OFFICE SET UP IN CWS/CMS

Presented by:
Office of System Integration
CWS/CMS Office
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Office Set Up

• To use CWS/CMS, “logical” office(s) will need to be set up in the application. This process is referred to as Office Set Up.

• A logical office is the conceptual form of your business practice workflows in the CWS/CMS application.
Office Setup Preview

Create New Office

Create Staff Person
  • Assign Authority and Privileges

Create Assignment Unit
  • Grant Supervisor Staff Authority

Create a Caseload

Assign Caseload to a Staff Person
**Office Setup Preview**

- **County Organization Section**
  - System defaults to the County Organization Section button

- **CWS Office Notebook**
  - Record office information

- **Staff Person Notebook**
  - Record staff person information for each office

- **Assignment Unit Notebook**
  - Record units for each office, assign staff to each unit, and create caseloads in each unit

- **Reassign Caseload**
  - Reassign caseloads from unit supervisors to appropriate staff

* This page must be completed at this stage in the process

** Because the In-box Caseload is automatically assigned to the supervisor, this step is not necessary to assign a caseload to the supervisor of the assignment unit.
CREATE NEW OFFICE
What is a CWS/CMS Application Office?

• A logical office is an application office in CWS/CMS.

• An application office is not necessarily a physical site.

• Consider this: If work within the same management structure is also in one application office, workflow improves.
  
  – For example, supervisors who work together can provide backup coverage even in different physical sites.
Staff to Include in an Application Office

• Take into account how the users interact and what dependencies they have on one another.
  – Who reports to the specific supervisor?
  – Do supervisors cover for one another?

• The application office should be built around your workflow!
Creating a New Office in CWS/CMS*

- On the CWS/CMS Control Panel, click on the Resource Management application (book icon)

- You are now in Resource Management. Click on the County Organization section (green button)

The person that performs this function must have a User ID with County Administrator Level of Authority and Resource Management Privilege.
Creating a New Office in CWS/CMS

- Click on “+” for Create New CWS Office

Before creating anything new in CWS/CMS, a search should be conducted to insure that it does not already exist.
Creating a New Office in CWS/CMS Office - ID Page

Complete the fields on the ID page. Yellow fields are mandatory. They must be filled in.
Creating a New Office in CWS/CMS Office - Address Page

Click the "+" to enter a new address.

An "Office" can have multiple addresses associated to it.
Creating a New Office in CWS/CMS Office - Network Page

When you click the "+", the Select Domain list box will appear. Select the domain that you want for this office from this list.
Creating a New Office in CWS/CMS

To finish creating an office, a \textit{staff person}, \textit{assignment unit}, and \textit{caseload} must be entered before the office can be saved.
CREATE STAFF PERSON
Assign Authority and Privileges
Creating a Staff Person in CWS/CMS

• On the CWS/CMS Control Panel, click on the Resource Management application (book icon)

• You are now in Resource Management. Click on the County Organization section (green button)
Creating A Staff Person in CWS/CMS

Click on the "Open Existing CWS/CMS Office" icon.

The "Open" dialog box will appear listing the CWS Offices in your county.

Select the office that you want the staff person to be in and click "OK".
Creating a Staff Person in CWS/CMS

Click the “+” to open the Create a New staff Person folder.

The “New” dialog box will appear. Select the CWS Office that the new staff person will be in. Then, click the “OK” button.
Creating a Staff Person in CWS/CMS

Staff Person - ID Page

Complete all mandatory (yellow) and known fields on the ID page of the Staff Person notebook.
Creating a Staff Person in CWS/CMS
Staff Person - Specialties Page

Click the "+" to enter the staff person's Language(s) and Functional Specialty(ies).
Creating a Staff Person in CWS/CMS

Staff Person - Logon Page

Click the “+” in the Logon Information grid.

When the Create Logon ID box appears, select the domain and enter a password.

When the Logon Confirmation box appears, click “OK”.

A password must be between 6-8 characters with at least one numeric value. The numeric value cannot be the first or last character.
Staff Rights
Level of Authority and Privileges

• *Level of Authority* (LOA) is used in combination with *Privileges* to provide access to different kinds of information in CWS/CMS.
Authorities and Privileges

• A user’s access to information in CWS/CMS is contingent upon the level of authority and the 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 tools and specific uses of those tools according to their job responsibilities.
Level of Authority (LOA)

- LOA is the first level of access to information that is contained in CWS/CMS. LOA provides for layers of control within a county’s CWS/CMS organization and are limited to functions within the Resource Management application of CWS/CMS. These levels do not by themselves grant any capabilities over referrals, cases, or caseloads. The following table lists the hierarchy of LOA in CWS/CMS for county users.
- Every staff person has a LOA. In general, your LOA determines which notebooks you have access to in Resource Management and defines the geographic range of notebooks you can work with.

<table>
<thead>
<tr>
<th>Level of Authority</th>
<th>Create/Delete Office</th>
<th>Create Assignment Units</th>
<th>Create Caseloads</th>
<th>Create Staff</th>
<th>Create Logon IDs</th>
<th>Assign LOA &amp; Privileges</th>
</tr>
</thead>
<tbody>
<tr>
<td>County Administrator</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
</tr>
<tr>
<td>Office Administrator</td>
<td>N/A</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>User</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

C = County                 O = Office
Level of Authority (LOA)

- A County or Office Administrator must hold the Resource Management Access Privilege in order to exercise any capabilities provided by their assigned LOA.

- Individuals holding one LOA may only assign lesser LOA than their own.
Privileges - Categories

- Privileges determine the applications, notebooks, and interfaces to which the user has access.
- There are four categories of privileges:

<table>
<thead>
<tr>
<th>Category</th>
<th>Privileges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access Authority</td>
<td>Provides general use of CWS/CMS applications and many specialized tools and notebooks</td>
</tr>
<tr>
<td>Interface Authority</td>
<td>Provides access to information systems that interface with CWS/CMS</td>
</tr>
<tr>
<td>Limited Access Authority</td>
<td>Provides access to cases and referrals that are restricted from general viewing including cases marked as sealed or sensitive</td>
</tr>
<tr>
<td>Override Authority</td>
<td>Permits user access to those cases and referrals for which one has not been directly assigned</td>
</tr>
</tbody>
</table>
Access Authority Privileges

The four most common Access Authority Privileges given to probation staff are:

<table>
<thead>
<tr>
<th>Access Authority Privilege</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CWS Case Management System</td>
<td>Allows access to Client Services. This is where referral/cases are created and managed.</td>
</tr>
<tr>
<td>Closed Case/Referral Update</td>
<td>Allows user to update areas in a closed case or referral to which their county had the primary or secondary assignment at the time it was closed.</td>
</tr>
<tr>
<td>Non-CWD</td>
<td>Allows the selection of Non-CWD Foster Care as an intervention reason in the Client Services application so one can manage Probation cases.</td>
</tr>
<tr>
<td>Resource Management</td>
<td>Allows access to Resource Management where the office, assignment units and staff are created.</td>
</tr>
</tbody>
</table>
Access Authority Privileges

- Other Access Authority privileges include:

<table>
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<th>Access Authority Privilege</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adoption</td>
</tr>
<tr>
<td>County License Case Management</td>
</tr>
<tr>
<td>Program Management (PM) Reports</td>
</tr>
<tr>
<td>Resource Management Placement Facility Maintenance</td>
</tr>
<tr>
<td>System Administration</td>
</tr>
</tbody>
</table>
## Override Authority Privilege

<table>
<thead>
<tr>
<th>Override Authority</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Countywide Read</td>
<td>Allows user to have read access to any case or referral in your county, excluding those marked as sealed or sensitive.</td>
</tr>
<tr>
<td>Countywide Read/Write</td>
<td>Same as Countywide Read but allows Write access too.</td>
</tr>
<tr>
<td>Office-wide Read</td>
<td>Allows user to have read access (only via the Find Folder function in Client Services) to any case or referral in your office, excluding those marked as sealed or sensitive.</td>
</tr>
<tr>
<td>Office-wide Read/Write</td>
<td>Same as Office-wide Read but allows Write access too.</td>
</tr>
</tbody>
</table>
Creating a Staff Person in CWS/CMS

Staff Person - Staff Rights Page

Click the "+" to enter the staff person's privileges and level of authority.
Creating a Staff Person in CWS/CMS

Staff Person - Staff Rights Page

- Select a Privilege Category
Creating a Staff Person in CWS/CMS

Staff Person - Staff Rights Page

- Select a Privilege for the Category
Creating a Staff Person in CWS/CMS

Staff Person - Staff Rights Page

- Select a Level of Authority
Creating a Staff Person in CWS/CMS

Staff Person - Staff Rights Page

- The information will now appear in the Staff Rights grid.
CREATE ASSIGNMENT UNIT

Grant Supervisor Staff Authority
Creating an Assignment Unit

• After creating the Office and creating a Staff Person (and assigning authorities and privileges to that staff person) to put in the Office, you are now ready to set up your Assignment Unit.

• Assignment Units are groupings of staff persons performing similar functions and reporting to the same assignment unit supervisor.

• Each Office must have at least one Assignment Unit called the Assignment Desk which is the receiving point for new referrals and cases in the Office.
Creating an Assignment Unit

Click on the Open Existing Assignment Unit notebook.

Select the CWS Office that was created.

An Assignment Desk is automatically created for each office.

Click the OK button.
Creating an Assignment Unit

Complete known fields on the ID page of the Assignment Unit notebook.
Creating an Assignment Unit

Assignment Unit - Staff Authority Page

Click the Staff Authority page tab.

Staff Authority defines a staff person's role in the management of caseloads within an assignment unit.

By default, the first person created will be the Unit Supervisor.
Staff Authority
Unit Supervisor

- A unit supervisor with CWS Case Management Privilege has authority within their assignment unit to:
  - View or update any case or referral
  - Approve requests submitted by staff persons
  - Assign a case or referral to a staff person

- A unit supervisor with Resource Management privilege has authority to:
  - Add, update, or remove a caseload within the assignment unit
  - Add or remove functional specialties
  - Add, modify, or remove staff persons
  - Transfer a caseload between staff persons within their assignment unit
Staff Authority

Both Approval and Assignment/Transfer Authority

When selected, indicates this staff person can approve requests and make or transfer case and referral assignments to other caseloads.
Staff Authority
Approval Authority

When selected, indicates this staff person can approve requests submitted by other staff persons in the assignment unit.
Staff Authority
Assignment/Transfer Authority

When selected, indicates this staff person can make or transfer case and referral assignments to other caseloads.
Staff Authority
Unitwide Read/Write

When selected, indicates this staff person can view, modify, and add to all cases and referrals assigned to this assignment unit, excluding those which are marked as Sealed or Sensitive.
Staff Authority

Unitwide Read

When selected, indicates this staff person has read-only privilege to access all cases and referrals assigned to this assignment unit, excluding those which are marked as Sealed or Sensitive.
Staff Authority

None

When selected, indicates this staff person is connected to the assignment unit, but can not approve requests, transfer cases, or make an assignment to another caseload.
CREATE A CASELOAD
Caseload In CWS/CMS

• Thus far, you have:
  – Created an Office,
  – Created a Staff Person (and assigned them a level of authority and privileges), and
  – Created an Assignment Unit.

• Now, a caseload must be created before the office can be saved.
Creating a Caseload

• Click on the *Caseload* page in the *Assignment* notebook.
Creating a Caseload

• By default, the In-Box caseload has already been created and assigned to the supervisor.

• New caseloads are automatically assigned to the supervisor of the unit. The supervisor will then reassign the caseload to the user.
Creating Caseloads

• Supervisors and Office Administrators can create and assign caseloads
• They must have Resource Management privilege
Creating a Caseload in CWS/CMS

• Click on **Resource Management** (book icon)

• Click on the **County Organization** section (green button)
Creating A Caseload in CWS/CMS

Click on the "Open Existing CWS/CMS Office" icon.

The "Open" dialog box will appear listing the CWS Offices in your county.

Select the office that you want the staff person to be in and click "OK".
Creating a Caseload in CWS/CMS

Select the Assignment Unit for the caseload.
Creating a Caseload in CWS/CMS

- Select the Caseload page
Creating a Caseload in CWS/CMS

Select the Caseload page

Click the "+" in the Caseload grid to create a new caseload. Complete the fields. By default, all new caseloads are assigned to the supervisor of the assignment unit.
ASSIGN CASELOAD TO A STAFF PERSON
Assigning a Caseload

• To reassign a caseload:

Go to the menu bar and select Action.

Select Reassign Caseload.
Assigning a Caseload

1. For the caseload that will be reassigned (From Staff Person):
   - Select the Office
   - Select the Staff Person
   - Select the Caseload

2. For where the caseload is being reassigned (To Staff Person):
   - Select the Office
   - Select the Staff Person

3. Click the Add button
   Click the OK button
Assigning a Caseload

Click the Open Existing Staff Person notebook

Click the Caseload page tab

The caseload will appear in the grid
Office Setup Summary

Create New Office

Create Staff Person
Assign Authorities & Privileges

Create Assignment Unit
Grant Supervisor Staff Authority

Create Caseload

Assign Caseload to Staff Person