughout the state.

It also provides vital information to CWS policy makers and funding sources that are needed to manage and improve upon the existing child welfare services. Information also fulfills State and Federal legislative mandates and regulations.

The 58 counties are divided into 6 geographic regions. The regions are: Northern, Bay Area, Mountain Valley, Central Valley, Southern and Los Angeles. Each Region has a monthly meeting which is coordinated by a Regional Chair that has been selected by the region. Each region is represented by an SSC. The role of the SSC is to help resolve customer issues, train and support county customers with system or policy changes, provide Business Process Re-engineering services, convey information and communication regarding CWS/CMS Office activities and provide customer perspective and feedback to CWS/CMS Management.

CWS/CMS Web Site

This **CWS/CMS web site** <http://www.hwcws.cahwnet.gov/> is a valuable resource for the CWS social workers, Probation Officers and county technical staff which support the CWS/CMS network and application. The website was designed to provide timely and accurate information concerning CWS/CMS related issues.

County Administrators

Business Objects Administrator

Business Objects is an integrated query and reporting analysis solution provided to all counties. Each county appointed an Administrator that is authorized to manage their county specific area of Business Objects/Info View. The Administrator can set up groups, set privileges and to add, delete users.



State Administrator (CWS/CMS Application)

The list of CDSS recognized County Administrators is located on the CWS/CMS website under county contacts. These Administrators are authorized to set privileges and authorities, add, move, and delete staff in the CWS/CMS Application.

*If a County would like a person to be on the State Administrator's contact list, they must submit a letter to CDSS from the county Director.

Web Administrator

This area, located behind County Logon, is where SPOCS/Web Administrators can add/delete county users, change the user's password and give permissions on what CWS applications the user will be able to access (ex. MAC, DDR.).

Counties: Co-Existent vs. Dedicated

Coexistent:

A county that has chosen to operate CWS/CMS in a shared LAN open systems environment. Co-existent counties can install other applications on CWS/CMS workstations and access county resources from a CWS/CMS workstation. Coexistent counties share responsibility for problem resolution, configuration management and other local operation and maintenance services with the State.

Dedicated:

A county that has chosen to operate CWS/CMS in a closed LAN closed system environment. Dedicated counties cannot install any non-standard applications on CWS/CMS workstations and cannot access county resources from a CWS/CMS workstation. 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 have the option of requesting the Concurrent Lan service offering which allows a limited amount of connection to their County network. See Service Offerings.

CWS/CMS Meetings

System Oversight Committee:

The CWS/CMS System Oversight Committee provides policy direction for the development and implementation of the CWS/CMS system to help ensure CWS program goals are achieved. Meeting are held the second Wednesday of every month.

Technical Advisory Committee (TAC):

TAC is an advisory committee to the Systems Oversight Committee. TAC was implemented to facilitate regional and county customer input in technical areas of CWS/CMS. TAC meetings have traditionally been held quarterly or bi-monthly.

Program Impact Advisory Committee (PIAC)

PIAC is an advisory committee to the Systems Advisory Committee. PIAC provides statewide perspective and guidance to issues that arise from proposed changes to the Child Welfare System. It is also a communication channel between the Oversight Committee and the Regional Groups. Meetings are held at the discretion of the Systems Oversight Committee.

**Regional Group Meetings:**

The Regional Users Group meeting is where the counties and the CWS Office exchange Information. Representatives from each county are responsible for communicating county Initiatives, developments and concerns.

Joint Application Development Committee (JAD)

A JAD committee meets when the development of requirements for a code release are needed.

Important CWS/CMS Web Pages**Business Objects**

Business Objects is an integrated query and reporting analysis solution provided to counties, by the State that allows the counties to query CWS/CMS production data to help monitor Federal and State mandates and policies. State provides 218 licenses for the counties.

Calendar

The calendar provides dates and time of upcoming meetings, releases etc...

County Logon

The County Logon Area is a password protected area that allows counties the ability to maintain and update their county information, access county specific reports, access CWS/CMS Office applications and a variety of other valuable information.

County SPOCs and administrators are given administrator privileges which allow them to update county specific information and create, modify and delete user accounts. It is the county's responsibility to assign and manage their users in order to keep their county information current and their data secure

Equipment Relocation (also port, switch activation/deactivation)

This system is for Dedicated counties to request activation/deactivation of switch ports when moving CWS/CMS devices (workstation or printers). This system is NOT used to add new equipment. Addition of new switch ports for new equipment requires a MAC.

Full Utilization Report

This is a monthly, high-level county activity report, which reflects your county's CWS/CMS application activity in all areas relevant to full utilization, regardless of any exemptions you may have received from CDSS. This report is intended to provide you with the opportunity to track the improvements made by the county in each of the designated areas.

Data Deletion Request (DDR)

A DDR is an electronic form that is submitted to the CWS/CMS Office, when erroneous CWS/CMS application data needs to be deleted from the database. These requests are initiated only after a call is placed to the Boulder Help Desk and it is determined that a DDR is required. The Boulder Help Desk will provide the county with a ticket number for confirmation and tracking purposes.

ECAT (Exchange Customer Administration Tool)

ECAT is used for performing administrative tasks, such as modifying personal data or adding users to groups within their web interface (Outlook).



Optimistic Concurrency (OC) Report

This is a monthly, high-level county report which reflects the OC errors that have occurred within a county when two people, who are in the CWS/CMS application, try to update the same case, referral etc... At the same time. In these instances, an OC error will be received upon saving to database. (Example: When one staff person is making an assignment for a specific Case/Referral and another staff person is updating other information in the same Case/Referral.)

QLAN Reports

QYRLANA (also known as Qlan) is an application developed by the CWS Office for collecting data on CWS/CMS workstations. All workstations that run CWS/CMS are included in the data collection which in turn allows for the capture and storage of workstation data for both Dedicated and Coexistent counties. This provides Counties and the State with more accurate asset tracking on workstations that run CWS/CMS.

The QLAN Report is located behind the County Logon section

Remedy Rapid Change

This system is used to request 'no charge' network changes such as DNS updates, VPN or RLD account adds/changes/deletes. This system is a front-end to the Remedy Change Request System.

SAS

The SAS software allows county/state users and researchers to query the CAD database. The data is used to track CWS provision and facilitate informed program policy and fiscal decisions.

System Change Request (SCR)

Counties who want to request changes to the CWS/CMS Application must submit an SCR. The county must first receive approval for the SCR from their Region and then is it presented to the other 5 Regions for approval. After approval has been received, it is submitted to the Oversight Committee who reviews and submits the SCR to the CWS/CMS Office.

TRAINING

The Statewide Training Support unit develops, updates, and maintains all of the State's CWS/CMS training tools and materials.

County Funding Process

County Annual Planning Estimate (CAPE)

Federal regulations require the State to monitor and account for all county electronic data processing (EDP) expenditures and procurements as a condition of eligibility for federal funds. In connection with this responsibility, the State requires all 58 counties to annually report 2 State Fiscal Year's (SFYs) of county CWS-related EDP planned activities and estimated expenditures. The CAPE covers 2 SFYs and the CAPE data will be included in the Annual APDU submitted by the State to the ACF. The CAPE application is located behind County Logon.

Advanced Planning Document (APD)

The Advance Planning Document (APD) is a county's written plan of action that request prior State and Federal written approval in the planning and acquisition of Child Welfare program related



electronic data processing (EDP) equipment and services. Federal regulations refer to these as automated data processing (ADP) equipment and services. Counties requesting EDP equipment, software or services for any Child Welfare Service projects or programs need to submit Advance Planning Documents (APDs) to the State in order to obtain the prior written approval required by Division 28 regulations.

Move, Add, Change (MACs)

The Move, Adds, and Changes (MAC) application is used by the CWS/CMS Office to manage and/or respond to county requested changes that will affect the CWS/CMS application or network in their county. Only authorized county staff has the ability to submit a MAC to the Office via the County Logon section of the CWS/CMS web site.

Service Offerings

Concurrent Lan

This service offering provides Dedicated Counties with access to “External” county resources, e.g. County Intranet sites, email etc. This service leaves the original characteristics of the Dedicated Model intact while providing a limited amount of connection to the County network. Internet availability is an option. That may be provided to the county.

Server Based Computing (SBC)

SBC provides secure remote access via the Internet to the CWS/CMS application. SBC includes the hosting, management and maintenance of the CWS/CMS application on centralized server farms co-located with back-end services such as file and print.

This service offering is intended for all CWS/CMS Child Welfare/Case Management users performing general case management activities. A prerequisite for this service offering is a Broadband Internet Service Provider and Microsoft Internet Explorer (IE) Version 5.5 or above. The CWS/CMS application can be accessed from any location using a two-factor authentication which is the use of a secure token code (passcode) along with the standard User ID and strong passwords. To obtain additional information about this service, contact your State System Support Consultant (SSC).

The Virtual Private Network (VPN)

VPN Offers encrypted Internet access to platforms, applications and data housed at the Department of Technology Services through the California State Government Network (CSGNet). A prerequisite of this service offering requires county customers to subscribe to a Broadband Internet Service Provider (Comcast, AT&T, Frontier etc.) VPN Service is not a substitute for a dedicated county supported CWS/CMS site.

There are two components to the VPN Service Offering: the backend components including VPN Concentrator and related hardware that are supported by State Data Center, and the VPN Client and related software firewall that are supported by the County. Counties are responsible for purchasing the Firewall software, Broadband or Wireless Cell service (air cards or via cell phones).

Documentation (test data, tips, user guide) will be made available via the CWS Web site. Counties who are interested in implementing a VPN solution must submit a MAC.