



MONTHLY PROBATION FORUM CONFERENCE CALL

June 28, 2012



CHILD WELFARE SERVICES
CASE MANAGEMENT
SYSTEM



Issues Update

3775 North Freeway Blvd (Conf. Room #3)
Sacramento, CA 95834

Facilitator	Jerry Cox, CWS/CMS Office	Scribe	Mindy Yamasaki
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ATTENDEES

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

Issues Update

1. Issues Log

Issue #1 - Many probation department staff create the TILP and the 90 day transition plan totally outside the CWS/CMS. These remain paper documents and some are recorded in other case management systems. Is this procedure in conflict with CDSS policy? The CWS/CMS Office infers that some counties are not putting the TILP and the 90 day transition plan into the system.

Status: No new information - pending discussion by CDSS Program and CDSS Policy.

Issue #11 - There have been reports of slowness in CWS/CMS performance once probation department users have successfully connected to the CWS/CMS application via the server based computing service (SBCS).



Status: OSI is working on improving the situation. It is important that counties call in Help Desk tickets ((800) 428-8268) to assist the State in identifying the cause of the slowness. In the meantime, the State is working on the known issues by:

- Upgrading the Sever Based Computing (SBC Tokens) environment
 - Moving to a one user – one token assignment
 - Upgrading the Citrix platform
- Encouraging counties to work with their own IT staff to make sure that their routing connection is thru the State network. If counties have any questions about this, they should contact their System Support Consultants (http://www.hwcws.cahwnet.gov/countyinfo/county_contacts/SSC_list.asp)

Issue #13 - If a ward is eligible for AB 12 services and wishes to opt-out of AB 12 services, do we need to fill out a form/paper work. Specifically, does the JV680 need to be completed?

Status: Per CDSS, the JV 680 is not required if the minor is opting out, but the probation officer should document this in the case. Counties should check with their own department to see if local business practices require the JV680.

[RETIRED]

Issue #14 – What is the SBC timeout period?

Status: The SBC timeout period is 5 hours.

[RETIRED]

2. Emergency Preparedness (EP) Report

The EP from CWS/CMS was created to assist counties in developing local disaster readiness planning for child welfare and probation clients. The report is available on the “V drive”. If your Probation office is connecting to CWS/CMS thru SBC tokens, you will not have access to the “V drive”. Therefore, these Probation users will have to coordinate with their CWS partners to obtain a copy of the report. Individual county business practices and relationships will determine how the report can be obtained.

3. Information from RCFFP Training

Helpful Links

- CWS/CMS Probation webpage - <http://www.hwcws.cahwnet.gov/projects/probation/default.asp>
- Some of the most helpful links are located behind the secure “County Logon Area”. In order to access these pages, you will need to obtain a logon and password. The link to the sign in page to the County Logon Area is http://www.hwcws.cahwnet.gov/countyinfo_private/Login.asp

Depending on how your county is setup, access to the County Logon area can be obtained from your supervisor, county training coordinator, or Single Point of Contact (SPOC). If you do not know who to contact, please call your CWS/CMS System Support Consultant (SSC). To find out who your SSC is, go to: http://www.hwcws.cahwnet.gov/countyinfo/county_contacts/SSC_list.asp

- Once behind the County Logon Area, checkout the information from the latest CWS/CMS code release at: http://www.hwcws.cahwnet.gov/countyinfo_private/release_presentation/default.asp
This information includes:



- Release 6.6 Quick Guide
- Release 6.6 Clarification of Code Values for Extended Foster Care (EFC)

Discussion of county business practices for:

- Documenting an extended foster care case where the youth has opted back in
- Handling a cases where the youth has moved from one county to another
- Conversion cases

Reminder – RCFFP provides CWS/CMS training to Probation. Please work with them to identify your training needs.

Next Meeting Date:	July 26, 2012 1:00 – 2:30 pm (877) 214-6371 Participant Code: 933687
	Meeting will also be available through Adobe Connect. Information to follow.