CWS/CMS For Supervisors/Managers

CWS/CMS

Rev: 01/2018 (8.1)

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CWS/CMS Training Module Conventions

Module Purpose and Organization

This student guide is business process oriented. So, certain sections, notebooks, and pages may be skipped in a specific module and presented later when they are relevant to a process.

This module introduces you to the CWS/CMS tools required to perform the functions of a Supervisor/Manager.

This module contains the following:

- Skill building exercises to be used in conjunction with the Scenario Manager application
  - **M15_S01 Supervisor Manager – (Part 1) Create a Staff Person.arc**
  - **M15_S02 Supervisor Manager – (Part 2) Approvals.arc**
  - **M15_S03 Supervisor Manager – (Part 3) Approvals.arc**
  - **M15_S04 Supervisor Manager – (Part 4) DOJ Grievance.arc**
  - **M15_S05 Supervisor Manager – (Part 5) Secondary Assignment.arc**
  - **M15_S06 Supervisor Manager – (Part 6) Suspended Case.arc**
  - **M15_S07 Supervisor Manager – (Part 7) Safety Alert.arc**
- A list of objectives for the module
- A summary of the module.

Disclaimer: The dates presented in this student guide and in the accompanying screen shots may need to be adjusted at the user's discretion to avoid conflicting with dates in scenario manager.

Skill Building Exercise: Supervisor/Manager

SKILL BUILDING EXERCISE

Scenario Manager File: M15_S01 Create a Staff Person (Part 1)

User ID = DEKKEGB
Password = $Bud1bud

The Resource Management Application

You are the supervisor of the Emergency Response (ER) Unit of the Sacramento Children's Protective Services (CPS) Office. There are three social worker staff and one Public Health Nurse in your unit. Today, Melissa P has been assigned to your unit as a social worker. You, as the supervisor will create a new staff person notebook in the Resource Management application, allowing Melissa P access to the CWS/CMS application.

Melissa P's start date is 12/01/2008. Her telephone number will be (916) 000-8832. Melissa P speaks English and Spanish. Her specialties include experience in After Hours Emergency Response, Dependency Investigation, Emergency Response, and Family Maintenance/Court.

Melissa P will also be assigned a caseload. We will reassign a caseload from you, the supervisor, to Melissa P.

Caseload Application/Client Services Application

On 12/05/2008, Melissa P was assigned the Cecilia C referral. She is requesting approval of an immediate response to the referral. We will walk through the steps of approving a determine response.

After a thorough investigation of the Cecilia C referral, Melissa P is asking for approval to close the Cecilia C referral. We will walk through steps of Client Disposition for both children in this referral.

Supervisor/Manager

Introduction

This module will walk you through performing office administrative tasks that are typically done by supervisors or managers.

Objectives

After completing this module, you will be able to do the following with little or no assistance:

- Create a new Staff Person
- Assign a Caseload
- Record DOJ Grievance Information
- Make Secondary Assignment
- Review Approval Requests
- Suspend Case
- Record Safety Alert

Starting the Resource Management Application

The first step toward entering staff information is to start the CWS/CMS Control Panel. To start the CWS/CMS Control Panel and the Resource Management application, follow these steps:

1. From the Windows desktop, double click the CWS/CMS icon

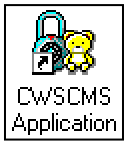


Figure - SM_001

2. In the CWS/CMS Control Panel logon window, (A) verify your User ID, (B) type your password, and (C) click the OK button.

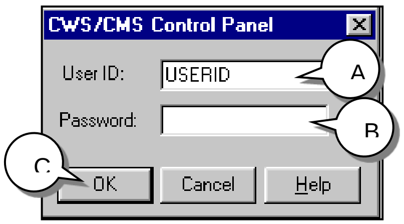


Figure - SM_002

3. From the CWS/CMS Control Panel, (D) click the Resource Management application icon.

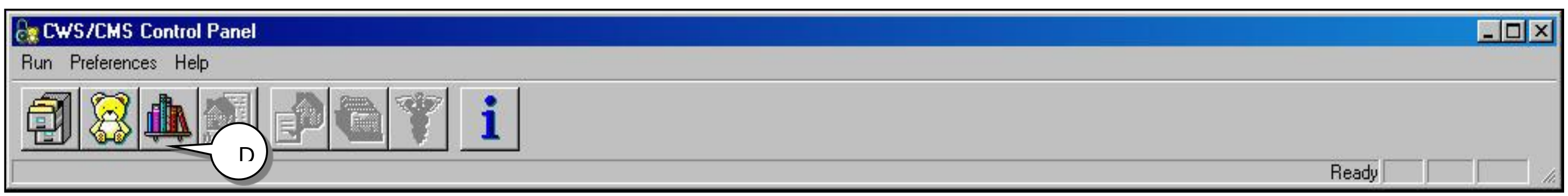


Figure - SM_003

Opening an Existing CWS Office

1. (A) Click on the County Organization Section (green button). (B) Click on the Open Existing Office notebook to open the existing CWS office.

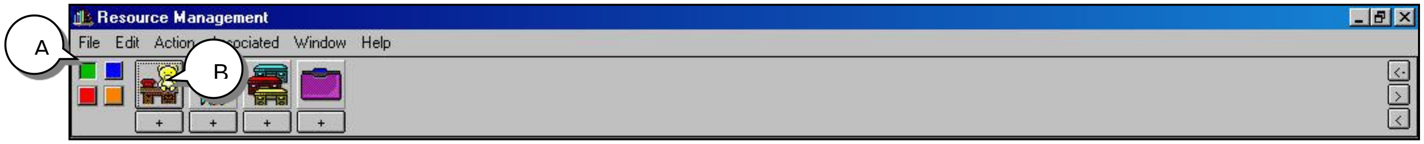
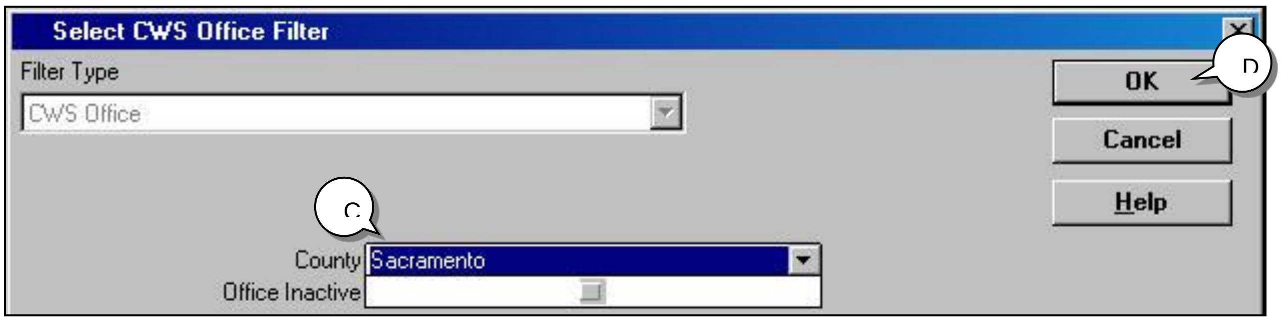


Figure - SM_004

2. (C) Select your county and (D) click OK.



This screen shot will only appear in Production.

Figure - SM_005

Opening an Existing CWS Office (continued)

3. (A) Highlight the Existing Office in the Open this CWS Office grid, and (B) click OK.

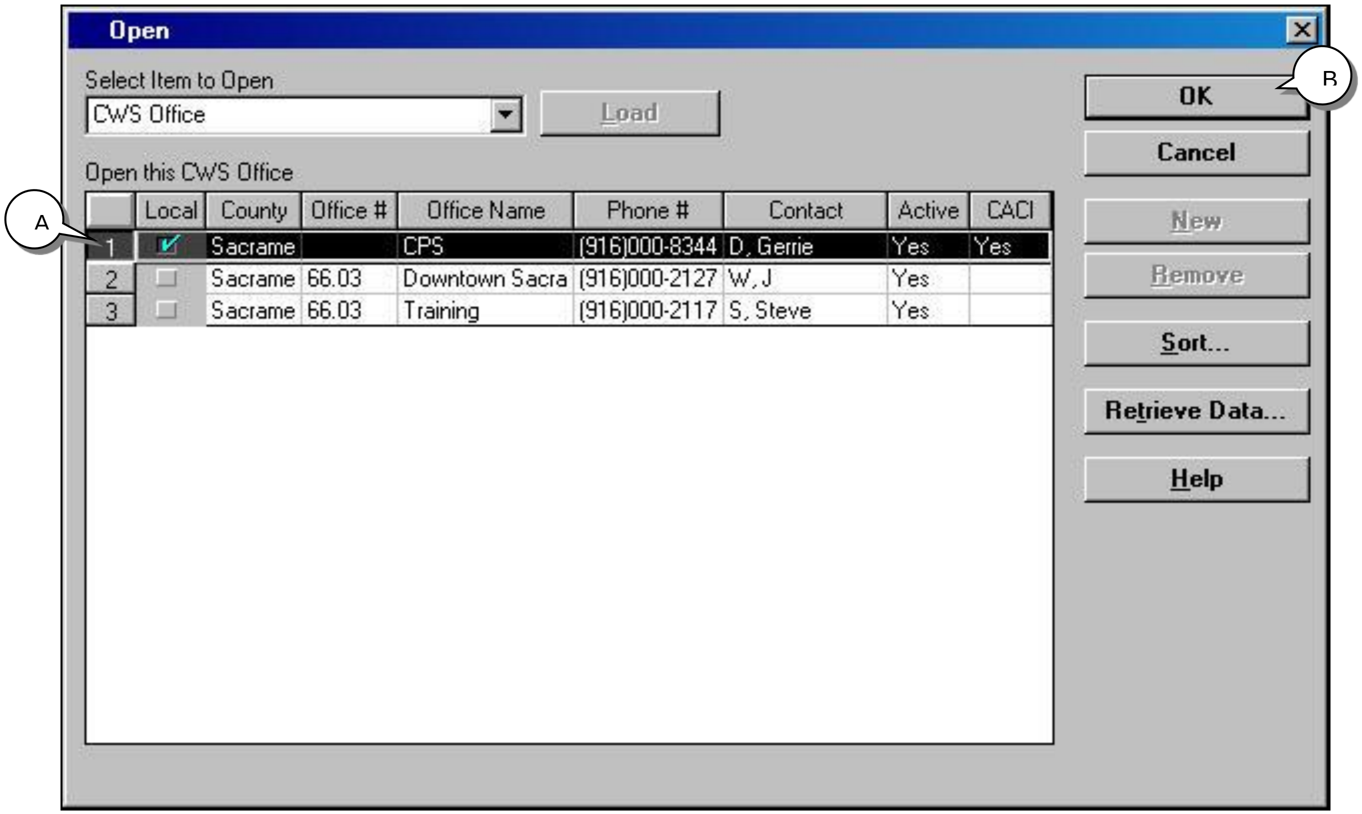


Figure - SM_006

Create a Staff Person

1. Once the Office notebook appears, (A) click the "+" Create New Staff Person. In the For this CWS Office grid, make sure the office is highlighted and (B) click OK.

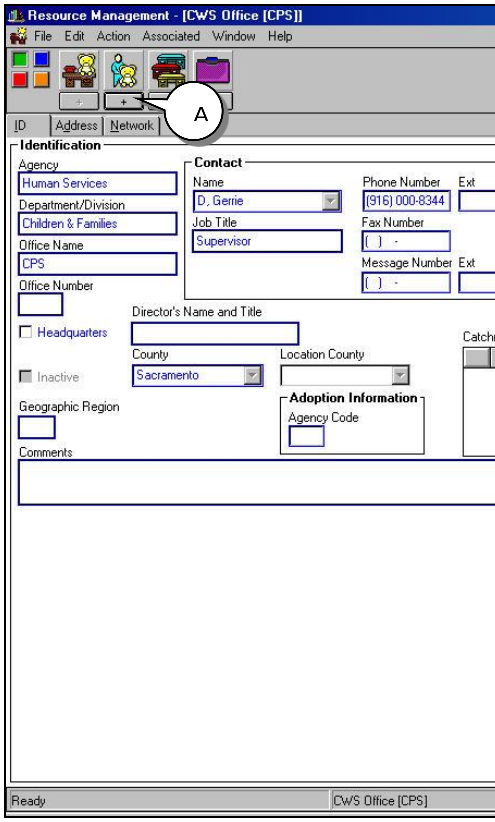


Figure - SM_007

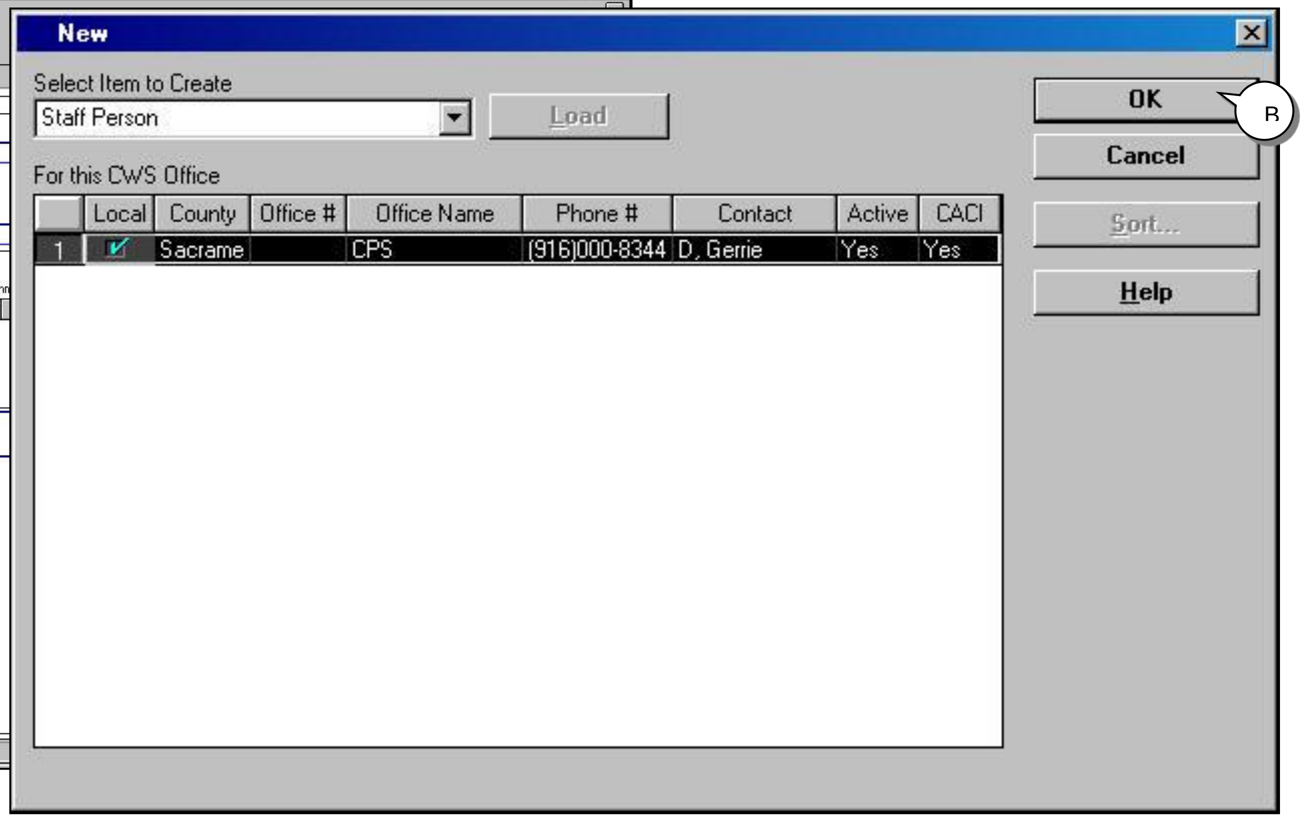


Figure - SM_008

Create a Staff Person (continued)

ID Page

1. Complete all mandatory (yellow) and known fields on the ID page of the Staff Person notebook.

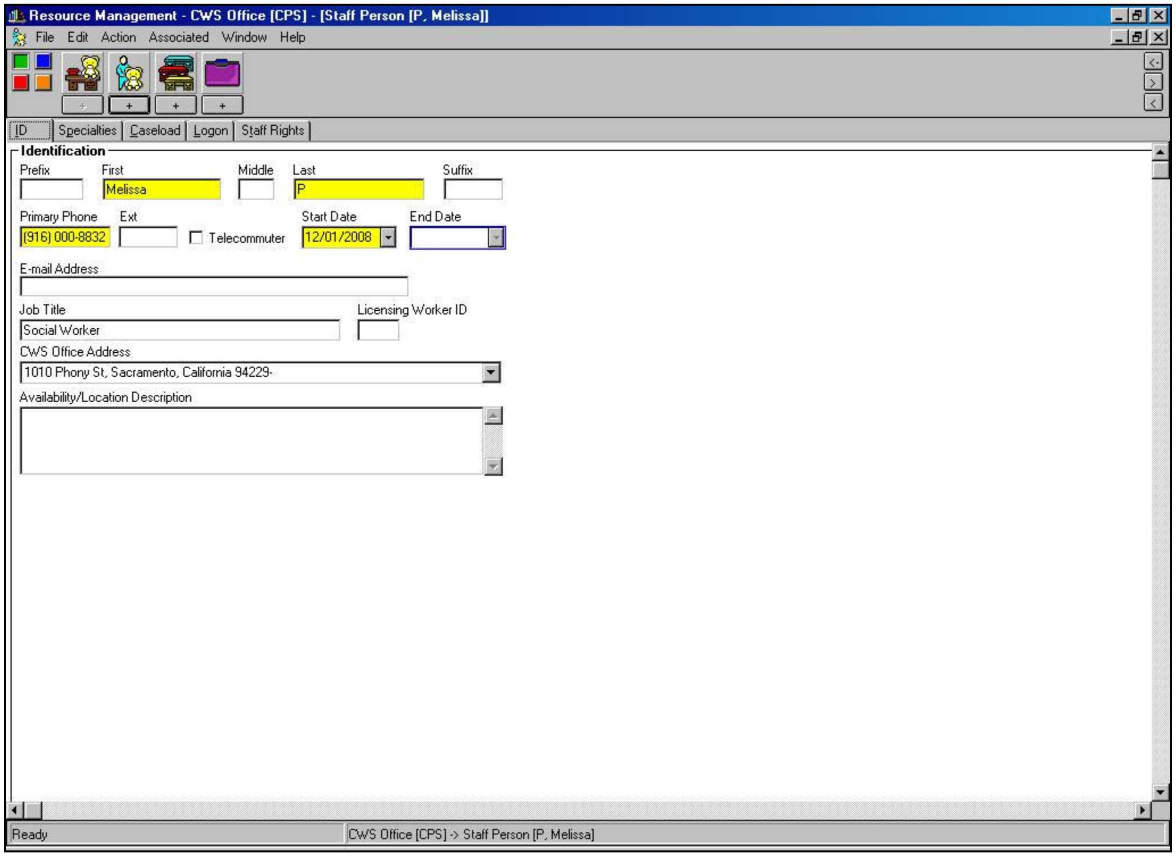


Figure - SM_009

Create a Staff Person (continued)

Specialties Page

1. (A) Click on the Specialties page tab. (B) Click the "+" in the Language grid. (C) Select the language(s) the staff person speaks, and (D) click OK. (E) Click the "+" in the Functional Specialty grid. (F) Select the staff person's Functional Specialties and (G) click OK.

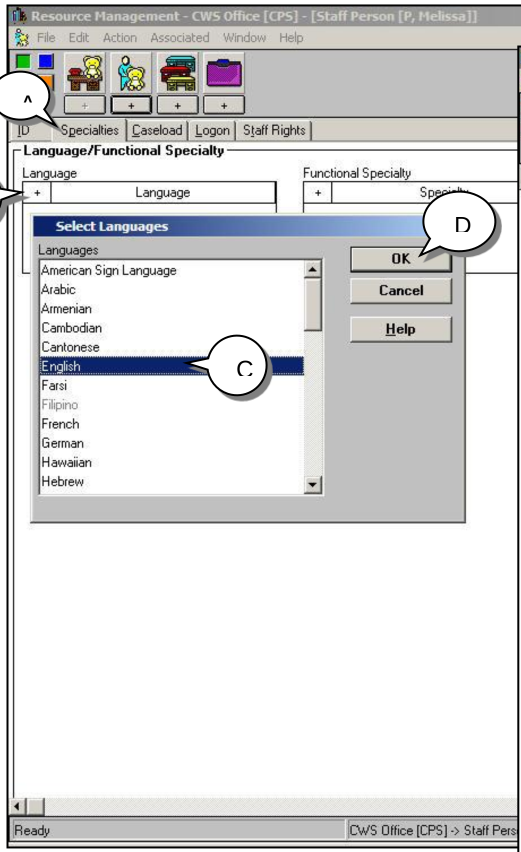


Figure - SM_010

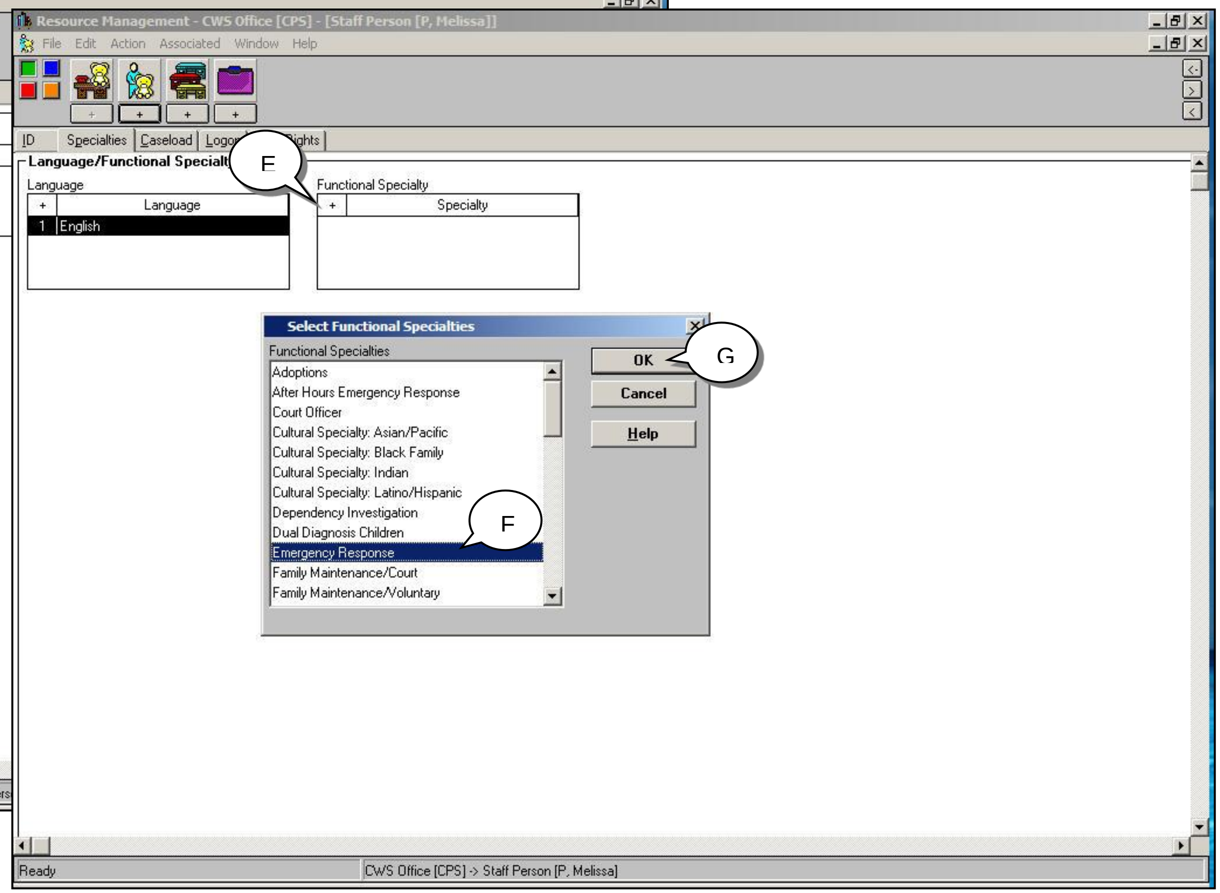


Figure - SM_ 011

NOTE: The Caseload page tab will automatically populate from the assignment.

Create a Staff Person (continued)

Logon Page

1. (A) Click the Logon page tab. (B) Click the "+" in the Logon Information grid. (C) Select the Domain. (D) Enter the Password and (E) click OK. When the Logon Configuration dialog box appears, (F) click OK.

User Ids:
The CWS/CMS application will create a Staff Person Logon and record the Domain and Password.

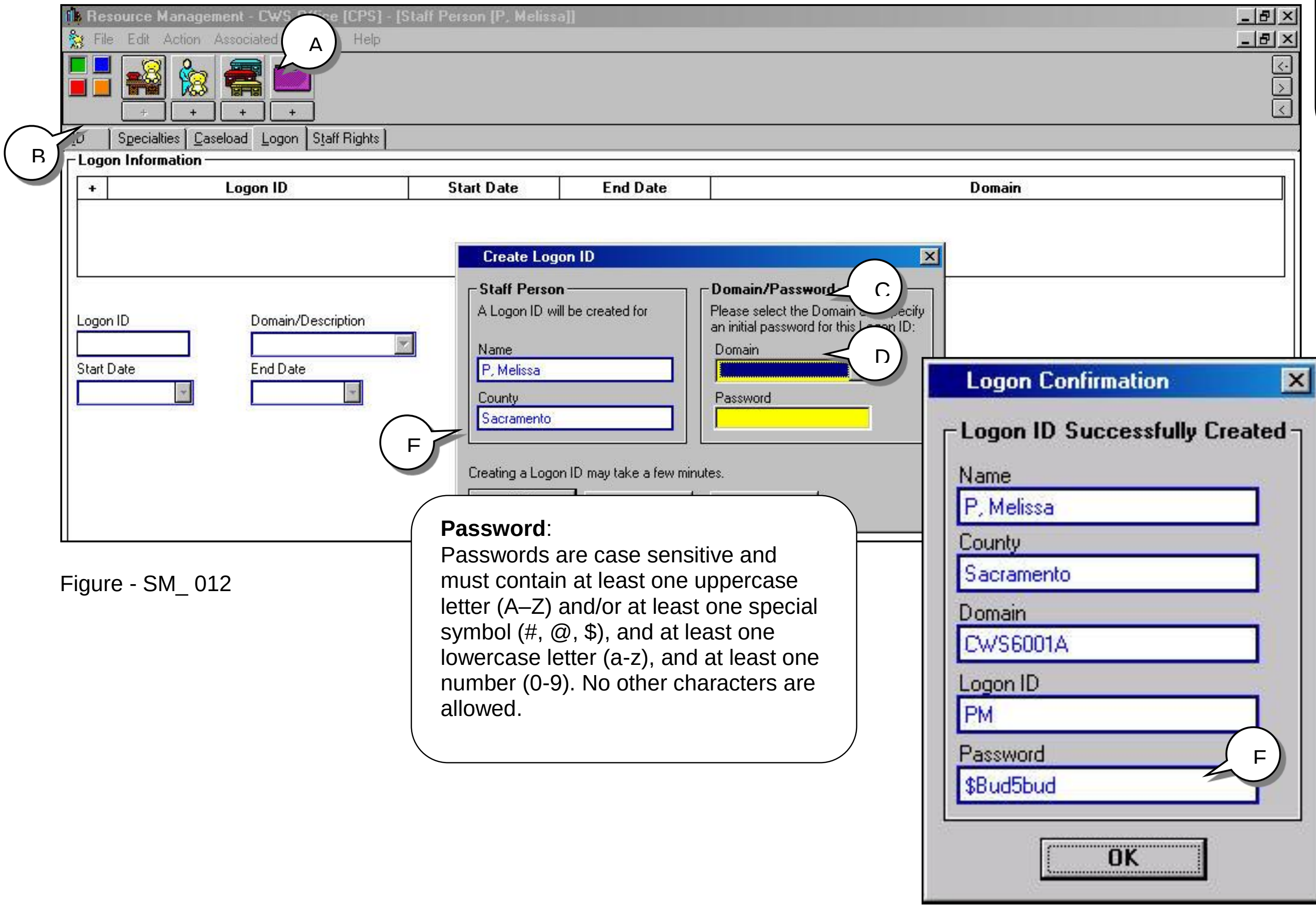


Figure - SM_ 012

Password:
Passwords are case sensitive and must contain at least one uppercase letter (A–Z) and/or at least one special symbol (#, @, $), and at least one lowercase letter (a-z), and at least one number (0-9). No other characters are allowed.

Create a Staff Person (continued)

Staff Rights Page

Authorities and Privileges are assigned to every new staff person on the Staff Rights page of the Staff Person notebook in the Resource Management application. The Authorities and Privileges given to a user, along with the types of referral and case assignments, determine exactly what applications, folders, and notebooks that staff person can access, and what functions within each can be performed.

1. (A) Click the Staff Rights page tab. (B) Click the "+" in the Staff Rights grid to e ileges and authorities. Click the "+" for each privilege and authority needed. (C) Select the ategory, (E) and Privilege.

Privilege:
You can only add privileges to staff that have a lower level of authority than yours.

Refer to Resource Management Module for detailed Category, Privilege, and Level of Authority information.

This is the privilege that Probation workers are assigned.

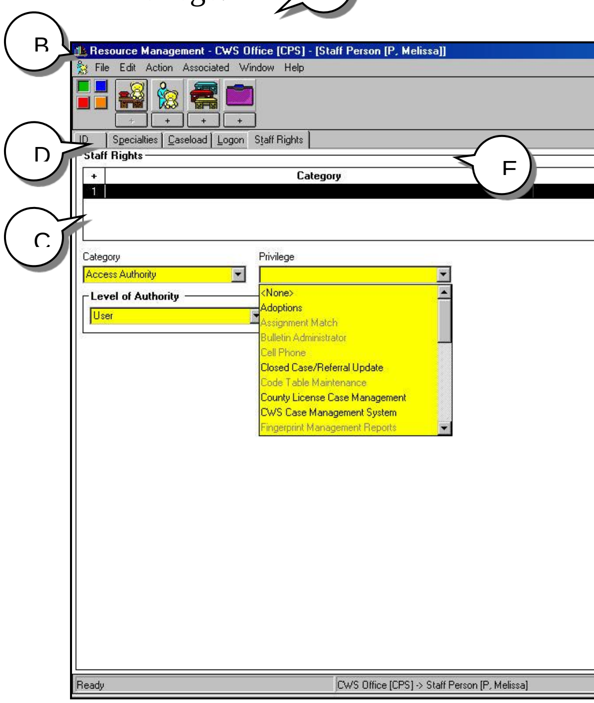


Figure - SM_014

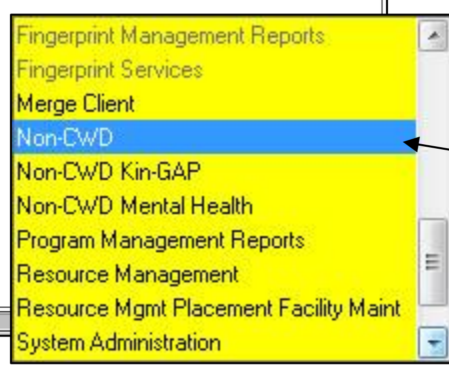


Figure – SM_015

NOTE: When a staff person is transferred to another office the logon ID transfers with the worker. Within the Transfer Staff dialog box a new domain must be selected to which the login ID will transfer.

Create an Assignment

Staff Authorities are different from Authorities and Privileges as we just completed in the Staff Person Notebook. Staff authorities define a staff person’s role in the management of caseloads within a unit (e.g., Approval and Assignment/Transfer Authority). They are assigned on the Staff Authority page of the Assignment Unit notebook.

1. (A) Click on the Open Assignment Unit notebook. Once the Assignment Unit Open box appears, (B) highlight CPS office and (C) click OK.

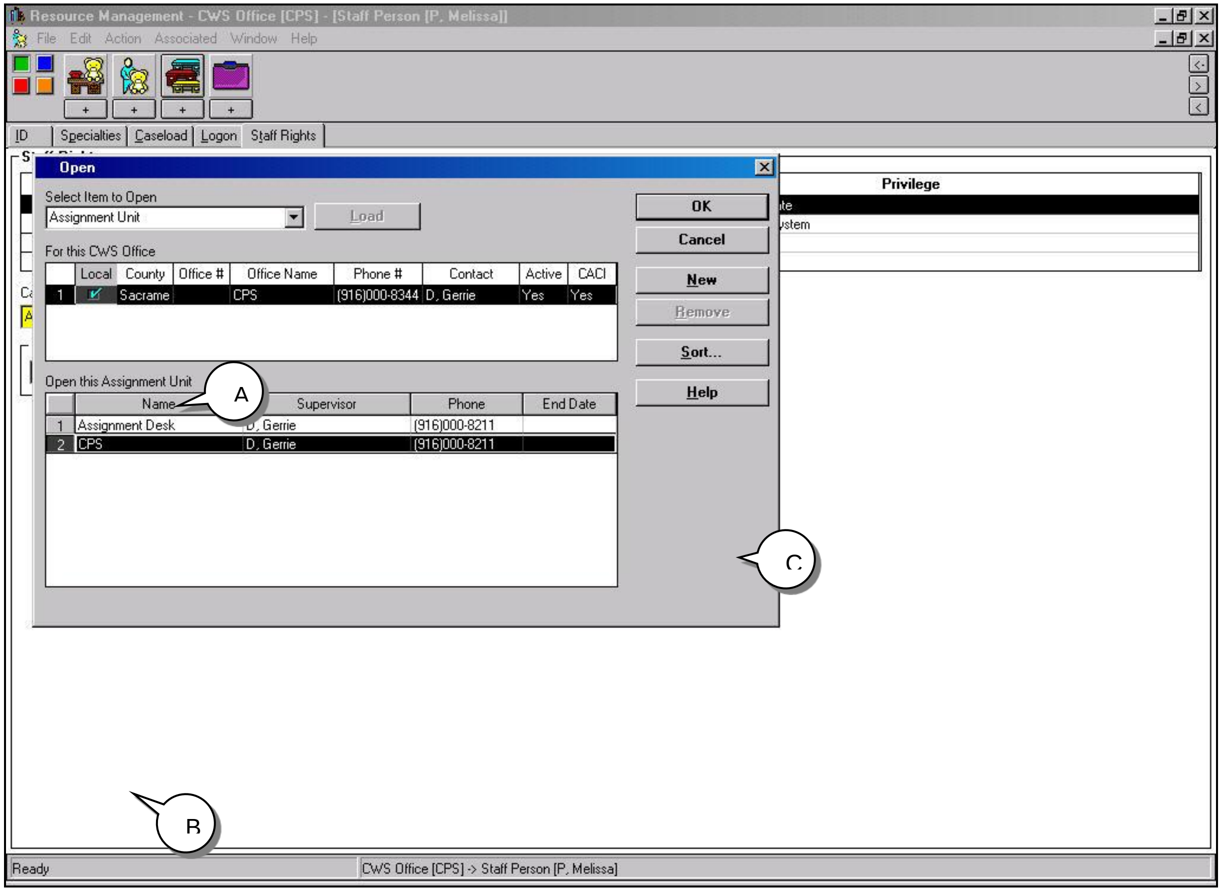


Figure - SM_016

Create an Assignment (continued)

2. (A) Click on the Staff Authority page.

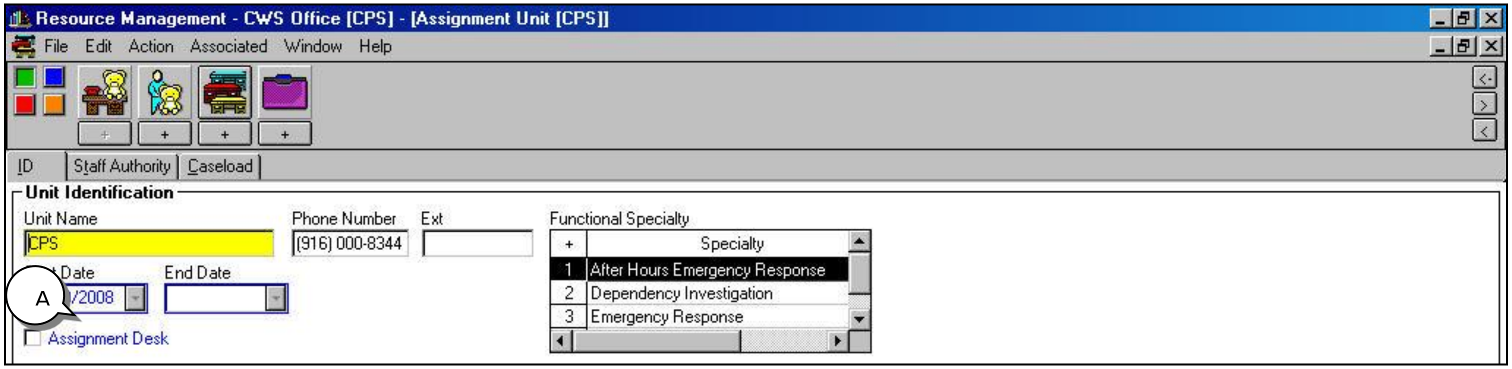


Figure - SM_017

3. (B) Click the "+" in the Staff Authority grid. (C) Scroll through the Staff Person drop-down menu and choose the staff person.

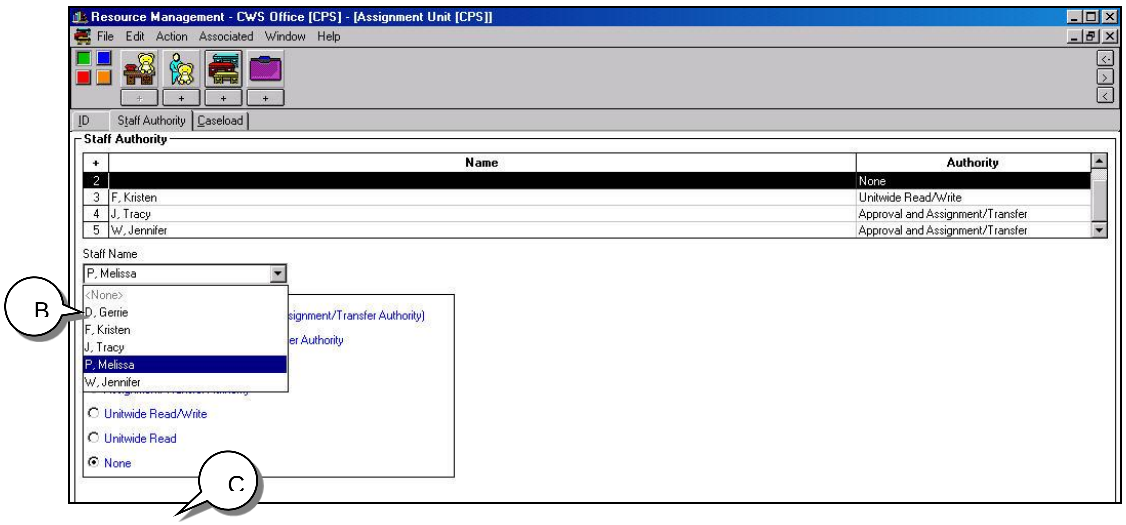


Figure - SM_018

Create an Assignment (continued)

(D) Choose the authority level for the new staff person.

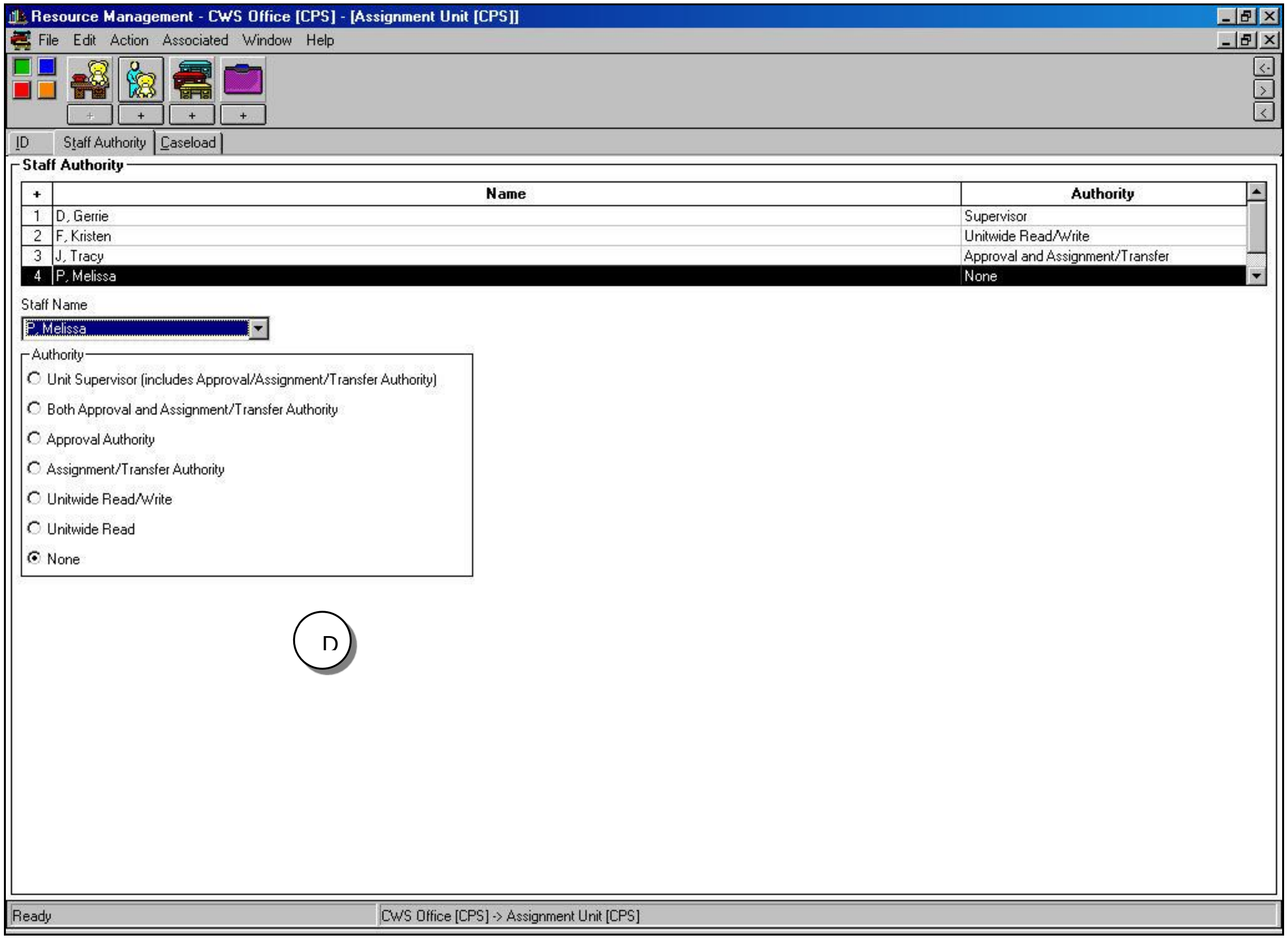


Figure - SM_019

Create an Assignment (continued)

4. (E) Click the Caseload page tab. (F) Click the "+" in the Caseload grid. (G) Enter the Number/Name of the caseload and (H) the Start Date.

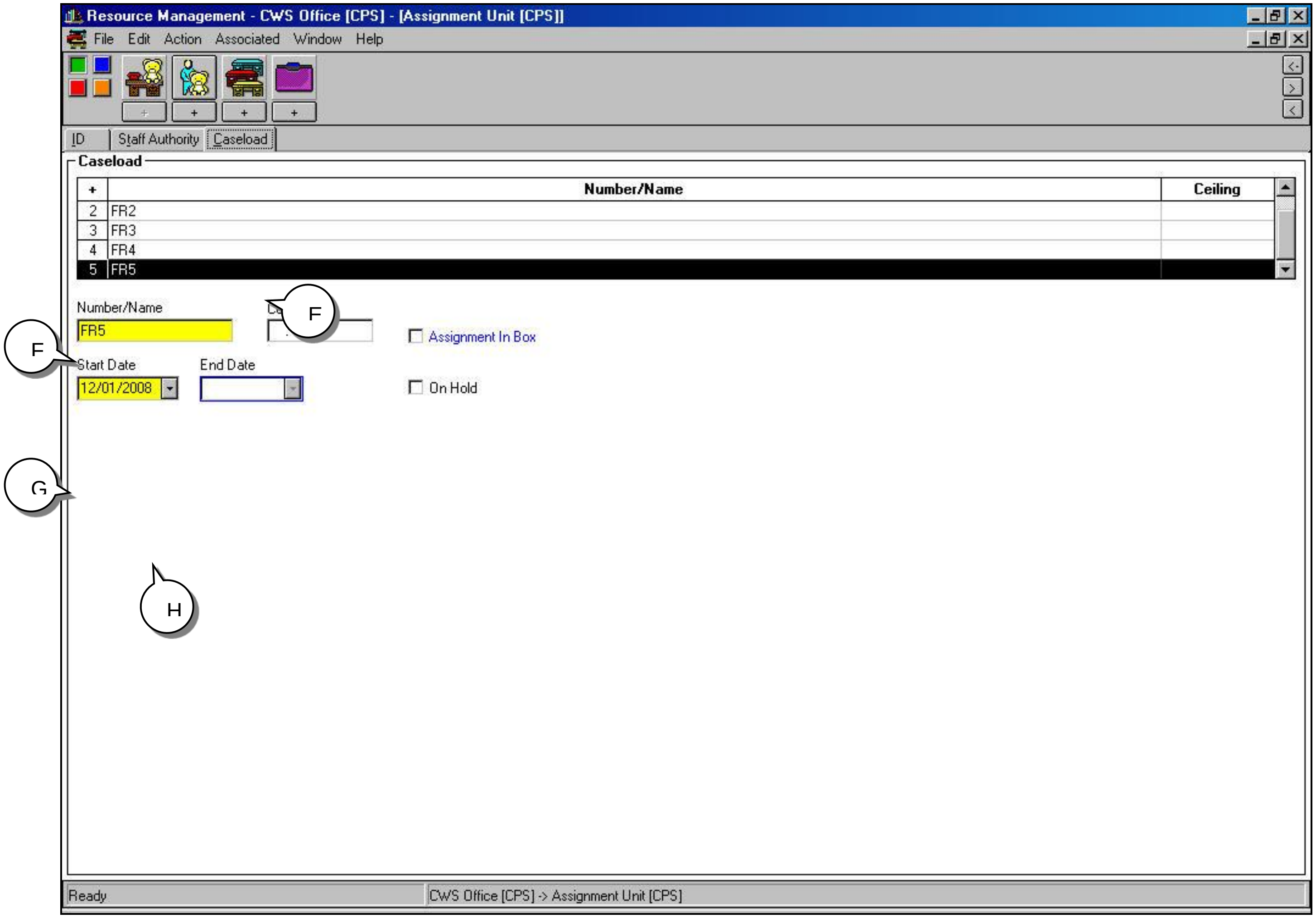


Figure - SM_020

Reassign a Caseload

Reassign a caseload from the Assignment Unit supervisor to the new staff person.

1. From the Action drop-down menu (A) select Reassign Caseload.

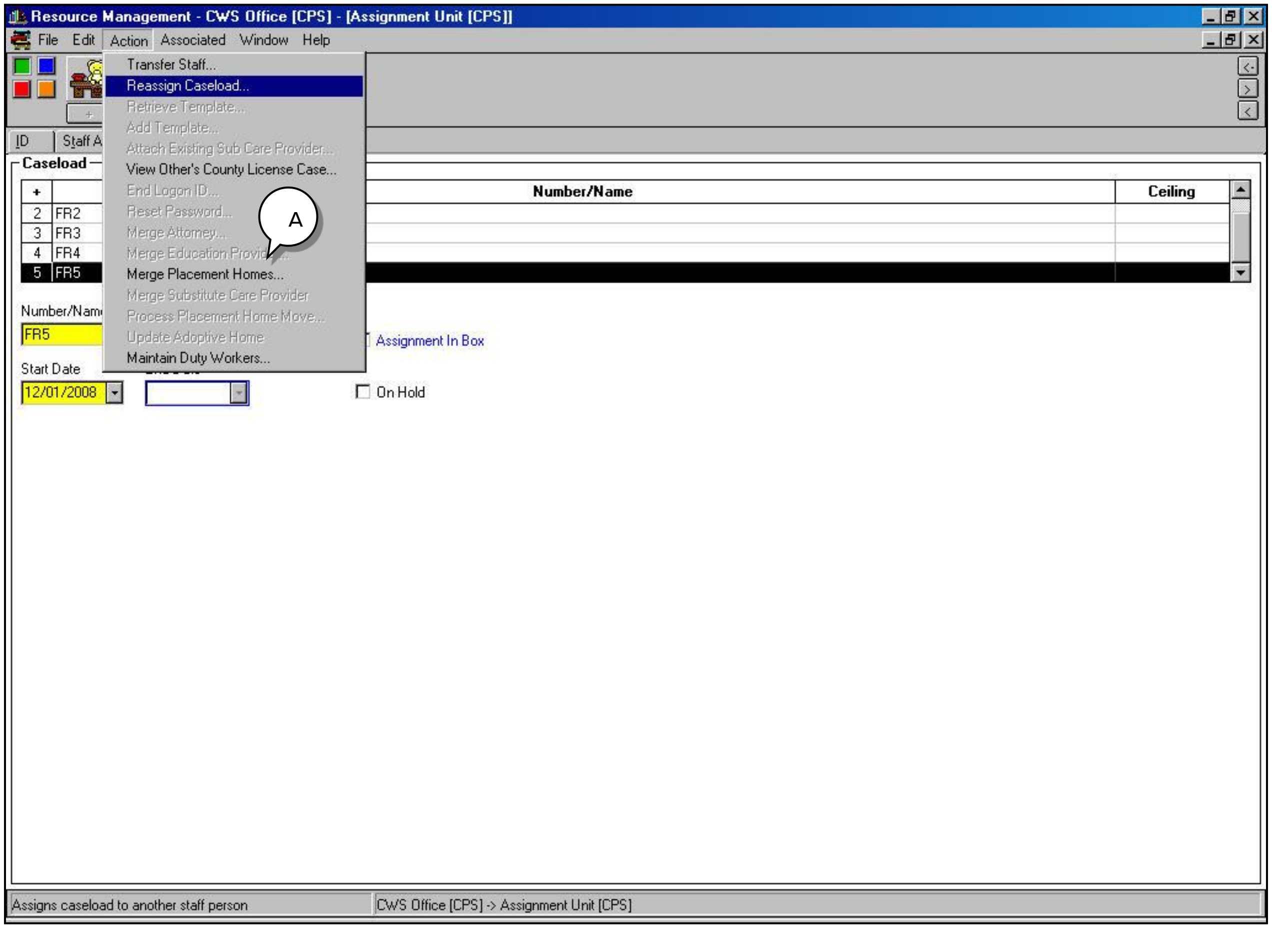


Figure - SM_021

Reassign a Caseload (continued)

2. Complete the Reassign Caseload dialog box to indicate whom the caseload is being assigned from (you the supervisor).

3. In the From Staff Person drop-down menu (A) choose the office. (B) In the Staff Person drop-down menu choose the supervisor. (C) Select the caseload that is being reassigned.

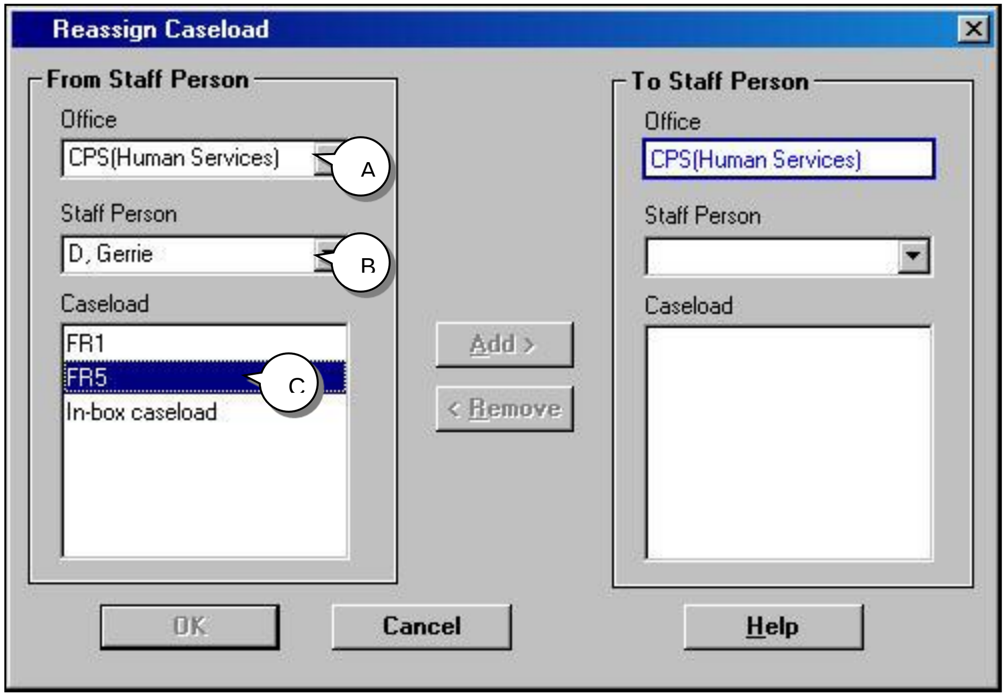


Figure - SM_022

Reassign a Caseload (continued)

4. In the Staff Person drop-down menu, (D) choose the staff person. (E) Click the Add button. Once the Caseload transfers over (F) Click OK.

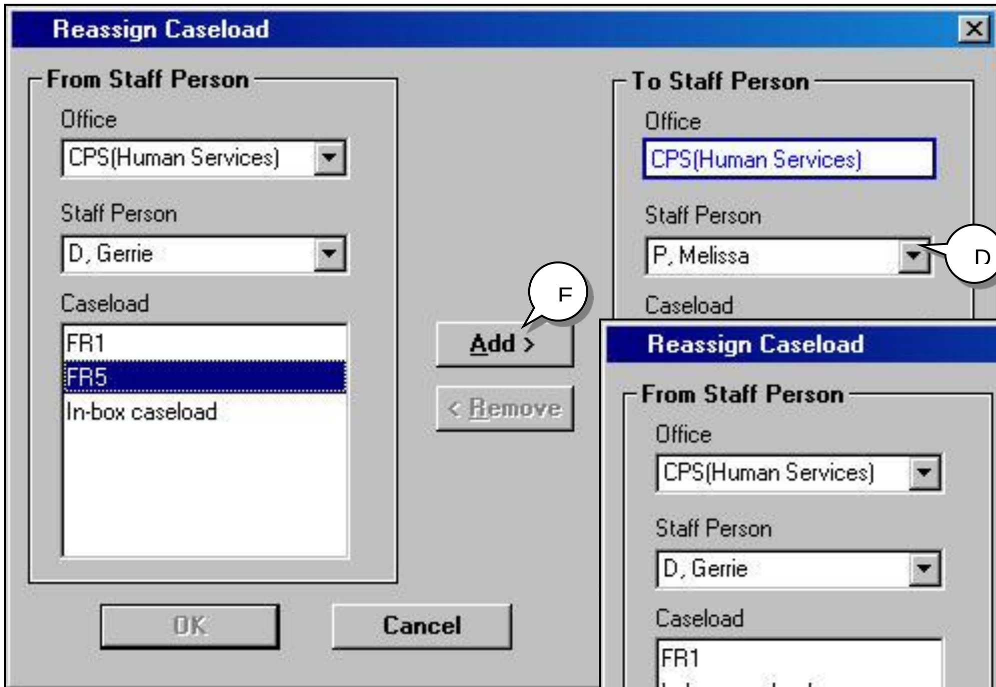


Figure - SM_023

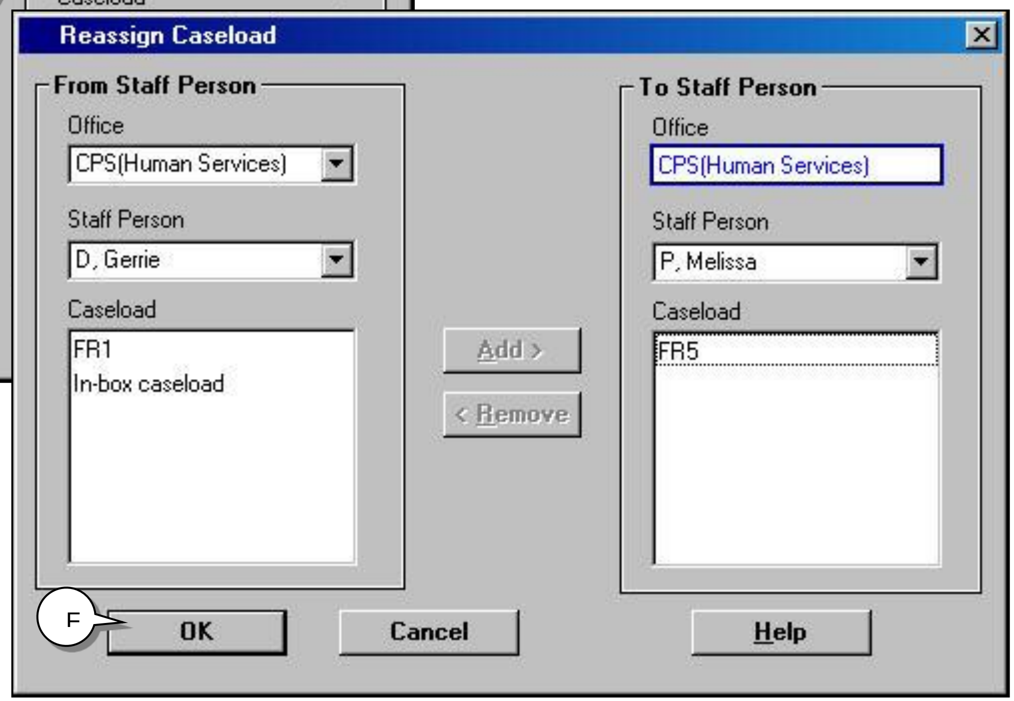


Figure – SM_024

Reassign a Caseload (continued)

5. From the File drop-down menu, select (G) **Save to Database** and (H) click **Continue Working.**

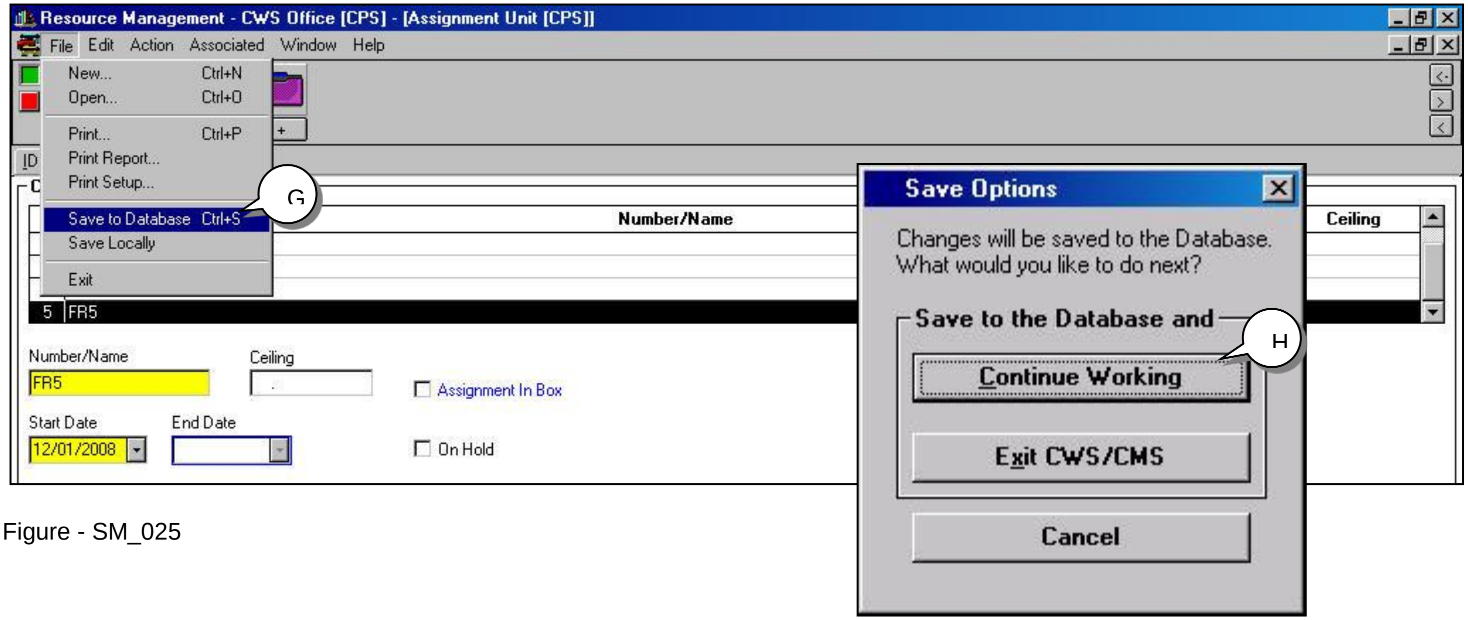


Figure - SM_025

Figure - SM_026

6. Close the Resource Management Application by (I) clicking on the X.

Figure _ SM_027

Caseload Application

Supervisors use the Caseload application to view the entire assignment unit's collection of caseloads. From the Caseload application, a supervisor has one central location to view all pending approval requests. A supervisor can also assign cases and referrals to a staff person or reassign them as circumstances require.

1. From the Control Panel (A) Open the Caseload Application

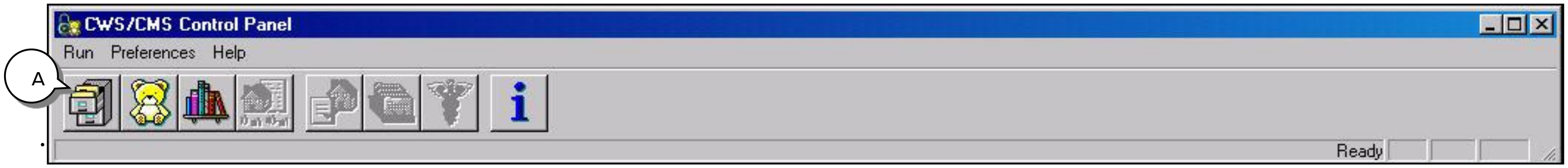


Figure – SM_028

The Bulletins Notebook

2. (A) The Bulletins notebook displayed statewide messages that were created by users with the Bulletin Administrator privilege. Bulletins in the Caseload application are no longer updated.

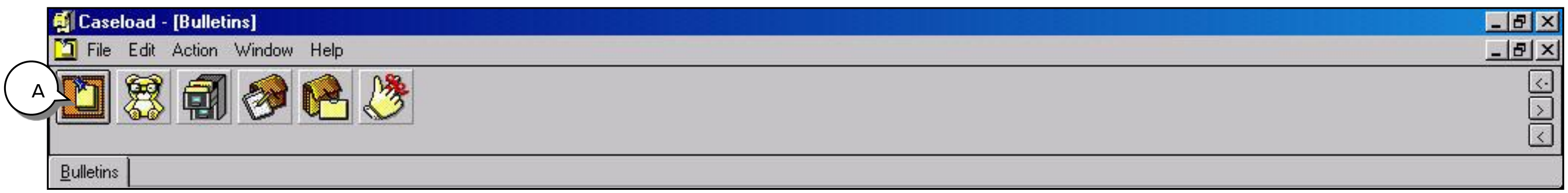


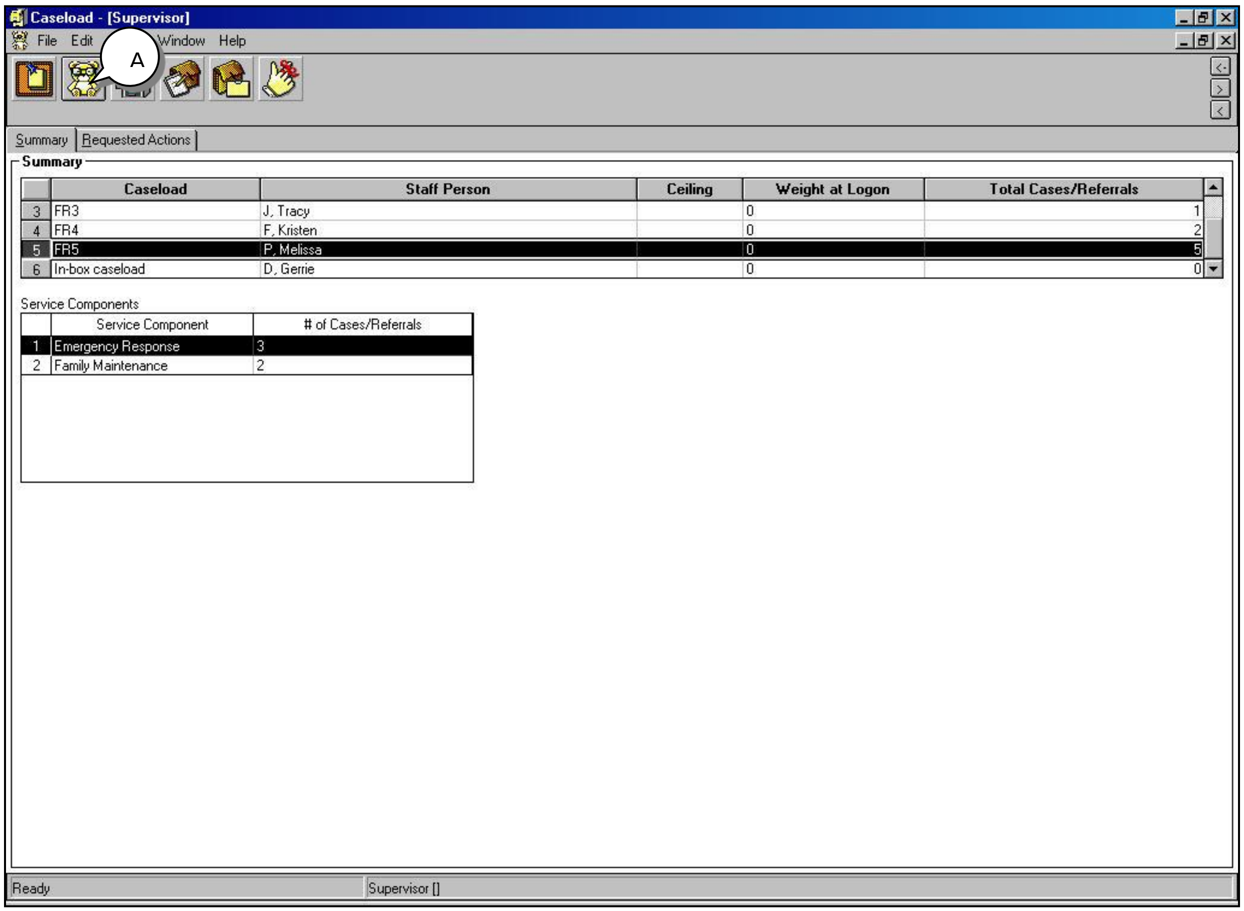
Figure – SM_029

Caseload Application (continued)

The Supervisor Notebook

Supervisors use the Supervisor notebook to view caseload assignments and approval requests. CWS/CMS creates and maintains a Supervisor notebook for each unit supervisor. You must have staff authority as set up in the Resource Management application to open the Supervisor notebook.

1. To open the Supervisor notebook, (A) click the Open Existing Supervisor notebook icon.



Supervisor notebook:
The entire Supervisor notebook is read-only.

Non-CWD Cases:
Rows for Non-CWD cases will display pink.

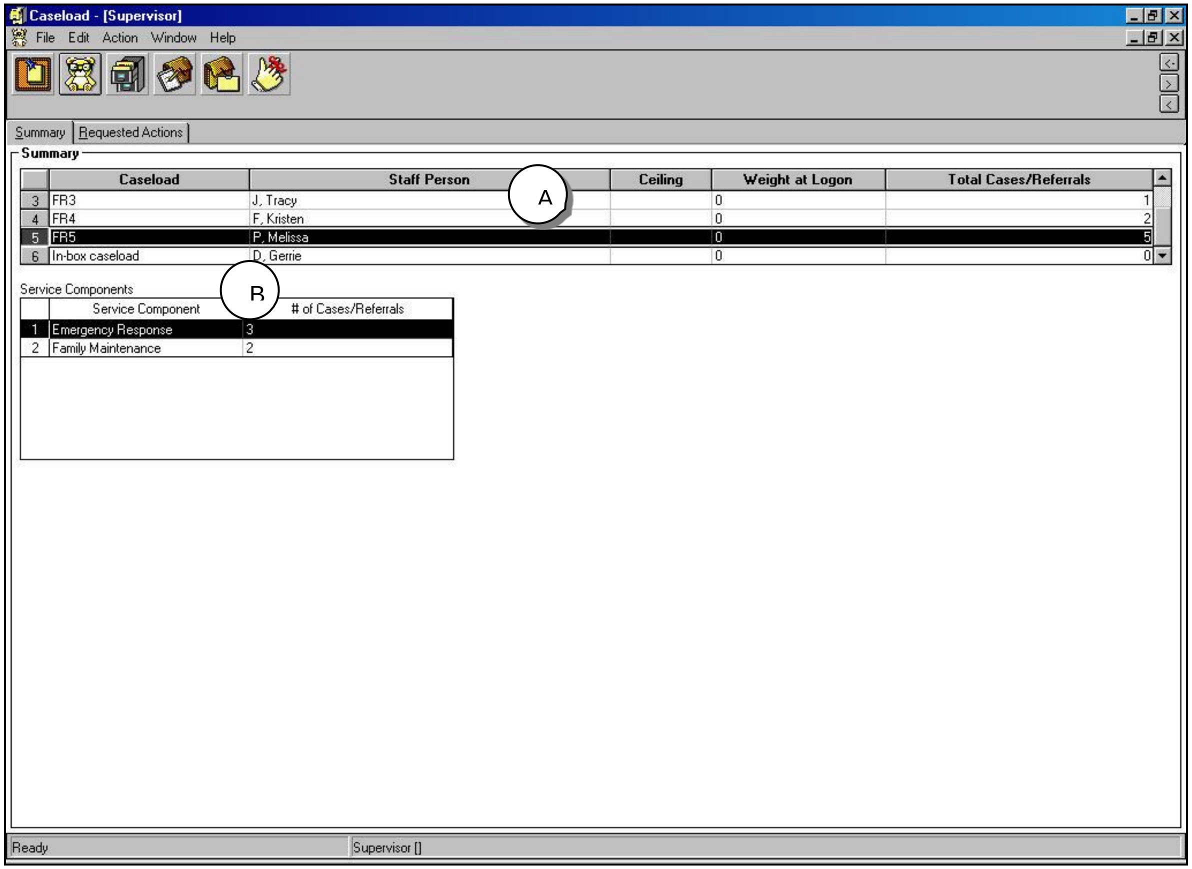
Figure – SM_030

Figure – CL_011

Caseload Application (continued)

The Supervisor Notebook - Summary Page

1. Supervisors use this page to view the distribution of cases and referrals among caseloads over which they have staff authority. The Summary grid (A) lists each caseload in the unit(s) over which the supervisor has staff authority, along with the assigned staff person, ceiling, weight at logon, and combined total of cases and referrals. The Service Components grid (B) lists each service component in the caseload selected in the Summary grid, and the total number of cases and referrals having that component.



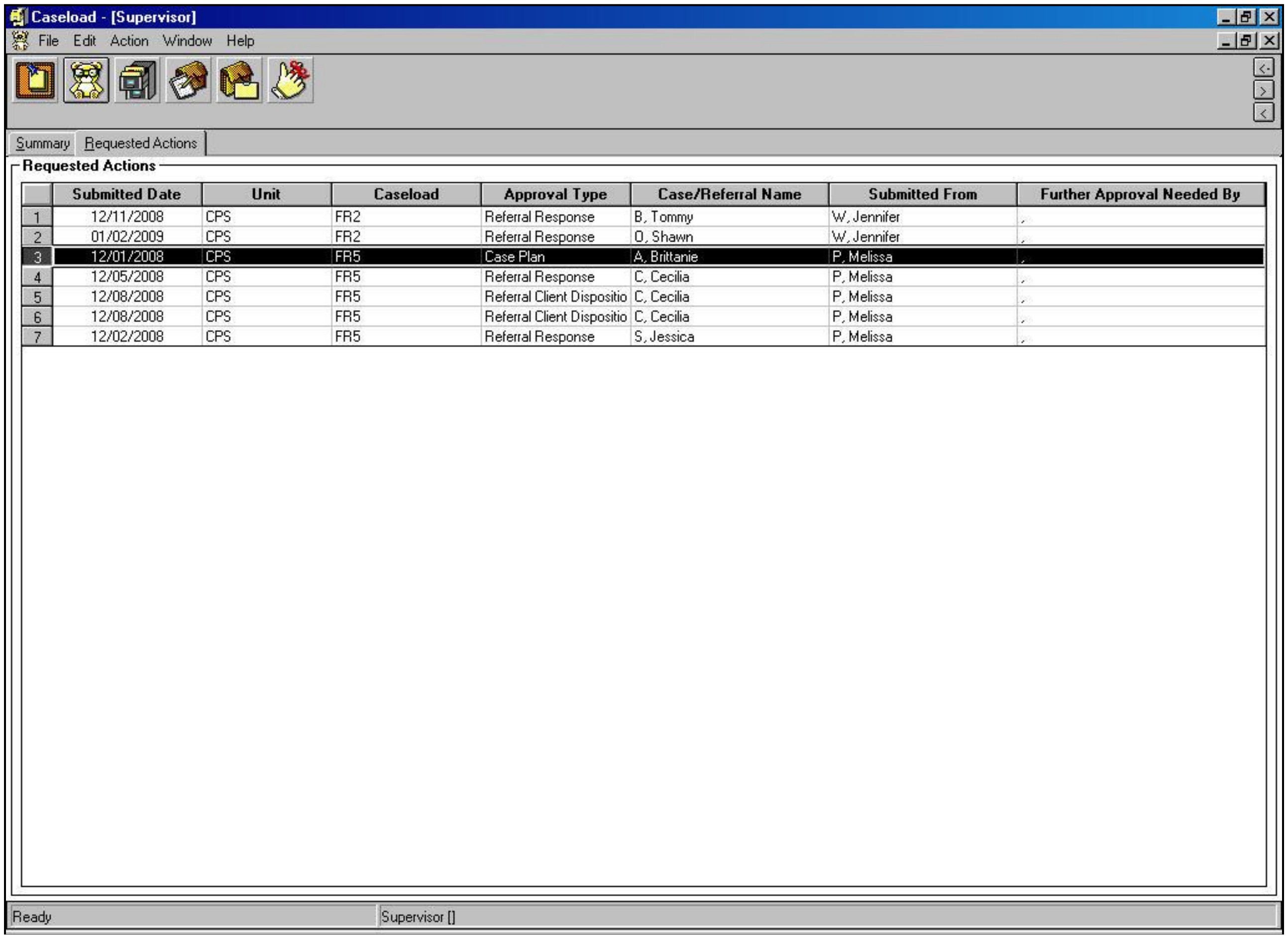
Total Cases/Referrals:
This combined total represents the number of assignments for the given caseload.

Figure – SM_031

Caseload Application (continued)

The Supervisor Notebook - Requested Actions Page

1. Supervisors use this page to view approval requests for the referrals and cases in their assignment unit. Requested actions that have been approved or rejected will drop off this list immediately.



Non-CWD Cases:
Rows for Non-CWD cases will display pink.

Figure – SM_032

Caseload Application (continued)

The Caseload Notebook

Use the Caseload notebook to view information about the cases and referrals in a specific caseload. It also provides an overview of pending and recent approval actions taken for the cases and referrals in a caseload. CWS/CMS creates and maintains the Caseload notebook automatically.

1. To open the Caseload notebook, (A) click the Open Existing Caseload icon. (B) In the Open this Caseload dialog box, select the caseload to be opened and (C) click the OK button.

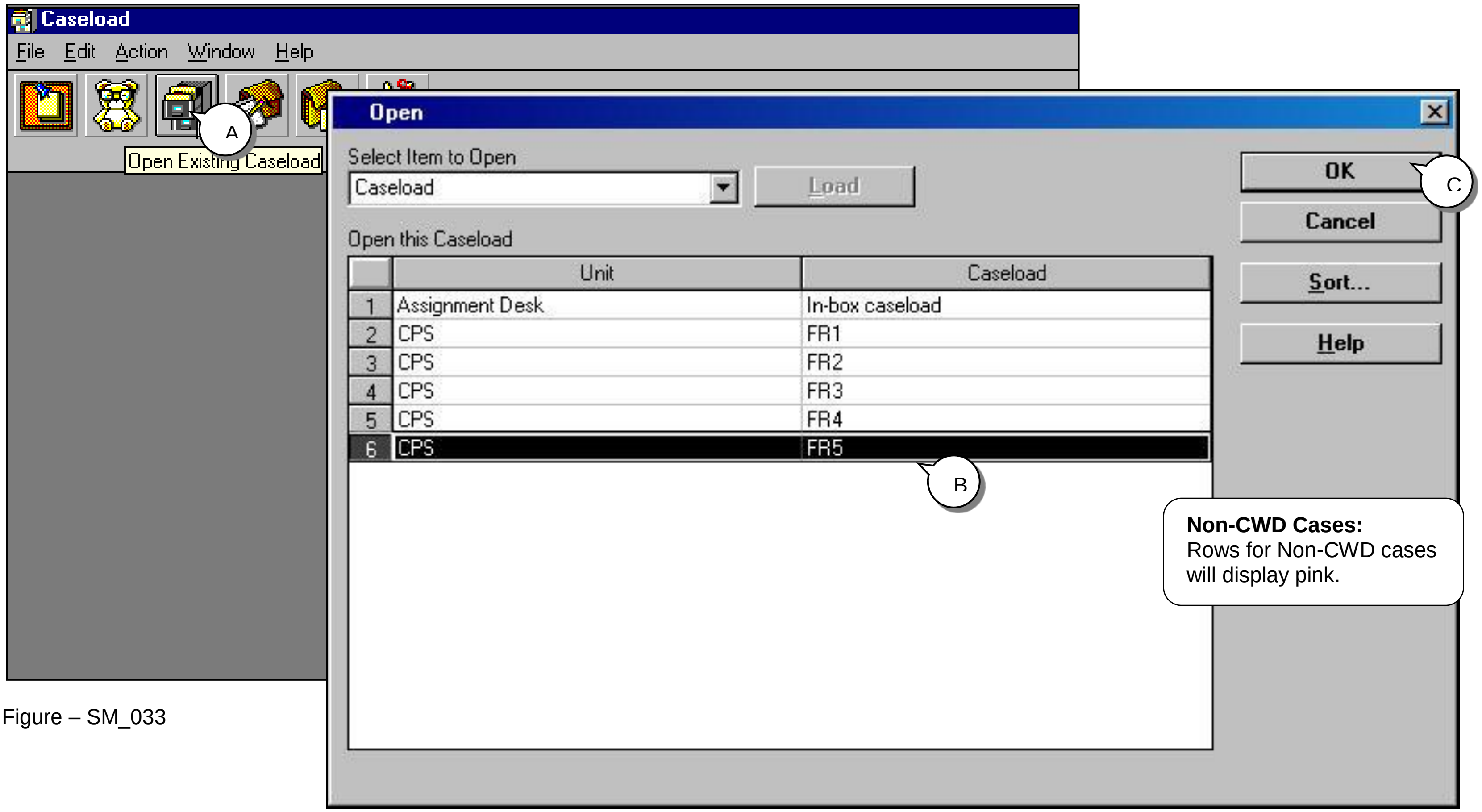


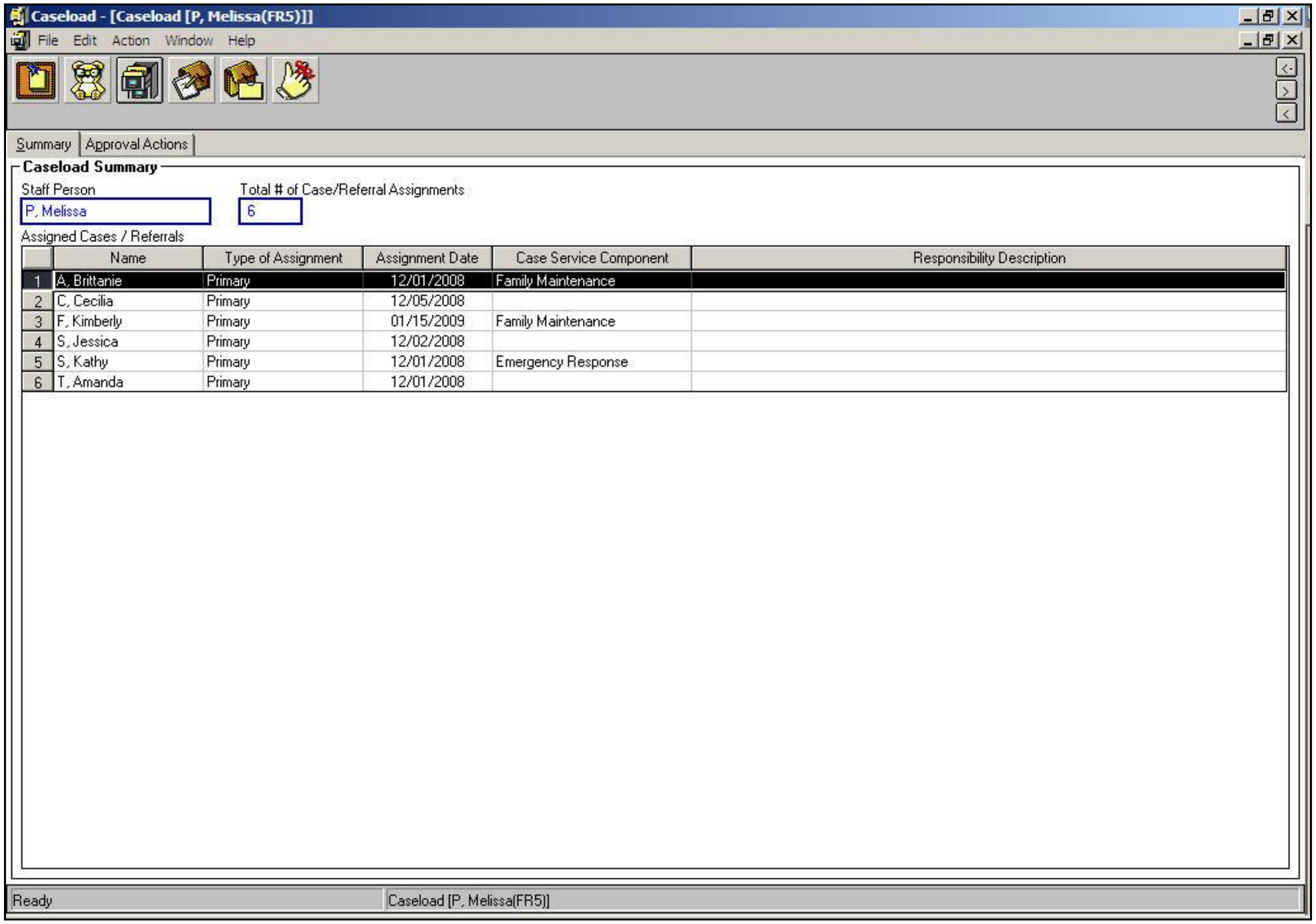
Figure – SM_033

Figure – SM_034

Caseload Application (continued)

The Caseload Notebook - Summary Page

1. Use this page to view general information about the cases and referrals in the caseload you selected to open. The Assigned Cases/Referrals grid lists the name of the case or referral, the type of assignment, the assignment date, the case service component, and the responsibility description of active assignments for each case or referral in the caseload.



Assigned Cases/Referrals Grid:
If you double click a row in this grid, the Client Services application will start and open the folder for that case or referral.

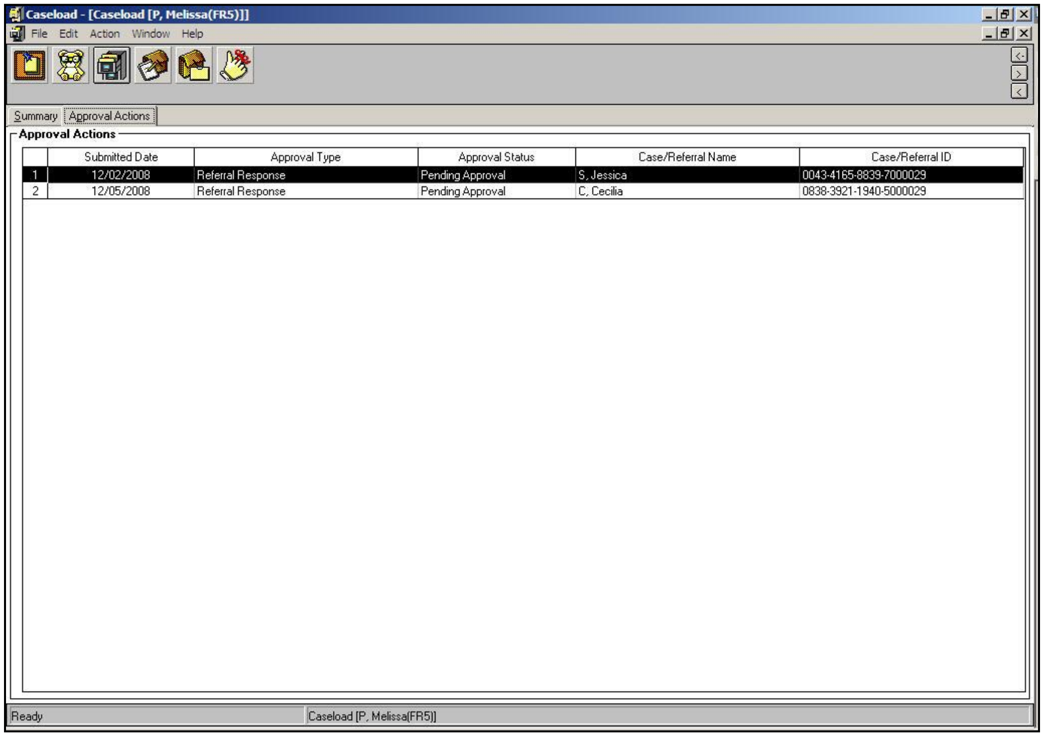
Non-CWD Cases:
Rows for Non-CWD cases will display pink.

Figure – SM_035

Caseload Application (continued)

The Caseload Notebook - Approval Actions Page

1. Use this page to view the current status of each approval request for the cases and referrals in a caseload. The Approval Actions grid lists the submitted date, the approval type, approval status, and the case or referral name for each approval action taken in the caseload. The Case/Referral ID column will populate for all approval actions with the exception of Case Plan and Court Report approval requests. This grid is automatically filled by CWS/CMS as staff persons submit documents and actions for approval, and it is updated when responded to by supervisors. Approval actions that have been approved or rejected will drop off this list after two weeks.



Approval Requests:
Items will disappear from the supervisor's Requested Actions page as they are approved or rejected. Those on the Approval Actions page of individual caseloads will remain for two weeks.

Figure – SM_036

From the File drop-down menu, select Exit. Close the Control Panel.

Approvals

A user electronically submits requests for a supervisor to approve a document or an action (e.g., a case plan or a response level for a referral). A supervisor may electronically take action on the request by indicating it is approved, rejected, pending higher approval, or returned for required modification.

The CWS/CMS business rules require some documents and actions to be approved by a Unit Supervisor. County policy may require other documents and actions to be approved by a Unit Supervisor.

The following approvals are mandatory in CWS/CMS:

In a referral:

- Referral Determine Response - if Evaluate Out
- Client Disposition

In a Case:

- Case Plan
- End Case

The following approvals are optional (county policy):

- Referral Determine Response - if not Evaluate Out
- Placement
- Ongoing Payment Request
- Incidental Payment Request
- Court Report (although to satisfy a Court Report System-generated Reminder, a Court Report must be approved.)
- Transfer Request

Approvals (continued)

Scenario Manager File: M15_S02 Approvals (Part 2)

User ID = DEKKEGB
Password = $Bud1bud

Approvals in a Referral

The following are step-by-step instructions for a supervisor to respond to staff requests for approvals of response time to a referral starting in the Caseload Application, and continuing into Client Services, for Client Disposition and Case Plan approvals.

1. From the Control Panel open the Caseload Application.(A) Click on the Caseload Notebook.

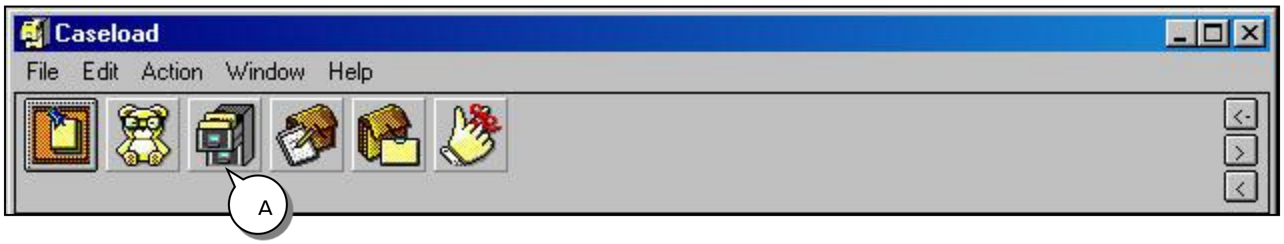


Figure – SM_037

2. (B) Highlight desired caseload and (C) click OK.

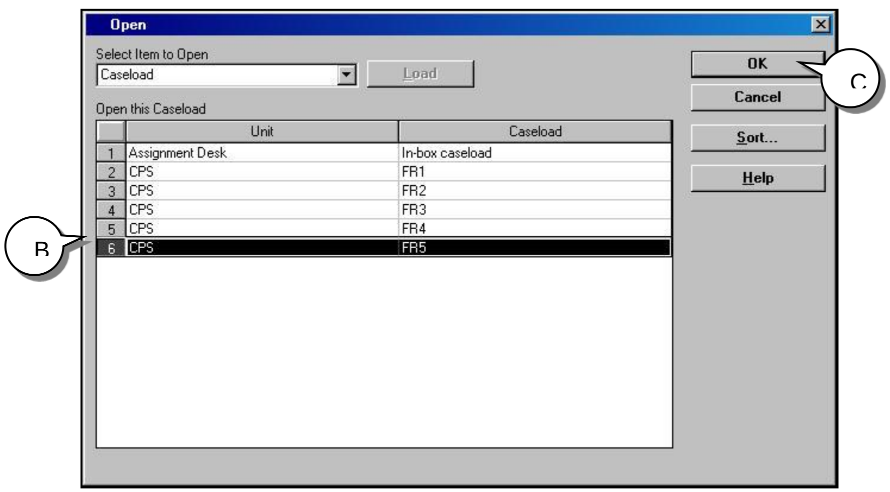


Figure – SM_038

Approvals (continued)

3. When the Summary page appears (D) highlight desired referral and double click.

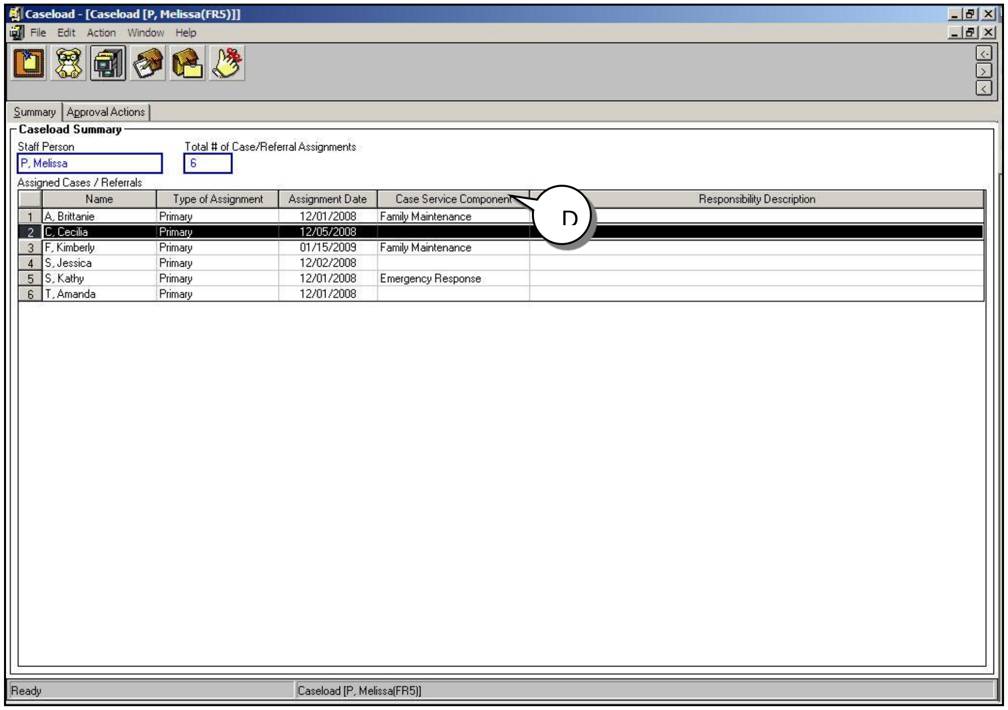


Figure – SM_039

4. The Client Services application automatically opens. (E) Click Yes to open referral.

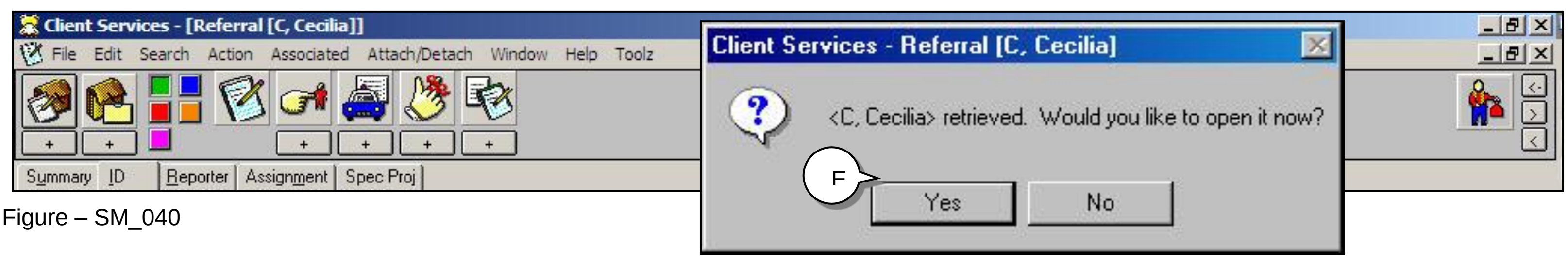


Figure – SM_040

Figure – SM_041 **Above figure ONLY appears in the live application**

Approvals (continued)

Approvals in a Referral - Determine Response

1. Once the referral is in focus, (A) click on the Action drop-down menu and (B) select Determine Response.

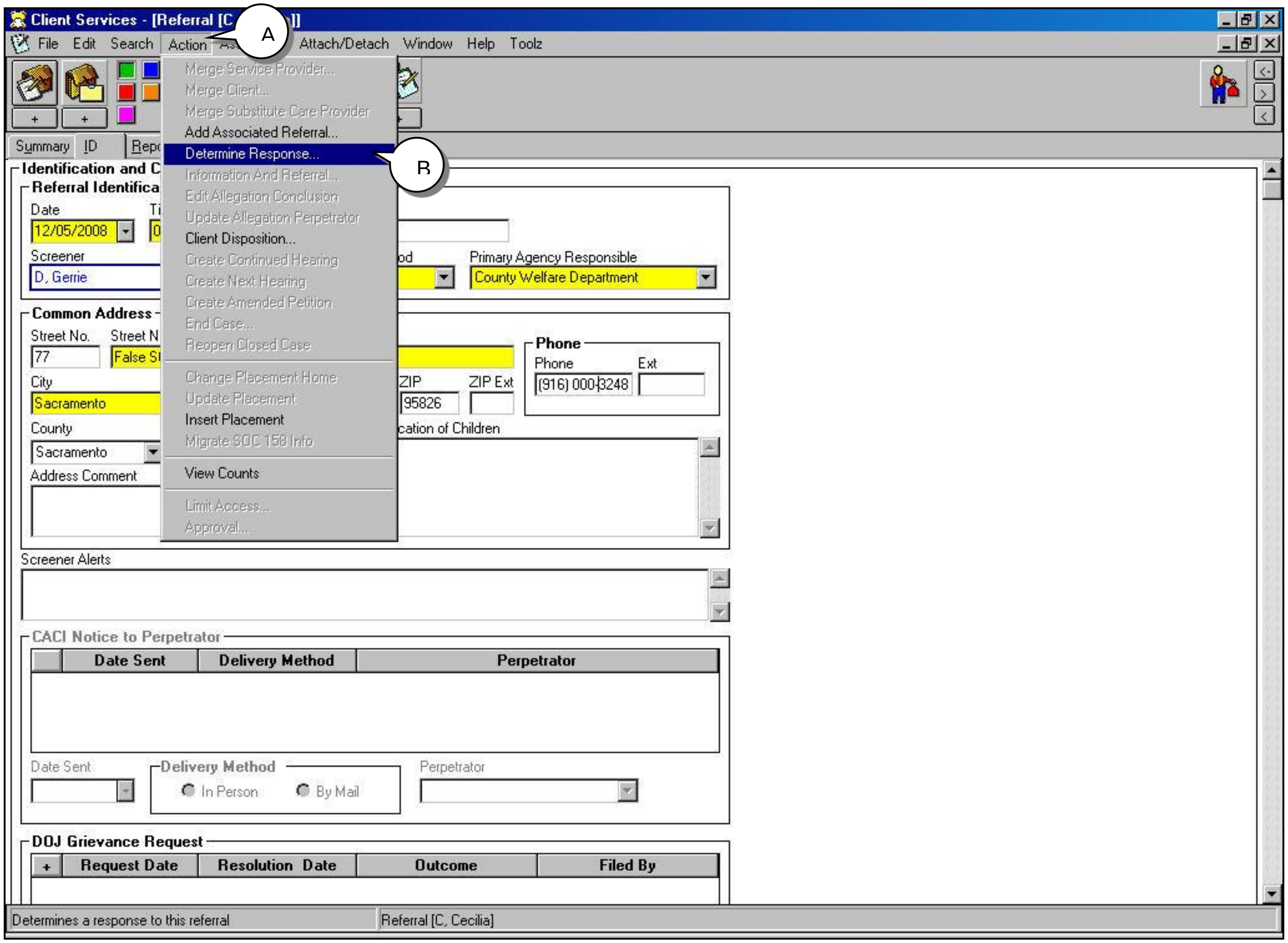


Figure – SM_042

Approvals (continued)

2. Review your staff's decisions and (C) select the Approval button.

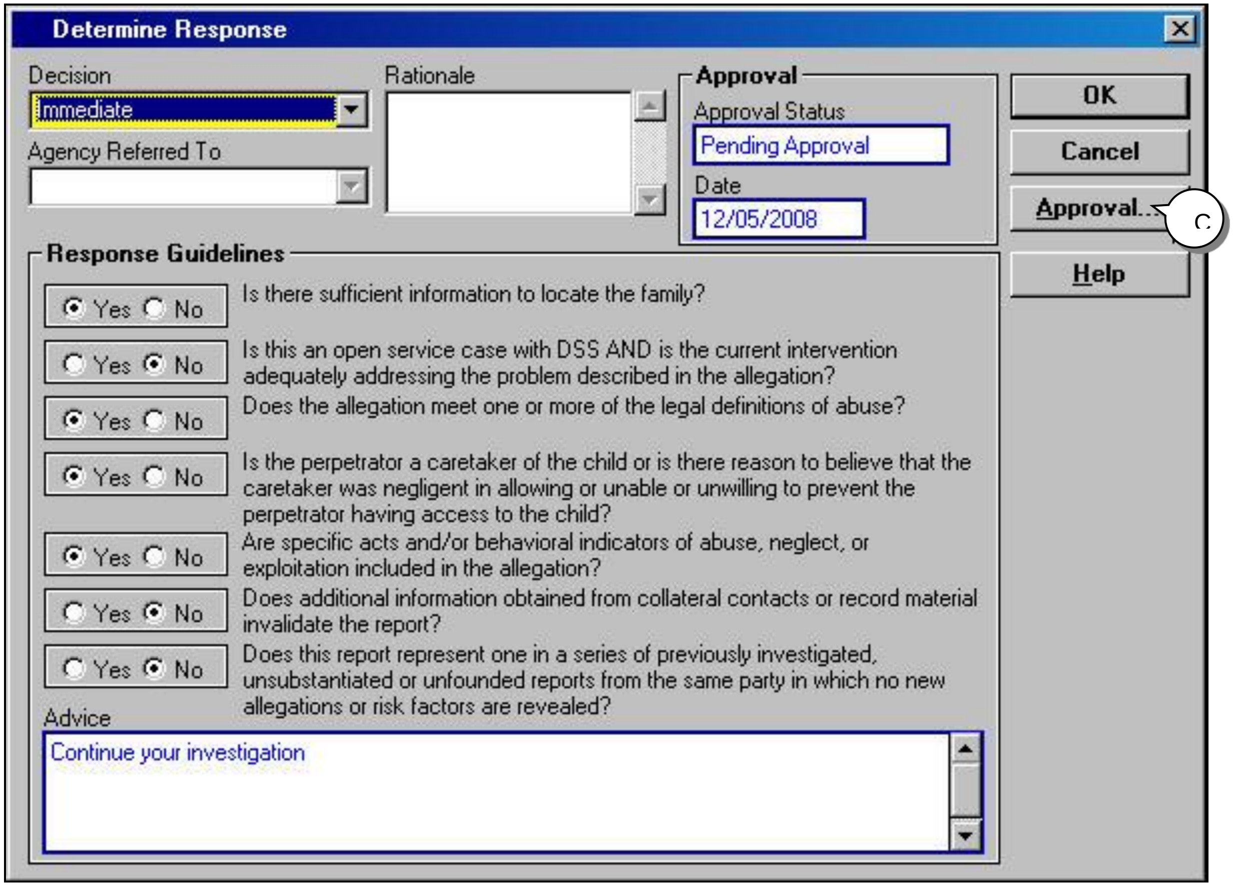


Figure – SM_043

Approvals (continued)

3. In the Approval Detail dialog box, (D) use the Approval Status drop-down list to select Approved. (E) Verify Action Date and (F) click OK which will then automatically return you to the referral.

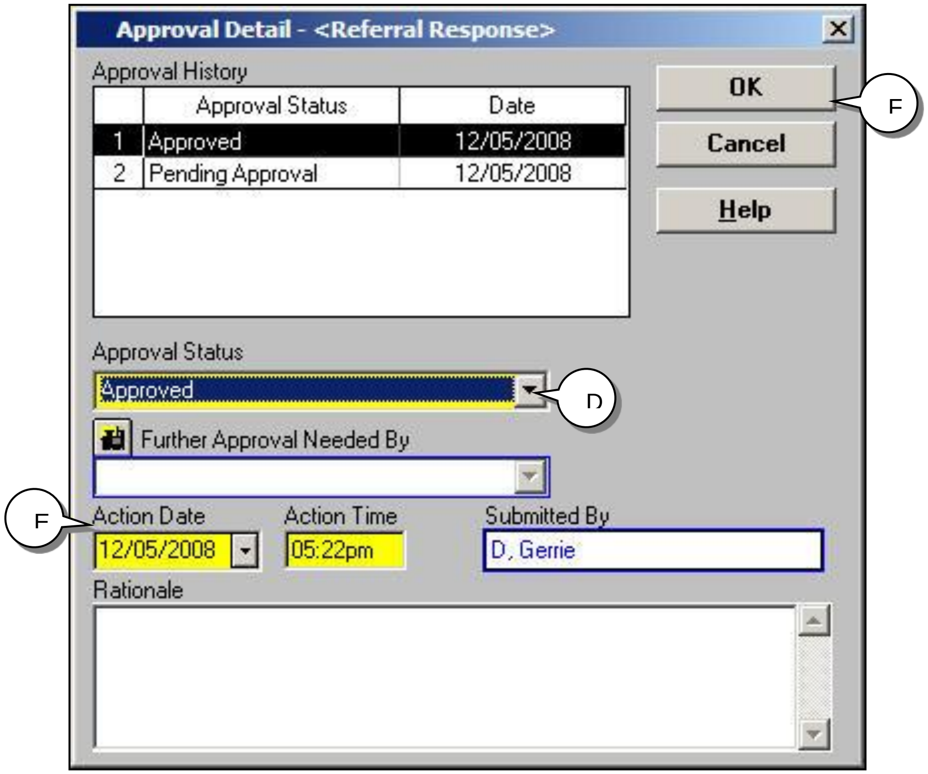


Figure – SM_044

Approvals (continued)

Approvals in a Referral – Client Disposition

Use the Client Disposition command to approve the closing of the referral by promoting it to a case or to end Child Welfare Services involvement.

1. To approve the client disposition, (A) click the Action drop-down menu (B) select Client Disposition.

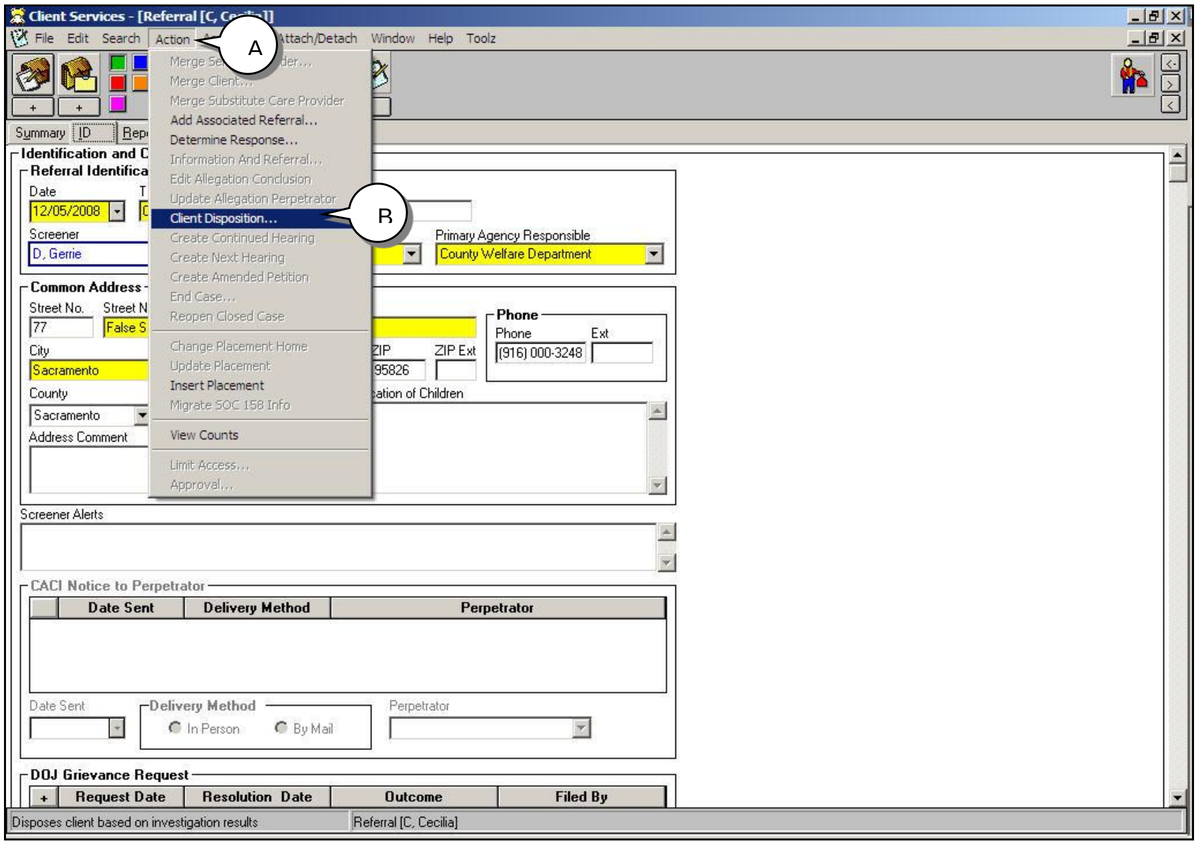


Figure – SM_045

Approvals (continued)

2. (C) In the Select this Client grid, highlight one child client and (D) click OK.

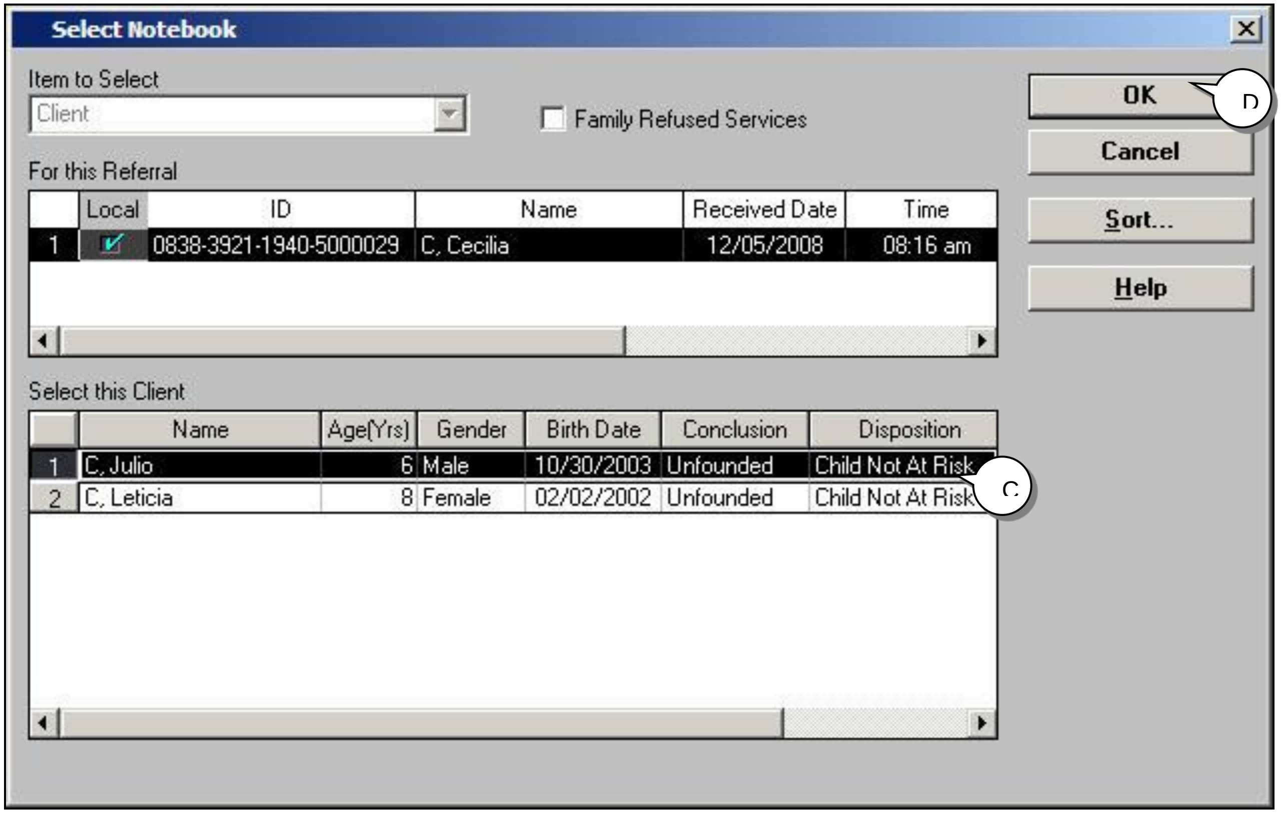


Figure – SM_046

Approvals (continued)

3. (A) The Decision Rationale area is used to explain why the referral is closing, or promoting. This area is optional. (B) Click the Approval button.

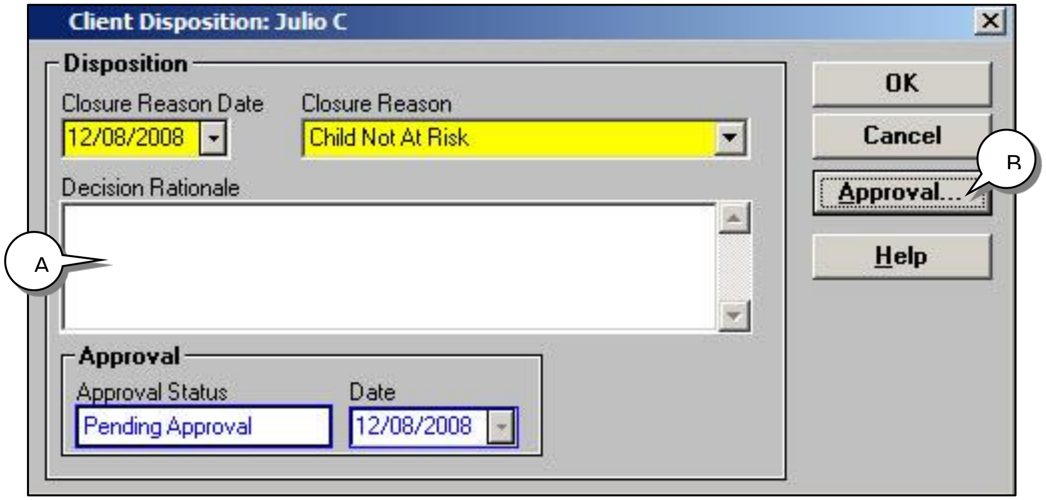


Figure – SM_047

Approvals (continued)

4. In the Approval Status drop list (A) select Approved from the drop-down menu.

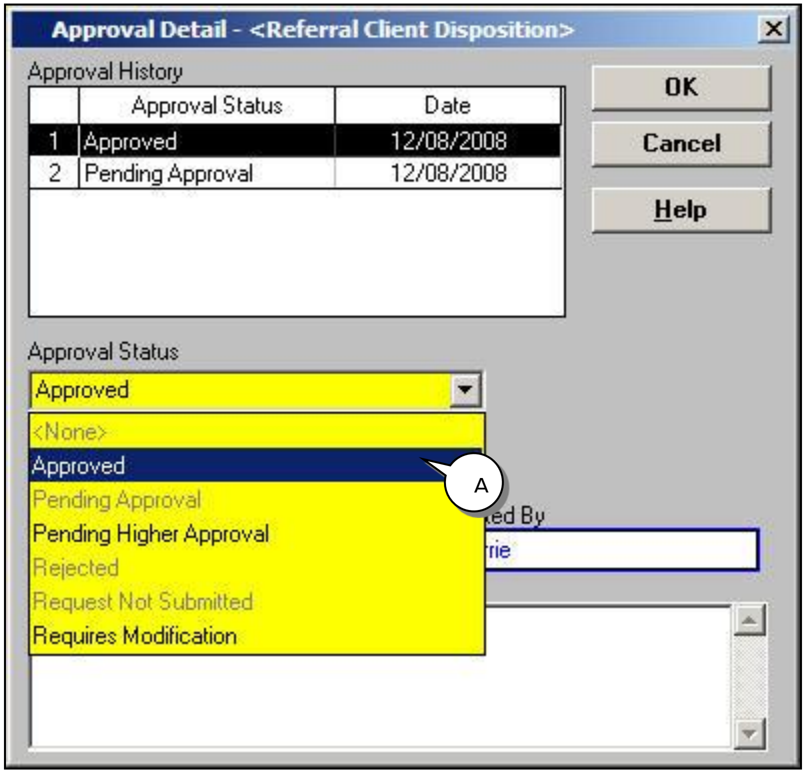


Figure – SM_048

Approvals (continued)

5. (B) Verify date in the Action Date field and (C) click OK.

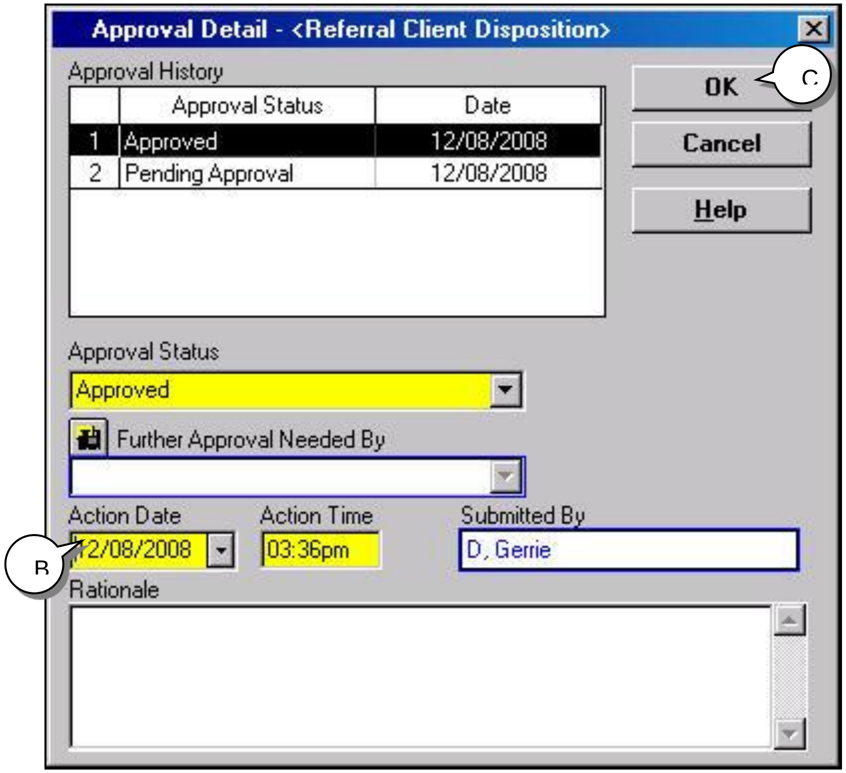


Figure – SM_049

Approvals (continued)

6. The system will automatically return to the Select Notebook. Repeat steps 2 through 5 for all child victims. Once all children have been approved (D) click the Cancel button.

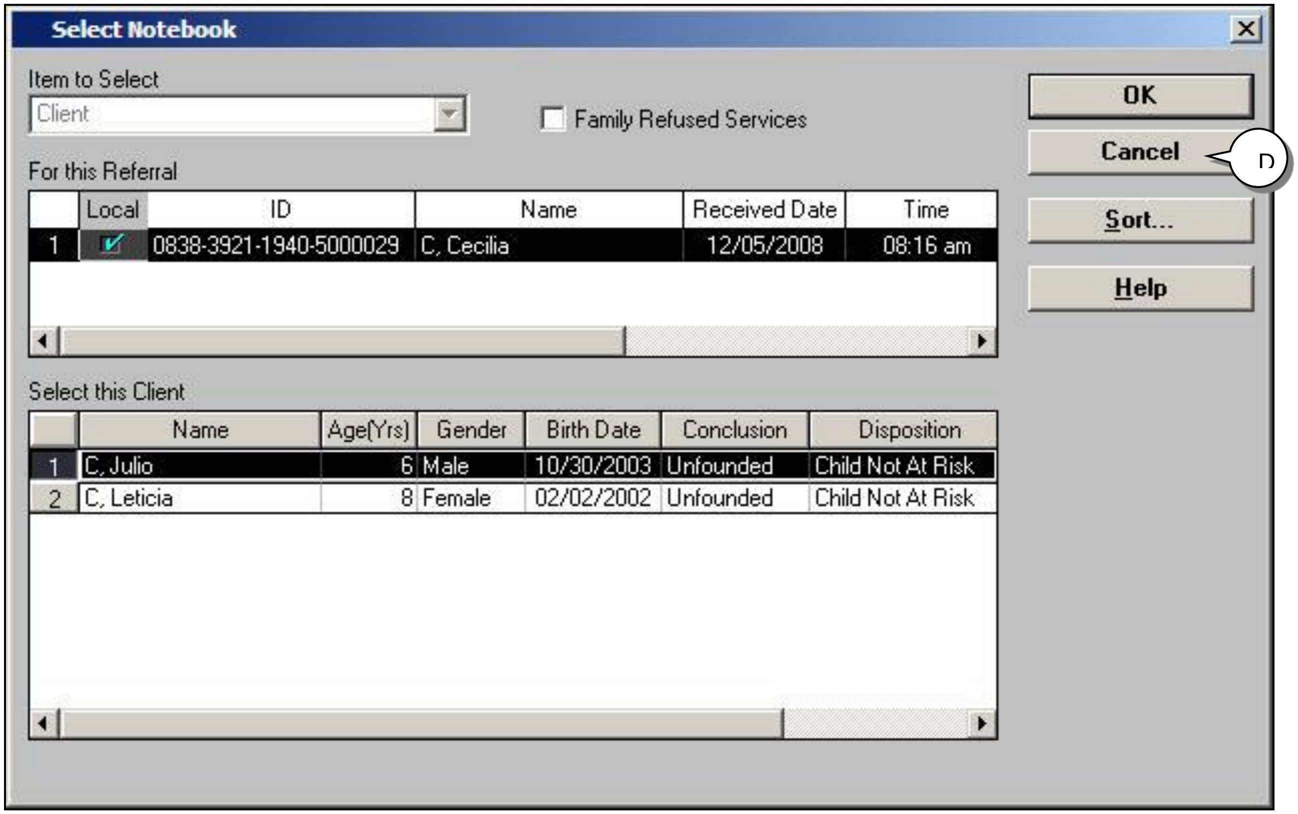


Figure – SM_050

Approvals (continued)

The system automatically takes you back to your referral. **Close the Caseload application**. Use the File drop-down menu, select **save to database** and click **Continue Working.**

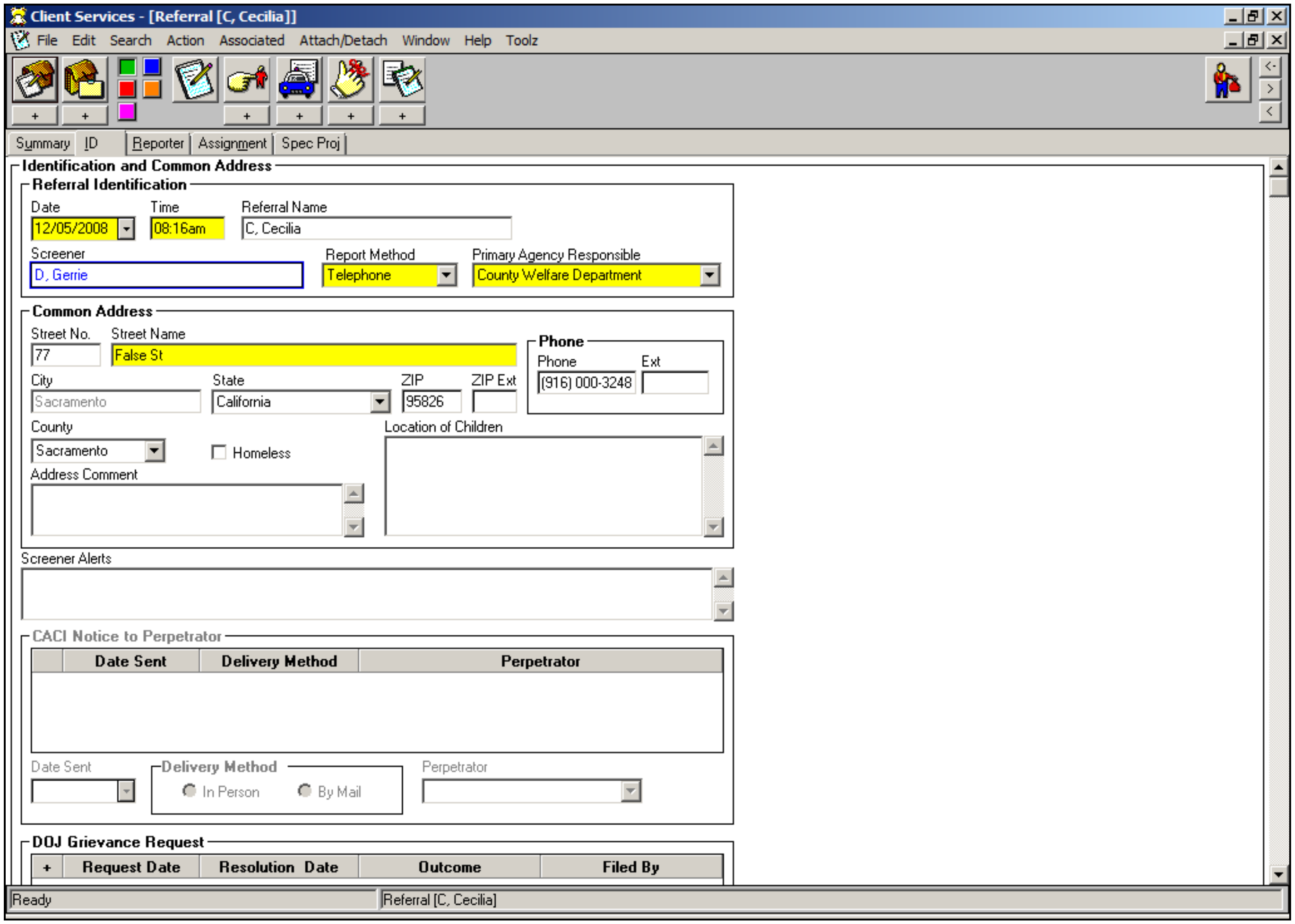


Figure – SM_051

Approvals (continued)

Approvals in a Case

The following are step-by-step instructions on how to approve a Case Plan and also how to End a Case, which are both mandatory approvals in the CWS/CMS application.

Case Plan Approval Requirements:

- Both a primary language and primary ethnicity must be entered for each case plan focus child (in the Client notebook, ID page)
- The Child Welfare Services Case Plan document must be created. (Verify by opening the Existing Case Plan Document notebook)
- There must be at least one service objective entered for at least one of the case plan participants (in the Case Plan notebook, Service Objectives page)
- All mandatory fields must be completed, if not, after saving to the database, CWS/CMS will generate an error message indicating a missing mandatory field. Once OK is selected in the error message dialog box, the user will be brought to the page where the mandatory field is missing
- The Case Plan notebook must be in focus. If not, use the Open Existing Case Plan notebook to bring it into focus

When a case plan is pending approval, the case plan (with the exception of the ID page) and all documents are read-only. Therefore it is recommended staff submit a hard copy of the case plan documents to the supervisor who will approve it before requesting an electronic approval.

To approve a case plan, the Case Plan notebook must be in focus. You can open a case from the Caseload application by following the steps previously mentioned in Approvals Referral or by opening the Client Services application. For these instructions, we will be in the Client Services application.

Approvals (continued)

Scenario Manager File: M15_S03 Approvals (Part 3)

User ID = DEKKEGB
Password = $Bud1bud

Case Plan Approval

1. Log on to the CWS/CMS Application. (A) Open Client Services.

Figure – SM_052

2. From Search, in the Menu Bar, (B) highlight Start Search. (C) In the Search screen verify the Search Type is Client. (D) Insert clients first and last names in the appropriate fields and (E) click OK.

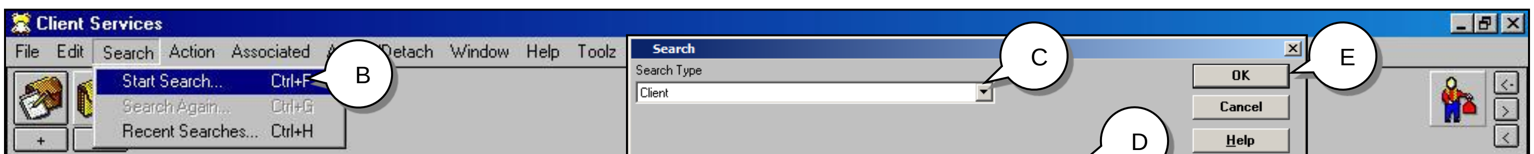


Figure – SM_053

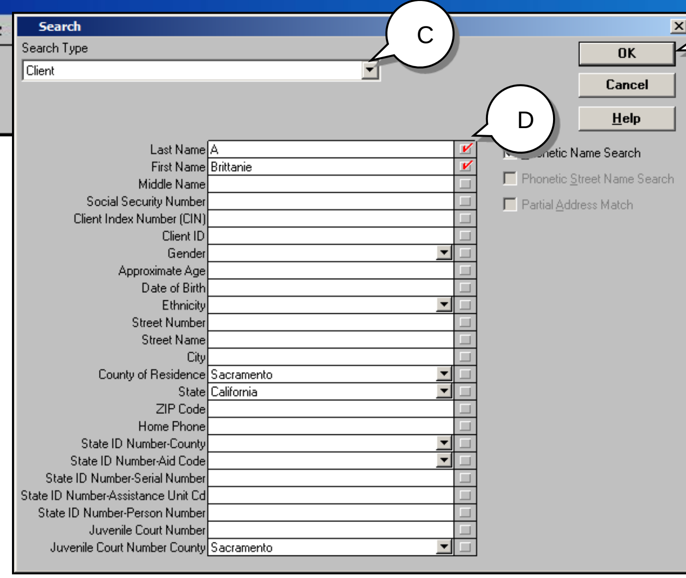


Figure - SM_054

Approvals (continued)

3. (F) Highlight the case you would like to open and double click.

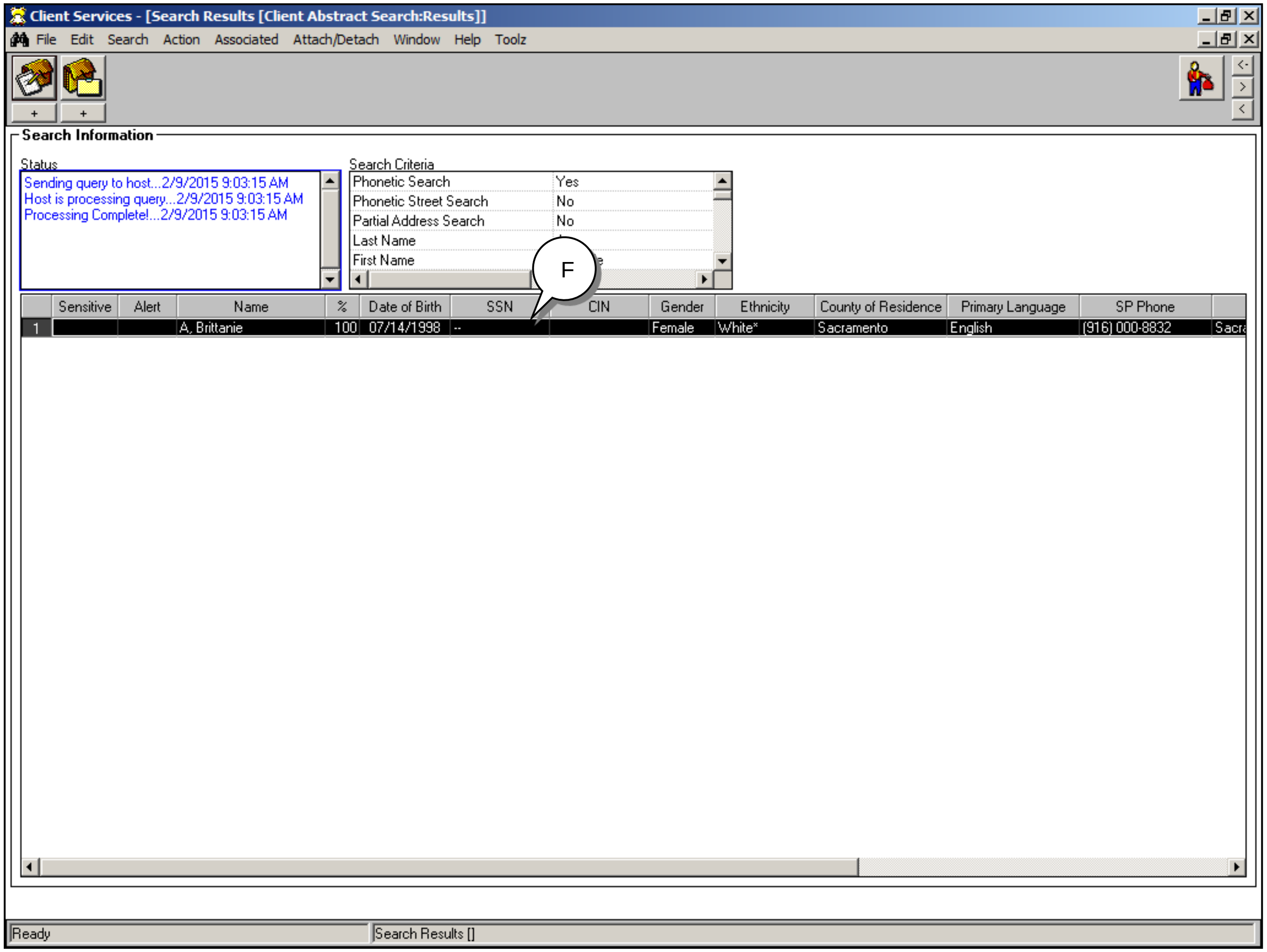


Figure - SM_055

Approvals (continued)

4. From the Client Abstract look through the pages to verify this is the client you are looking for.

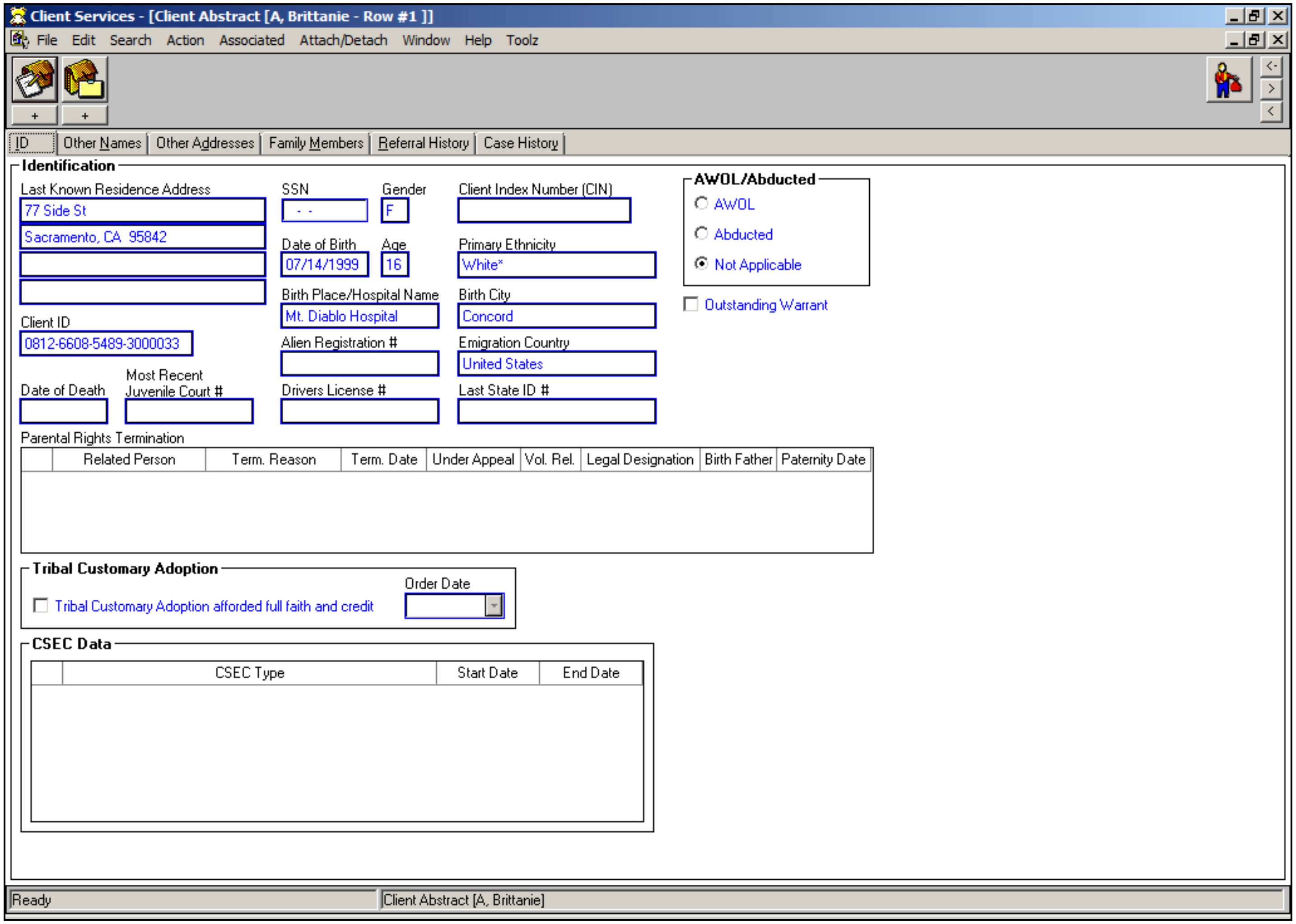


Figure – SM_056

Approvals (continued)

5. From the Associated drop-down Menu (G) highlight Open Associated Case.

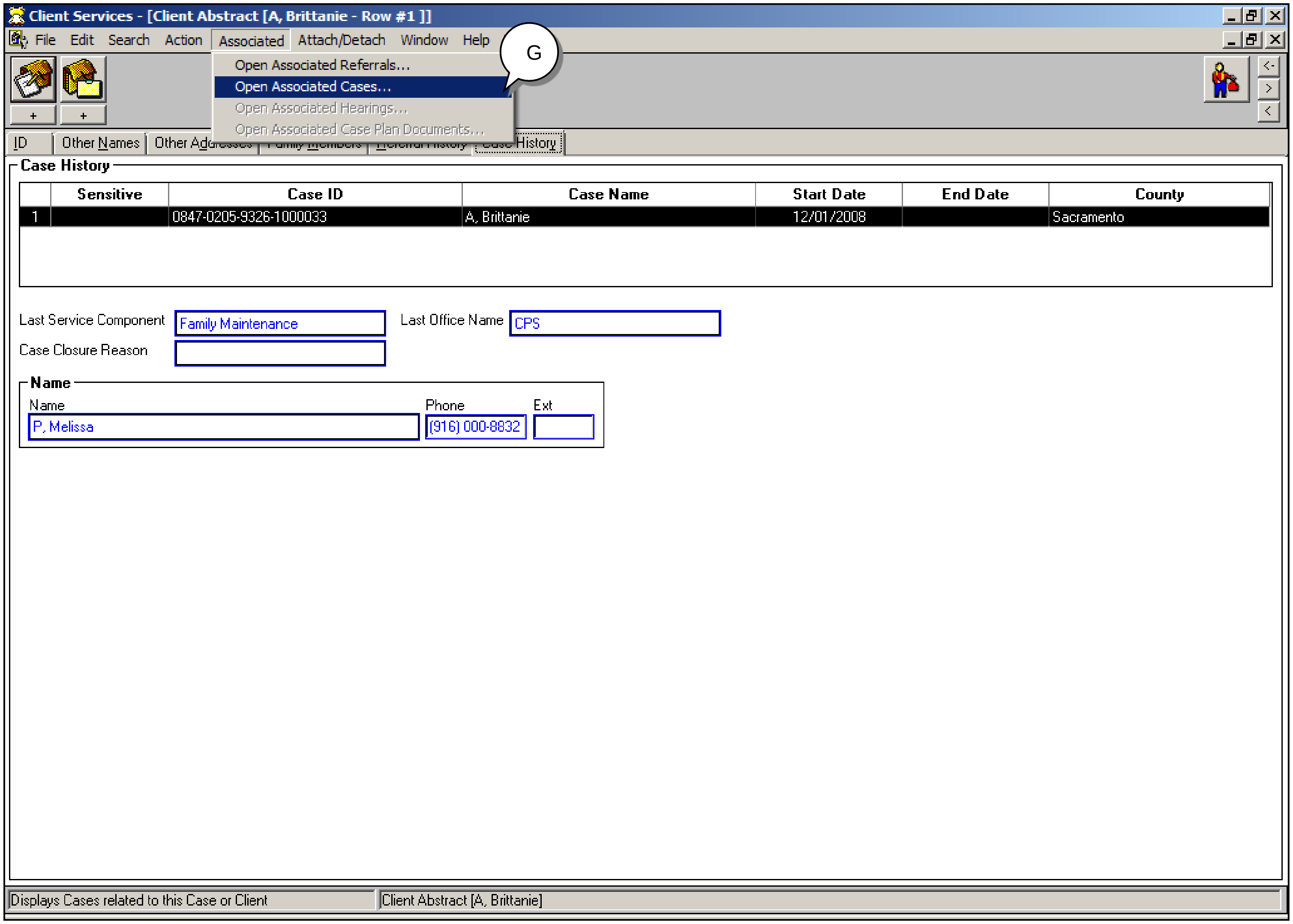


Figure – SM_057

Approvals (continued)

6. When Open Associated Case box appears, (H) click OK.

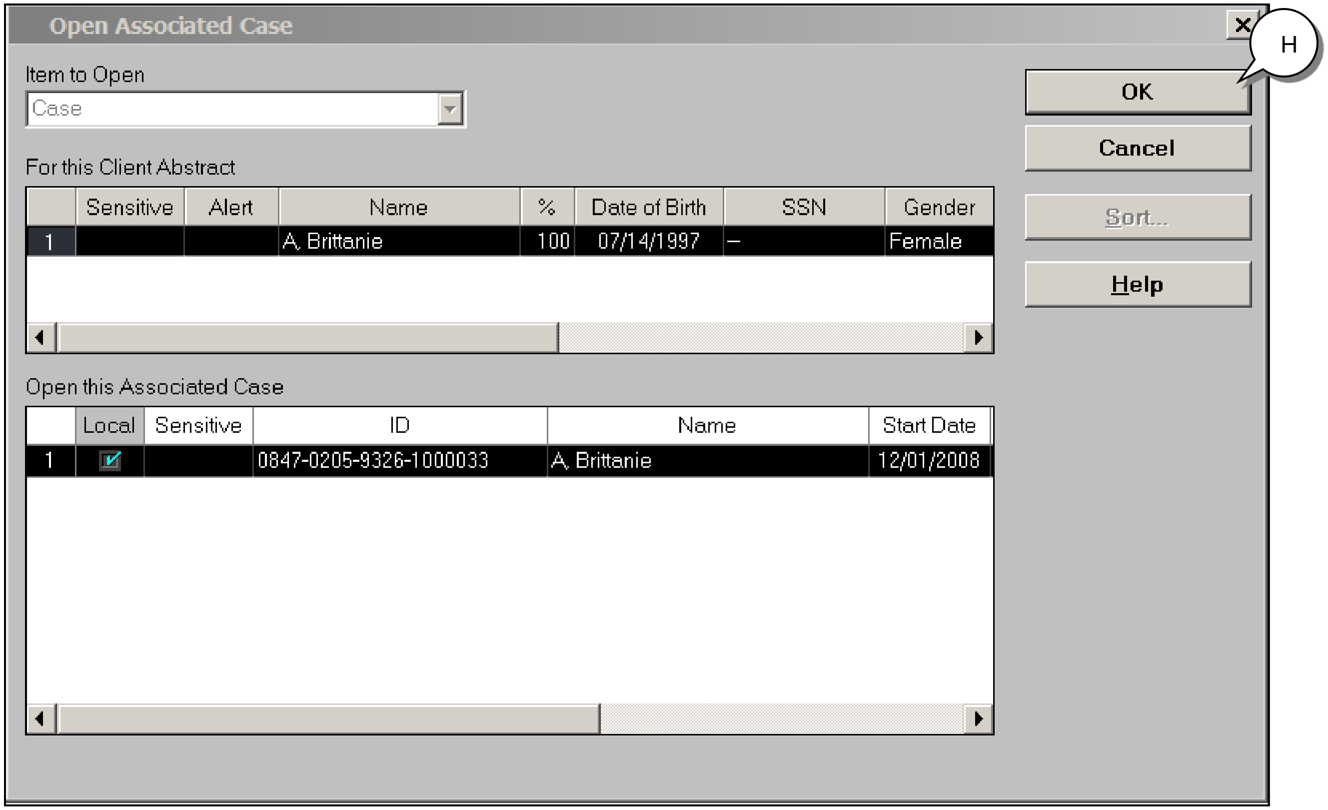


Figure – SM_058

Approvals (continued)

7. The case will automatically open to the Case Management Section (green button) ID page. (I) Click on Open Existing Case Plan notebook.

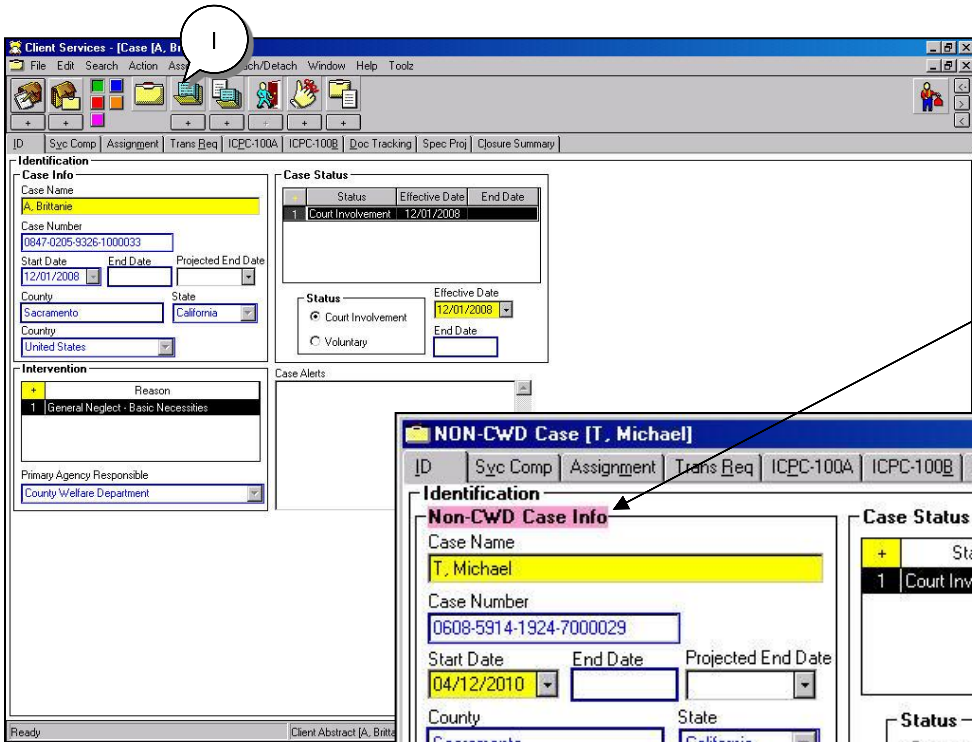


Figure – SM_059

Non-CWD Cases:
Non-CWD Cases will appear with a pink Non-CWD Case Info label.

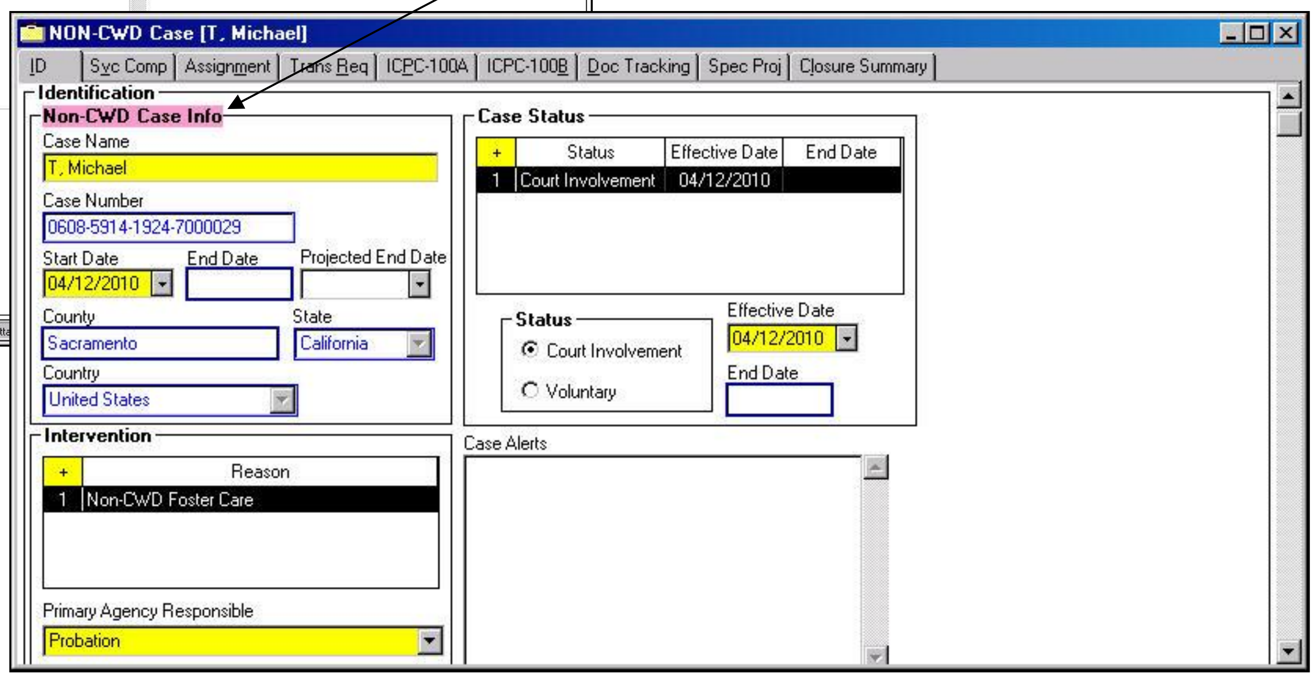


Figure – SM_060

Approvals (continued)

8. (J) Select the In Progress Case Plan and (K) click OK.

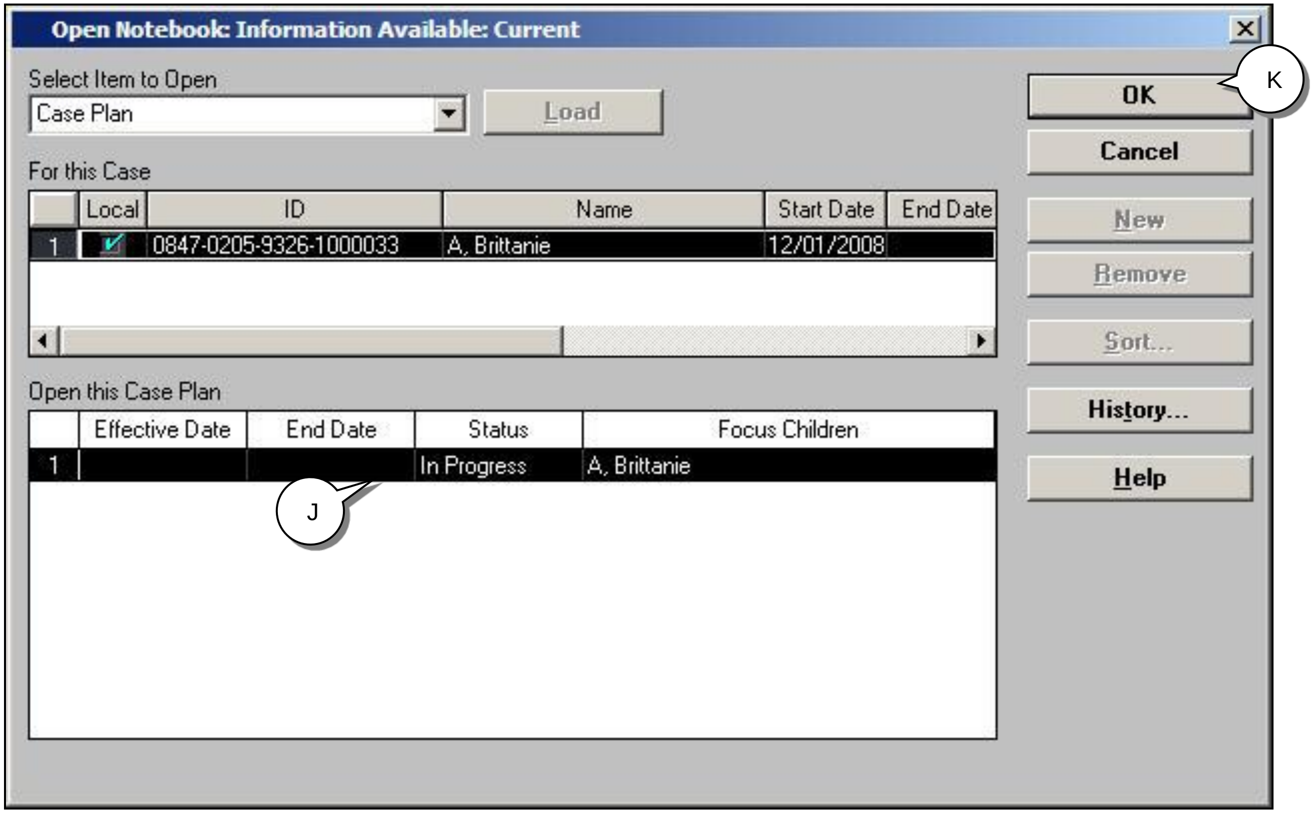


Figure – SM_061

Approvals (continued)

9. (L) Review the Case Plan and verify Review and Signed Date fields.

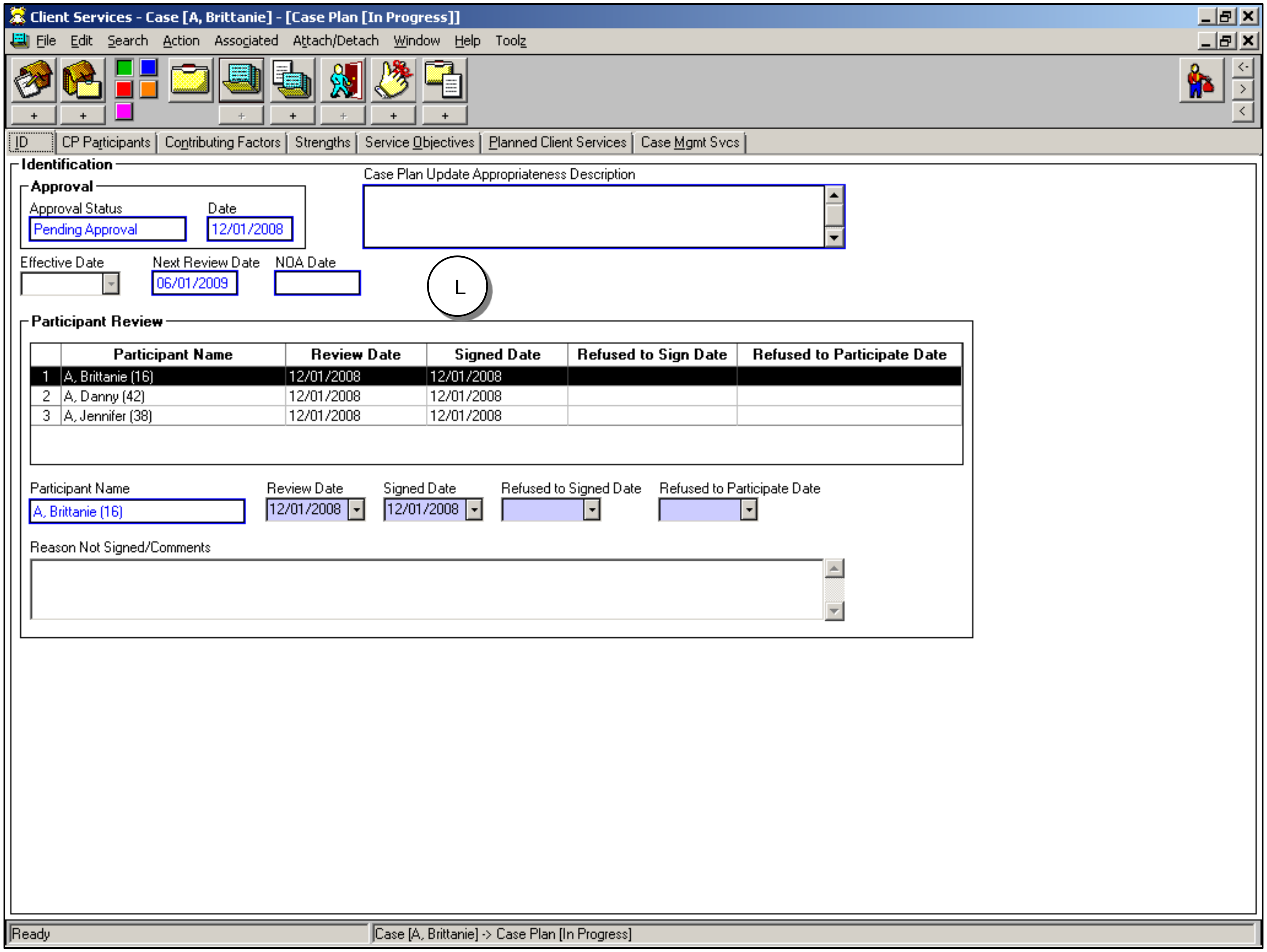


Figure – SM_062

Approvals (continued)

10. (M) From the Action drop-down menu (N) select Approval.

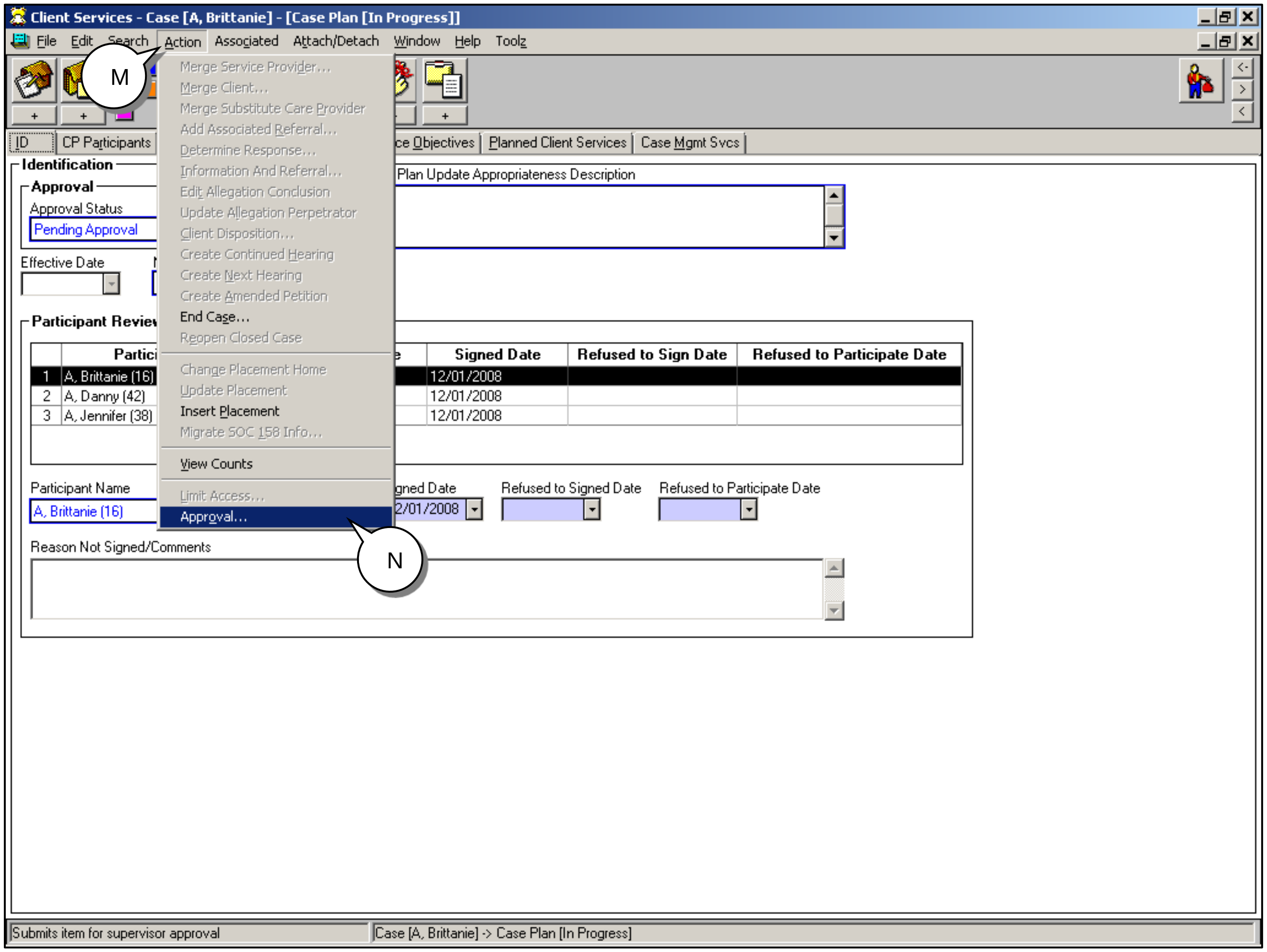


Figure – SM_063

Approvals (continued)

11. In the Approval Detail dialog box (O) fill in the Action Date. Be sure and check the date in the Action Date field. The starting date of the case plan is effective the date you approve it. (P) Select Approved in the Approval Status field. (Q) Click the OK button.

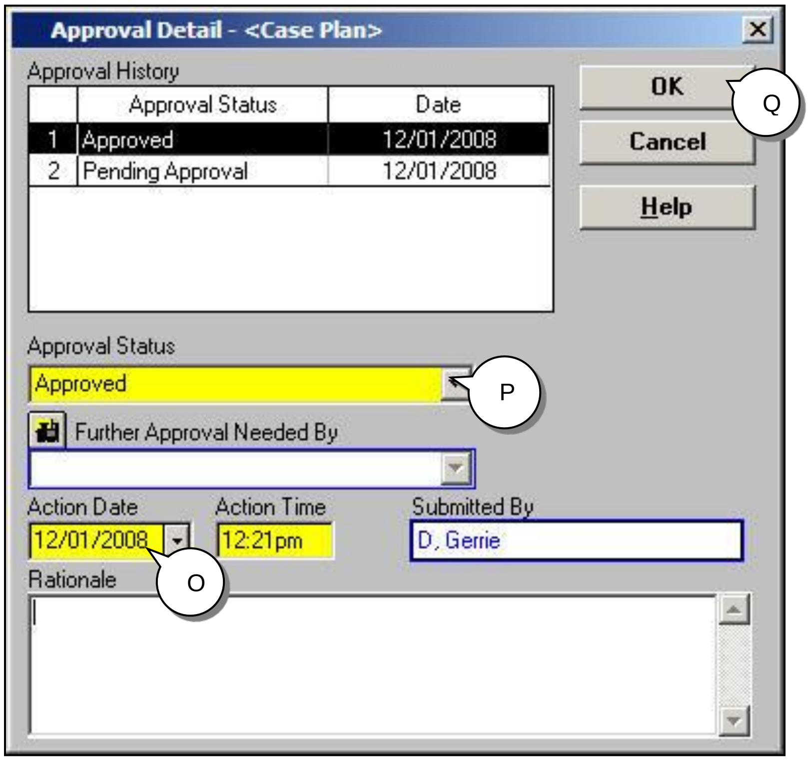


Figure – SM_064

Approvals (continued)

12. The system will automatically return you to the case. (R) Click **File**, (S) **Save to Database** and exit.

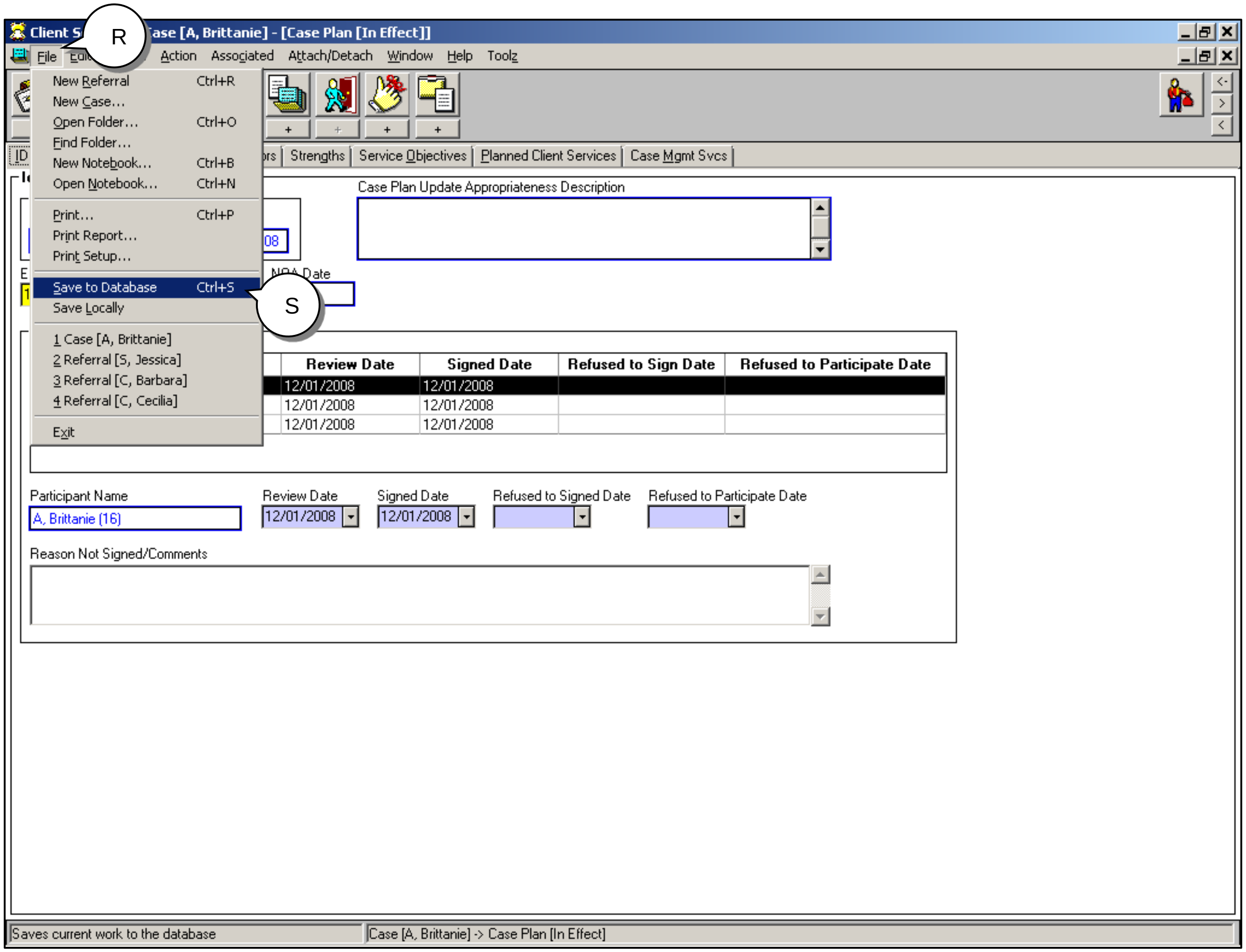


Figure – SM_065

Reopen a Closed Referral to Record a DOJ Grievance

Introduction

Users with Closed Case/Referral Update privilege are able to update five areas in closed referrals/cases: The five areas are Client notebook, Screener Narrative document, Cross Reports, Investigation Narrative document, and Grievance fields.

Users with Closed Case/Referral Update privilege are able to reopen an evaluated out referral. In situations where a referral has been closed with a Client Disposition of 'Open New Case' for a specific child, users with Closed Case/Referral Update privilege and access to the closed referral have the ability to update the entire Allegation Notebook (including the ability to create a new allegation) for that child only.

The DOJ Grievance

The DOJ (Department of Justice) Grievance Request grid on the Referral ID page allows the end user to record multiple grievance requests.

When updating Allegation Conclusions, users are able to indicate if the update was due to a grievance and Allegation Occurrence Dates are editable when the Edit Allegation Conclusion is selected.

An alleged perpetrator can challenge the allegations and conclusions in a referral by filing a DOJ Grievance. Users with Closed Case/Referral Update privilege are able to document the requests for a grievance review, along with the date of the request, the alleged perpetrator who filed the request, the date of the review, and the outcome.

Skill Building Exercise: Recording a DOJ Grievance

Scenario Manager File: M15_S04 DOJ Grievance (Part 4)

User ID = DEKKEGB
Password = $Bud1bud

Background Information

In December 2008, social worker Melissa P received, and investigated, a referral on the Barbara C family. There were allegations of physical abuse and the referral was closed with a substantiated disposition and a case was open for the minor.

On December 10, 2008, the Children's Protective Services Office received a SOC 834, stating that Jerry C disagreed with the substantiated physical abuse allegations against him and had filed a request for a DOJ Grievance Hearing.

On January 8, 2009 the Department received word that after a thorough investigation the Court has found that allegations against Jerry C should be recorded as unfounded and his name removed from Department of Justice records.

Skill Building Exercise: Recording a DOJ Grievance (continued)

Locate the Referral

The following steps will demonstrate how to open a closed referral to record DOJ Grievance information.

1. Log on to the CWS/CMS Application. (A) Open Client Services.

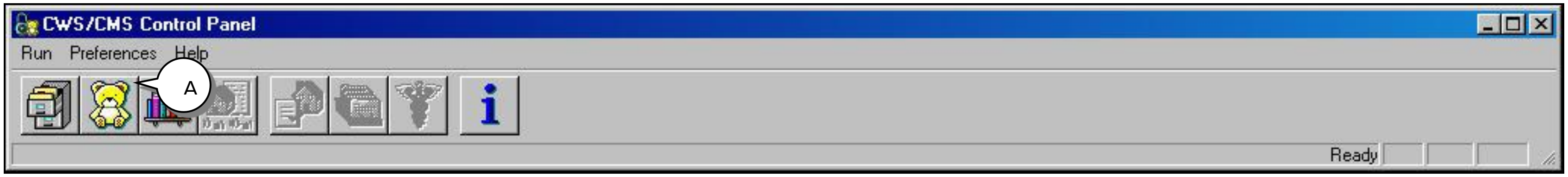


Figure – SM_066

2. (B) Click on the Search drop-down menu and (C) Start Search.

Figure – SM_067

Skill Building Exercise: Recording a DOJ Grievance (continued)

Perform a Client Search

3. (A) Fill in the family name and a family member's first name. (B) Click OK When searching for a client, the least restrictive information is best. If you receive "too many hits" then it's a good time to add more criteria, such as; approximate age, gender.

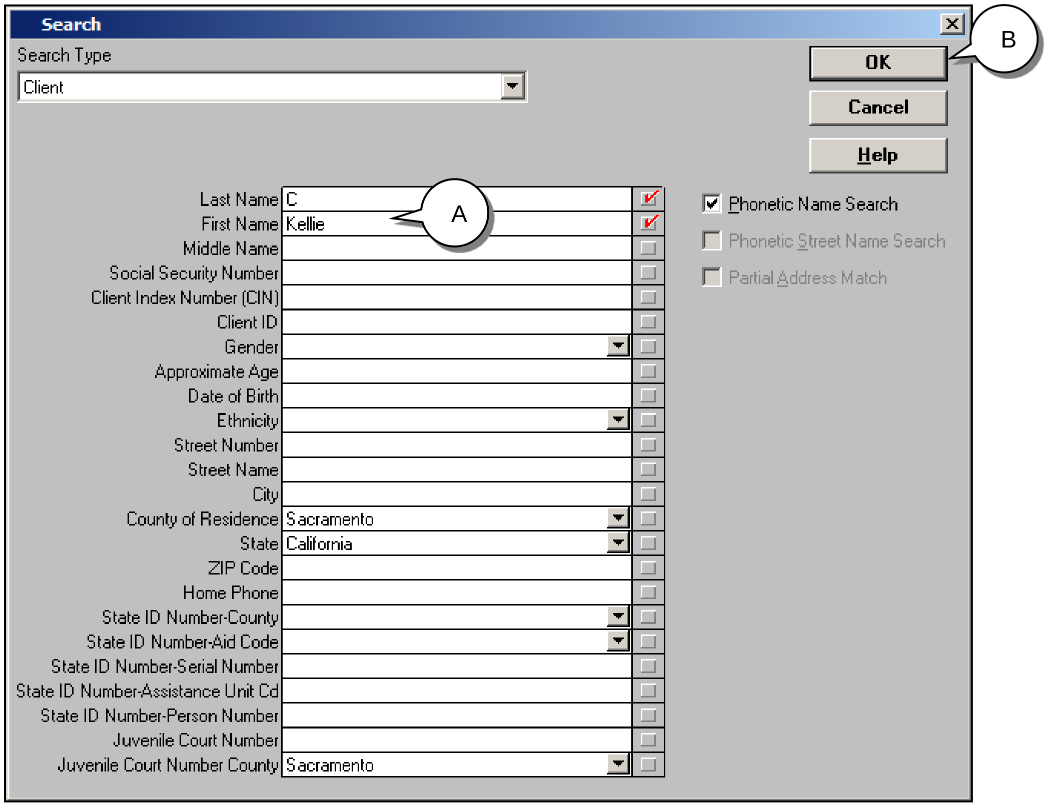


Figure – SM_068

Skill Building Exercise: Recording a DOJ Grievance (continued)

4. Once the Search Results appear (A) highlight the referral and double click your mouse to open the client abstract.

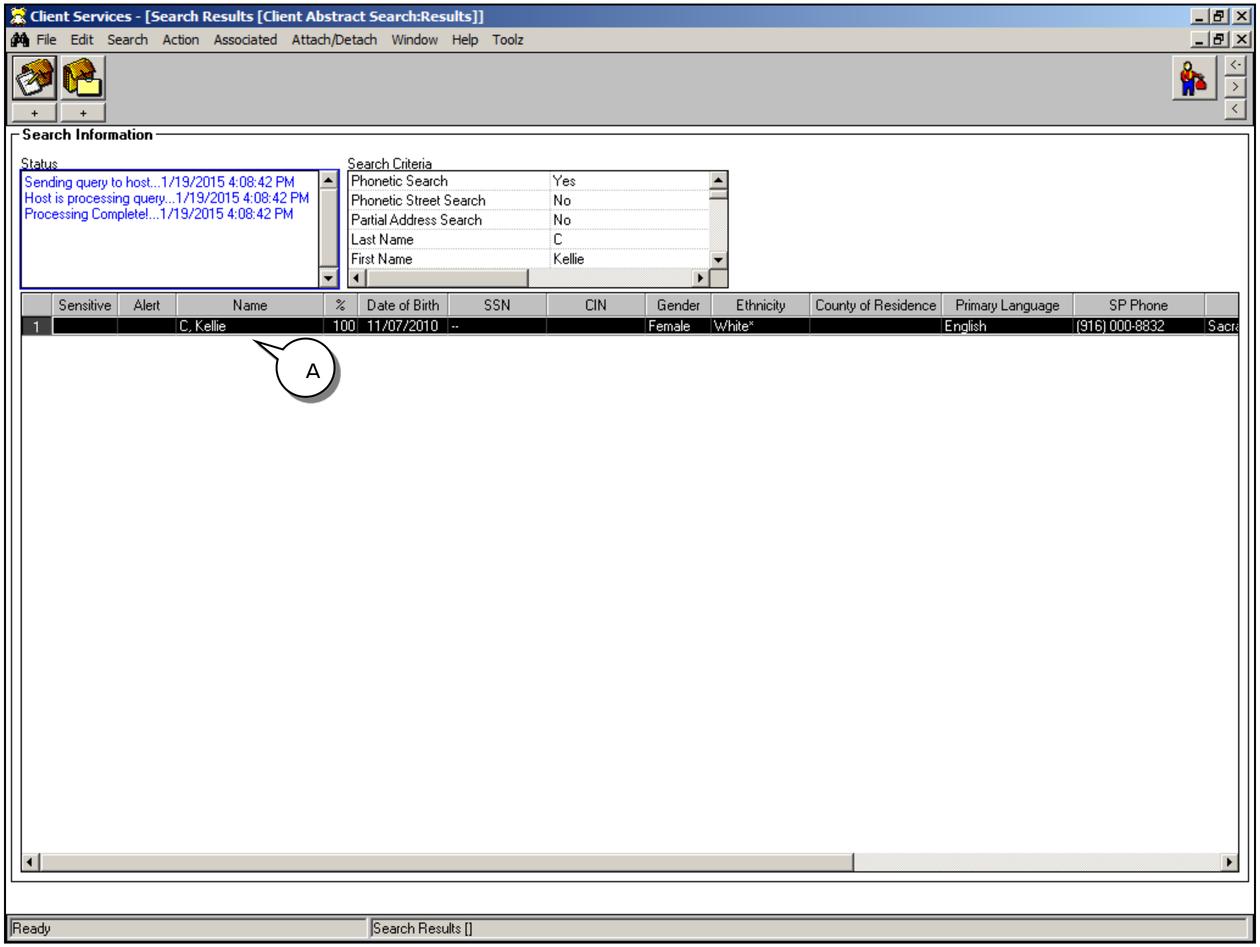


Figure – SM_069

Skill Building Exercise: Recording a DOJ Grievance (continued)

Perform a Client Search – Review Client Abstract

5. Review the page tabs to verify you have the correct referral.

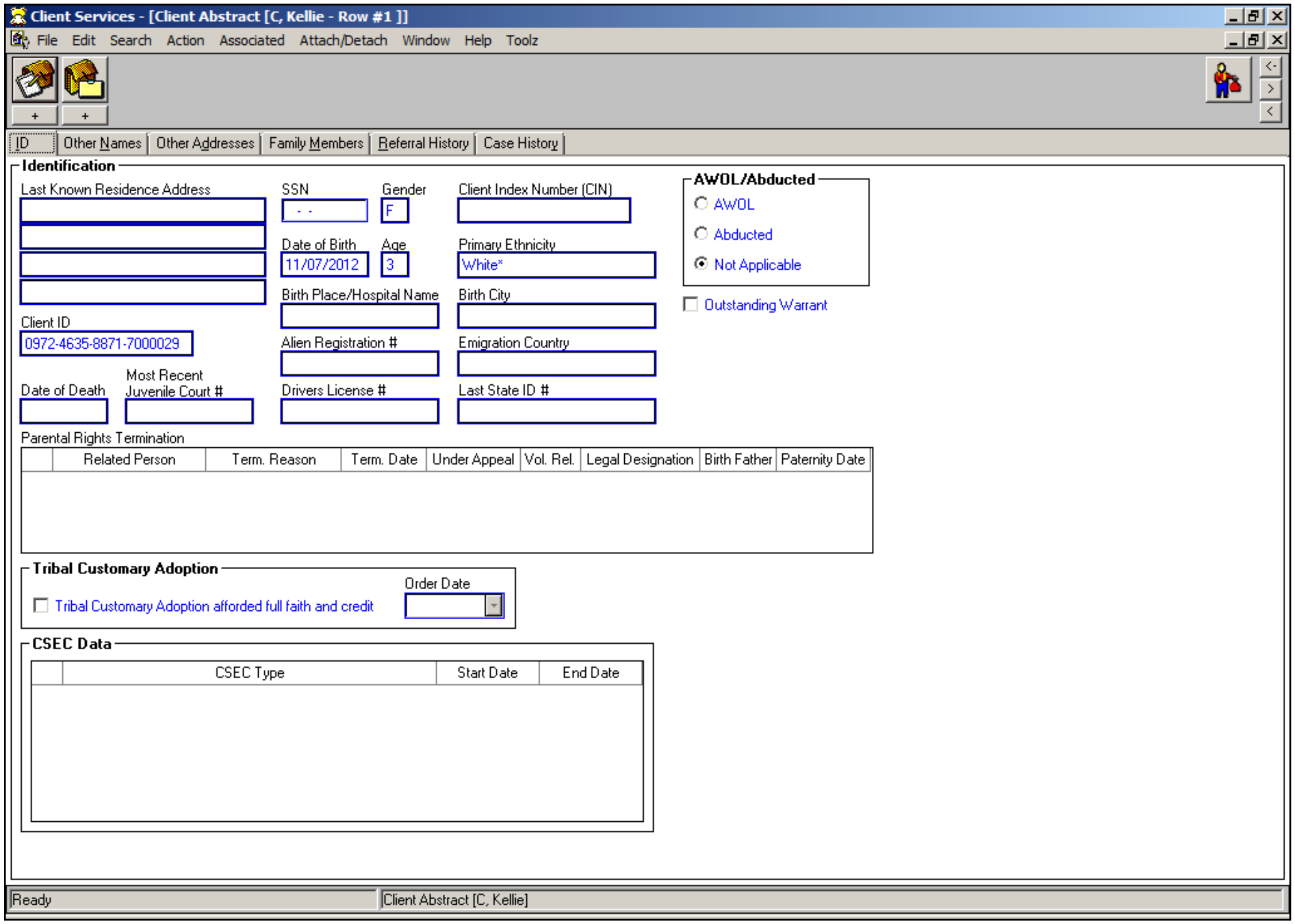


Figure – SM_070

Skill Building Exercise: Recording a DOJ Grievance (continued)

Open Associated Referral

6. (A) Click on the Associated drop-down menu and highlight Open Associated Referrals.

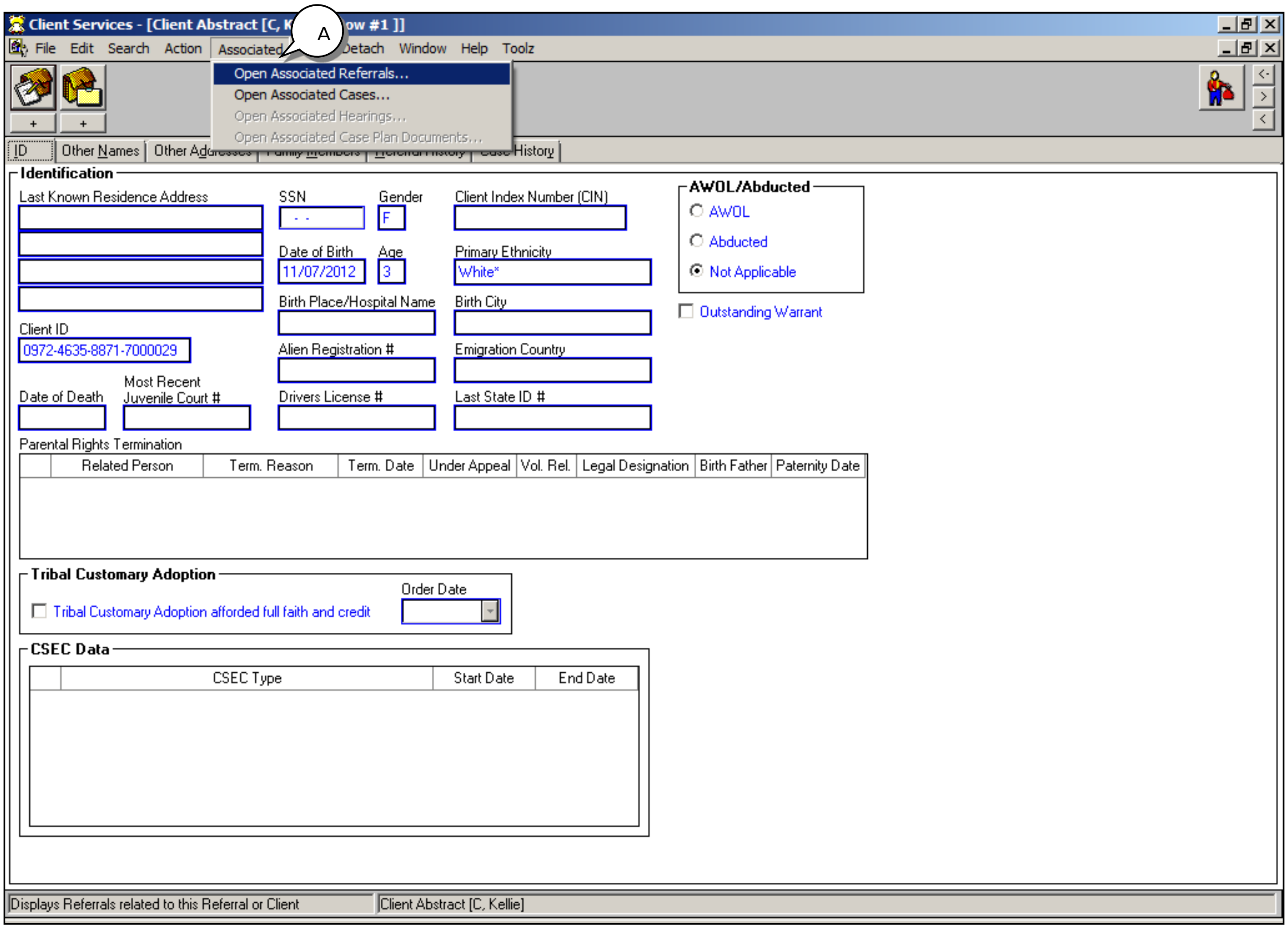


Figure – SM_071

Skill Building Exercise: Recording a DOJ Grievance (continued)

7. Once the Associated Referral screen appears (B) click OK.

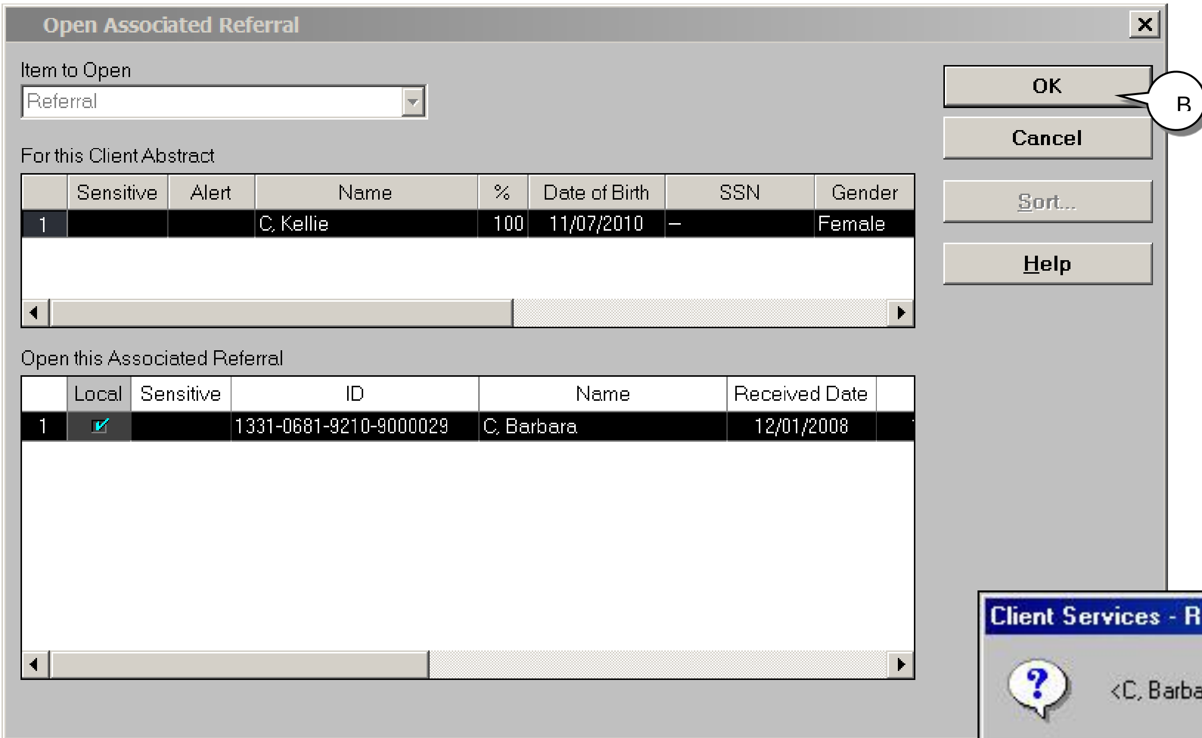


Figure – SM_072

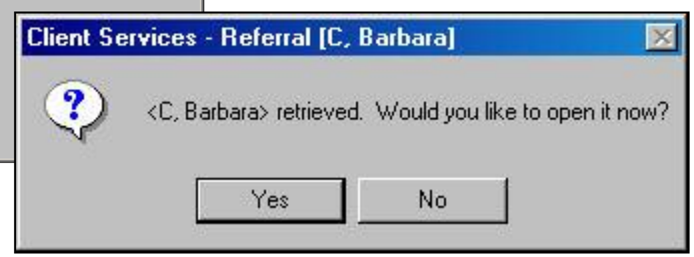


Figure – SM_073

Above figure **ONLY** appears in the live application.

Recording the DOJ Grievance Information

Referral ID page

1. (A) Click the "+" of the DOJ Grievance Request grid.

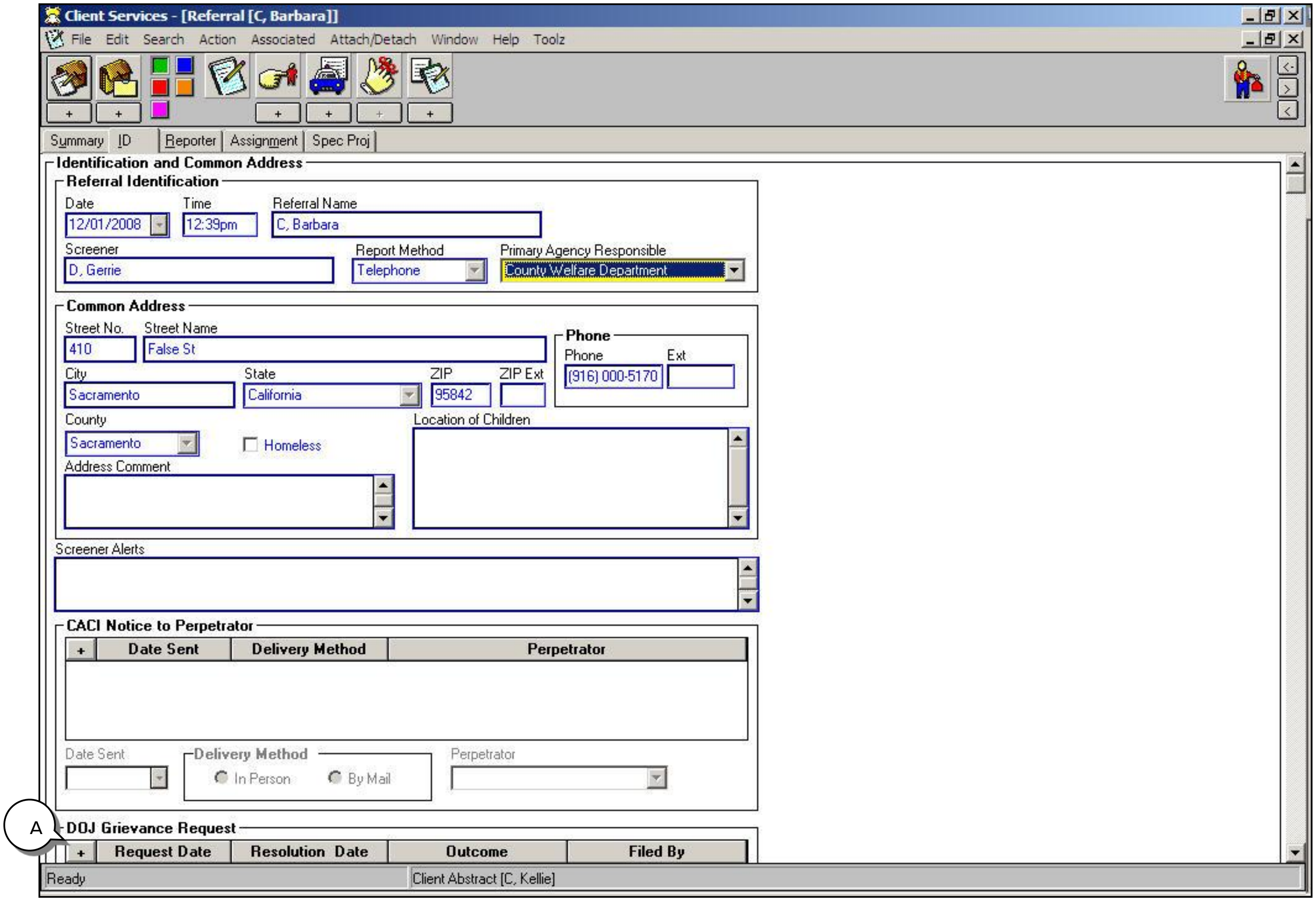


Figure – SM_074

Recording the DOJ Grievance Information (continued)

2. (B) Enter the Request Date. (C) In the Filed By drop-down menu choose the person requesting the grievance.

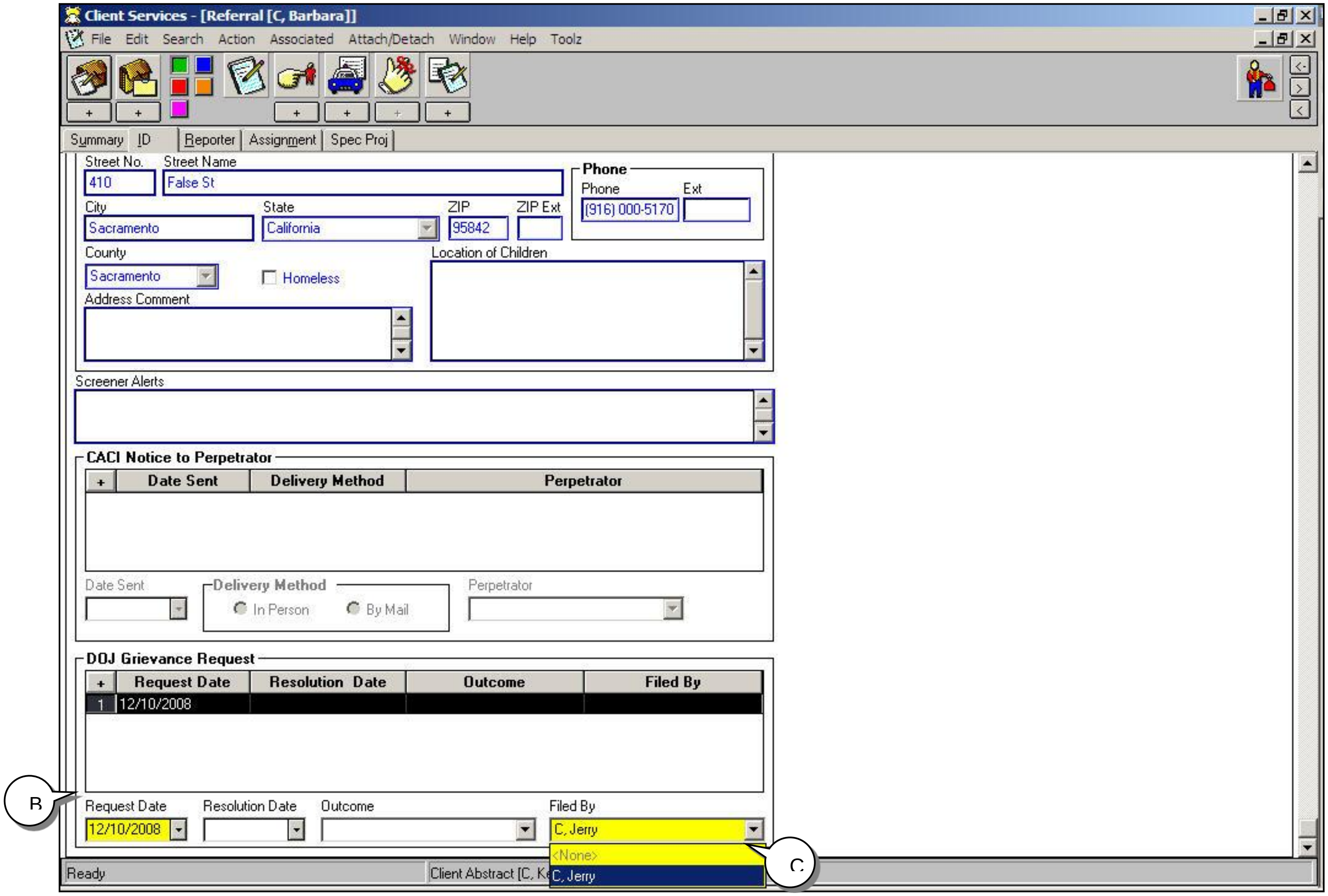


Figure – SM_075

Recording the DOJ Grievance Information (continued)

Allegation Notebook

1. To record the results of a DOJ Grievance (A) Open the Allegation Notebook. (B) Highlight the allegation and (C) Click OK.

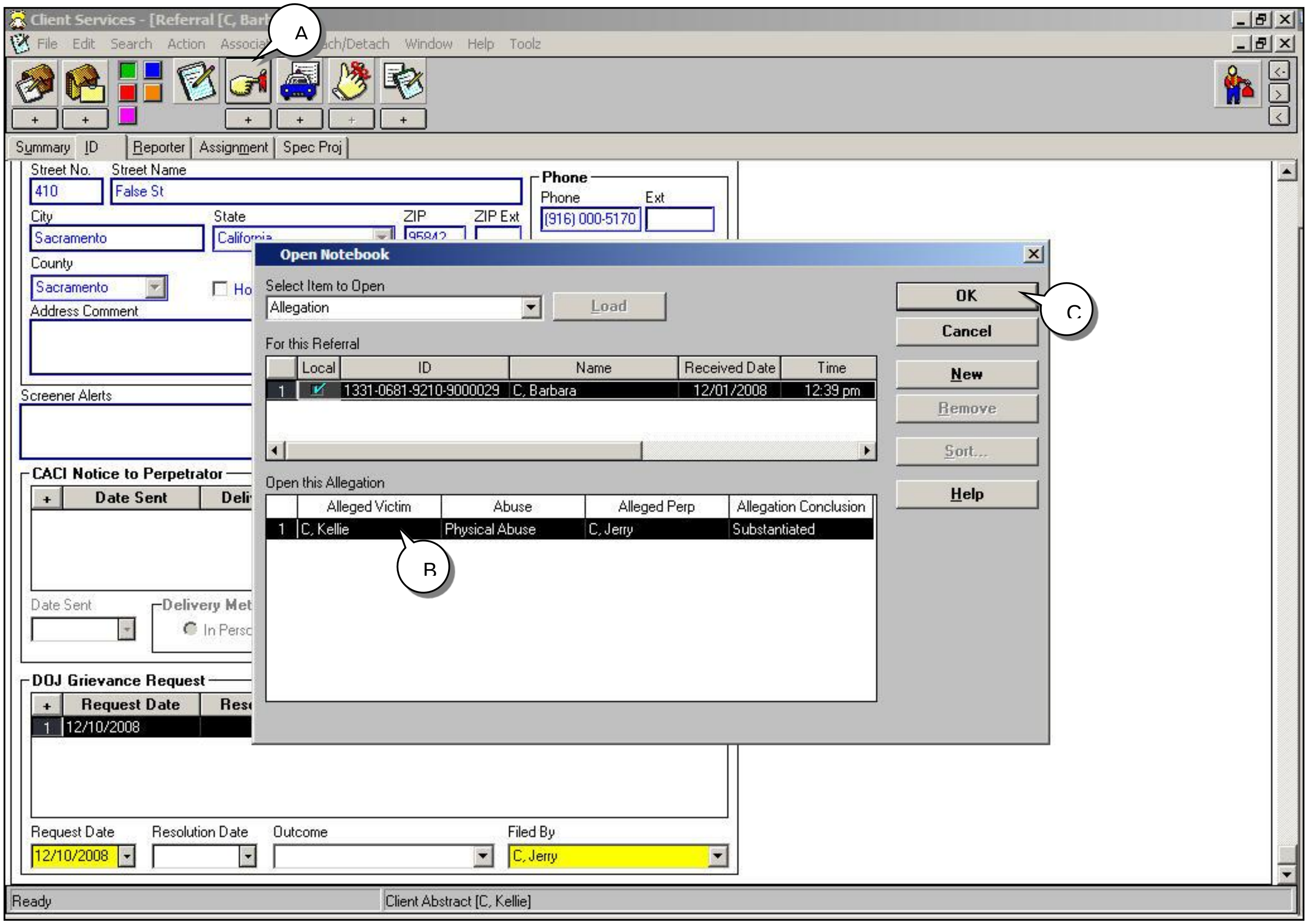


Figure – SM_076

Recording the DOJ Grievance Information (continued)

Allegation Notebook – Conclusion page

1. (A) Open the Conclusion page.

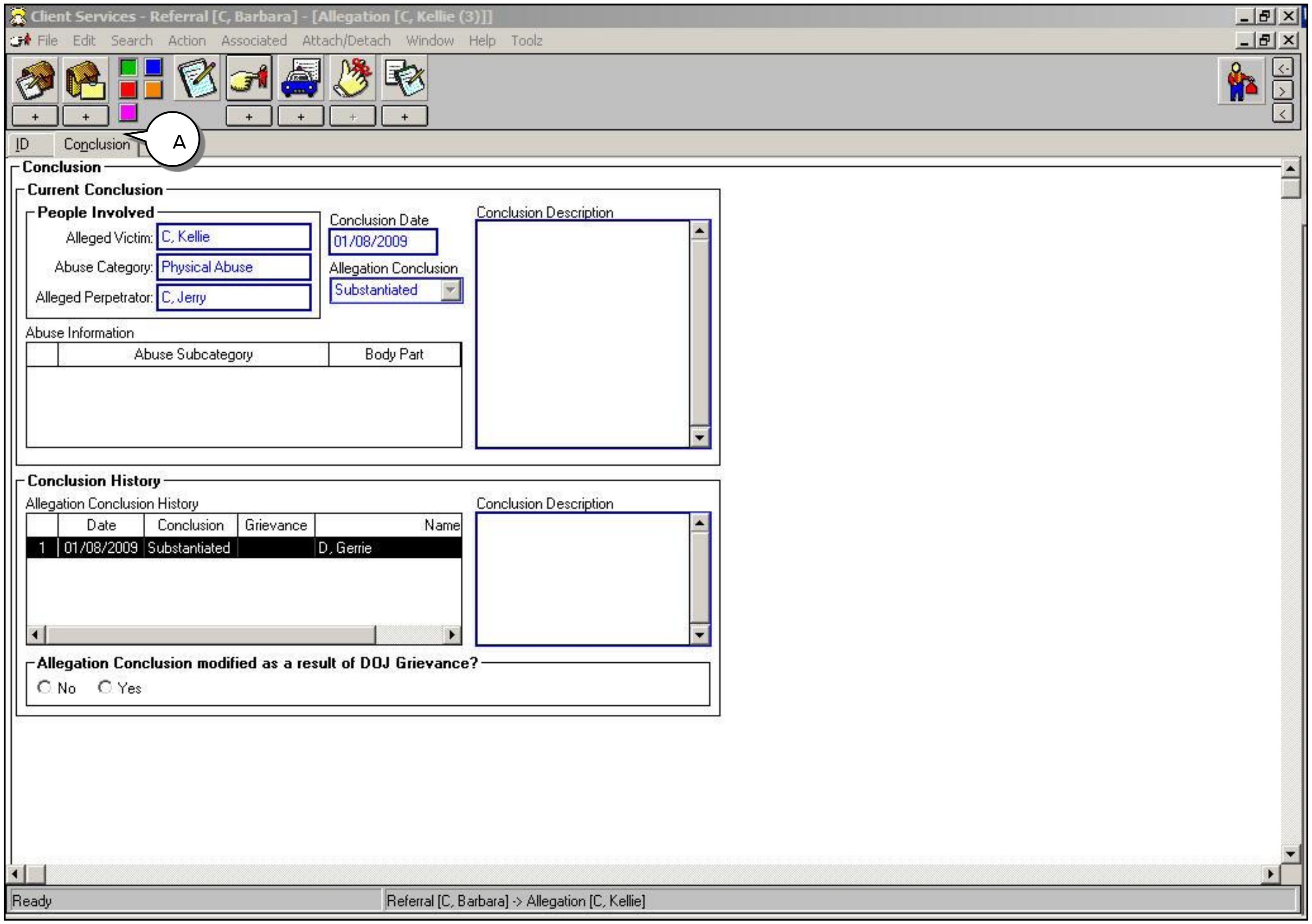


Figure – SM_077

Recording the DOJ Grievance Information (continued)

Edit Allegation Conclusion

1. (A) From the Action drop-down menu, (B) select Edit Allegation Conclusion.

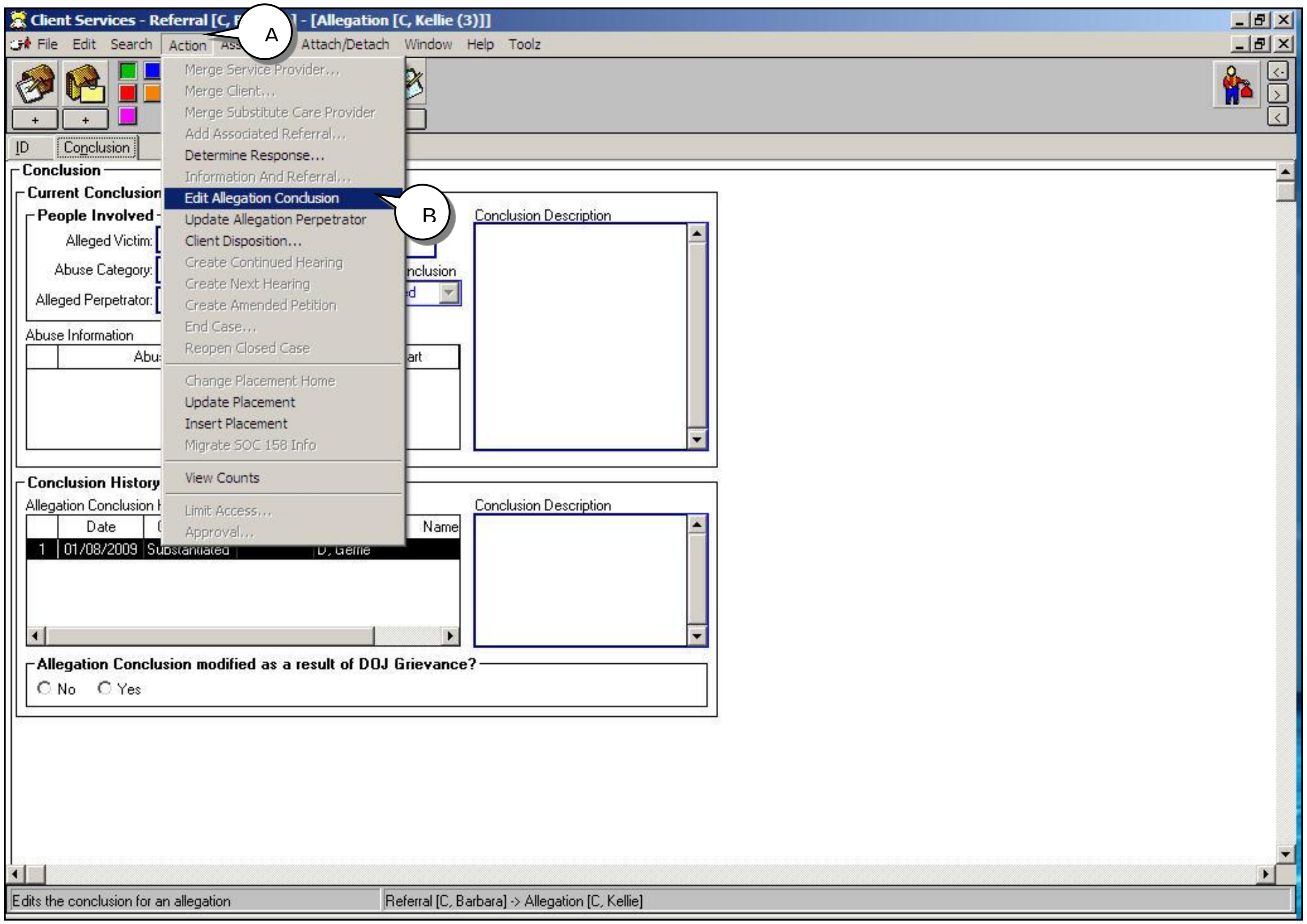


Figure – SM_078

Recording the DOJ Grievance Information (continued)

1 (A) The dialog box will ask “Is the allegation conclusion change due to a DOJ Grievance Review?” (B) Click Yes.

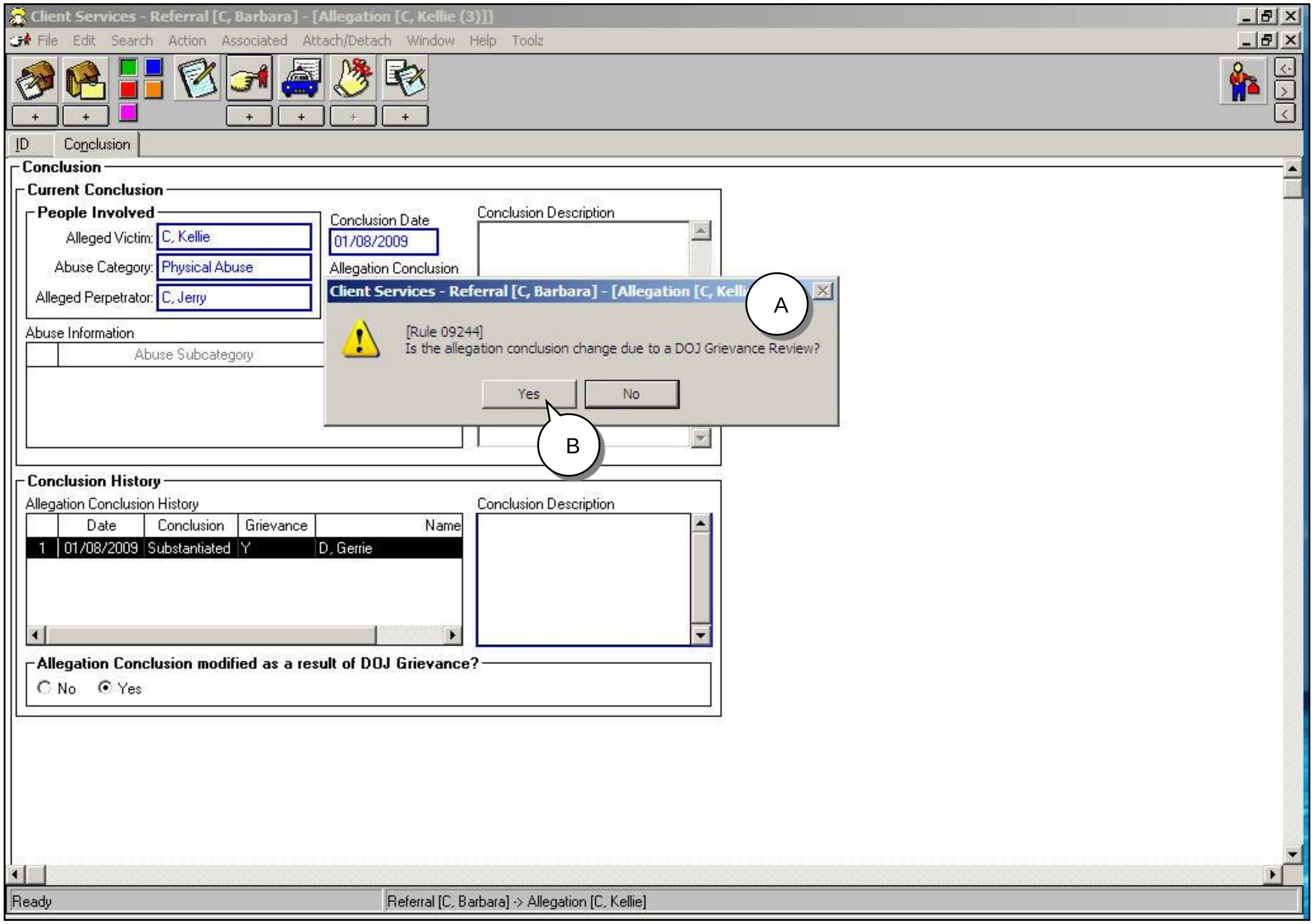
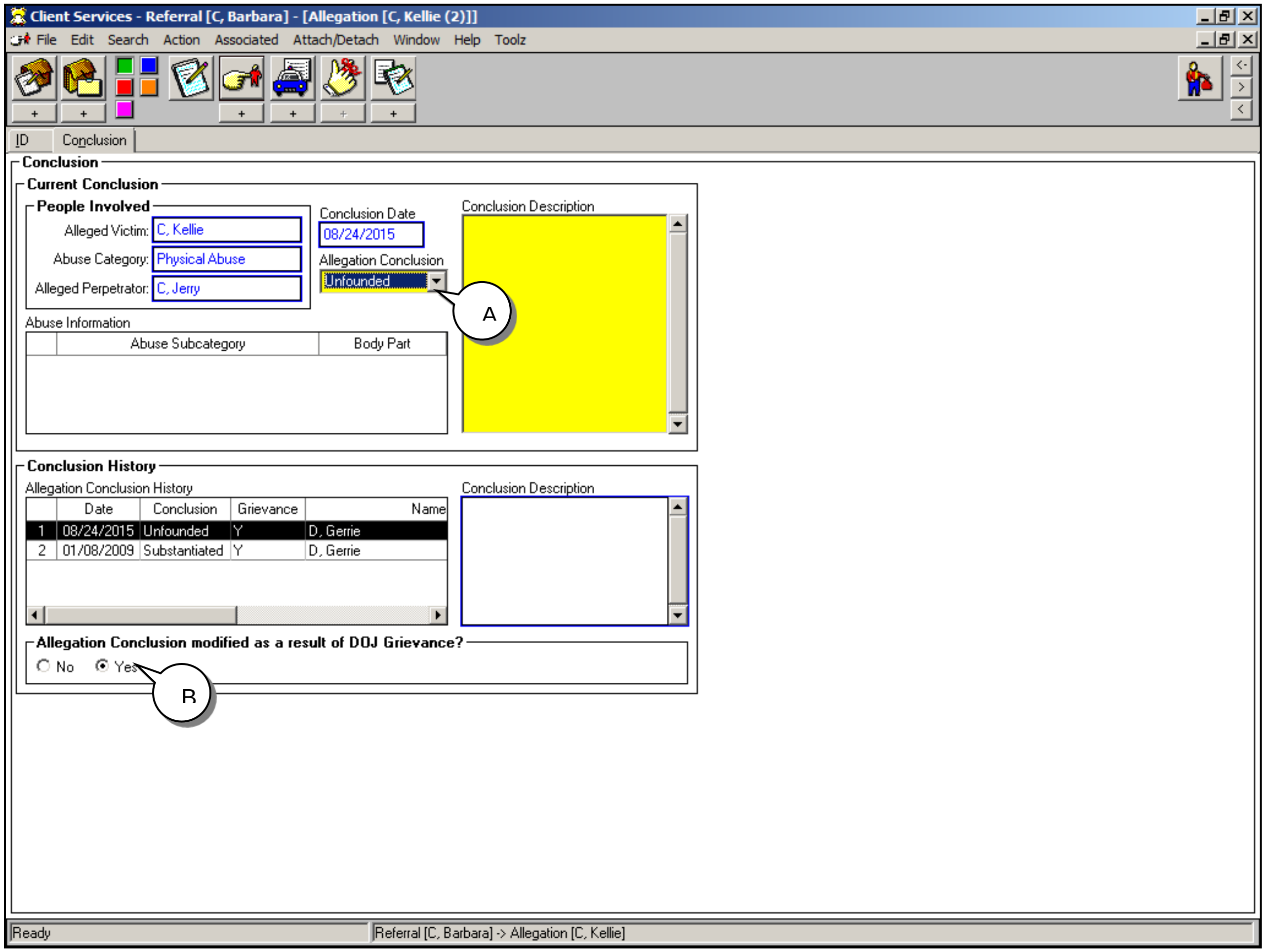


Figure – SM_079

Recording the DOJ Grievance Information (continued)

2. (A) Choose Unfounded in the Allegation Conclusion drop-down menu. Complete all mandatory fields, and (B) Choose the Yes radio button in the Allegation Conclusion modified as a result of DOJ Grievance field.



HINT:
Make sure the correct radio button is selected to indicate if the conclusion was modified as a result of a DOJ Grievance.

Figure – SM_080

Recording the DOJ Grievance Information (continued)

Update DOJ Grievance Outcome

1. (A) Click the Referral Notebook icon. (B) Use the scroll bar to reach the DOJ Grievance Request grid on the ID page. (C) Record Resolution Date and (D) Outcome. Complete by saving to database.

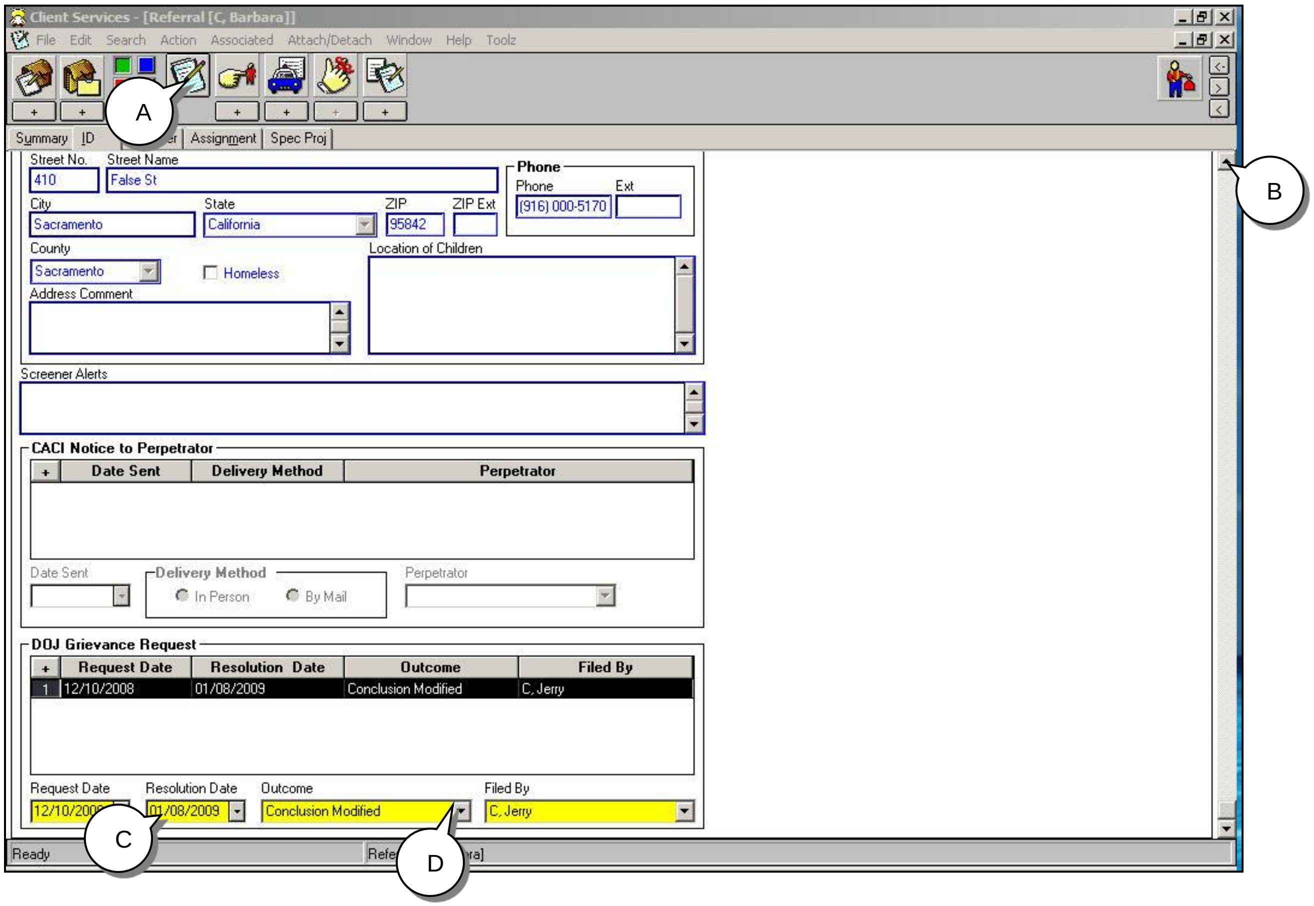


Figure – SM_081

NOTE: BE SURE TO REPORT THE GRIEVANCE OUTCOME TO DOJ PER YOUR COUNTIES PROCEDURES.

From the File drop-down menu, select **Save to Database** and Exit**.**

Skill Building Exercise: Make a Secondary Assignment

Scenario Manager File: M15_S05 Secondary Assignment (Part 5)

User ID = DEKKEGB
Password = $Bud1bud

Background Information

The Following Instructions Are To Aid A Supervisor The Day To Day Use Of The CWS/CMS Application. Responsibilities of a supervisor may vary from county to county, however.

Secondary Assignment/Transfer Assignment

Use the Transfer Assignment command to transfer a primary or secondary assignment (responsibility) for a case or referral to another caseload in your unit, or in another unit, office, or county. This is especially useful when transferring assignments for more than one case or referral. This enables a user to transfer the assignment(s) without entering Client Services and retrieving the case(s) and or referral(s) from the database.

When a single case or referral needs Transfer Assignment/Secondary Assignment, a supervisor can follow the steps in opening the existing case in Client Services, opening the Assignment page, and proceed with making assignment.

SKILL BUILDING EXERCISE

Your new social worker, Melissa P, now has a caseload. You would like the Public Health Nurse to have secondary assignment to Ms. P' case.

Make a Secondary Assignment

To make a secondary assignment, start the CWS/CMS Control Panel. To start the CWS/CMS Control Panel and the Caseload application, follow these steps:

1. From the Windows desktop, double-click the CWS/CMS icon.

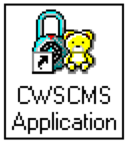


Figure – SM_082

2. In the CWS/CMS Control Panel logon window, (A) verify your User ID, (B) type your password, and (C) click the OK button.

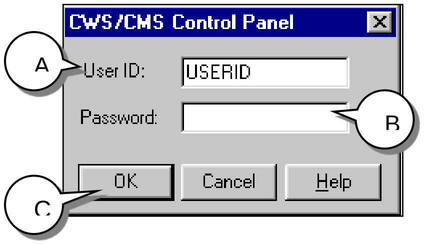


Figure - SM_083

3. From the CWS/CMS Control Panel, (A) click the Caseload application icon.

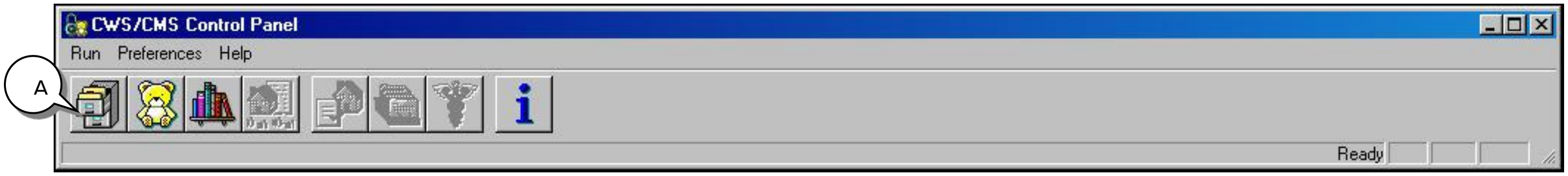


Figure – SM_084

Make a Secondary Assignment (continued)

4. (A) Click on the Opening Existing Caseload folder. (B) Highlight the appropriate Caseload and (C) click OK.

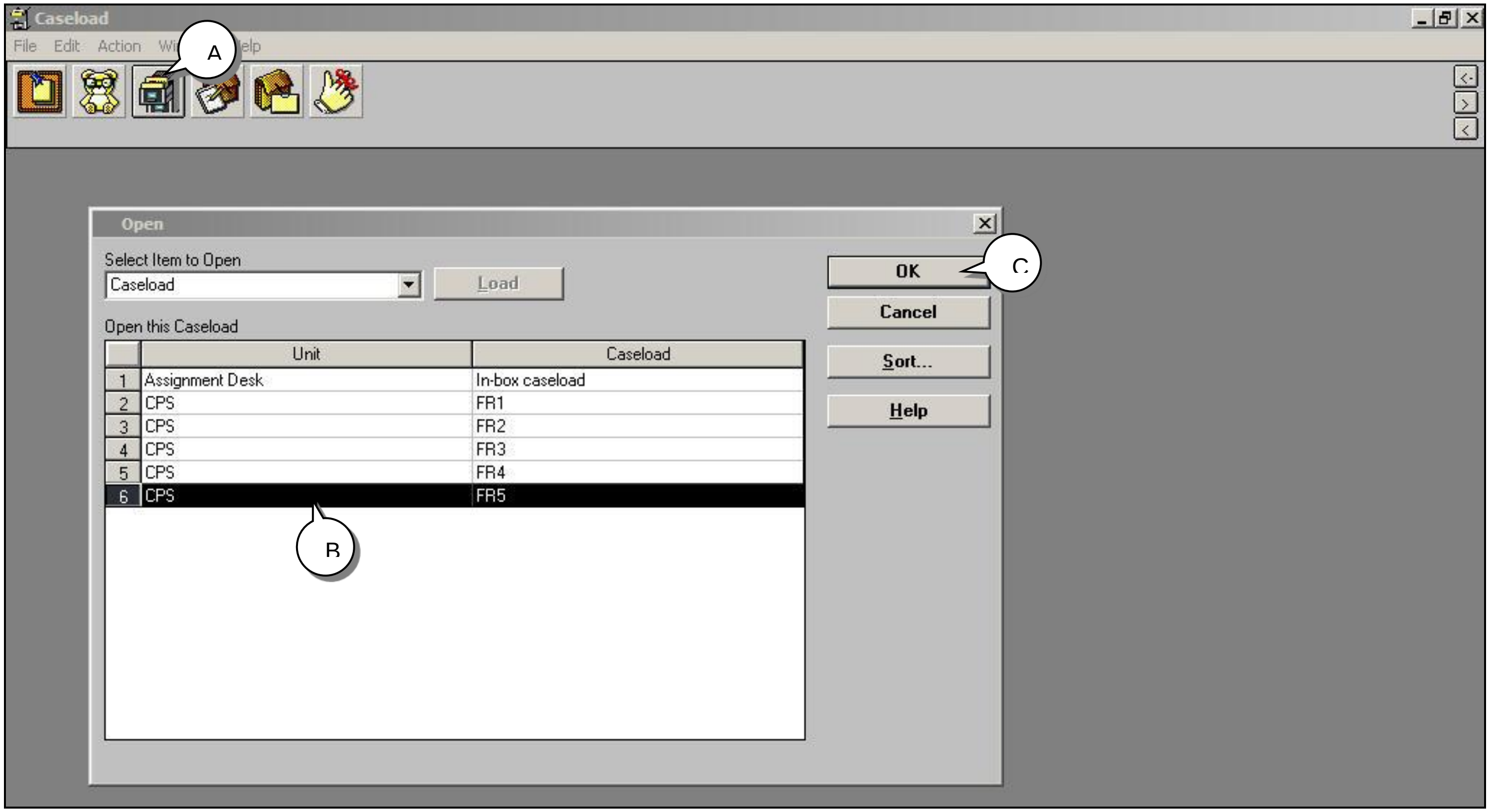


Figure – SM_085

Make a Secondary Assignment (continued)

5. The selected Caseload Summary page will open. (A) Highlight the case.

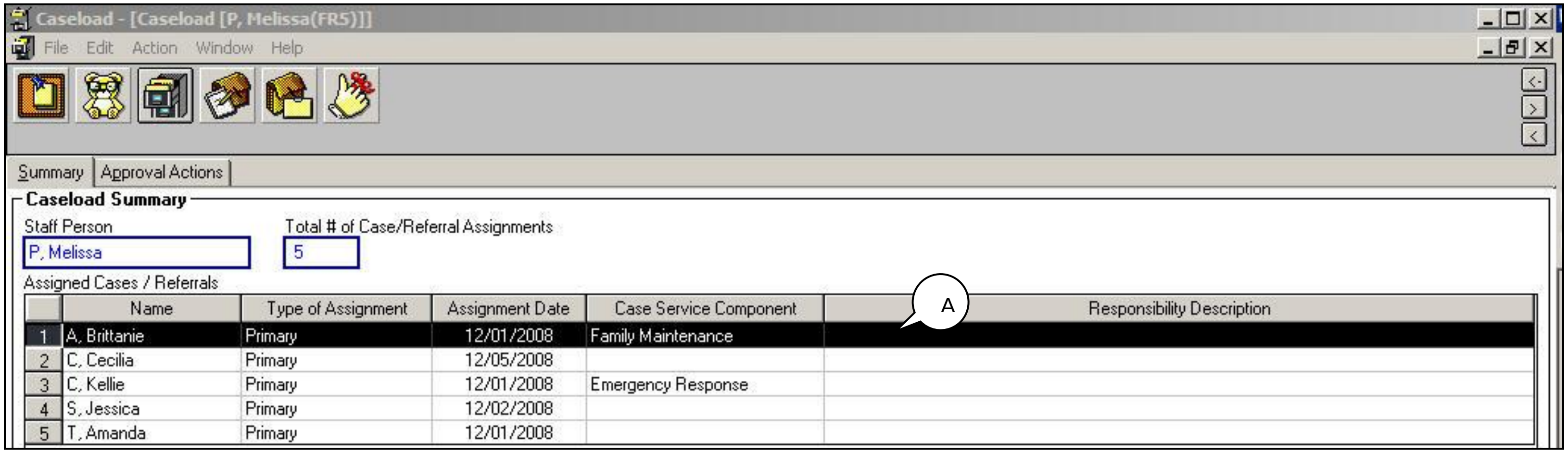


Figure – SM_086

6. (B) From the Action drop-down menu, (C) select Make Assignment.

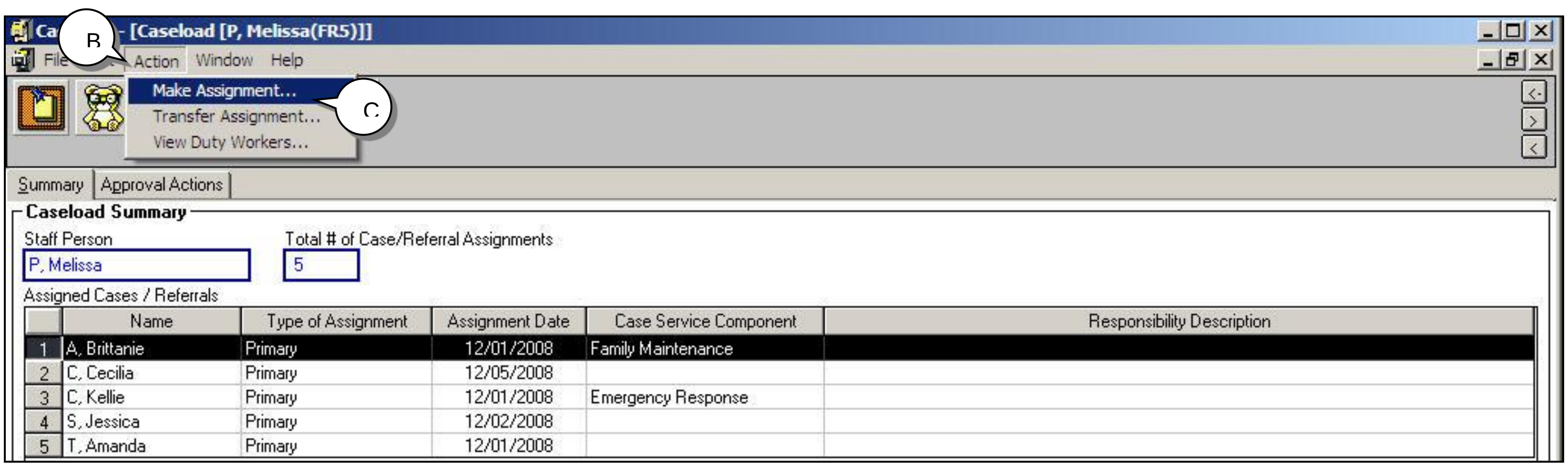


Figure – SM_087

Make a Secondary Assignment (continued)

7. The Make Assignment dialog box will open. In the Responsibility frame (A) select the Secondary radio button. Assignment Destination section defaults to CWS Staff. If you are working in an ICPC case, select the Out Of State radio button. Details Start Date automatically populates with current date.

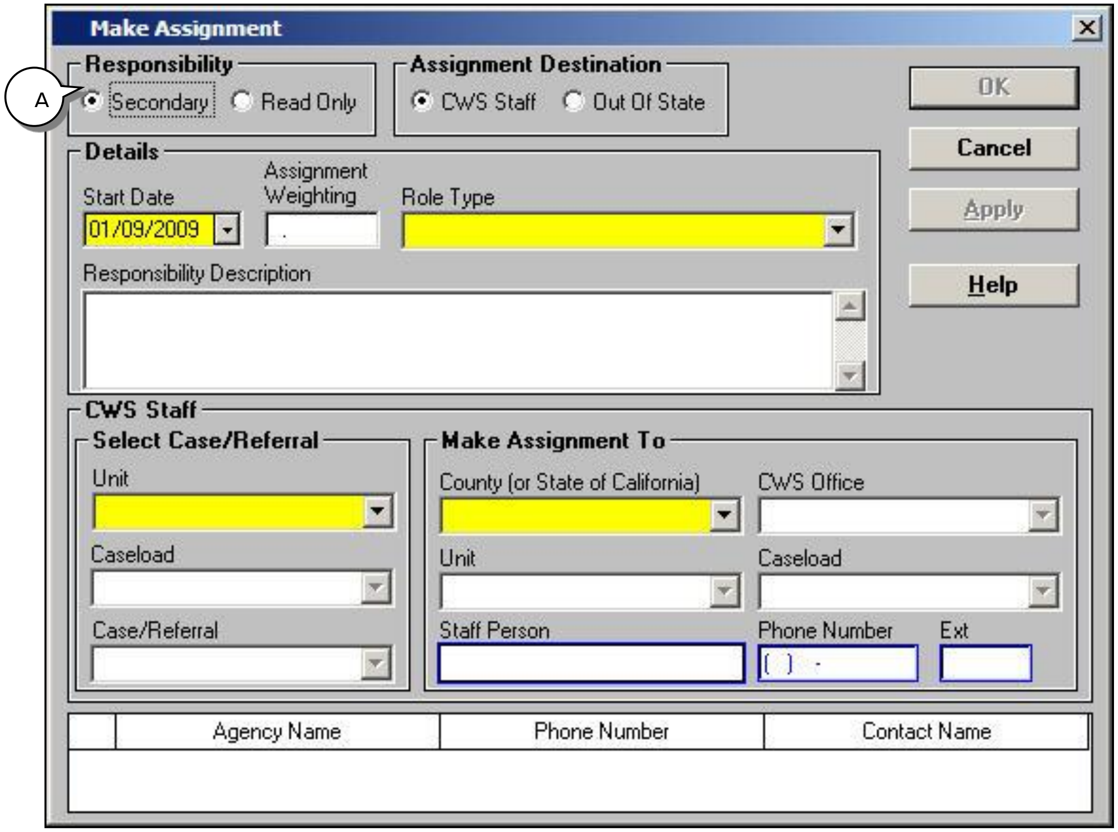


Figure – SM_088

Make a Secondary Assignment (continued)

8. (B) Scroll through the Role Type drop-down menu and highlight appropriate secondary assignment.

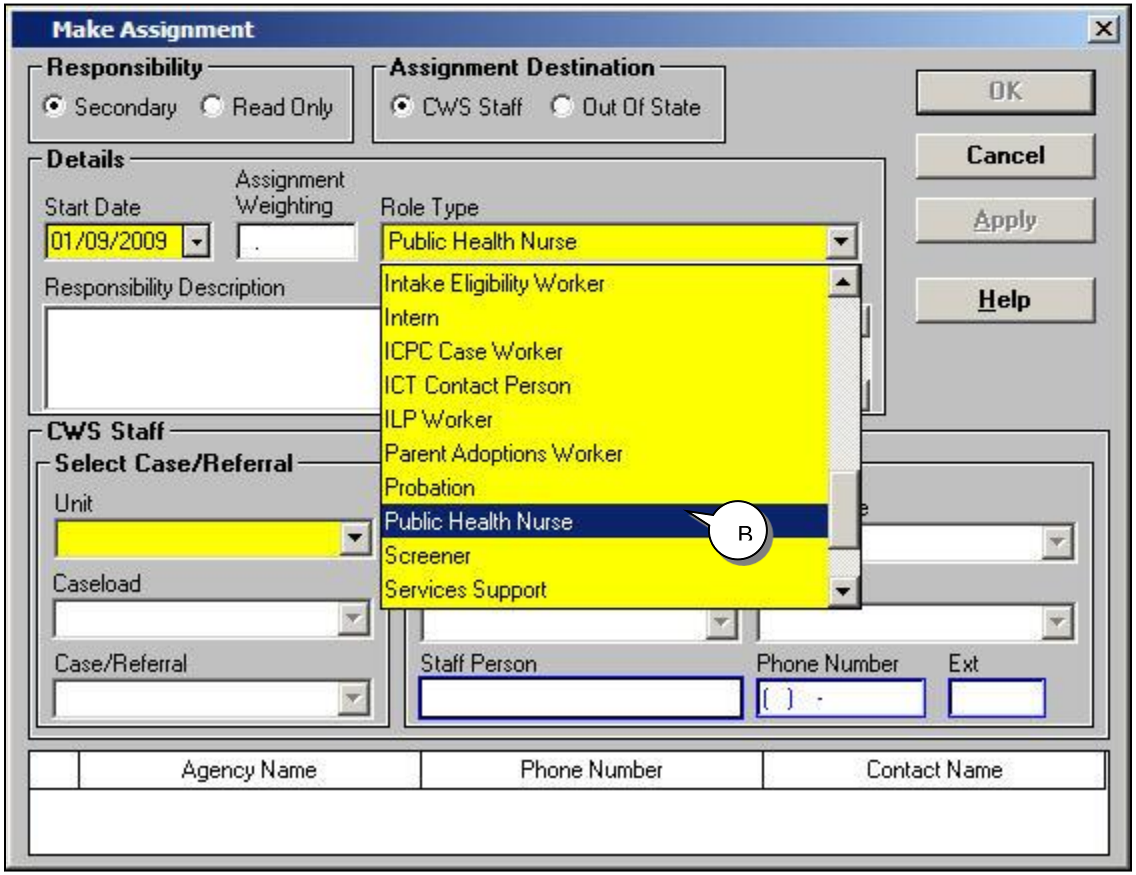


Figure – SM_089

Make a Secondary Assignment (continued)

9. In the CWS Staff section, Select Case/Referral Unit, (C) select CPS in the dropdown menu.

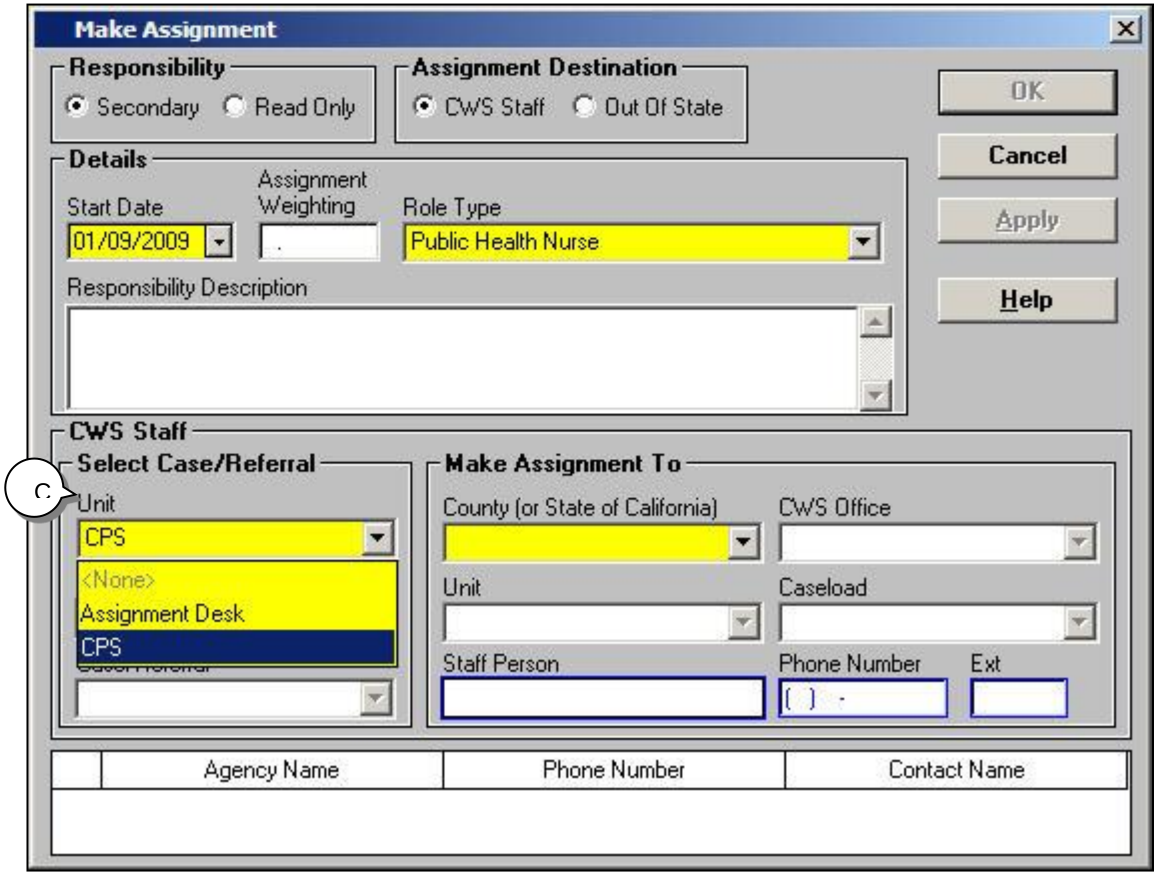


Figure – SM_090

Make a Secondary Assignment (continued)

10. (D) Choose the Caseload from the Caseload drop-down menu. (E) In the Case/Referral drop-down menu choose the name of the Case/Referral.

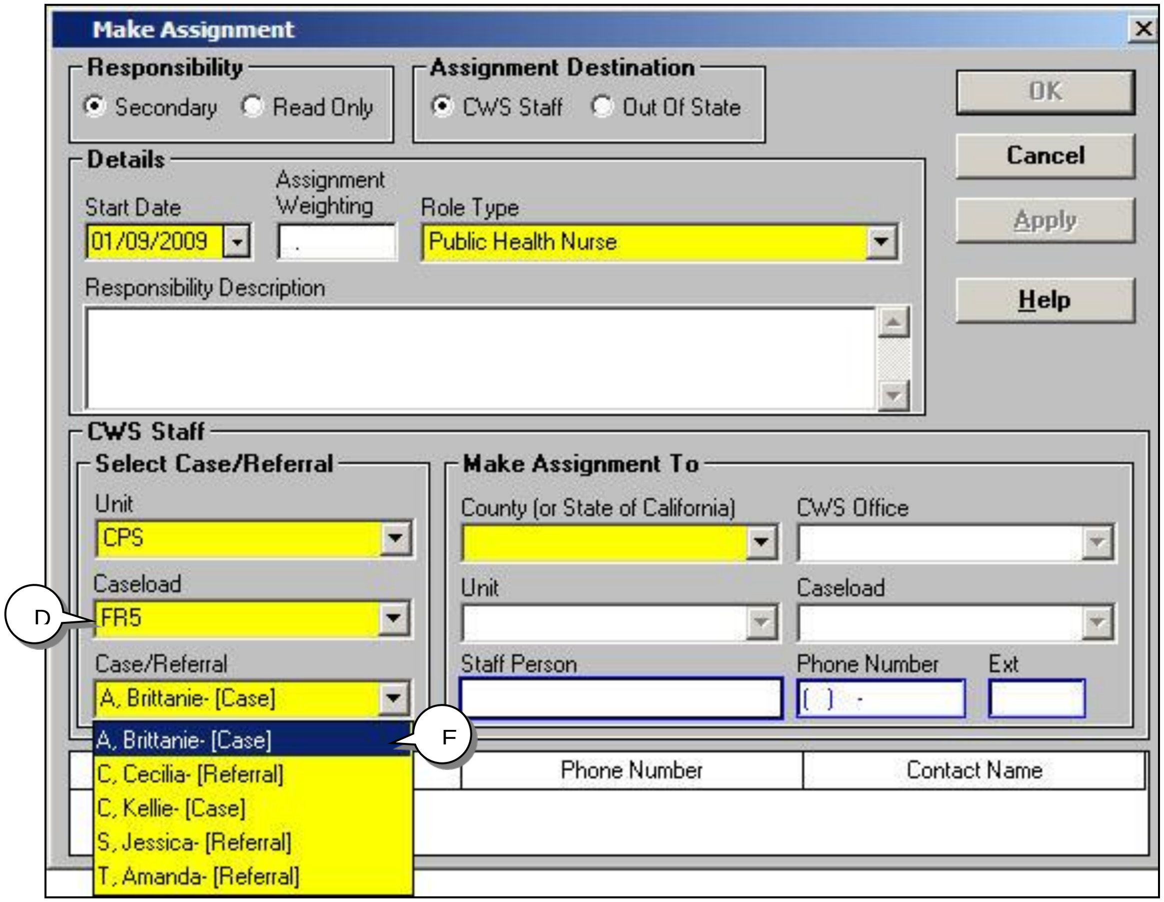


Figure – SM_091

Make a Secondary Assignment (continued)

11. (F) Select desired County from the County (or State of California) drop-down list. (G) Select the desired office from the CWS Office drop-down list. (H) Select the Unit the case will be assigned to.

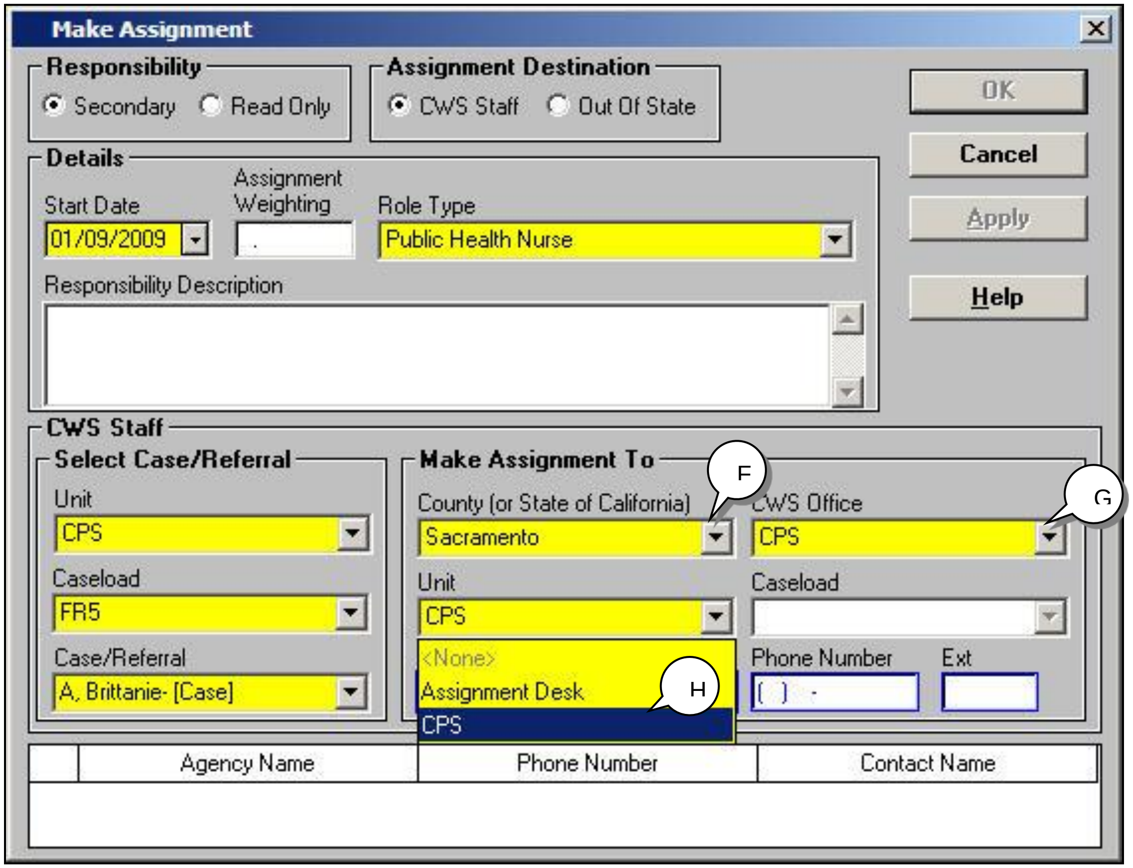


Figure – SM_092

Make a Secondary Assignment (continued)

12. (I) Choose the Caseload from the Caseload drop-down menu. The Staff Person, phone number, and extension will automatically populate. If you need to give secondary assignment of another case or referral, click the Apply button, and follow the previous steps. If this is the only case to be given secondary assignment (J) click OK and the system will return you to the caseload.

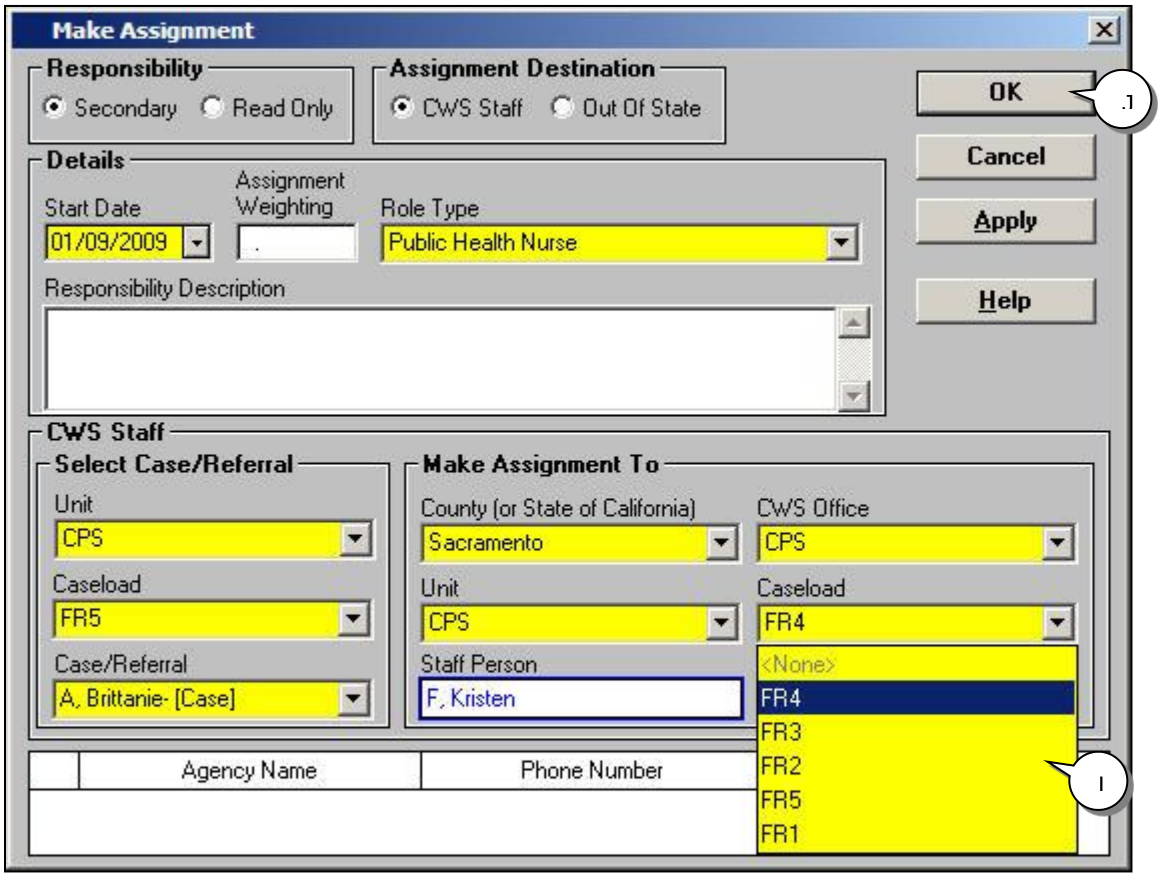


Figure – SM_093

Caseload Reports

Caseload reports present data for a specific caseload or assignment unit. These reports include calendars of court hearings, caseload reminders, due dates to update cases in a caseload, and the visits and contacts scheduled for a caseload.

1. To generate a caseload report, open the Caseload application, (A) open the Caseload notebook.

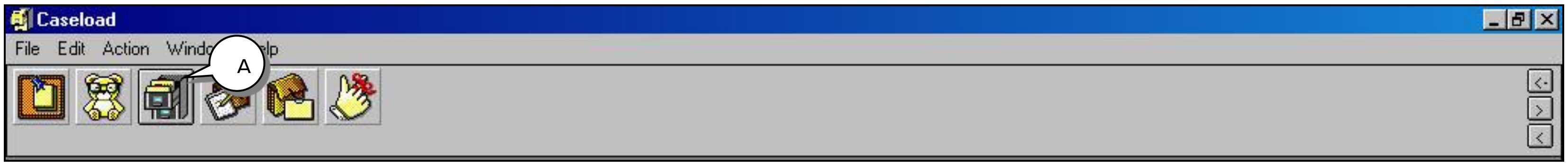


Figure – SM_094

2. (B) Select a caseload and (C) click OK.

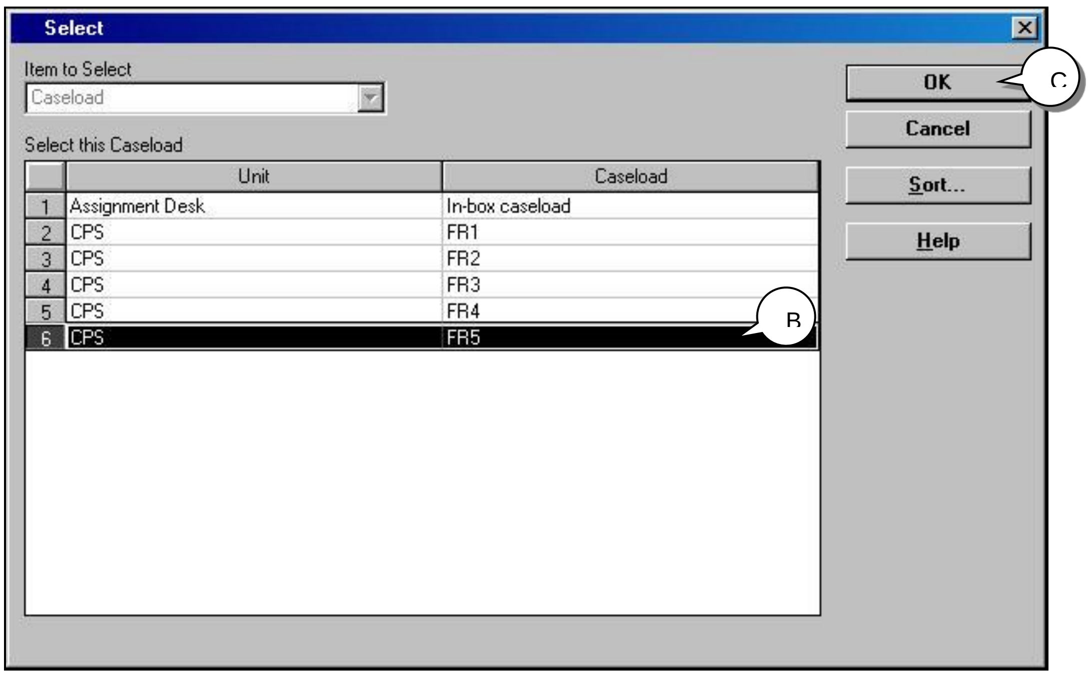


Figure – SM_095

Caseload Reports (continued)

3. (D) From the File drop-down menu select Print Report.

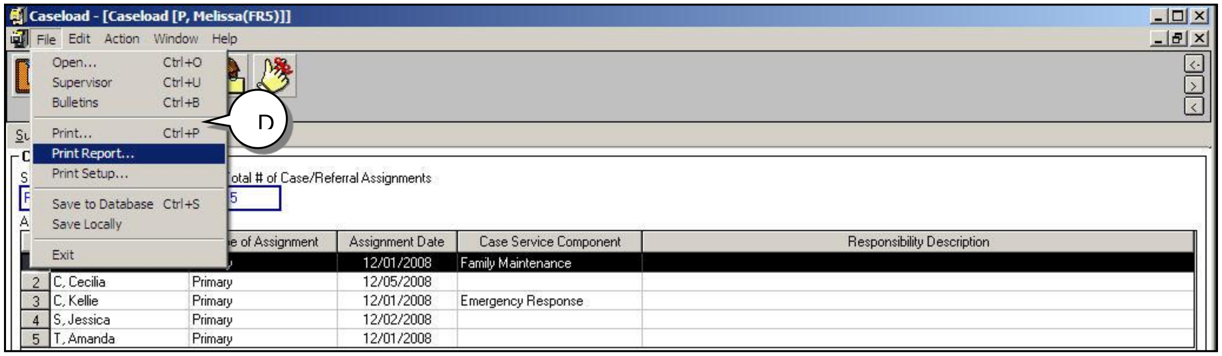


Figure – SM_096

4. (E) Select the report to be generated and (F) click the Print Preview button.

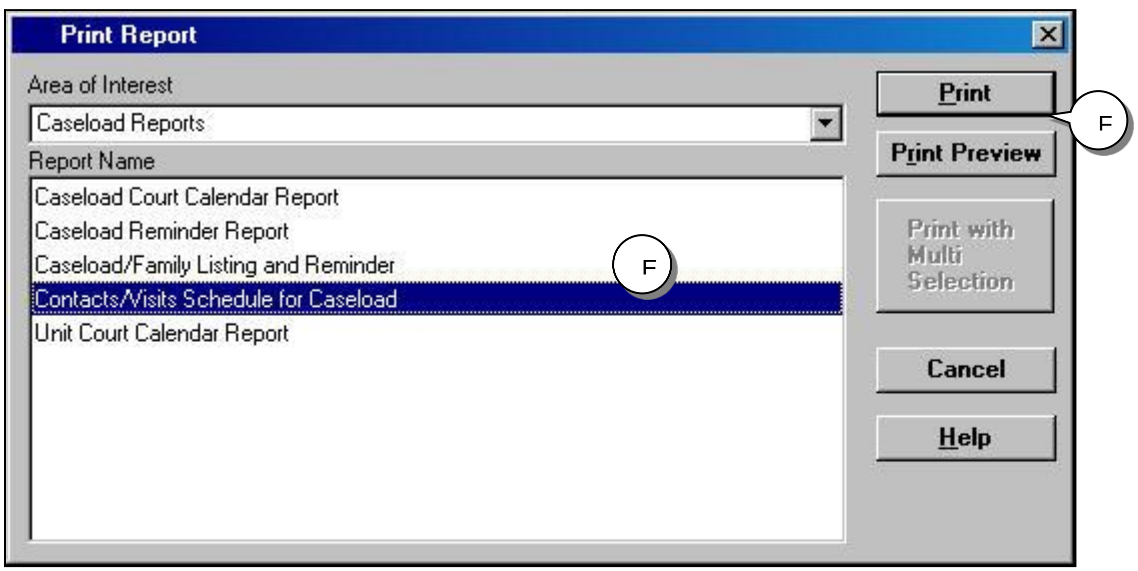


Figure – SM_097

Caseload Reports (continued)

5. (G) Select Caseload to be reported and (H) click OK.

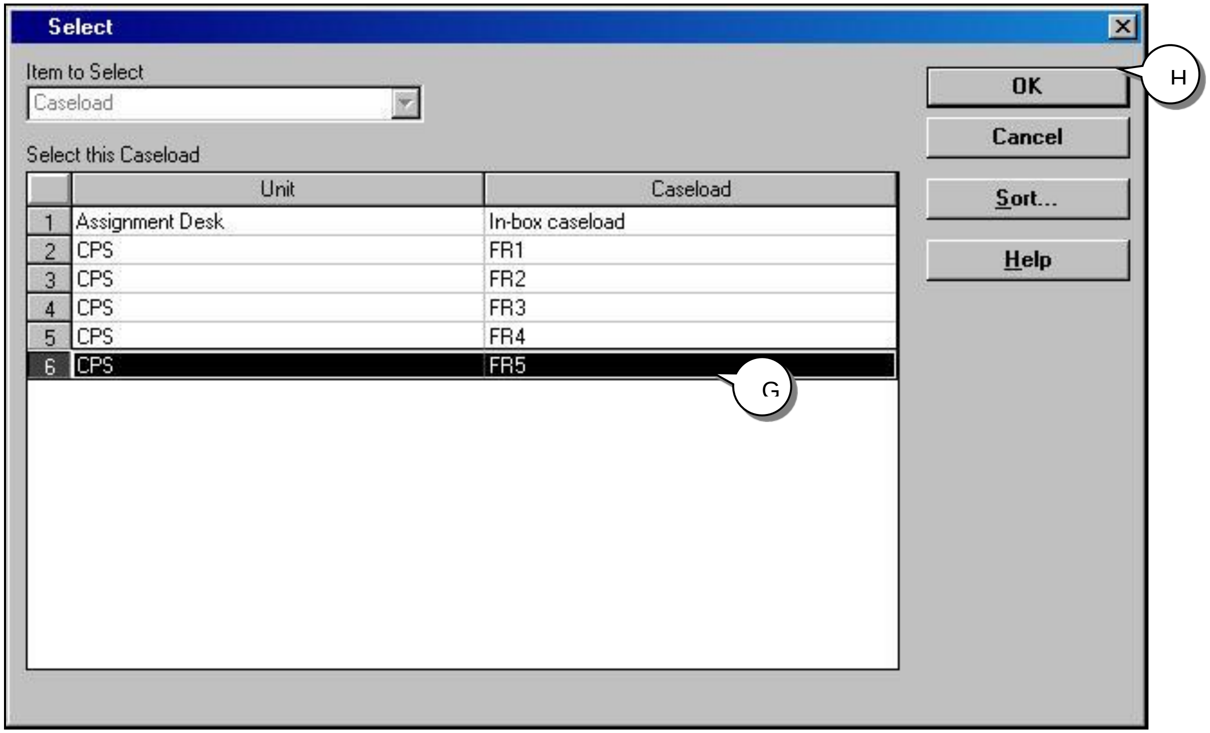


Figure – SM_098

Caseload Reports (continued)

6. The report will automatically populate. When Microsoft Word has generated the document, (A) review information, (B) print or Save, if applicable, and (C) close.

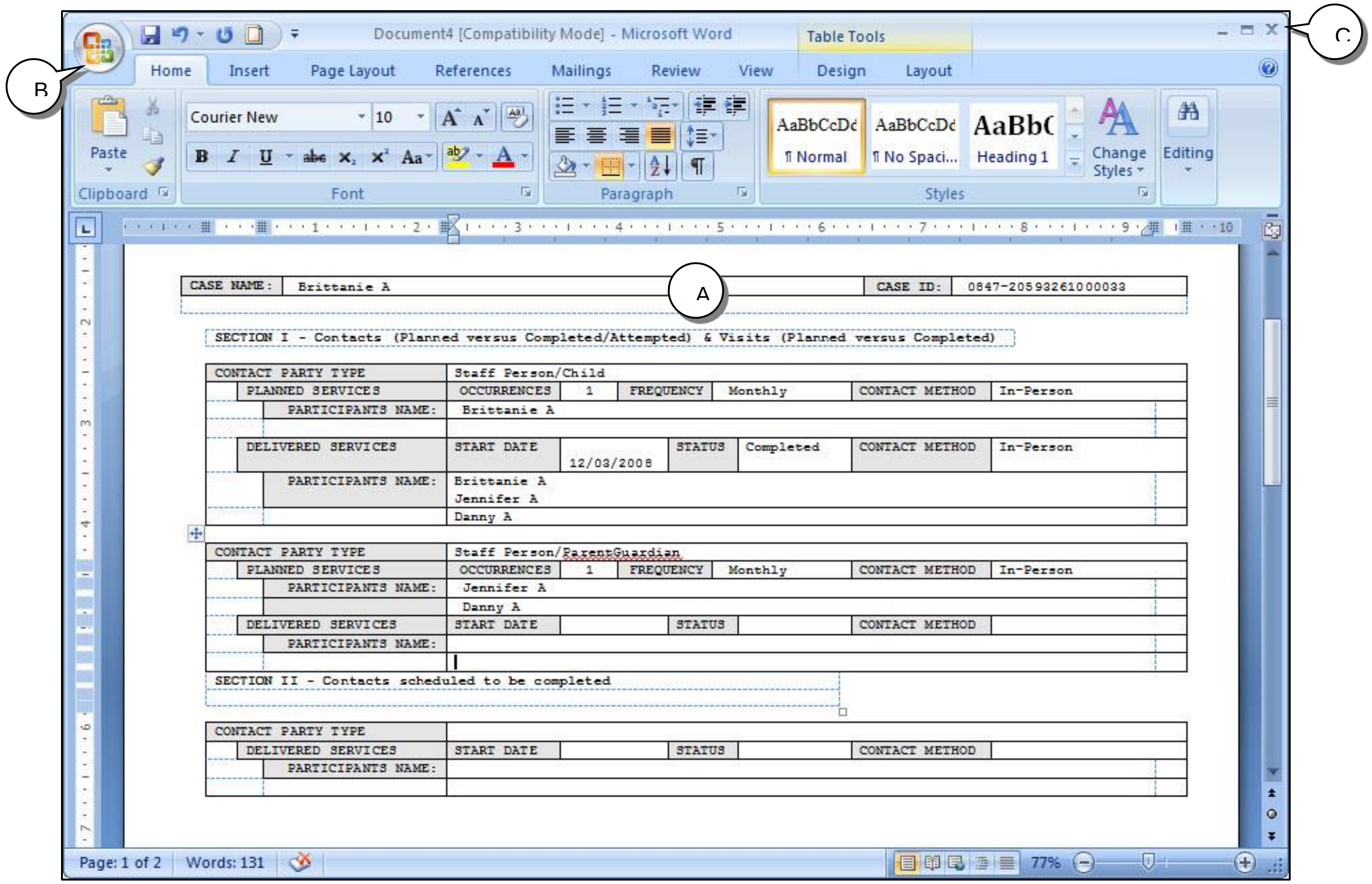


Figure – SM_099

Close the Caseload application. From the File drop-down menu, select **Save to Database** and click **Continue Working.**

Skill Building Exercise: Suspended Case

Skill Building Exercise: Suspended Case

Scenario Manager File: M15_S06 Suspended Case (Part 6)

User ID = DEKKEGB
Password = $Bud1bud

Background Information

You are supervisor, Gerrie D. You have just received word that Kimberly F's case is being assigned to your unit. Kimberly was previously an open case in your unit, but closed with the Probation Department taking over case management responsibility. We will complete the steps for recording a Suspended Case.

1. (A) Open Client Services.

Figure – SM_100

2. Search the database for the client by (A) clicking on the Search drop-down menu and (B) highlighting Start Search.

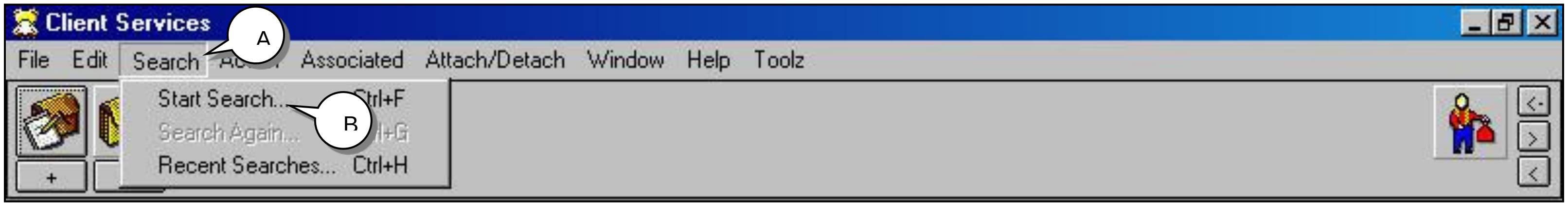


Figure – SM_101

Suspended Case (A)

3. (C) Insert the last and first names of the client and make sure there is a red check mark next to each (D) Click OK.

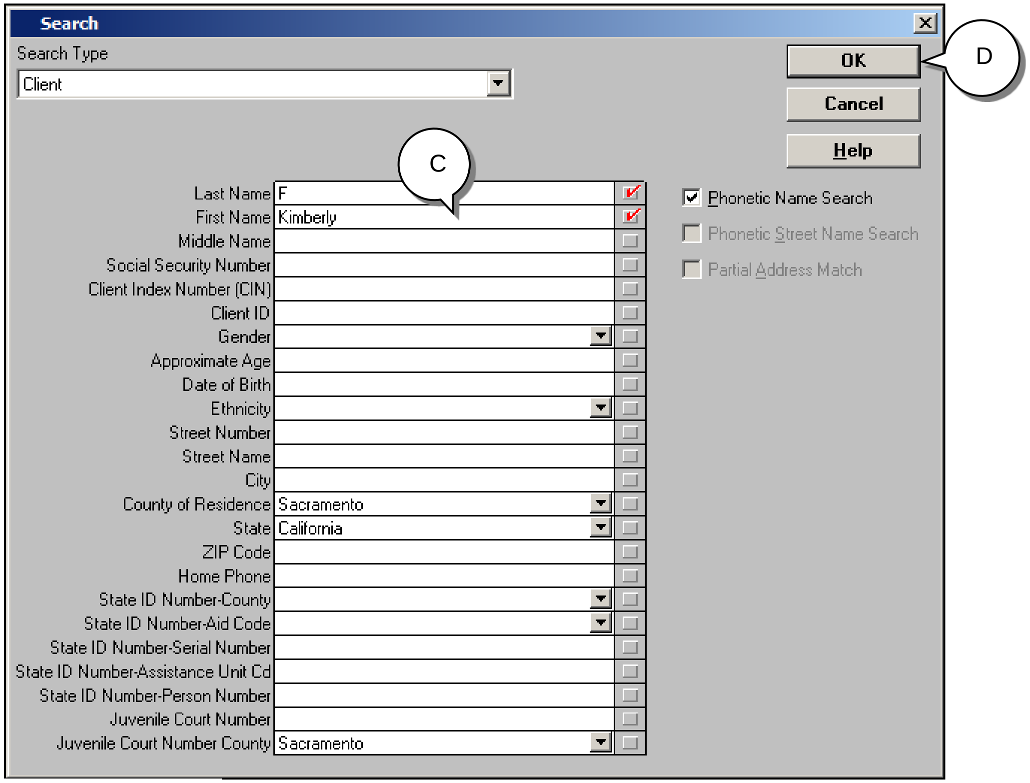


Figure – SM_102

Suspended Case (continued)

4. The system will now search state wide to find Kimberly F. Once the Search Results appear, (E) highlight Kimberly F case double click the mouse.

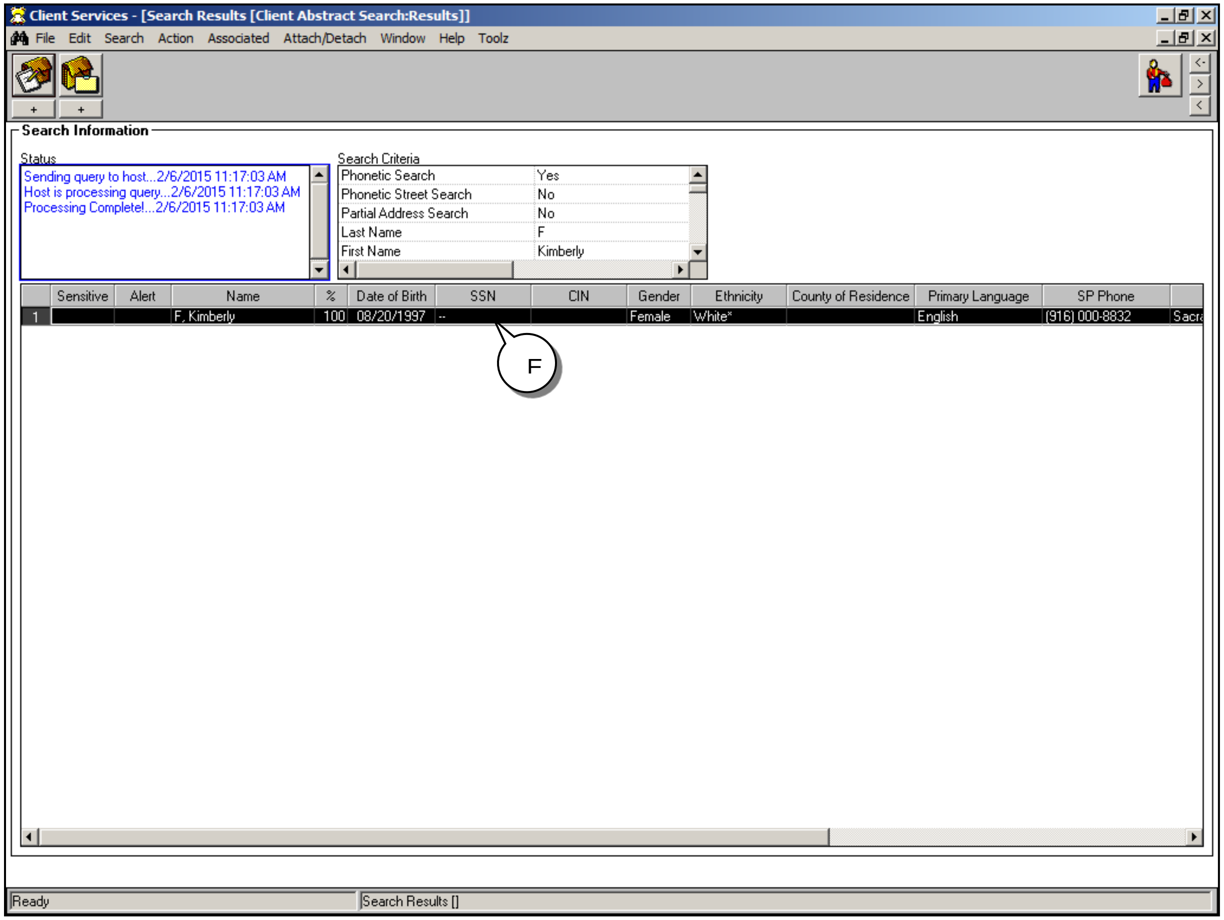


Figure – SM_103

Suspended Case (continued)

5. The Client Abstract will come into focus. Review the page tabs to verify this is the client you are searching for.

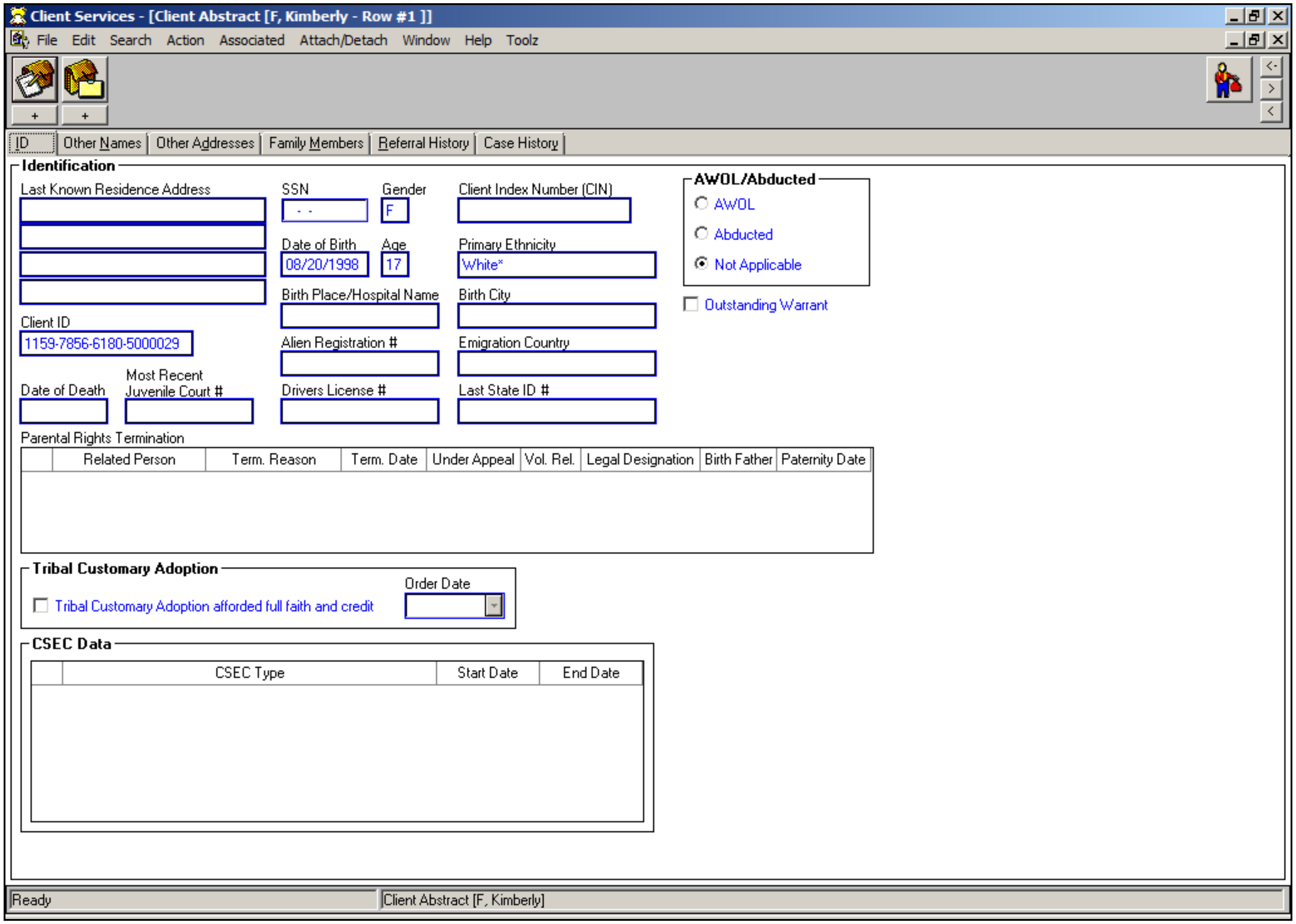


Figure – SM_104

Suspended Case (continued)

6. (A) From the Associated drop-down menu, (B) highlight Open Associated Cases.

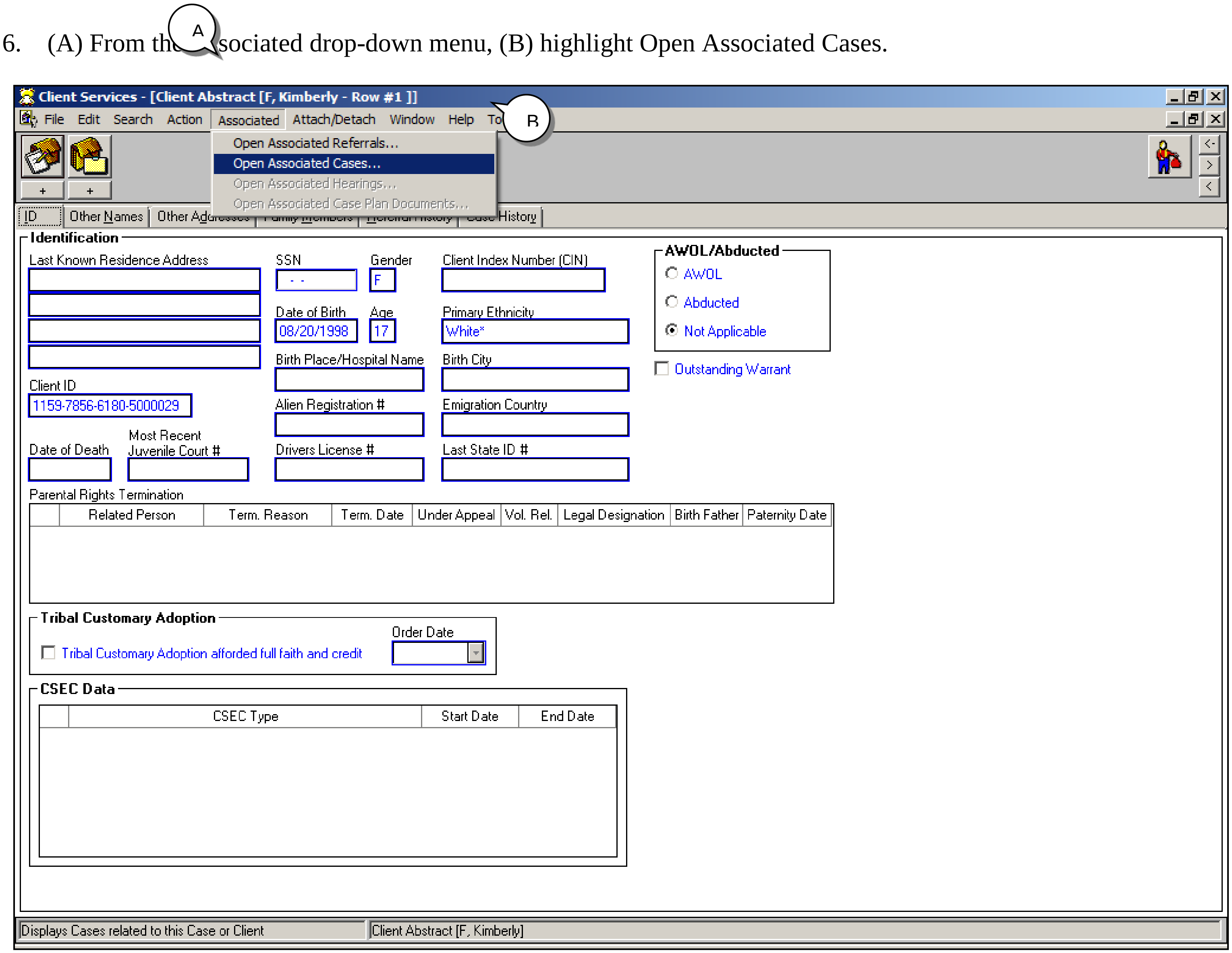


Figure – SM_105

Suspended Case (continued)

7. (A) Highlight the case to open from the Open this Associated Case grid and (B) click OK.

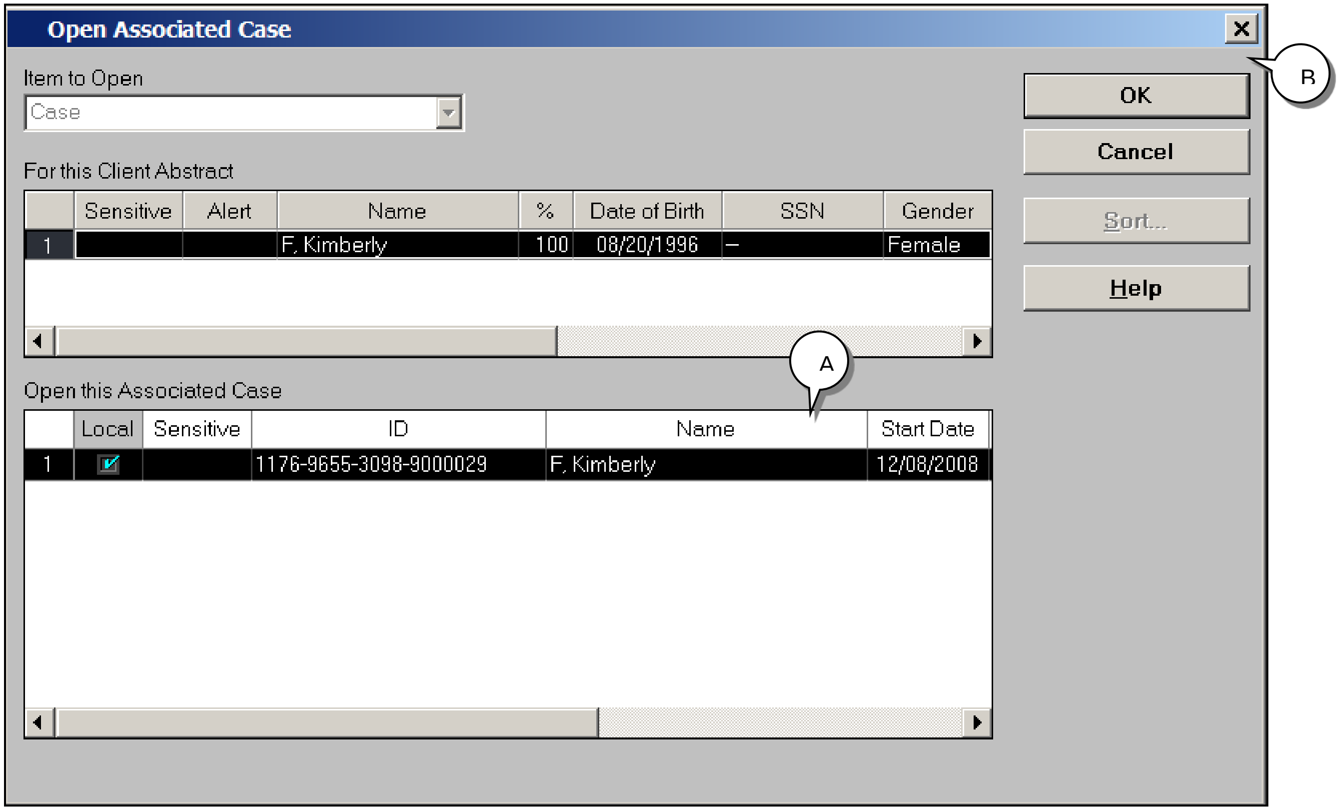


Figure – SM_106

Suspended Case (continued)

The closed case will then be displayed.

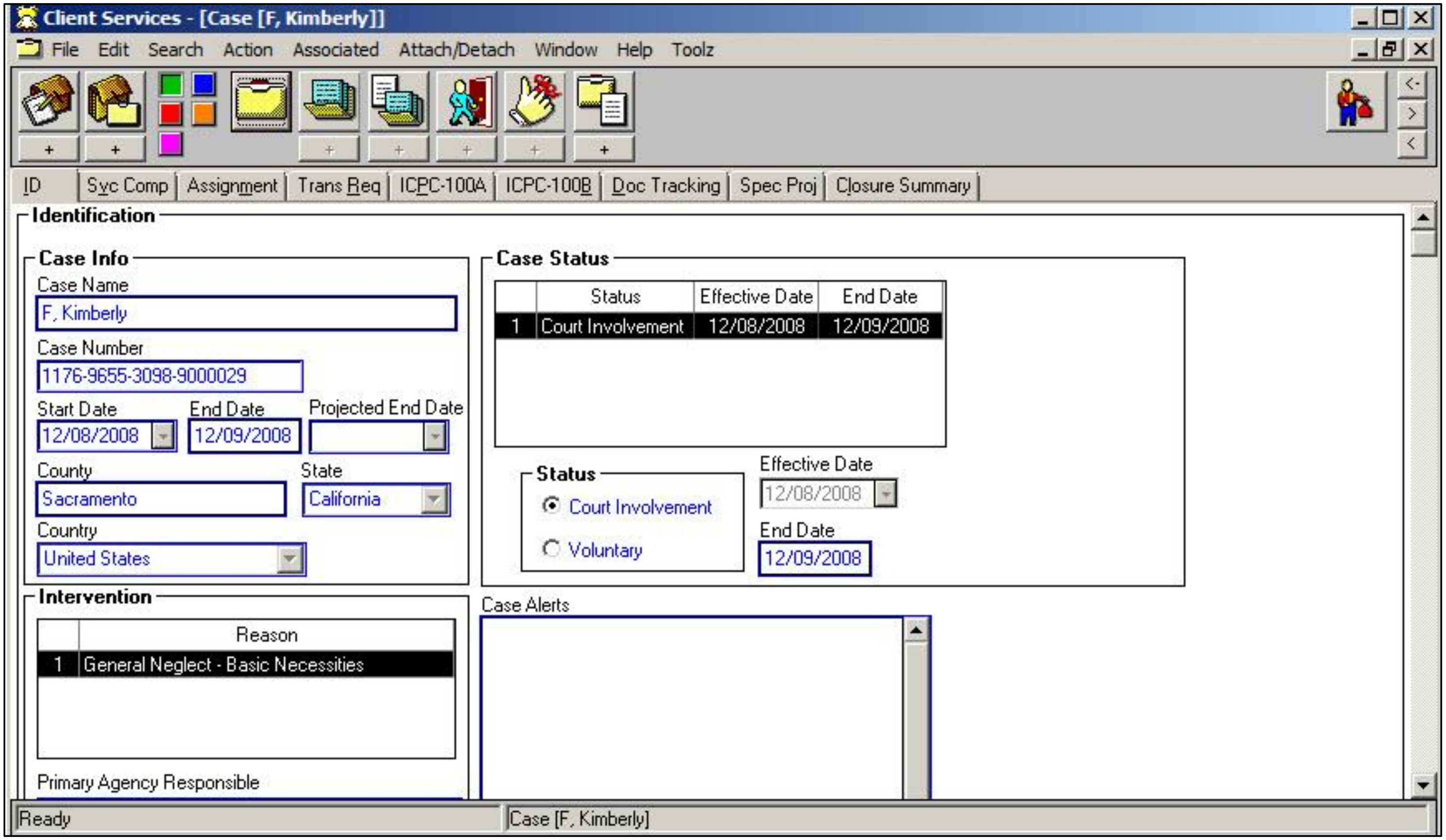


Figure – SM_107

Suspended Case (continued)

8. **Instruction For The Live Application:** (A) Click on the Assignment page tab. (B) Click the History button (C) When the Retrieve Historical Information box appears check the All radio button (D) and click OK. **For Use With Scenario Manager, Skip To Step 9.**

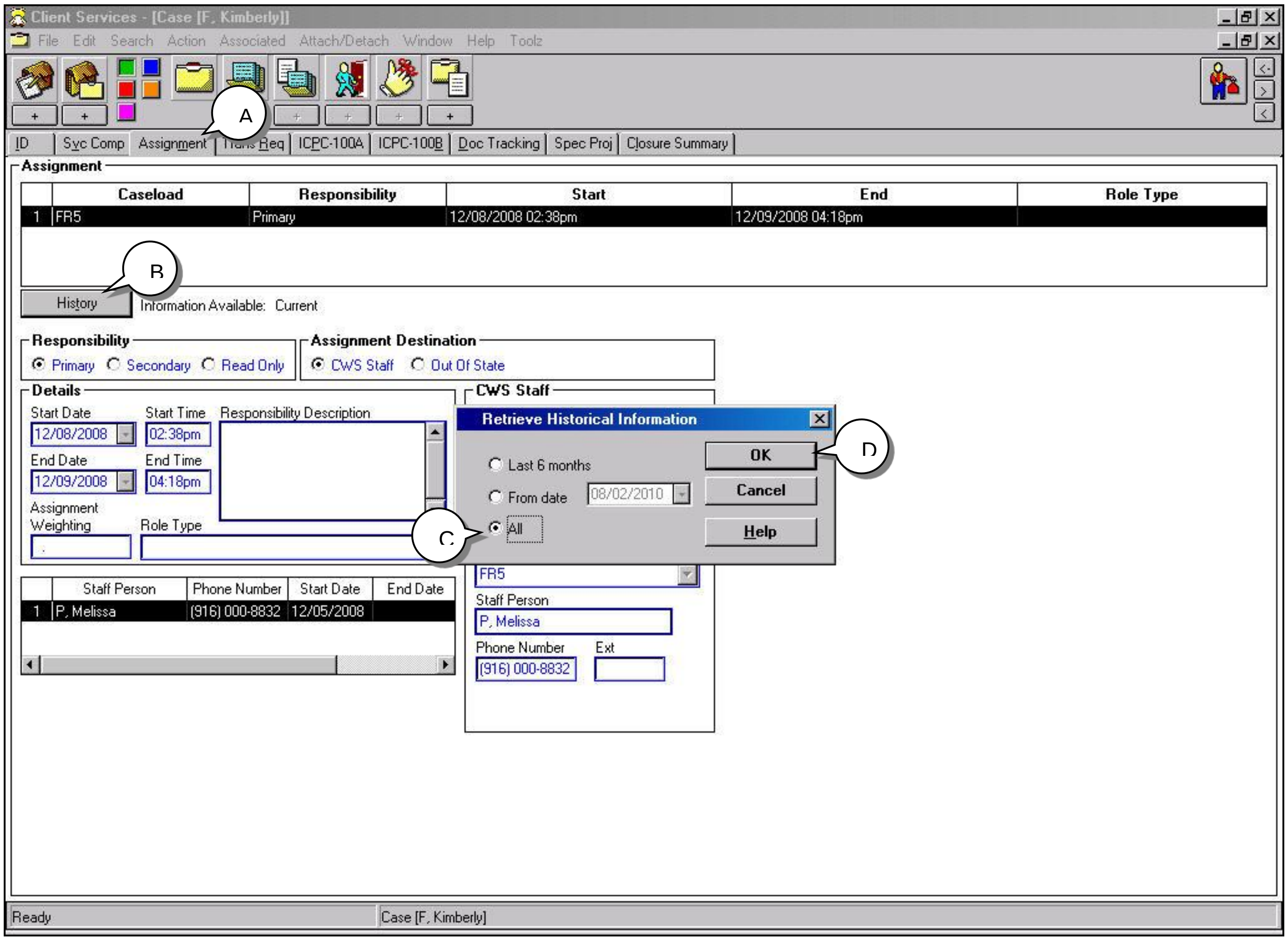


Figure – SM_108

Suspended Case (continued)

9. (A) Click on the Action drop-down menu and (B) choose Reopen Closed Case.

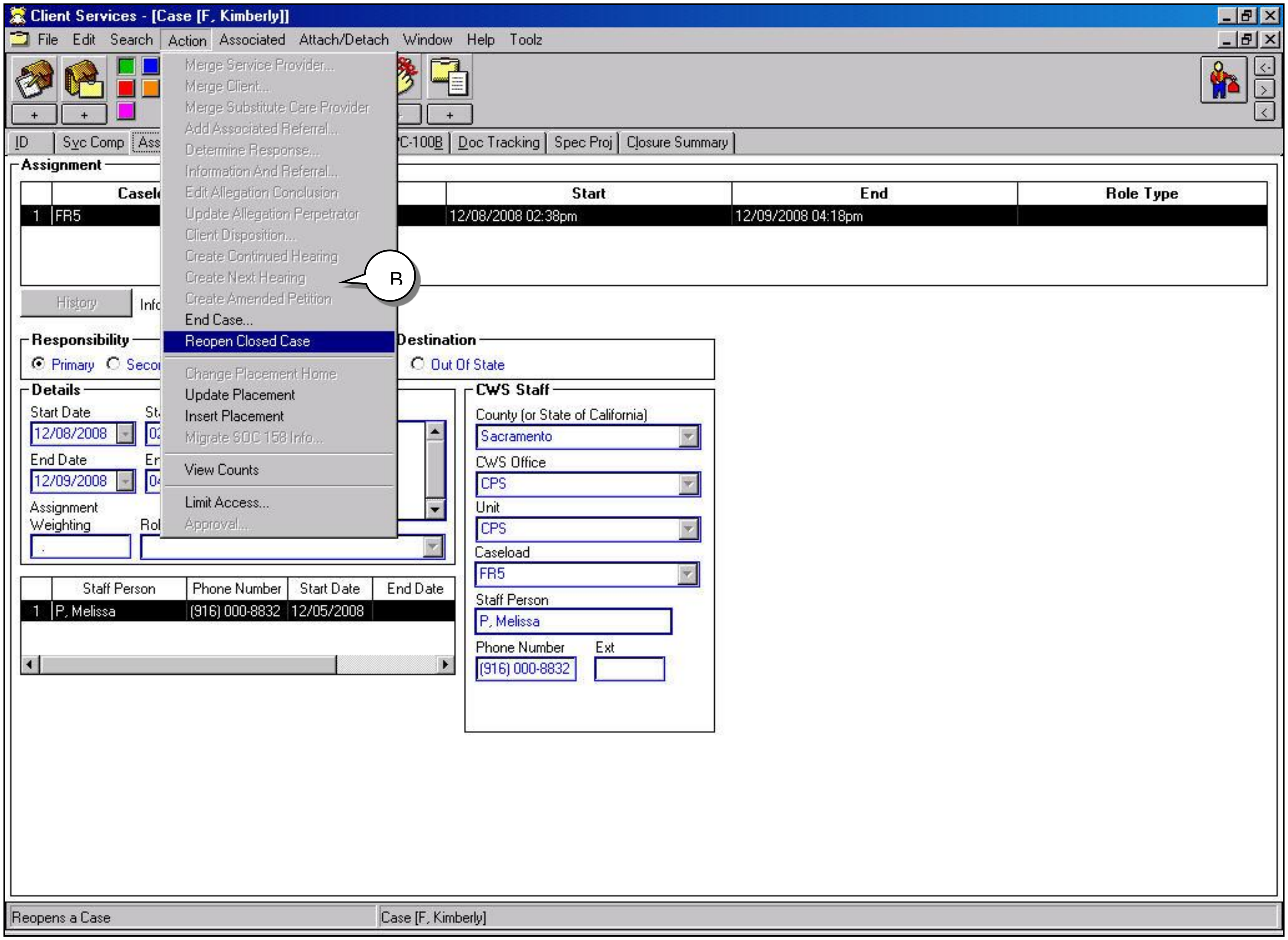


Figure – SM_109

Suspended Case (continued)

10. The Reopen/Suspend Case dialog box will appear. (A) Click the Yes radio button that the case is being reopened due to an earlier suspension period. (B) In the Suspension Details section, choose the Reason for Suspension from the drop-down menu.

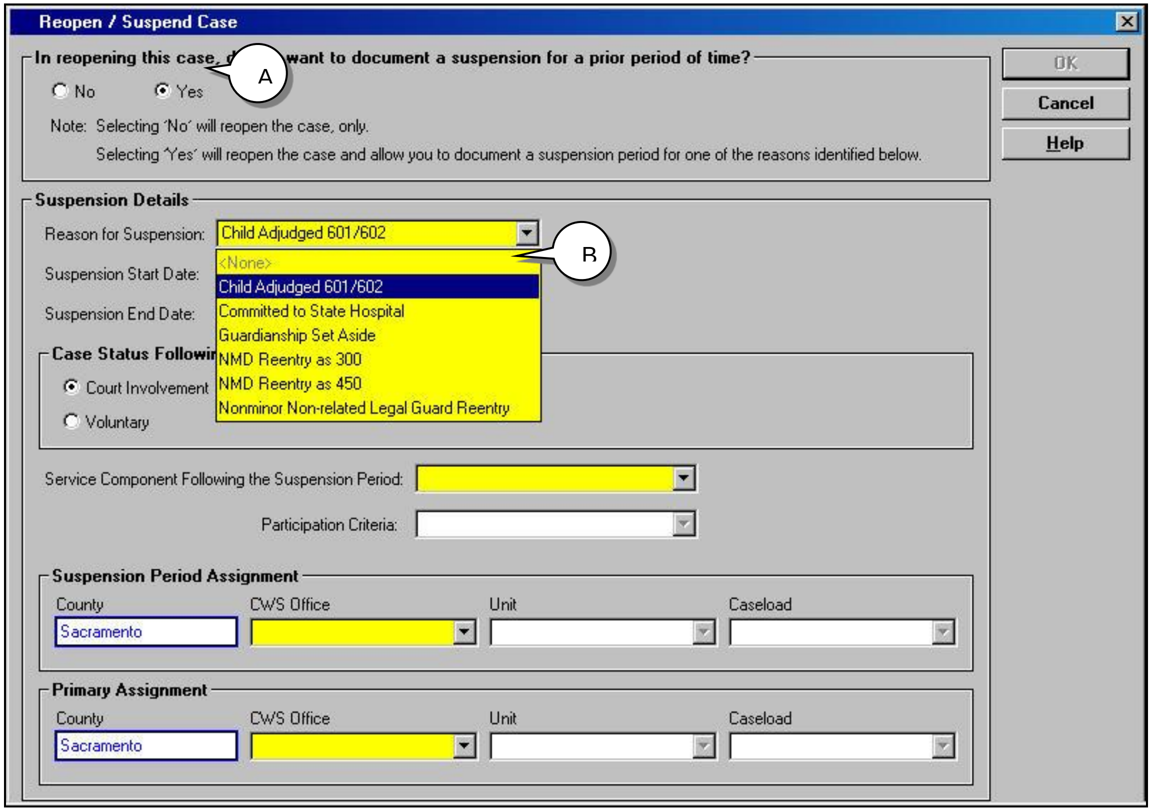


Figure – SM_110

Suspended Case (continued)

11. (C) The Suspension Start and End Date fields will automatically default to the day the case was closed and the current date. If these dates are not correct, you can insert correct dates. (D) Select the appropriate radio button in the Case Status Following the Suspension Period field (E) Select the appropriate Service Component from the Service Component Following the Suspension Period drop-down list. (F) Complete the Suspension Period Assignment grid with: CWS Office, Unit, and Caseload. (G) Complete the Primary Assignment grid with current CWS Office, Unit, and Caseload. (H) Click OK.

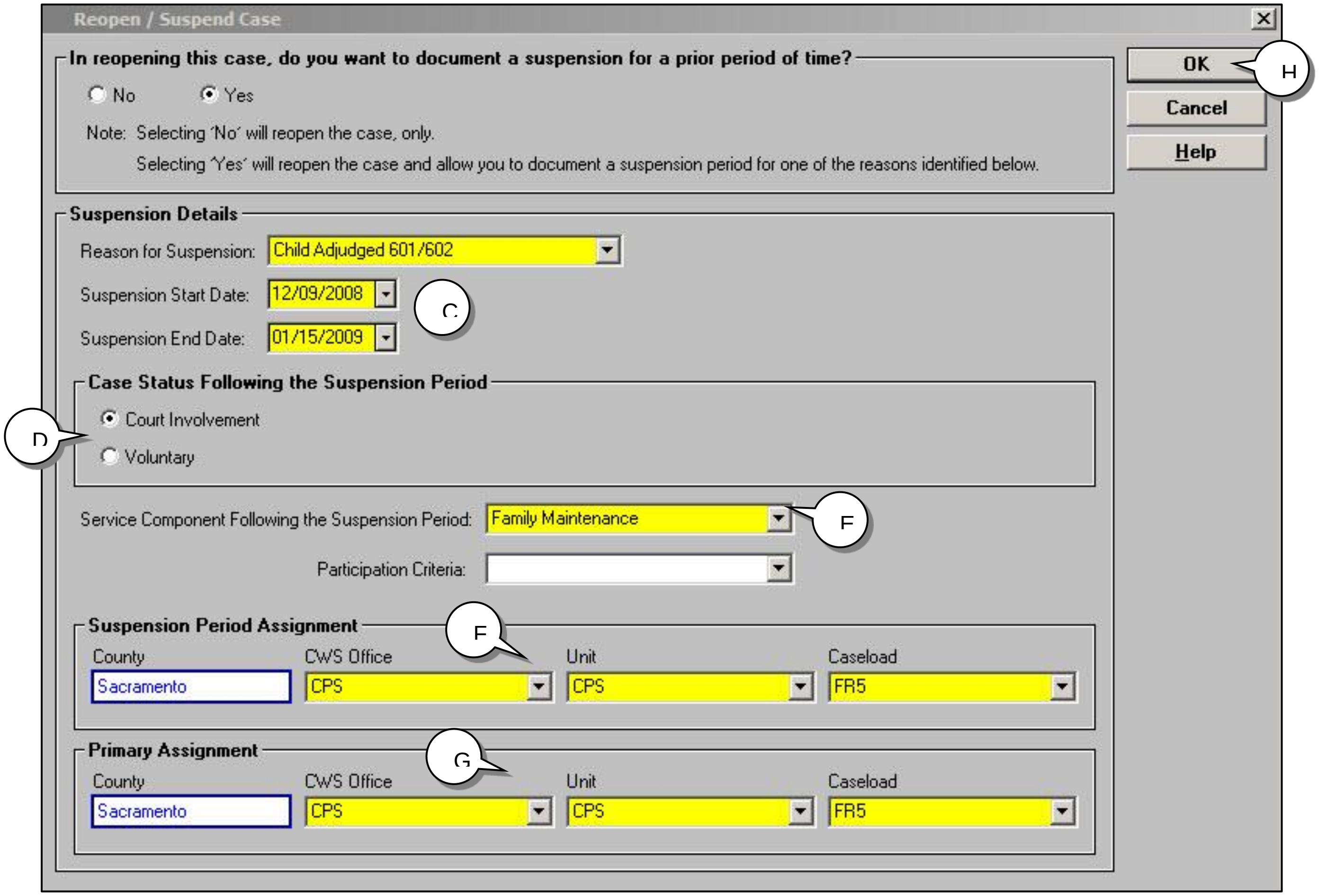


Figure – SM_111

Suspended Case (continued)

12. The case is now reopened. (A) On the ID page, the Case Suspension grid, on the bottom of the page, has automatically been completed.

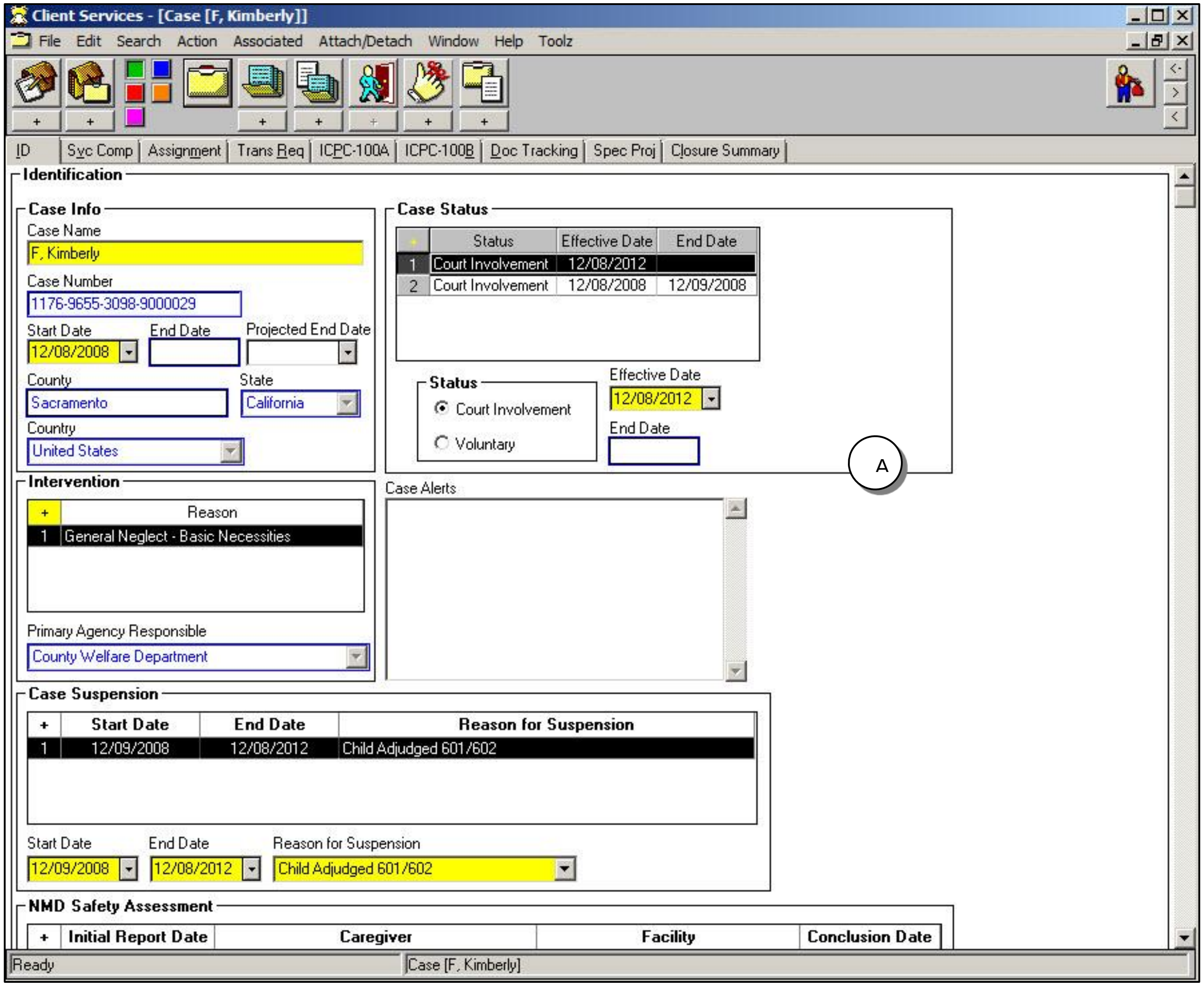


Figure – SM_112

Suspended Case (continued)

13. To complete this Suspended Case process, from the (B) File drop-down menu choose (C) Save to Database.

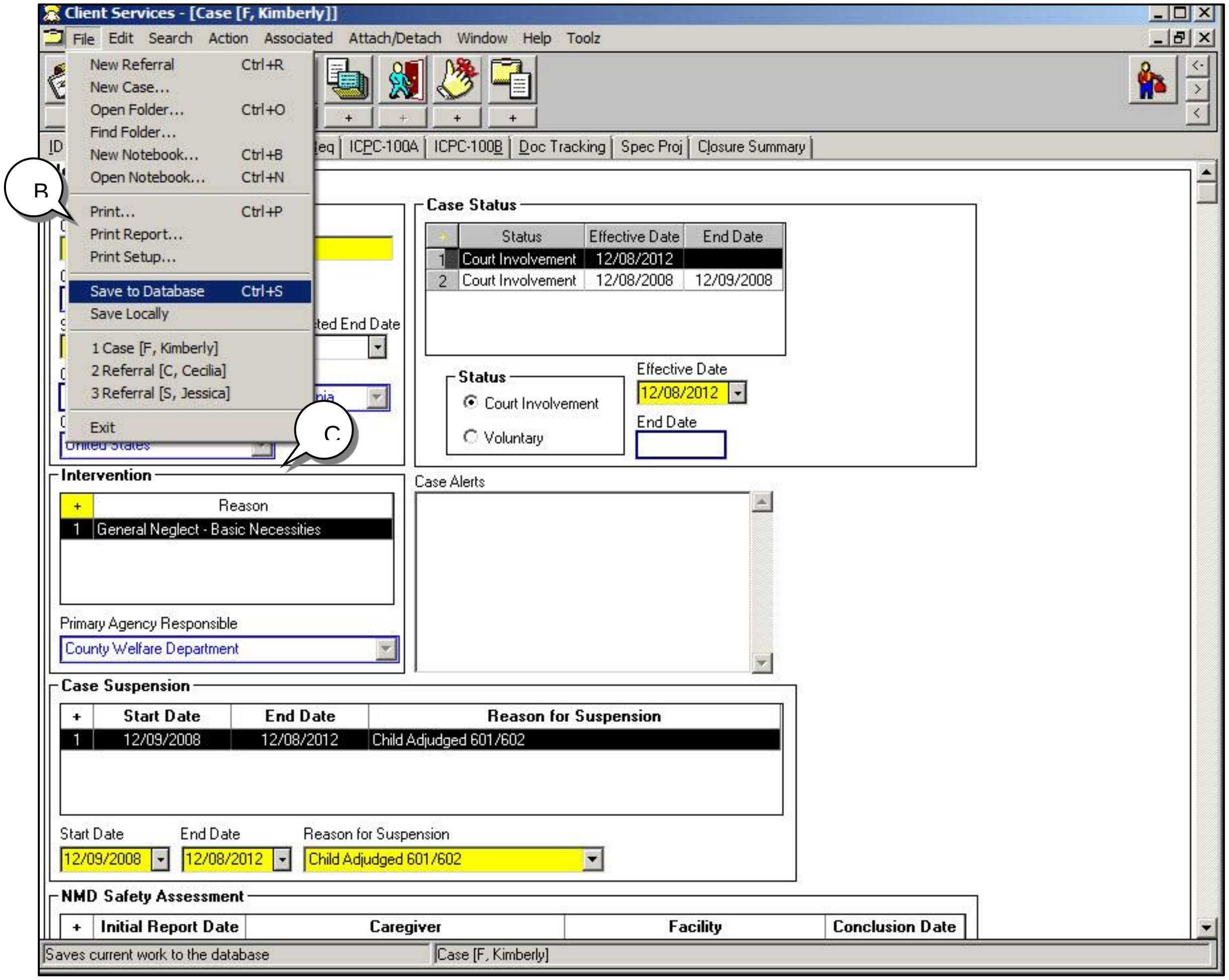


Figure – SM_113

Suspended Case (continued)

Choose Exit CWS/CMS to save your work and exit the application. If you choose the Cancel button none of your work will be saved.

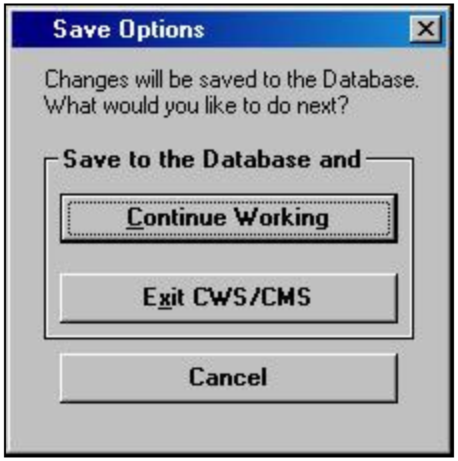


Figure – SM_114

Skill Building Exercise: Safety Alert

Safety Alert

Scenario Manager File: M15_S07 Safety Alert (Part 7)

User ID = DEKKEGB
Password = $Bud1bud

Background Information

On 12/08/2008, Kristen F, the Public Health Nurse working in your unit, informs you that while visiting the Jessica S home, the father James S became very upset. James S is questioning why a Public Health Nurse is allowed in his home, telling him how to be a parent, and if anyone from Children's Protective Services steps foot on his property they better watch it. He informed the Nurse that he has four trained pit bulls in his back yard, and he won't hesitate to let them loose if Kristen F returns.

Kristen F is very concerned about anyone from the Department approaching the S home. You, as the supervisor will now follow the steps, on the following pages, to mark James S as a Safety Alert.

Safety Alert (continued)

1. After logging on to the CWS/CMS application, (A) open the Caseload application.

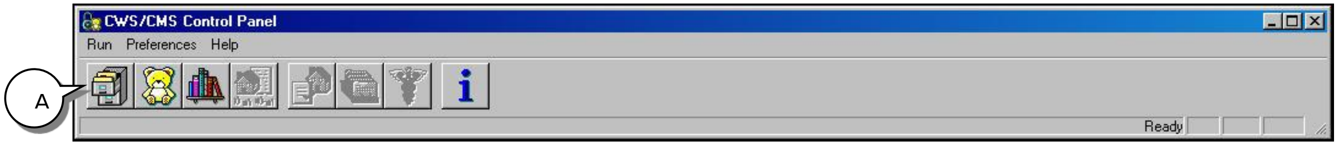


Figure - SM_115

2. (B) Open the Caseload notebook.

Figure – SM_116

Safety Alert (continued)

3. (C) Open the FR4 Caseload of the Public Health Nurse by highlighting the row. (D) Click OK.

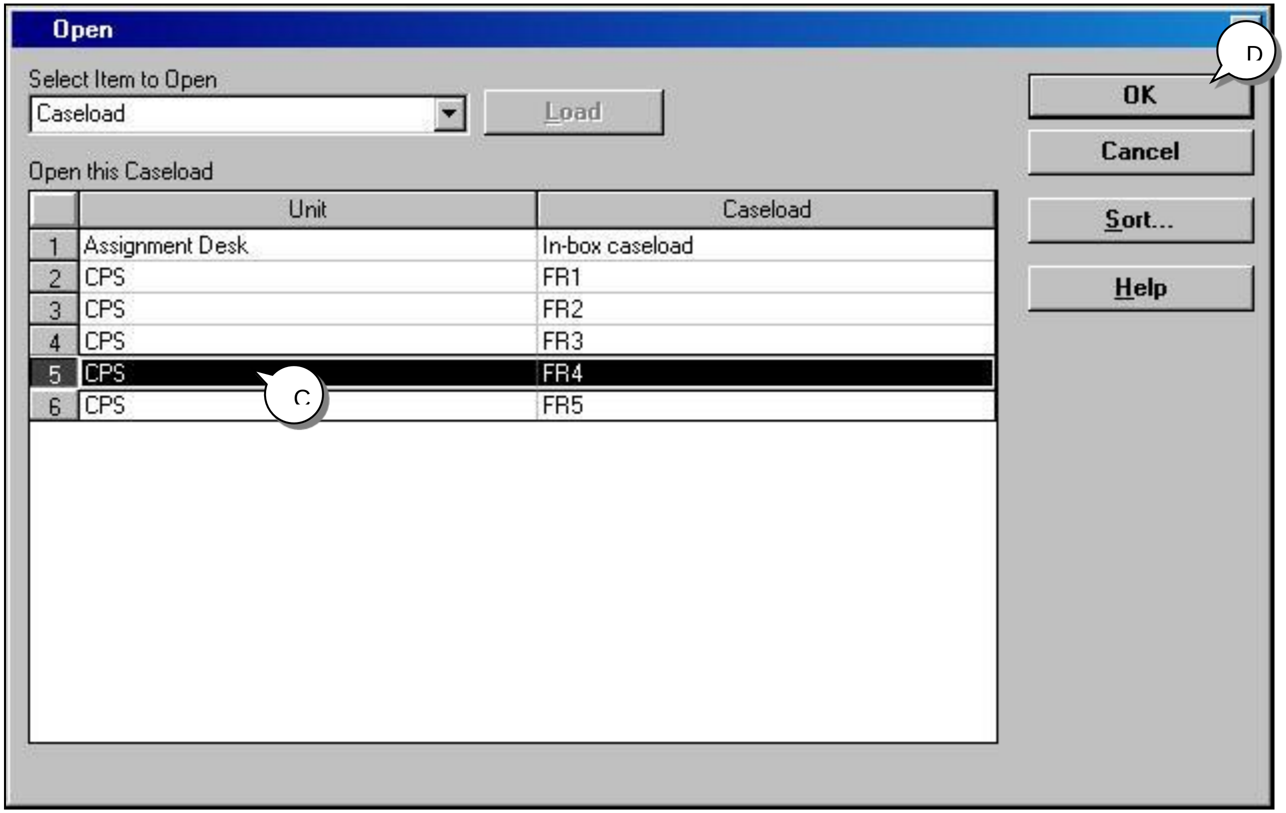


Figure – SM_117

Safety Alert (continued)

4. (E) Open the Jessica S referral by highlighting the row and double clicking the mouse.

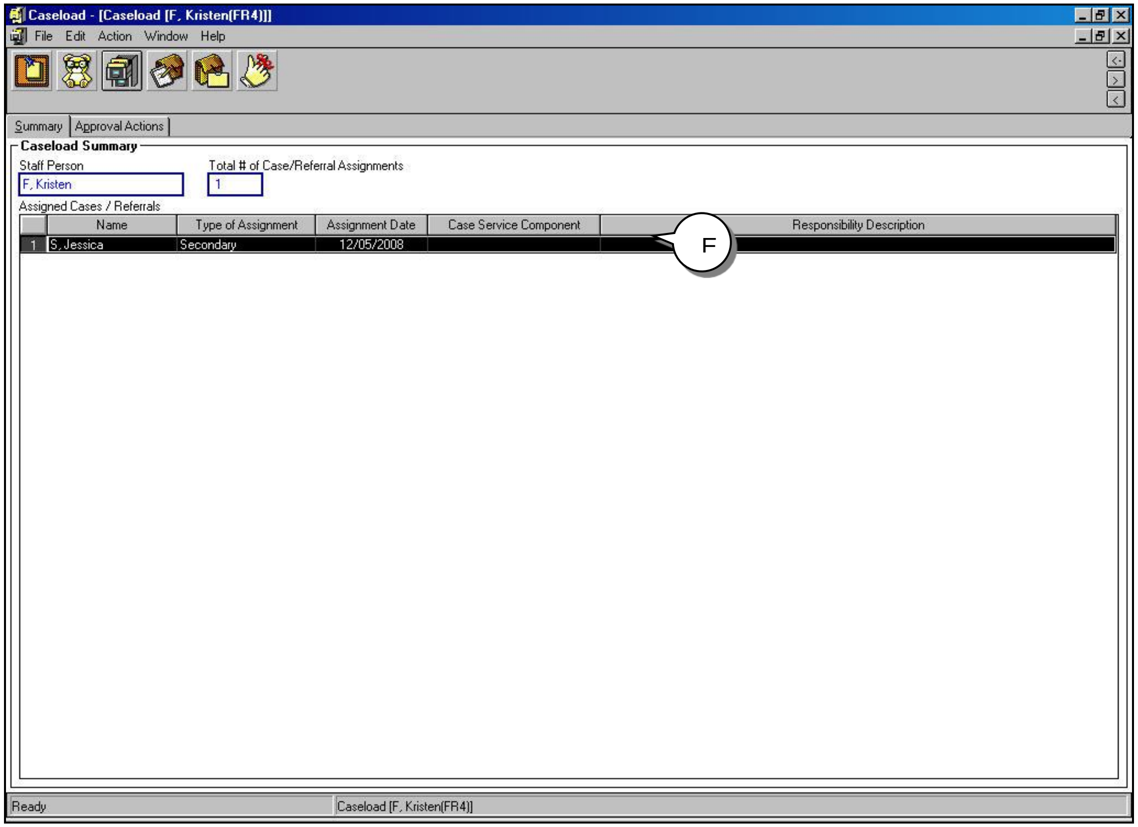


Figure – SM_118

Safety Alert (continued)

5. (F) Click on the Client Management section (blue button), and (G) click on the Open Existing Client notebook.

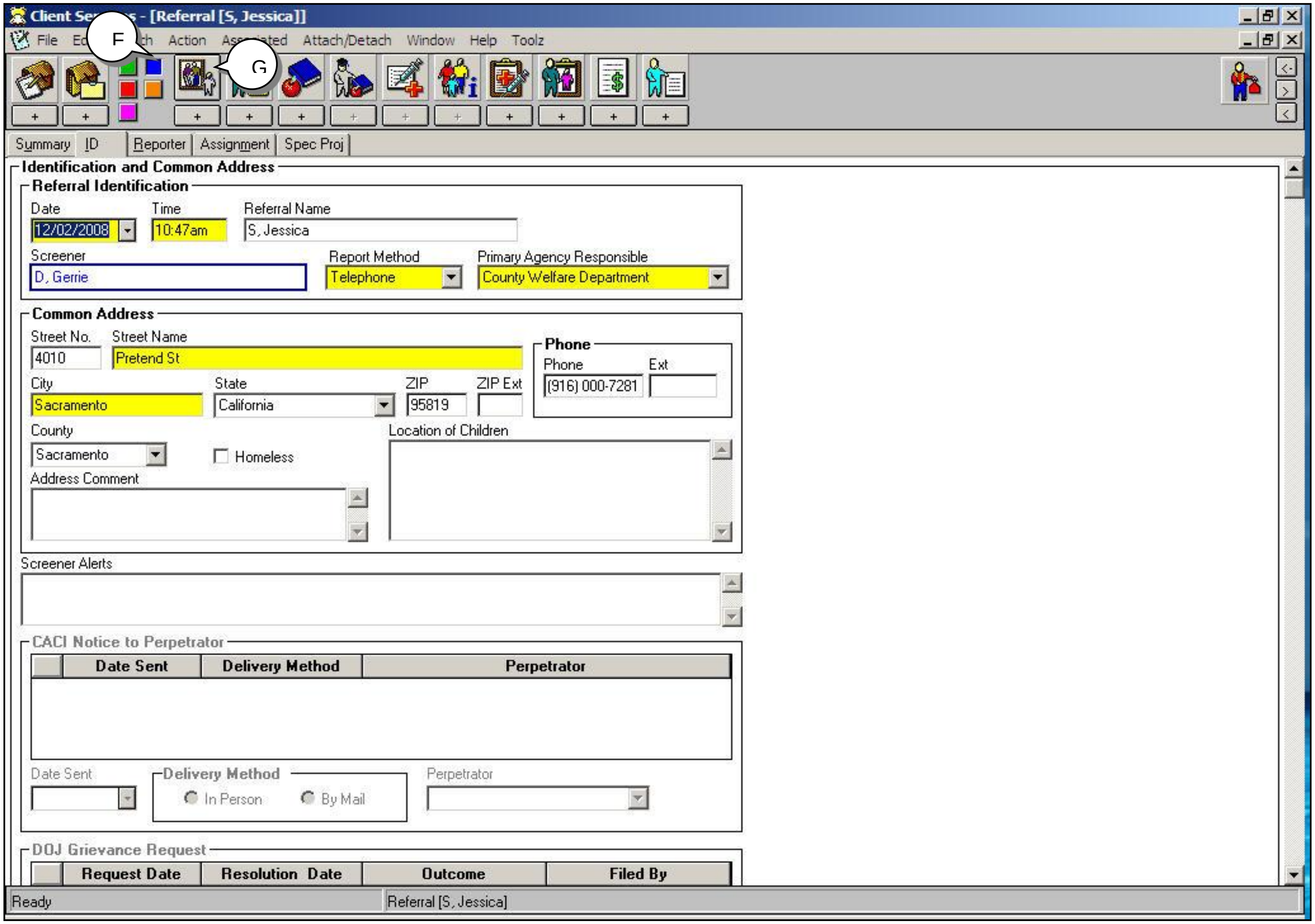


Figure – SM_119

Safety Alert (continued)

6. (H) Choose James S Sr. from the Open this Client grid and (I) click OK.

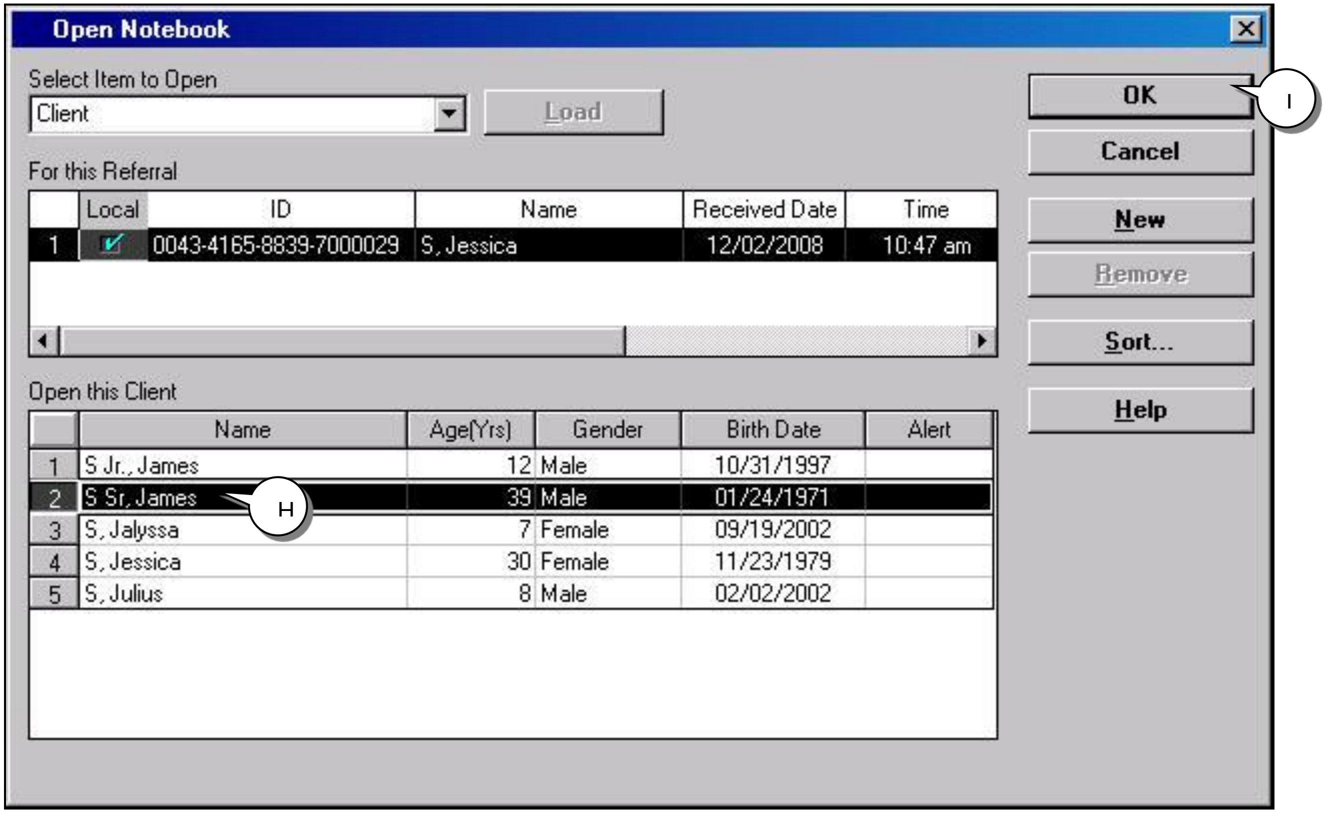


Figure – SM_120

Safety Alert (continued)

7. (J) Scroll down the page and click the "+" in the Safety Alert Information grid.

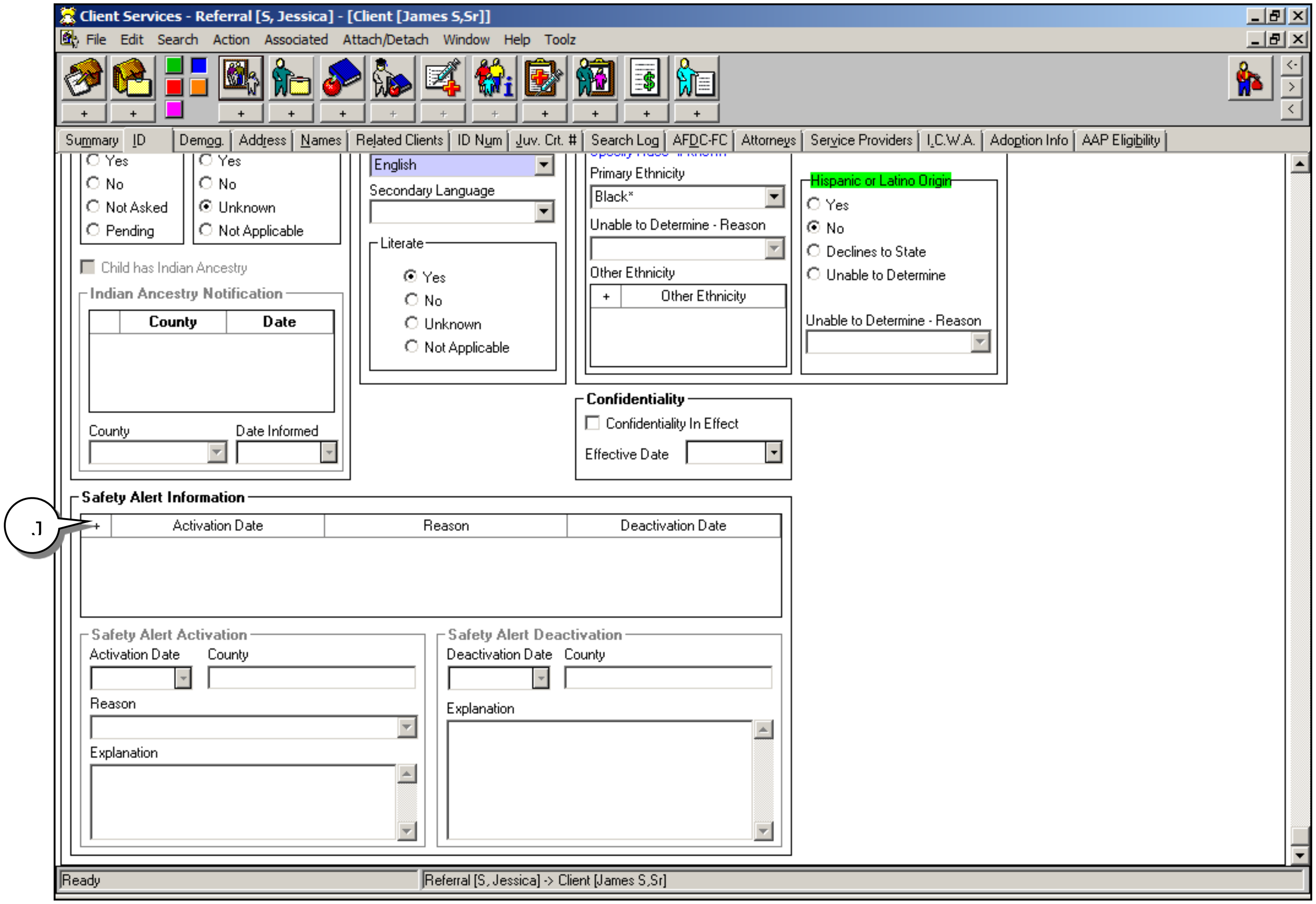


Figure – SM_121

Safety Alert (continued)

8. (K) Enter the Activation Date. (L) From the drop-down menu, choose Reason for Safety Alert and (M) in the Explanation text box, explain details for Safety Alert.

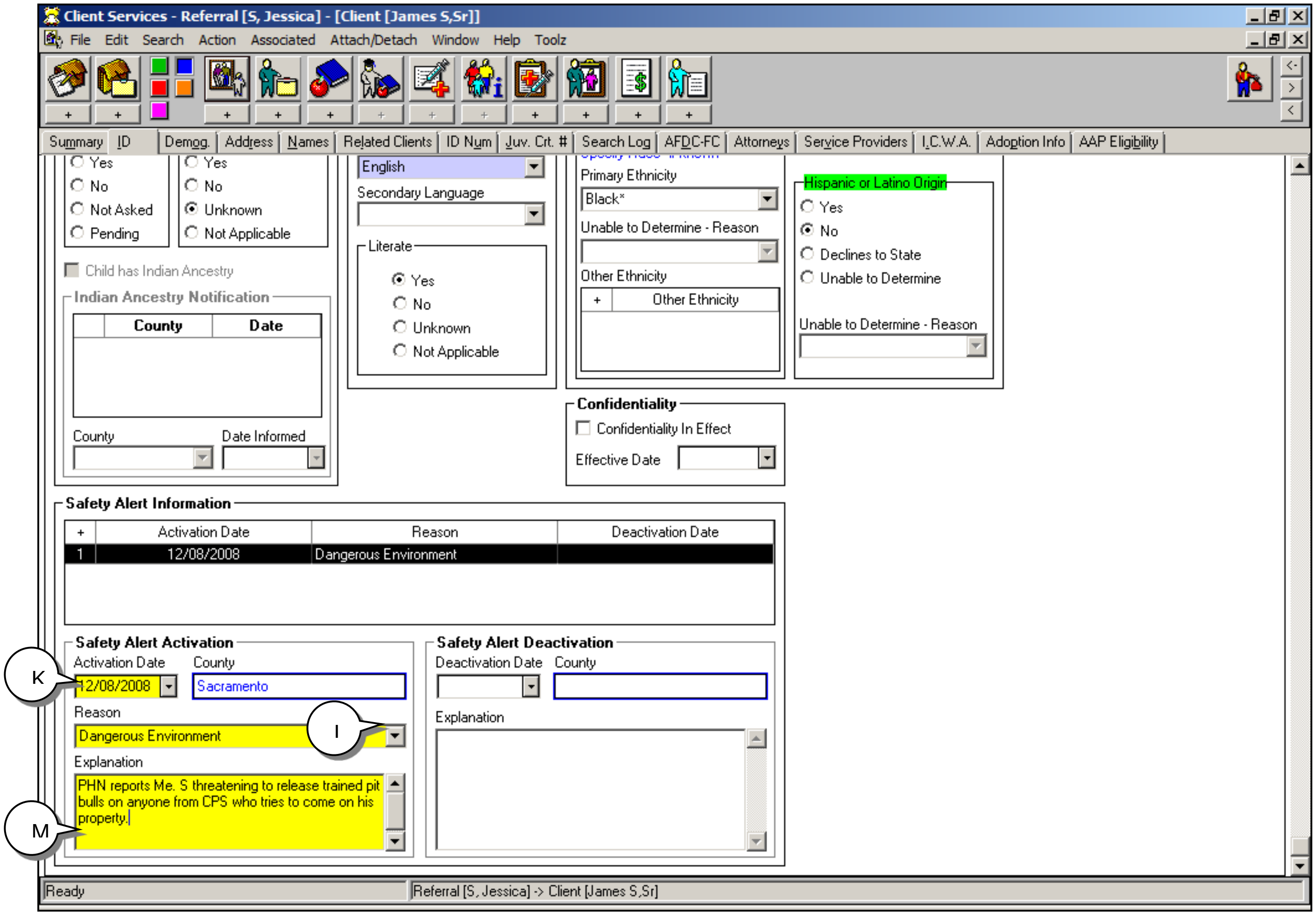


Figure – SM_122

Safety Alert (continued)

9. **Close Caseload application from previous step 4**. In Client Services (N) File and (O) Save to Database, and Exit CWS/CMS.

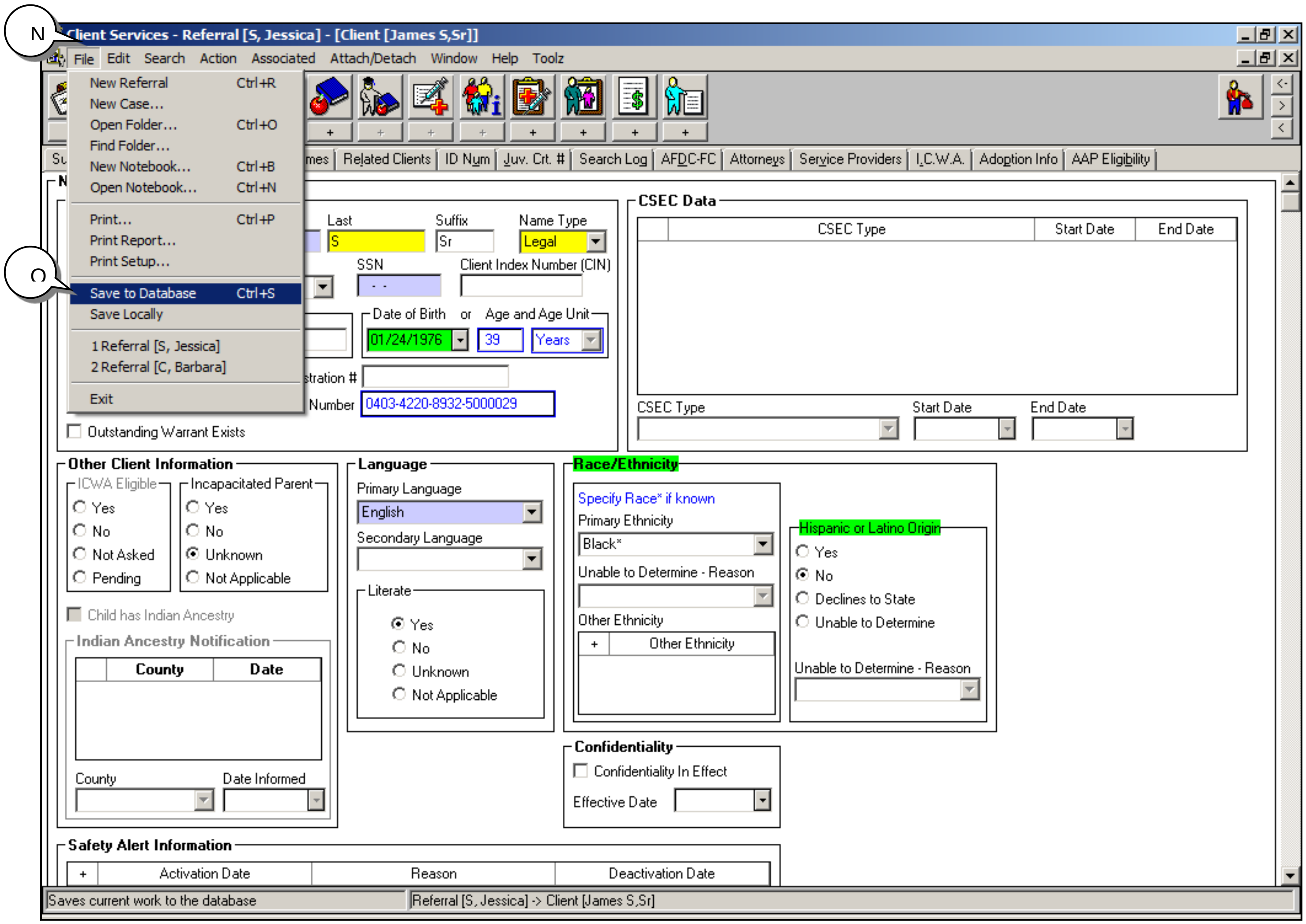


Figure – SM_123

Safety Alert (continued)

INFORMATION ONLY: Once the referral has been saved to database, any staff opening the referral will see the following red text. The red text (Alert) will also appear in the client notebook and all search results.

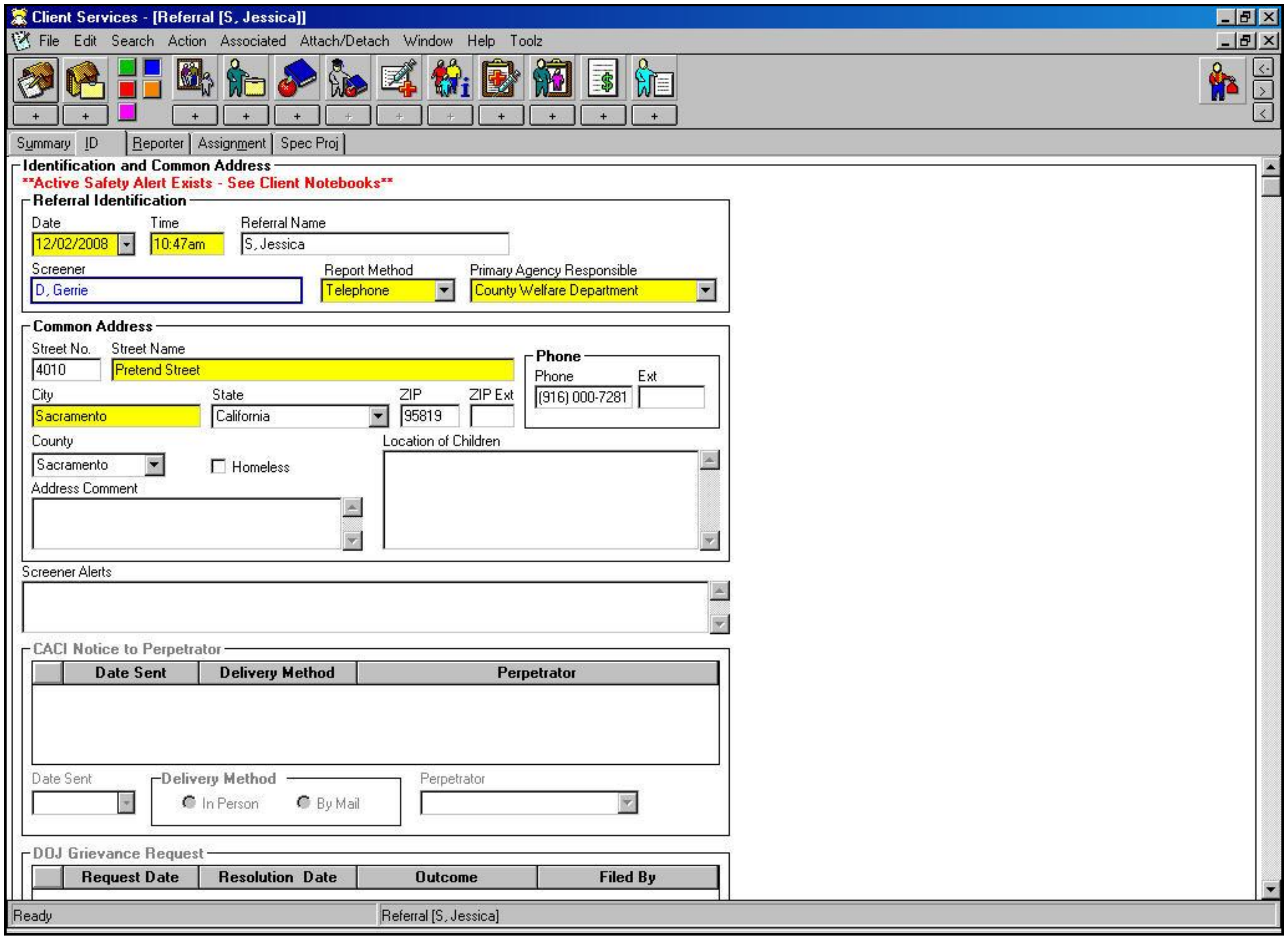


Figure – SM_124

Helpful Hints

Reminders

The CWS/CMS application creates some reminders automatically (e.g., "Report to Mandated Reporter Due") when certain conditions are present (e.g., the Feedback Required box has been checked on the Reporter page of the Referral Information notebook). Those reminders are automatically removed if any of the conditions that set the reminder change or if action is taken on a reminder and recorded in the proper notebook (e.g., a date is entered in the Feedback Sent field on the Reporter page of the Referral Information notebook).

Supervisors and users can create their own reminders by clicking the "+" under the Open Existing Reminders notebook, and entering a reminder with a due date. These reminders can be removed using the Remove button in the Open Notebook dialog box.

To view reminders, click on the Open Existing Reminders notebook. Every caseload you have opened during your current session (have in current work or cache) will display in the top part of the dialog box. Select a caseload and all the reminders in it will display in the bottom part of the dialog box. Use the buttons in the dialog box to sort and filter the reminders.

Reminders for a referral or case can only be viewed in the caseload of the staff person who has the Primary (not Secondary or Read-Only) Assignment.

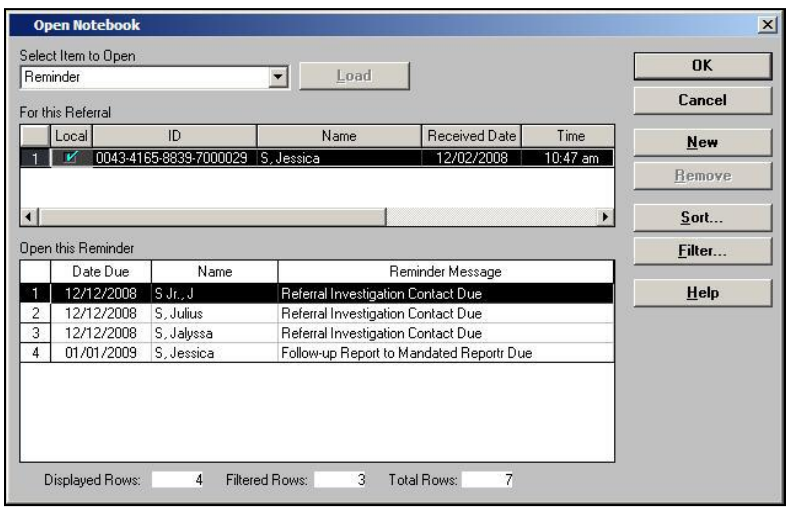


Figure – SM_125

Helpful Hints (continued)

Locating a Referral/Case without a name

You can find and open referrals and cases from the Caseload and Client Services applications. When a referral or case is assigned to a caseload in the unit you supervise, you can open it when you are working in the Caseload application.

When a referral or case is not assigned in the unit you supervise, there are two ways to find and open it in the Client Services application. During these instructions you have opened cases/referrals through the Caseload application and the assigned worker, and also through the Clients Services application using the search method of locating a case/referral by client name. The following steps will show you how to locate a case or referral without a name.

1. Use the Find Folder command in the File menu if the referral or case is not assigned in the unit you supervise, and you know the full Referral Number or Case Number. (Note: This is not the Client Number or the State ID number. It is the number on the ID page of the Referral or Case Information notebook.)

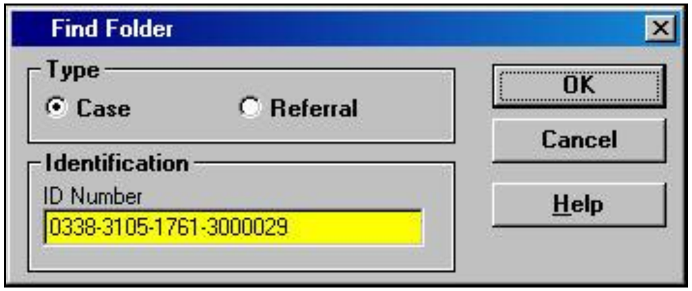


Figure – SM_126

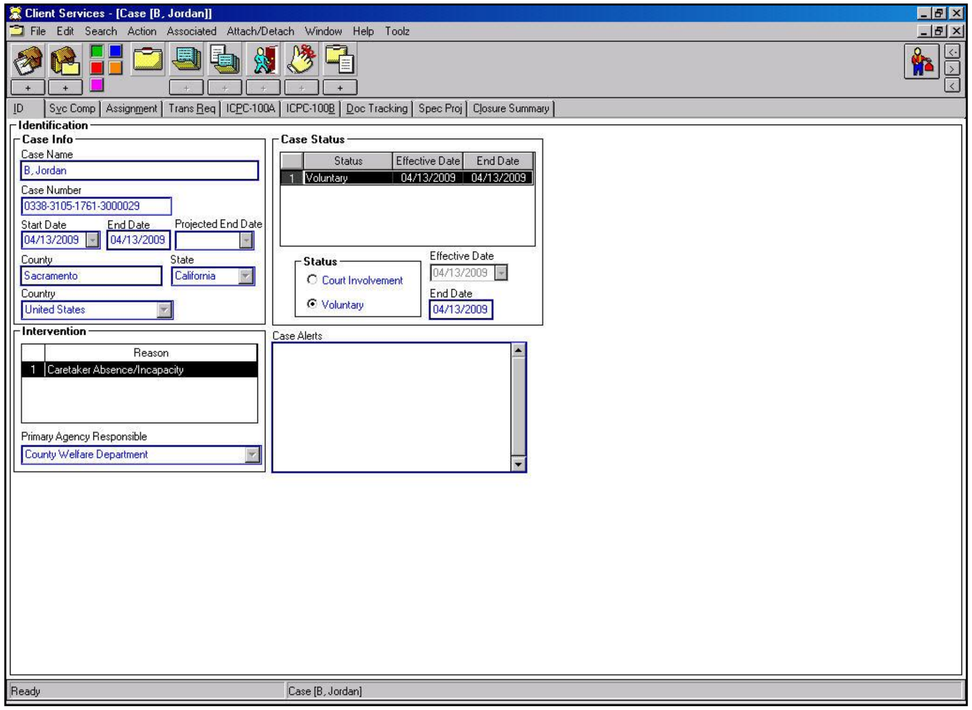


Figure – SM_127

Helpful Hints (continued)

2. Use the Start Search command in the Search menu if the referral or case is not assigned in the unit you supervise, and you know the name of a client in the case or referral. When you find the client, open his/her Client Abstract from the Search Results page. Then, use the commands in the Associated menu to find and open referrals and cases associated with that client. This was previously demonstrated in the Suspended Case Section of this module.

If you don't know the Referral or Case Number, and don't know the name of a client in the referral or case, you can search using the information you have (e.g. a complete or partial address), a social security number, or a State ID number.

To narrow a Client Search, if your initial search exceeds the maximum number of hits, add an approximate age. If the approximate age is 12 or less, the search range will be plus or minus 2 years. Otherwise it will be plus or minus 5 years.

To distinguish if a referral or case is open or closed see below:

The referral or case is closed if there is an End Date (not Projected End Date) on the Summary page of the Referral or Case Information notebook. If a case is closed, there may also be a closing summary on the Closure Summary page of the Case Information notebook.

Helpful Hints (continued)

If you are viewing summary information for a referral or case on the Referral or Case History page of a Client Abstract notebook, look at the End Date column in the Referral History or Case History grid. If the row for the referral or case you are viewing has an (A) end date, it is closed. (The referral disposition[s] or closure reason, as well as the name and telephone number of the last staff person with the primary assignment to the referral or case, will usually also be on the page.)

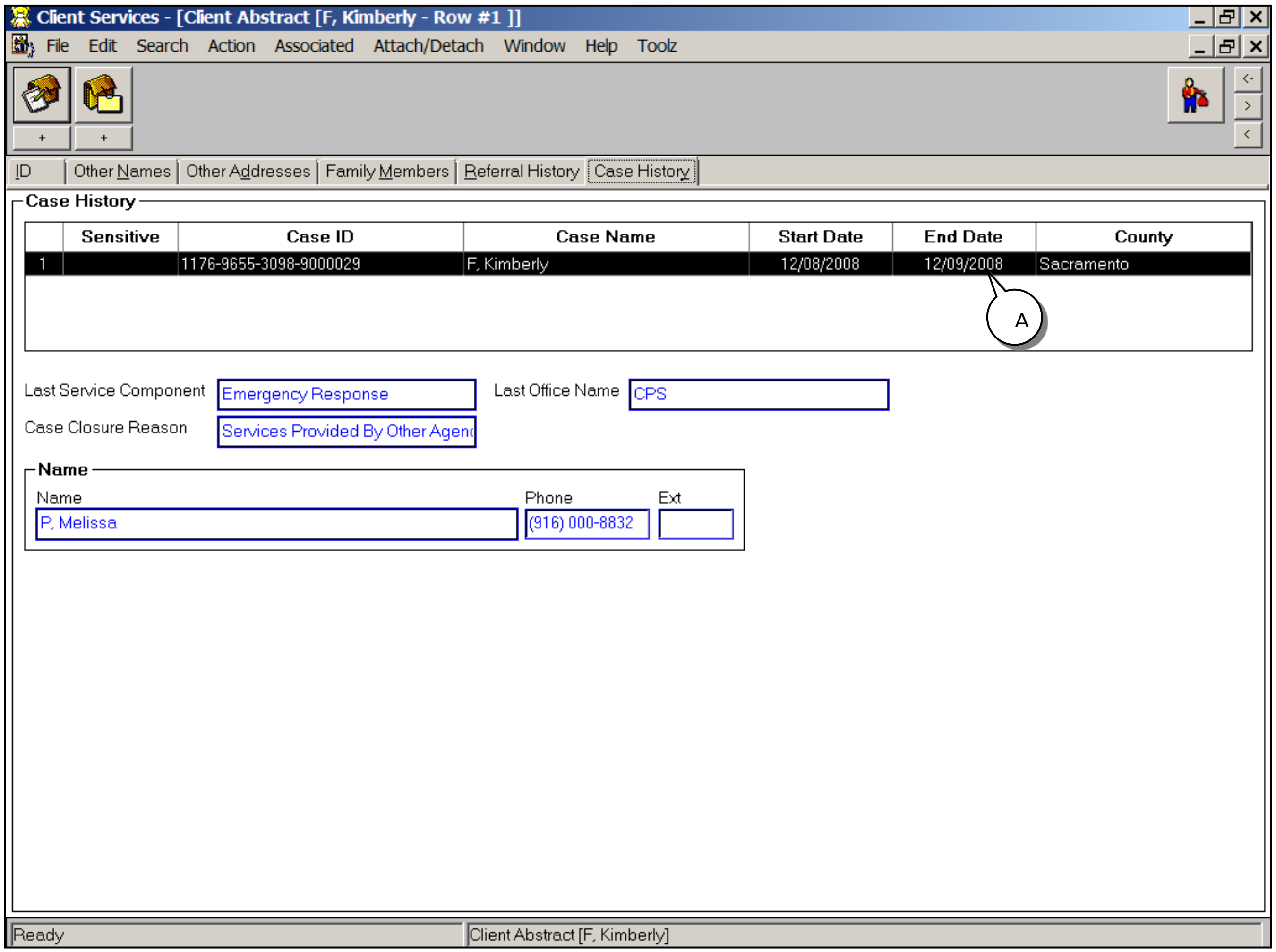


Figure – SM_128

Helpful Hints (continued)

Reopen a Closed Case

The Reopen Closed Case command enables you to reopen a case that was previously approved for closing. A case may have been erroneously closed and/or you may want to enter additional data in it, for example: record Suspended Case information. You can open a closed case at any time. This was demonstrated in the Suspended Case Section of this module.

The following pertains to the reopening of a closed case:

- You must be the supervisor of the staff person who had the last primary assignment in the case or have County Administrator authority in the county of the staff person who had the last primary assignment.
- If the previous assignment is no longer valid (e.g., the staff person is no longer employed) a message will prompt you to create a new primary assignment before saving to the database.
- As of Release 6.8, June 2013, functionality is now available to open a case for a client age nineteen (19) until age twenty-six (26) as the focus child of a case.

Reopen a Closed Referral

A referral may be reopened if it was erroneously closed or for editing purposes. There are two ways to reopen a closed referral.

- You can use the Client Disposition function to reopen a referral by modifying the Client Disposition information, if the referral has not been pushed to a case, you have access to the referral, and you have Closed Case/Referral Update privilege.
- You can use the Determine Response function to reopen a referral if it was previously closed with a Decision of Evaluate Out or N/A Secondary Report, you have access to the referral, and have Closed Case/Referral Update privilege. Closed referrals with a Decision of N/A Secondary Report, and that have a Client Disposition entered cannot be reopened through the Determine Response dialog.

Helpful Hints (continued)

Limit Access

The Limit Access command enables you to impose access restrictions on the referral or case in focus.

Use this function to restrict access to all clients in the referral or case in focus to staff persons currently assigned to it, their supervisor(s), and staff persons with Sealed or Sensitive Person privilege as set up in the Resource Management application.

You can limit access to a referral or case or return it to non-limited access at any time while the referral or case is open.

To Limit Access follow the steps below:

You must have Limit Access authority as set up in the Resource Management application.

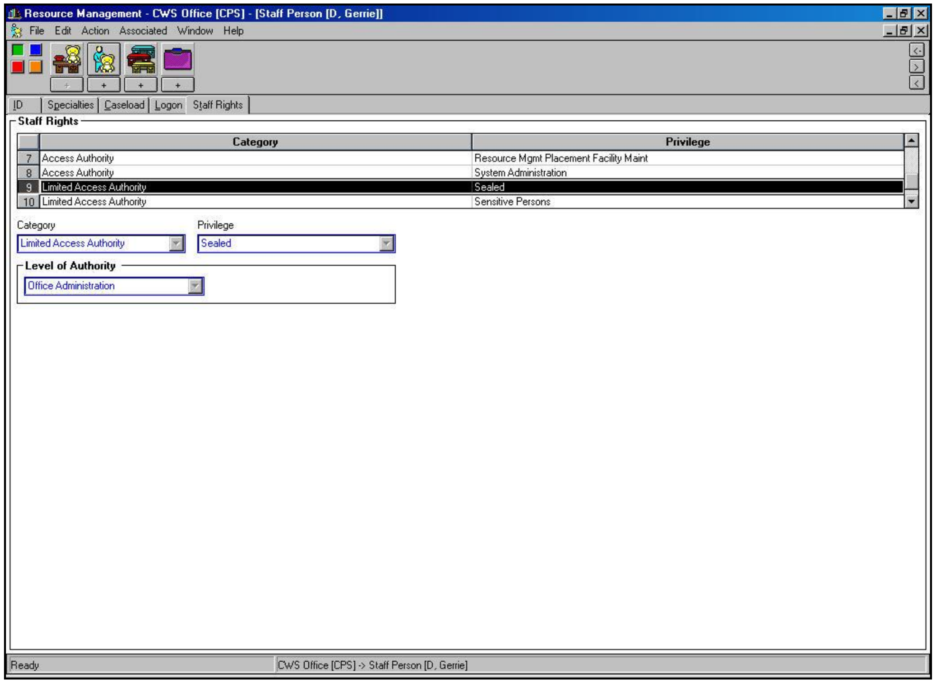


Figure – SM_129

Helpful Hints (continued)

With the referral or case in focus, click on the Limit Access command in the Action menu. Then make a selection in the Limit Access dialog box.

When a Referral or Case is marked as Sensitive, the clients in the referral or case will appear in Search Results. However, unless you are staff person with Sensitive Privileges in the county of the client, you will not be able to open their Client Abstract notebooks.

When a Referral or Case is marked Sealed, the clients in the referral or case will not appear in Search Results unless you are staff person with Sealed Privileges in the county of the client.

Users must have Adoptions privilege set up in Resource Management in order to open a case they are not assigned to that has Adoption Services as an Intervention Reason on the Case ID page.

Helpful Hints (continued)

The Allegation Notebook contains key information from a reporter or a staff person about suspected child mistreatment.

At least one Allegation notebook is required in order to save a new referral to the database. Create one or more Allegation notebooks, based on information from the reporter, when a referral is first created. Add additional allegations, based on information from the investigating staff person, at any time while the referral is open. You must conclude each allegation in order to close a referral.

Change an Alleged Perpetrator

To change an Alleged Perpetrator, bring the Allegation notebook into focus and use the Update Allegation Perpetrator command in the Action menu to enable to Alleged Perpetrator field and Perpetrator Type radio buttons on the ID page of the Allegation notebook. NOTE: A history of allegation perpetrators is automatically maintained in the Perpetrator History grid on the ID page of the Allegation notebook.

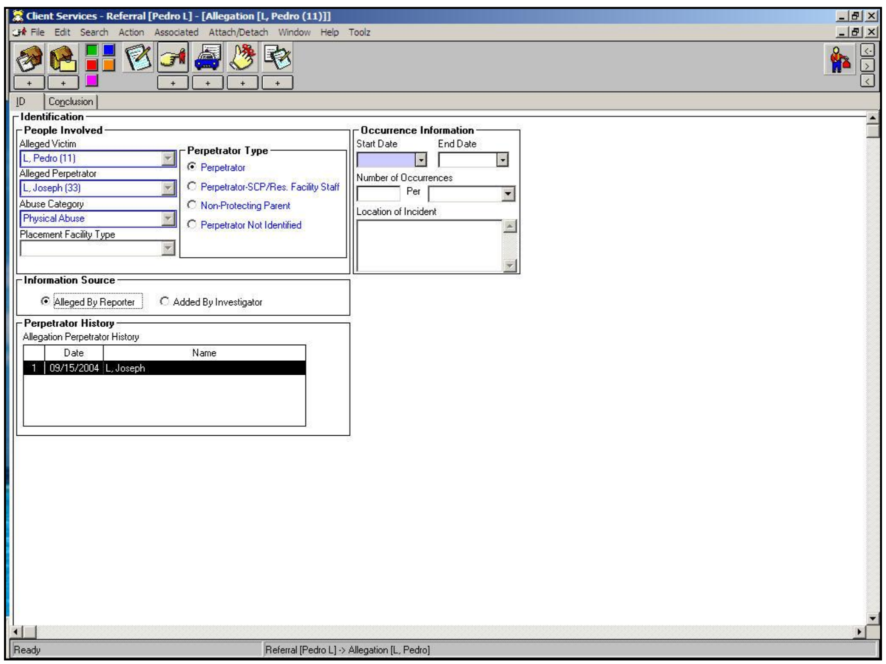


Figure – SM_130

Helpful Hints (continued)

You must have at least an attempted Contact with a contact purpose of investigate referral to conclude an allegation.

Change Allegation Conclusion

To change an Allegation Conclusion, bring the Conclusion page of the Allegation notebook into focus and use the Edit Allegation Conclusion command in the Action menu to enable the Allegation Conclusion field. You can then change the conclusion.

When you change an Allegation Conclusion, the Conclusion Description field on the Conclusion page becomes mandatory.

A history of conclusions is automatically maintained in the Conclusion History grid on the Conclusion page of the Allegation notebook.

Remove Allegation Entered in Error

To remove an allegation that has been entered in error, bring the Conclusion page of the Allegation notebook into focus, select the Edit Allegation Conclusion command from the Action Menu, and then select the Allegation Conclusion Type “Entered in Error”.

The allegation and its associated victim will continue to exist on the database until the supervisor approves the client dispositions and the referral is closed. Then, the CWS/CMS application system will automatically delete all allegations with the conclusion “Entered in Error”.

To view all key information that has been entered into a referral or case, click on the Start Navigation Tool icon (or access this function from the Tools menu) and select the Case/Referral Overview tool.

Helpful Hints (continued)

View Counts

To use the View Counts command, select the View Counts command in the Action menu, the View Counts dialog box appears. It contains a list of each type of notebook and document, and the number of each in current work (cache) in the referral or case in focus.

You can open a notebook by double clicking on its row.

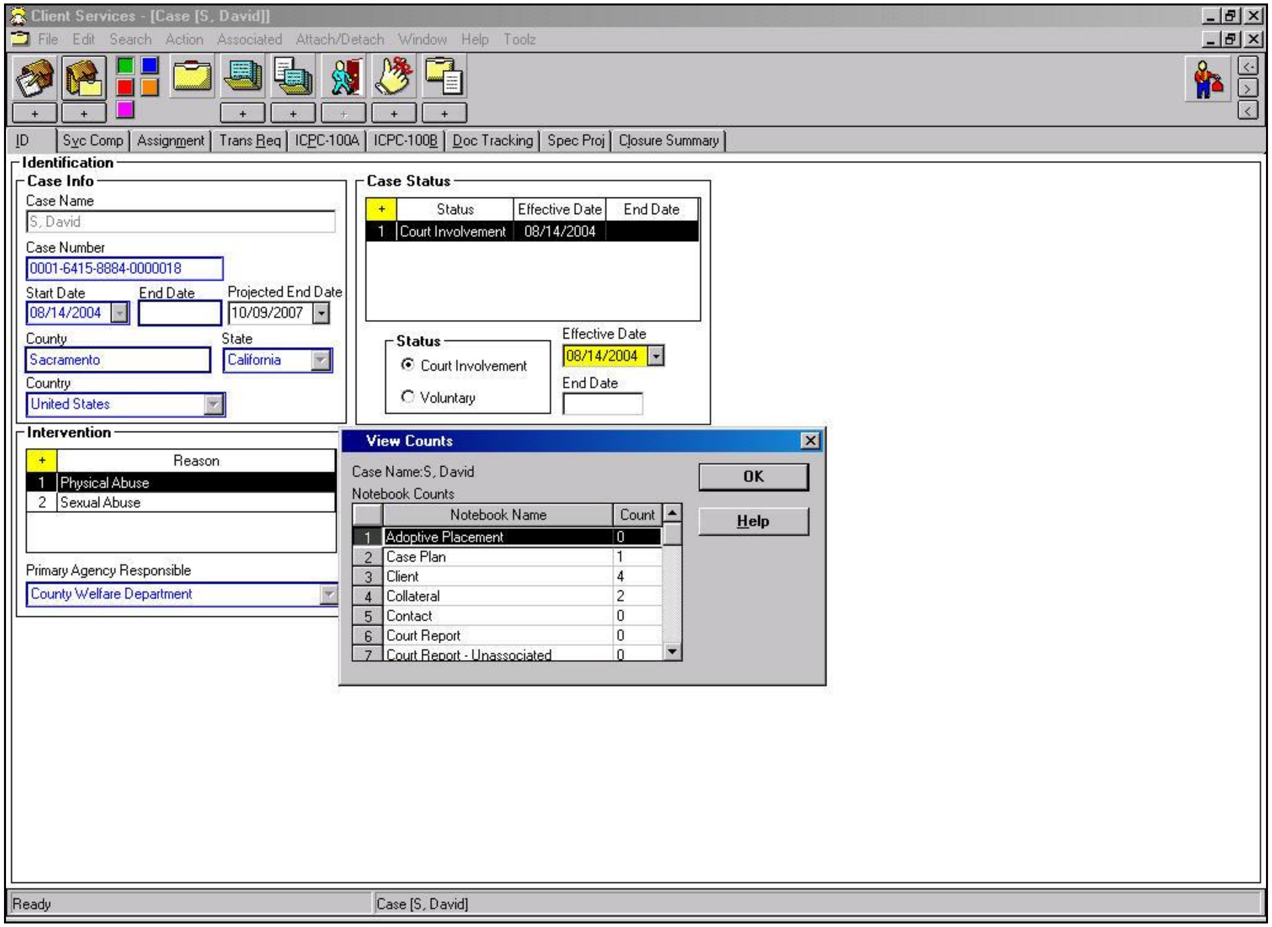


Figure – SM_131

Helpful Hints (continued)

Reset Password

In order to reset a user's password you must have Resource Management privileges.

1. In the Resource Management application, (A) open the existing office.

Figure – SM_132

2. (B) Select County from the drop-down menu and (C) click OK.

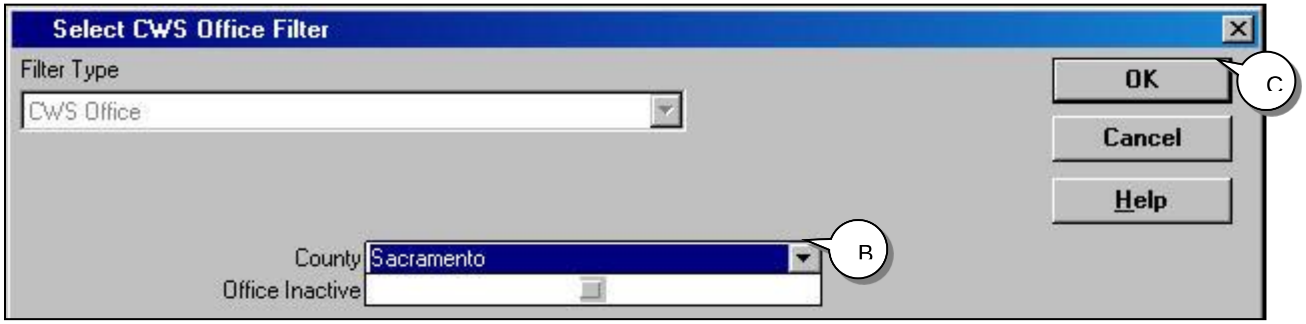


Figure – SM_133

Reset Password (Continued)

3. (D) Choose the appropriate office. (E) Click OK.

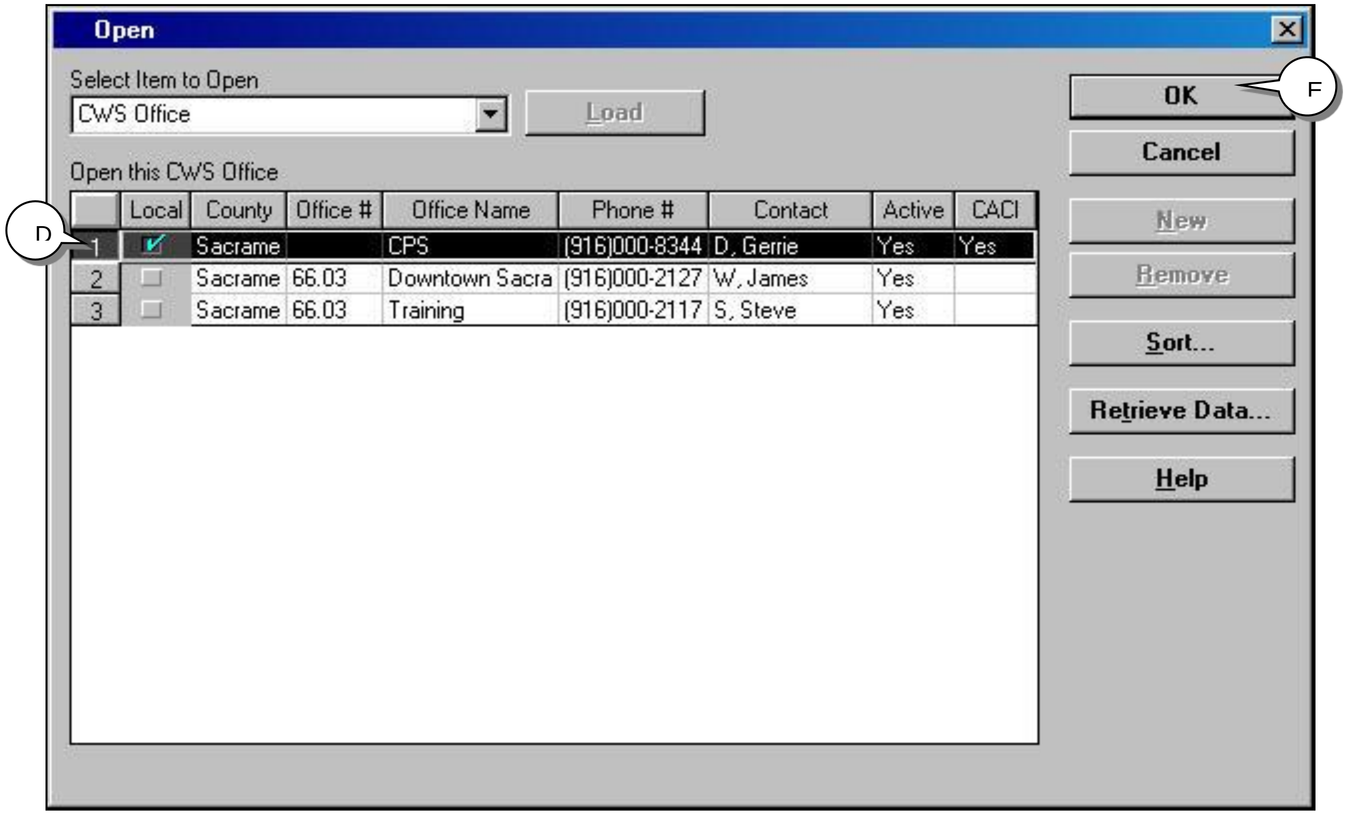


Figure – SM_134

Helpful Hints (continued)

4. (F) Open existing Staff Person needing the password reset.

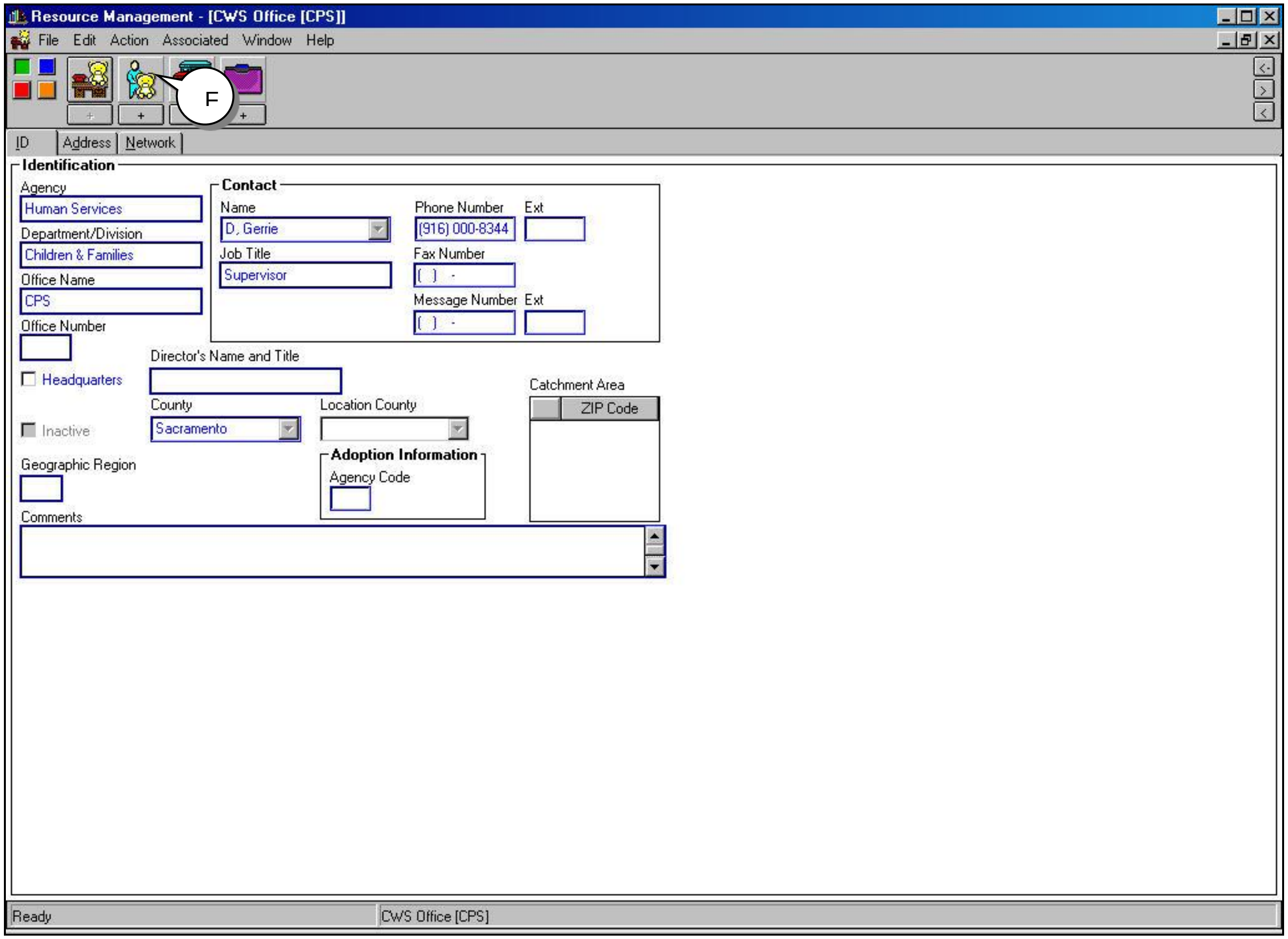


Figure – SM_135

Helpful Hints (continued)

5. (G) Highlight the correct staff person and (H) click OK.

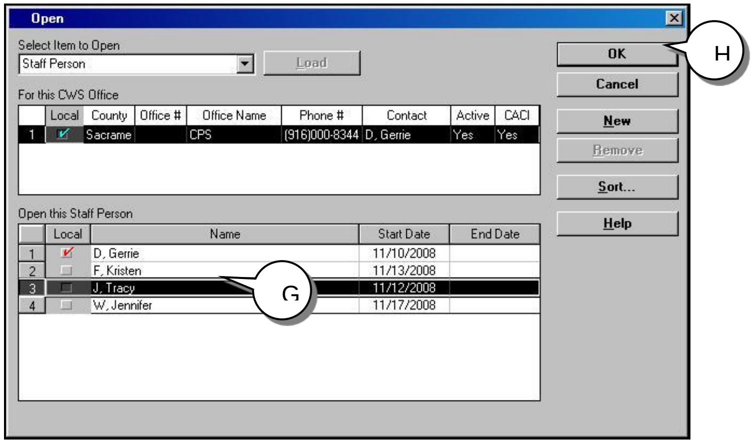


Figure – SM_136

6. (I) Select the Logon Page tab. You must have the Logon page in focus to change passwords.

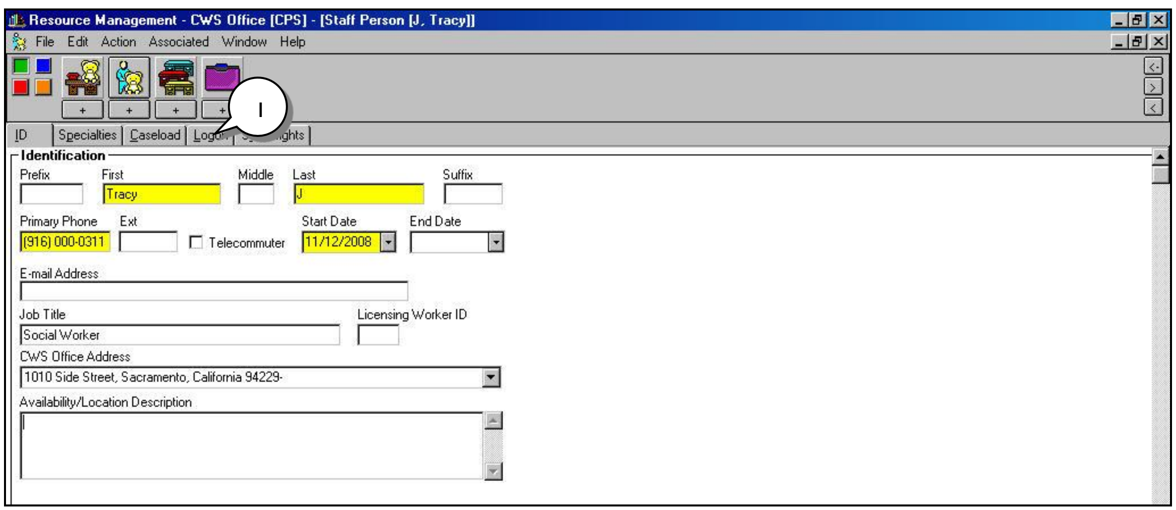


Figure – SM_137

Helpful Hints (continued)

7. (J) From the Action drop-down menu choose Reset Password.

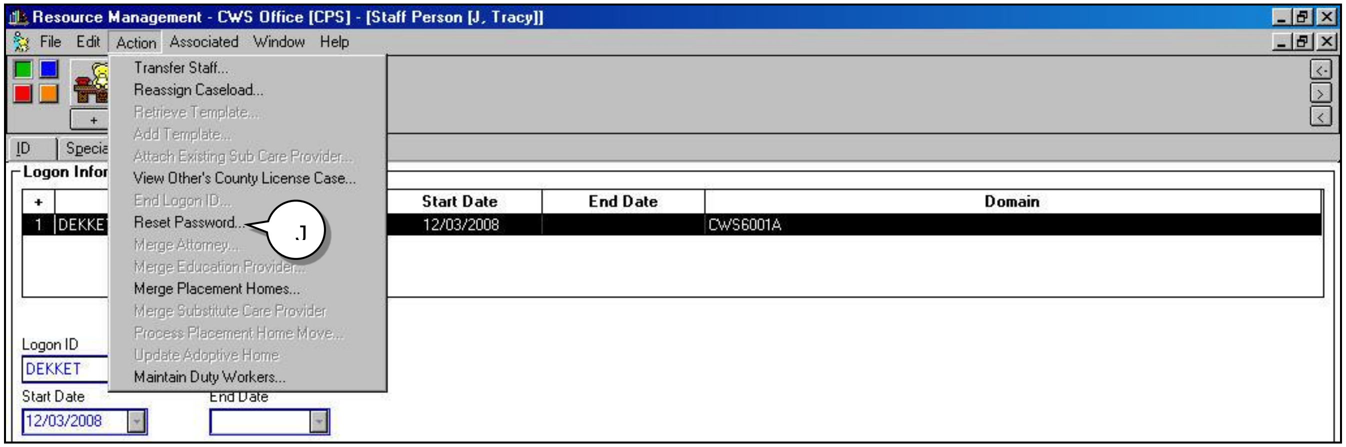


Figure – SM_138

8. (K) Complete the mandatory fields and (L) click OK.

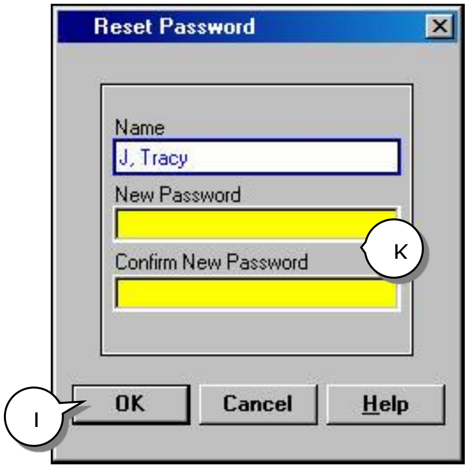


Figure – SM_139

Reviewing Referral & Cases for Quality Control

Referral Review

Before approving a Determine Response request in a referral, review the Screener Narrative document and the Open Notebook dialog box that appears when you click the Open Existing Allegation icon.

If the decision is "Evaluate Out", review the Response Guidelines in the Determine Response dialog box that appears when you select the Determine Response command in the Action menu.

If you need additional information, open the Emergency Response Referral document.

Before approving a Client Disposition request in a referral, start with the Investigation Narrative document.

If you need additional information, generate a Referral Profile Report and/or a Delivered Services Log report.

Placement Review

Before approving a Placement start by generating a Client Summary report then the History of Child Placements report.

If you have concerns about the child's special needs, open the child's Health and Education Passport document.

If you have concerns about the ability of the substitute care provider to meet the child's special needs, review the Placement Home notebook (e.g., the Characteristics page) and/or generate a History of Placements in the Home report.

Case Plan Review

Before approving a Case Plan, review the case plan document in hard copy before the staff person sends it to you electronically to approve. Do this for two reasons:

You can read faster from paper than from a monitor.

Case plans are read-only while they have an approval status of "Pending Approval".

Reviewing Referral & Cases for Quality Control (Continued)

If it is a case plan update, review the Objectives page in the Case Plan notebook for the case plan that is in effect.

Court Review

Before approving a Court report review the court report document in hard copy before the staff person sends it to you electronically to approve. Do this for two reasons:

You can read faster from paper than from a monitor.

Court reports are read-only while they have an approval status of "Pending Approval".

If you need additional information, generate the Court Order Summary and/or Legal Status History reports.

End Case Review

Before approving a request to End Case, review the Closure Statement on the Closure Summary page of the Case Information notebook, and review the Reminders notebook.

Review the Objectives page in the Case Plan notebook for the case plan that is in effect, and generate a Delivered Services Log report for the last 60 days.

Finally, click on the "Start Navigational Tools" icon (or access this function from the Tools menu) and select the Federal Reporting Navigation Tool.

Reviewing a Case Plan for Quality Control

Case plans created and updated in the CWS/CMS application include an assessment of the case situation and an appraisal of service needs, as well as a goal, objectives to be achieved, specific services to be provided, and case management activities to be performed.

The case plan is the guiding principle in the provision of child welfare services (see Welfare and Institutions Code, Section 16501(a)), and the California Department of Social Services Manual of Policies and Procedures contains detailed regulations for completing an assessment and creating a case plan.

Review the case plan for approval when it is created and updated, and review it for progress toward the objectives at any time while the case plan is in effect.

To verify a case plan was completed within the 60 days of the first in person contact with the child. Click on the Open Existing Case Plan icon, and, in the Open Notebook dialog box, compare the Start Date for the case and the Effective Date for the initial case plan. When a case is created from a referral, the case Start Date automatically populates with the date of the first in person contact with the child. The Effective Date for a case plan is the date the supervisor approved it.

Look at the Objectives page in the Case Plan notebook to see if the case plan has measurable, time-limited objectives. You will see each objective along with additional description information - for each case plan participant.

Reviewing a Case Plan for Quality Control (continued)

Use the Case Plan Navigational tool. You will see each objective for each case plan participant - but not the additional description information.

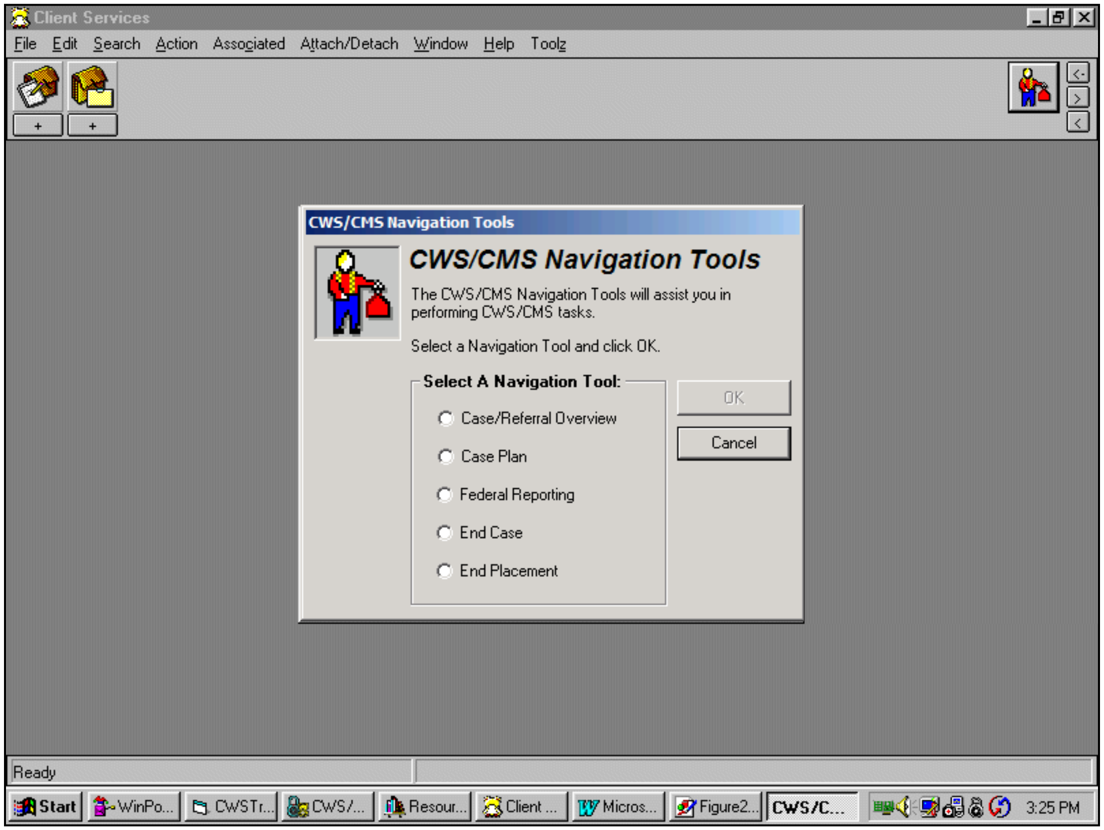


Figure – SM_140

Reviewing a Case Plan for Quality Control Visitation (continued)

To verify visits between the child and his/her parent(s), guardian(s) and or siblings have been arranged, look for rows with "Arrange Visitation" as the Service Type on the Case Management Services page of the Case Plan.

To see if visits are occurring as arranged in the case plan, generate a Delivered Service Log report selecting only "Visits" in the Delivered Service Select Filter.

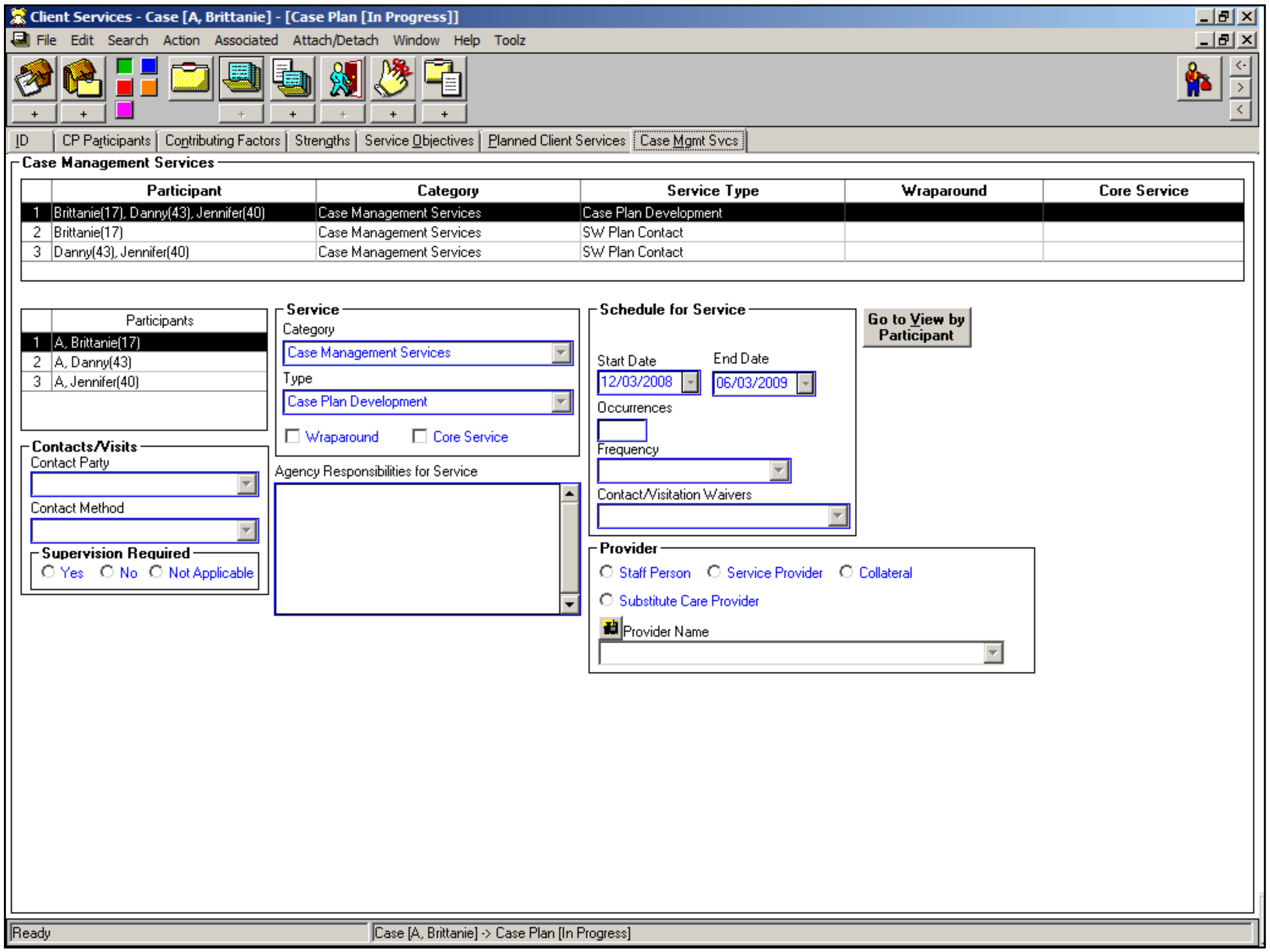


Figure – SM_141

Reviewing a Case Plan for Quality Control Parental Review (continued)

Look in the Participant Review group box on the ID page of the Case Plan notebook to verify parent(s) signed the case plan document.

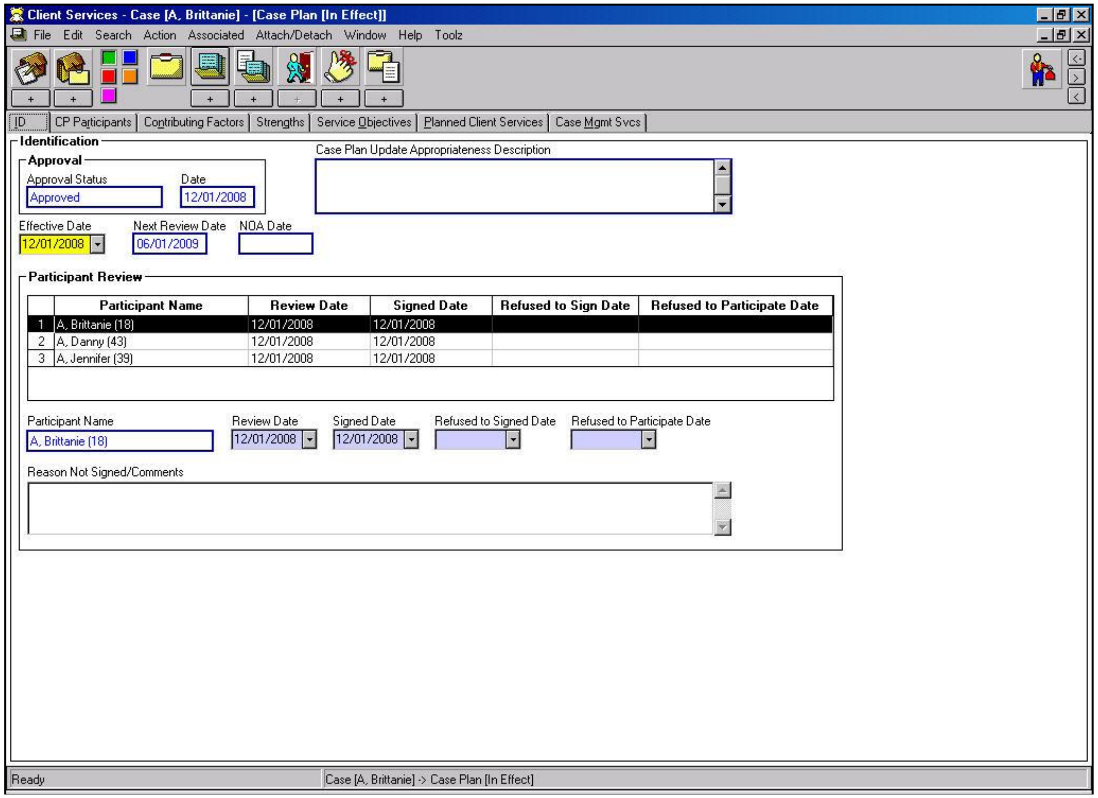


Figure – SM_142

To verify services are being provided and case management activities are being performed in order to meet the case plan objectives, first, look at the services and case management activities that have been included in the case plan. You can do this by:

Looking on the Planned Client Services and Case Management Services pages in the Case Plan notebook in the in effect case plan - where you will also see description details for each service and activity, or Using the Case Plan Navigation tool (but, you will not see the description details for the services and activities).

Then, generate a Delivered Service log report selecting only "Services" in the Delivered Service Select Filter.

Reviewing a Case Plan for Quality Control Concurrent Planning (continued)

To verify concurrent planning requirements have been met in the case plan, first look at the Case Plan Participants page in the Case Plan notebook. Note the Permanency Alternative/Concurrent Planning field. Go to the Case Management Services page in the Case Plan notebook, and look for services to support the permanency alternative. They will have "Concurrent Services Planning" as the Service Type.

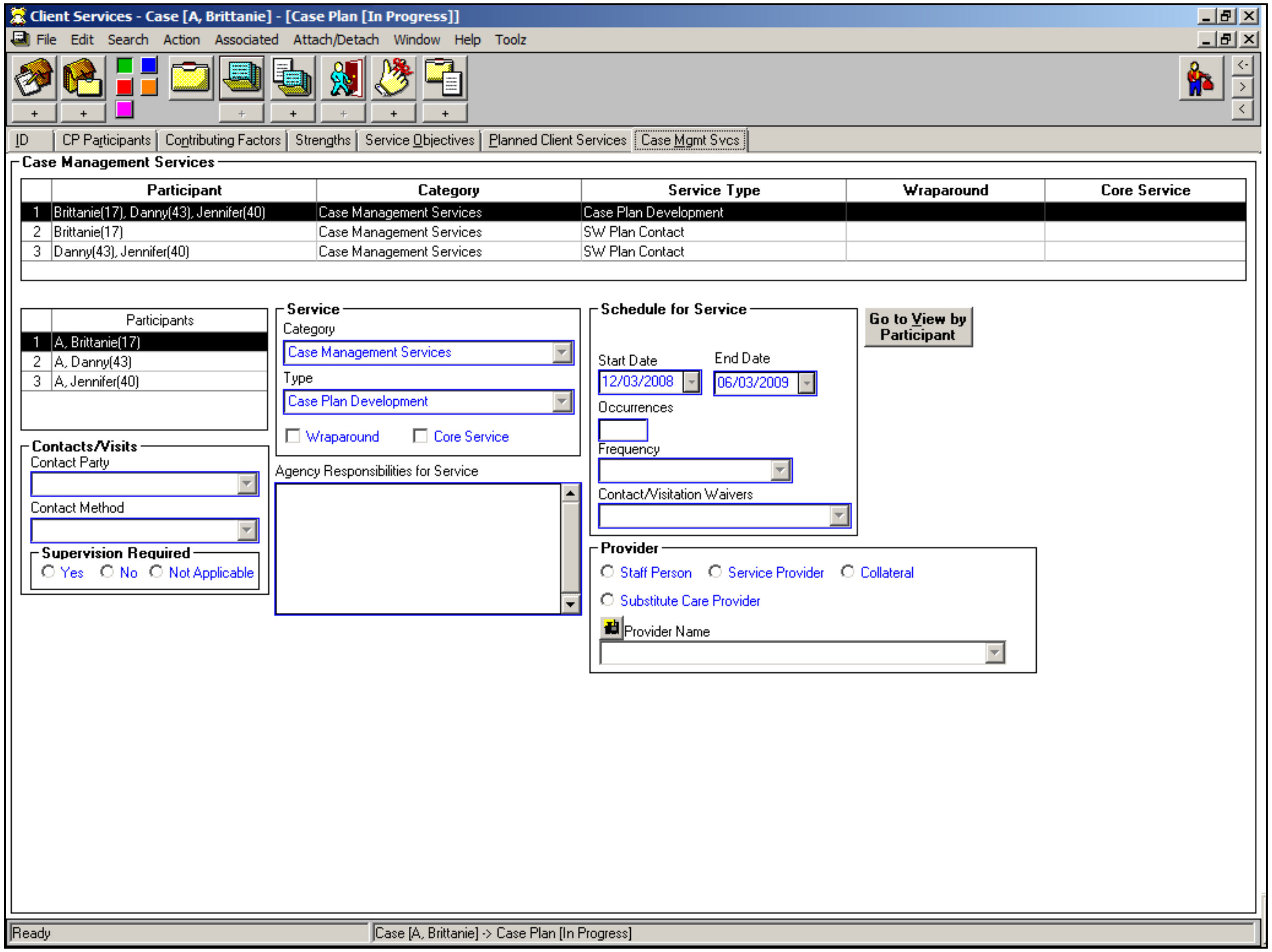


Figure – SM_143

Reviewing a Case Plan for Quality Control (continued)

A Case Plan notebook can be attached to a court report by bringing the Court Report notebook into focus and using the Attach existing Case Plan command in the Attach/Detach menu. This action identifies/links the case plan that was in effect when a review hearing was held. (Note: it does not merge the court report and case plan.)

If this has been done, you can Open the Court Report notebook, select the Open Associated Case Plan Documents command in the Associated menu, and see which case plan was in effect when the court report was created.

Reviewing Health and Education Information for Quality Control

In order to verify documentation for a child’s health and education information, open the child's Health and Education Passport document located in the Client Management section (blue button), Document notebook.

If you just want to know if the information is on file, look at the Demographics page of the child's Client notebook, scroll down to the Health Grid and the Education Grid.

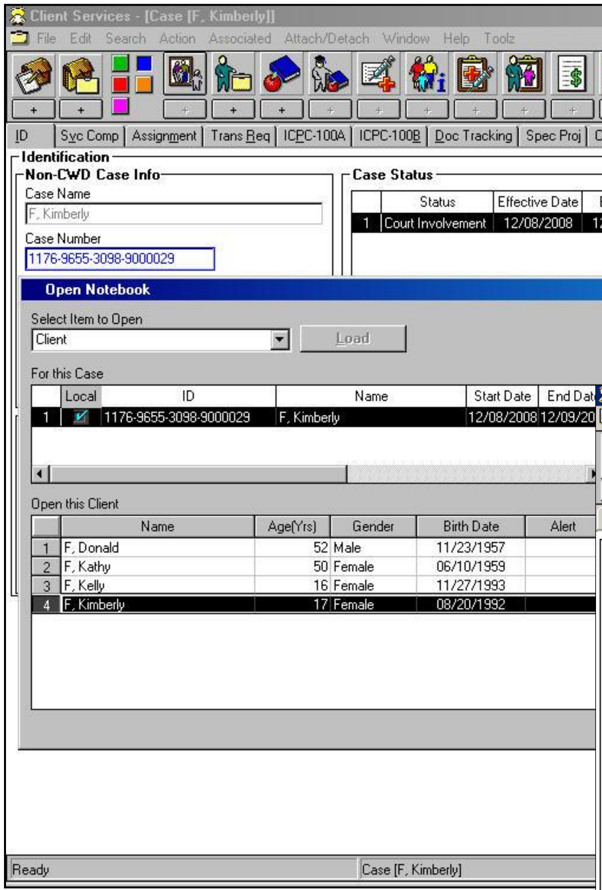


Figure – SM_144

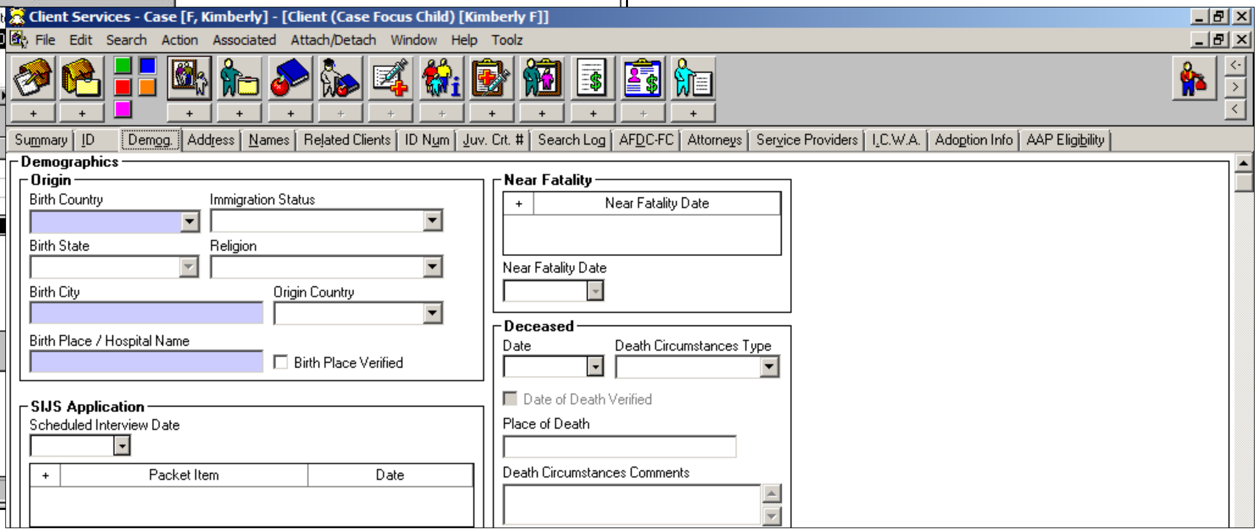


Figure – SM_145

Reviewing Health and Education Information for Quality Control (continued)

Reviewing Medical Information

Medical information is entered in the Health notebook. However, some medical information (e.g. for children in out-of-home care) is entered in associated services in the CWS/CMS application. The case record must contain all available health reports regarding the child (see MPP 31-075). To verify if an individualized health care plan has been created for a child with special health care needs in out-of-home care, open the Health notebook, and look at the Individual Health Care Plan on File for Special Needs Child check box on the Summary page.

Reviewing Health and Education Information for Quality Control (continued)

For details, review the pages in the Health notebook or look at the Health and Education Passport (HEP) document.

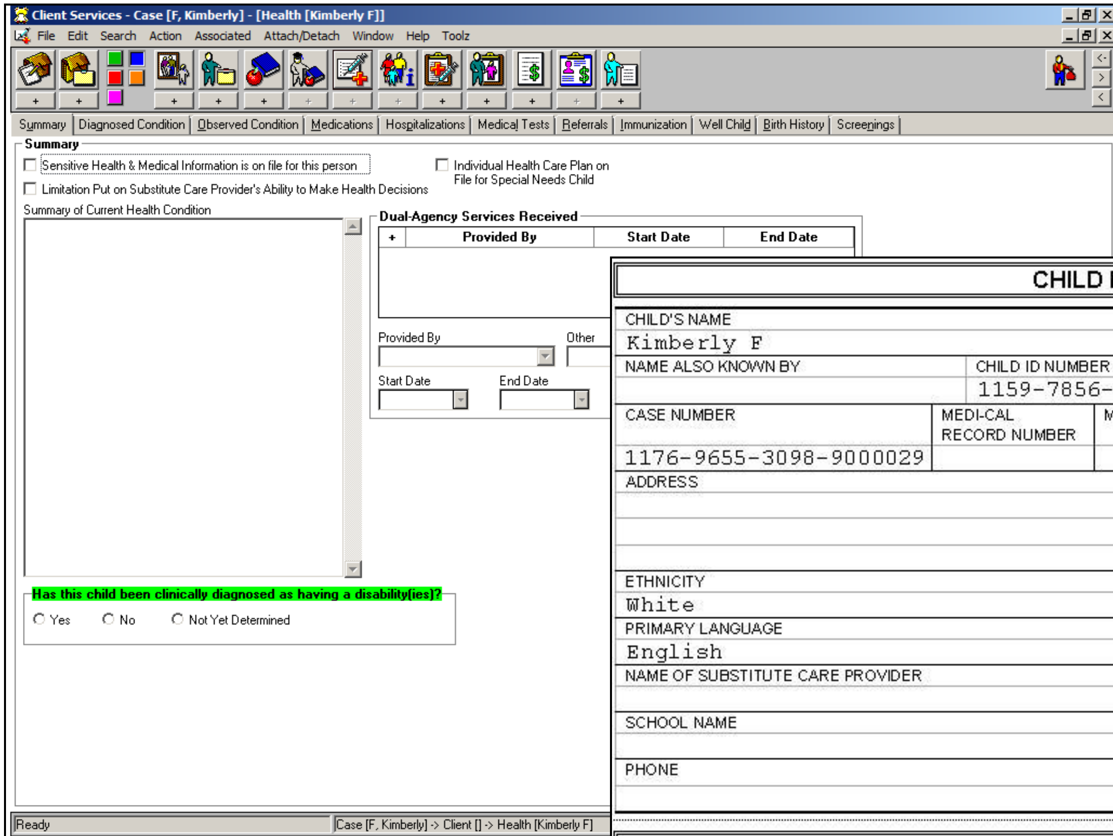
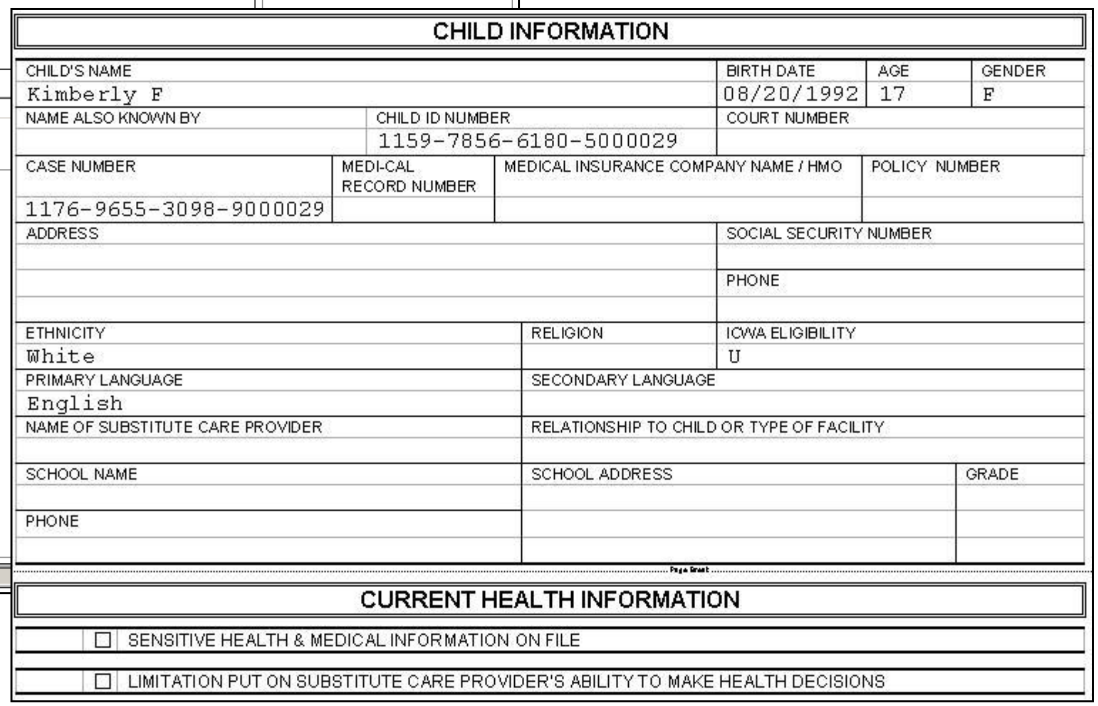


Figure – SM_146



CHILD INFORMATION

CHILD'S NAME: Kimberly F	BIRTH DATE: 08/20/1992	AGE: 17	GENDER: F
NAME ALSO KNOWN BY:	CHILD ID NUMBER: 1159-7856-6180-5000029	COURT NUMBER:	
CASE NUMBER: 1176-9655-3098-9000029	MEDI-CAL RECORD NUMBER:	MEDICAL INSURANCE COMPANY NAME / HMO:	POLICY NUMBER:
ADDRESS:		SOCIAL SECURITY NUMBER:	
		PHONE:	
ETHNICITY: White	RELIGION:	ICWA ELIGIBILITY: U	
PRIMARY LANGUAGE: English	SECONDARY LANGUAGE:		
NAME OF SUBSTITUTE CARE PROVIDER:	RELATIONSHIP TO CHILD OR TYPE OF FACILITY:		
SCHOOL NAME:	SCHOOL ADDRESS:	GRADE:	
PHONE:			

CURRENT HEALTH INFORMATION

☐ SENSITIVE HEALTH & MEDICAL INFORMATION ON FILE

☐ LIMITATION PUT ON SUBSTITUTE CARE PROVIDER'S ABILITY TO MAKE HEALTH DECISIONS

Figure – SM_147

Reviewing Health and Education Information for Quality Control (continued)

To see if the child has received medical and dental examinations through the CHDP Program (or equivalent preventive health services) in accordance with the CHDP Program schedule for periodic health assessment, click the Reminder icon in the Case Management section (green button), and look for "CHDP Dental Exam Due" and "CHDP Medical/Dental Exam Due" reminders.

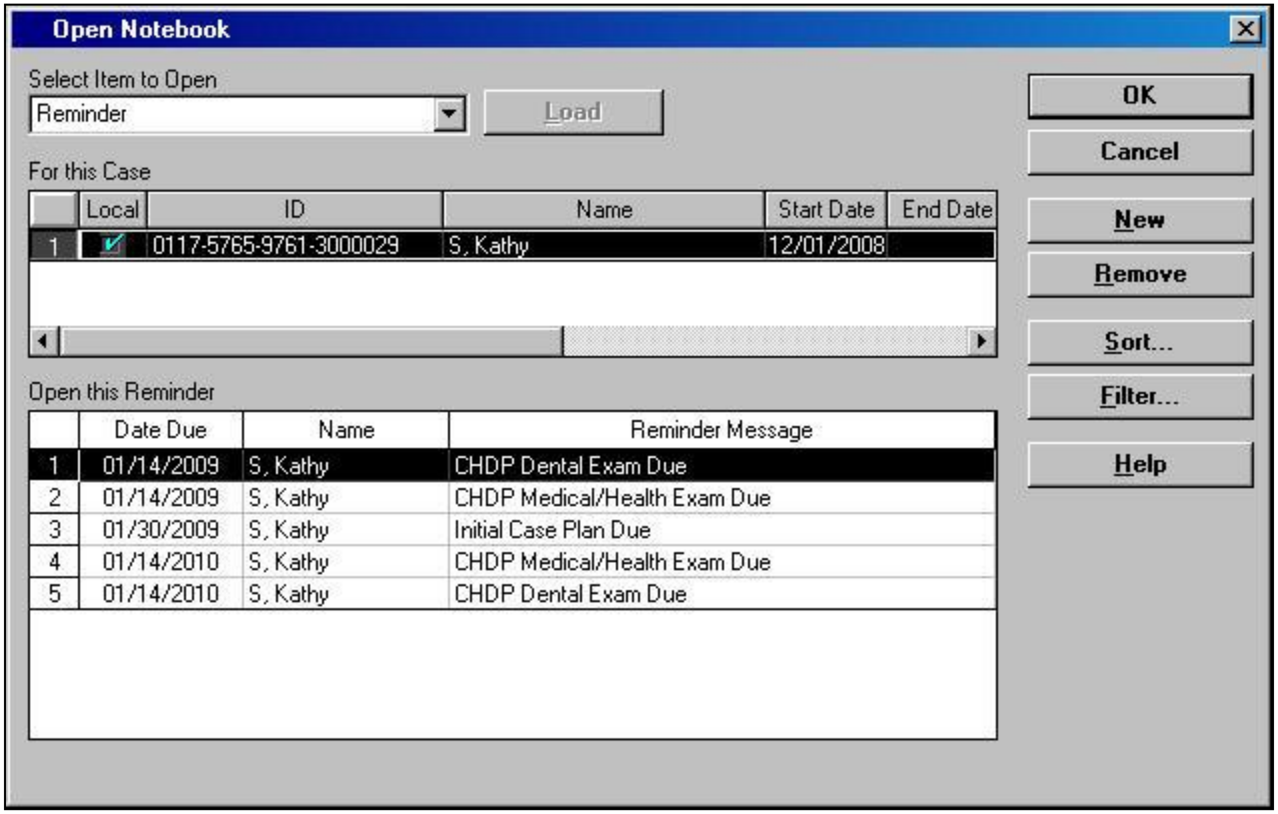


Figure – SM_148

Reviewing Health and Education Information for Quality Control (continued)

Open the child's health notebook, in the Client Management section (blue button) and look at the Well Child page in the Open Existing Health notebook.

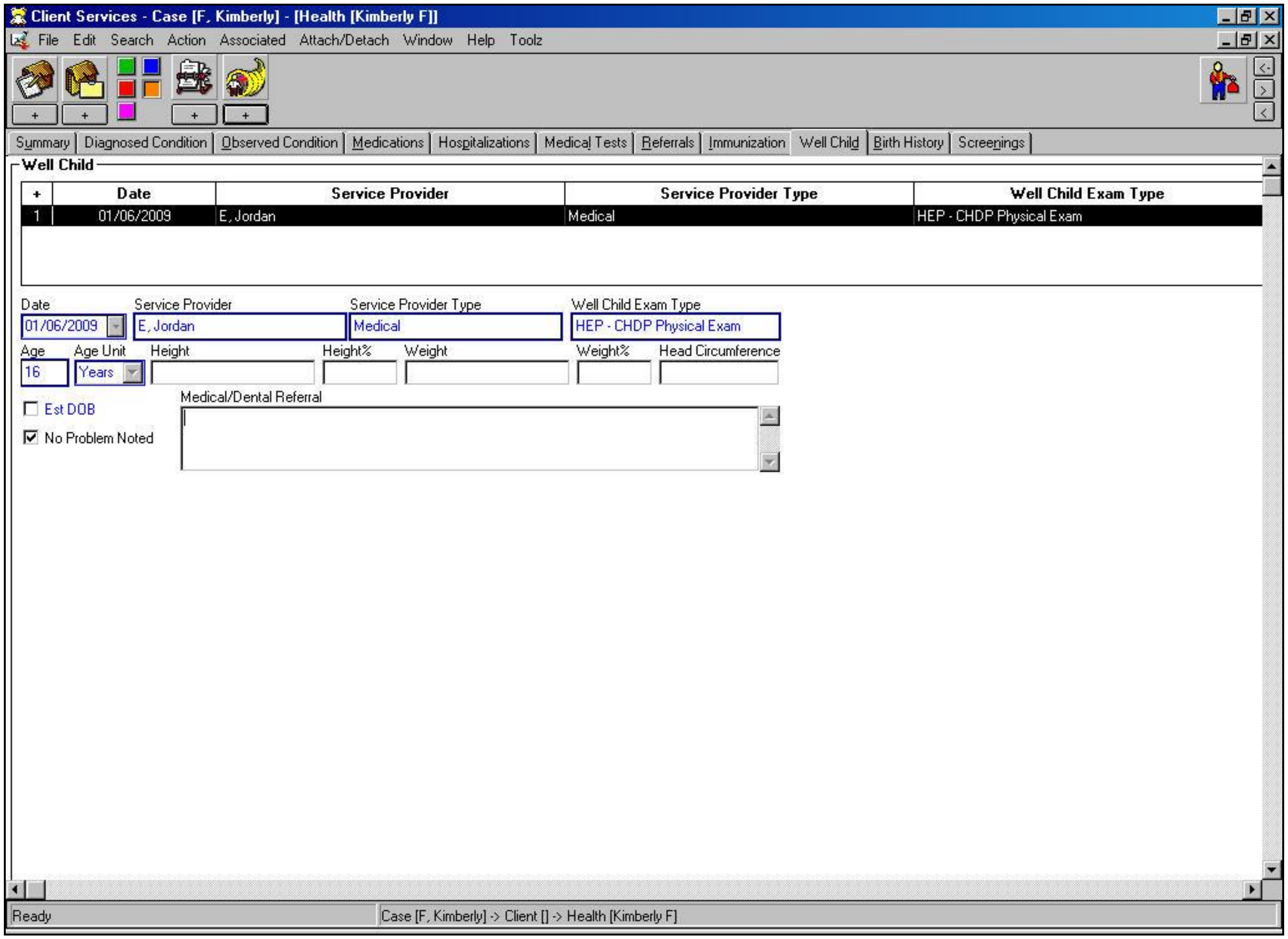


Figure – SM_149

To see if the child's available medical history was given to the child's substitute care provider (SCP) in a timely manner, open the Placement notebook, and look at the Date SCP Given HEP and Informed of Purpose field on the bottom of the ID page.

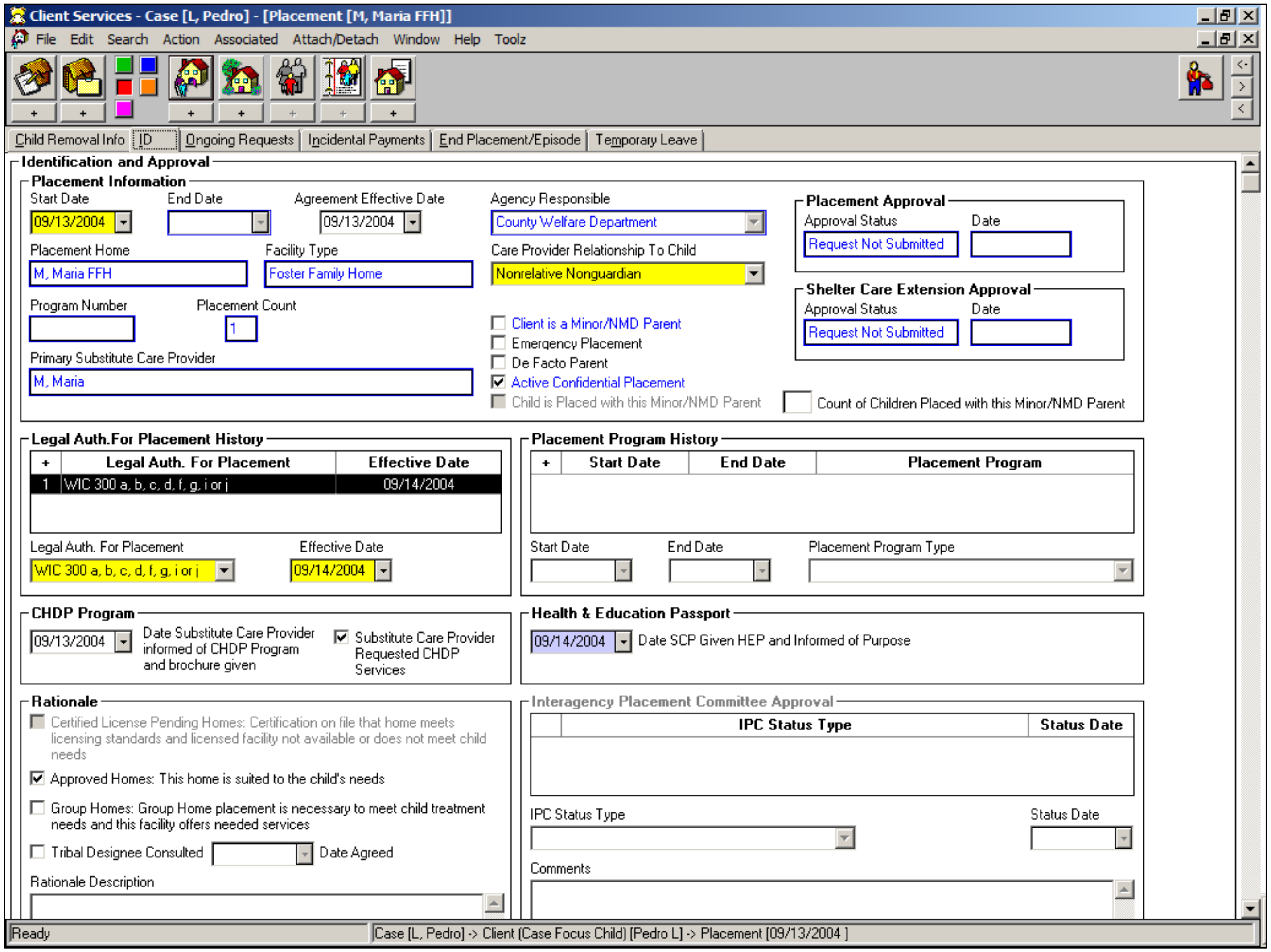


Figure – SM_150

Reviewing Education Information for Quality Control

To verify all education information for a child has been recorded, open the Education Notebook and review the Grade Level Information page.

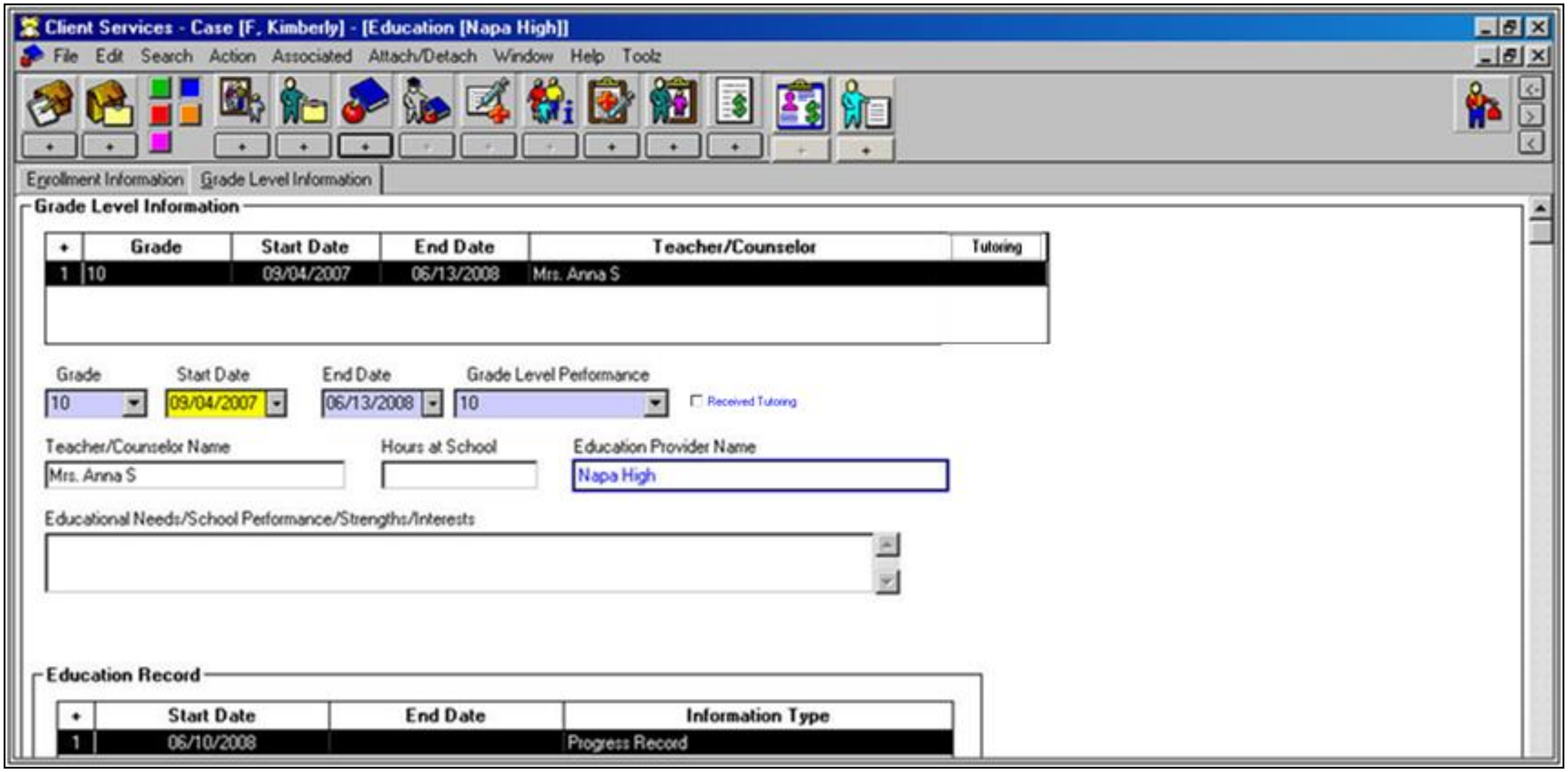


Figure – SM_151

Reviewing Transitional Independent Living Plan for Quality Control

To view the Transitional Independent Living Plan (TILP), (A) click on the TILP notebook, (B) From the Transition Plan page you can view current and historical data .To verify the TILP document has been created (C) click on the Open Existing Document notebook. If there is a TILP listed, and you want to review it, you can open it from the dialog box.

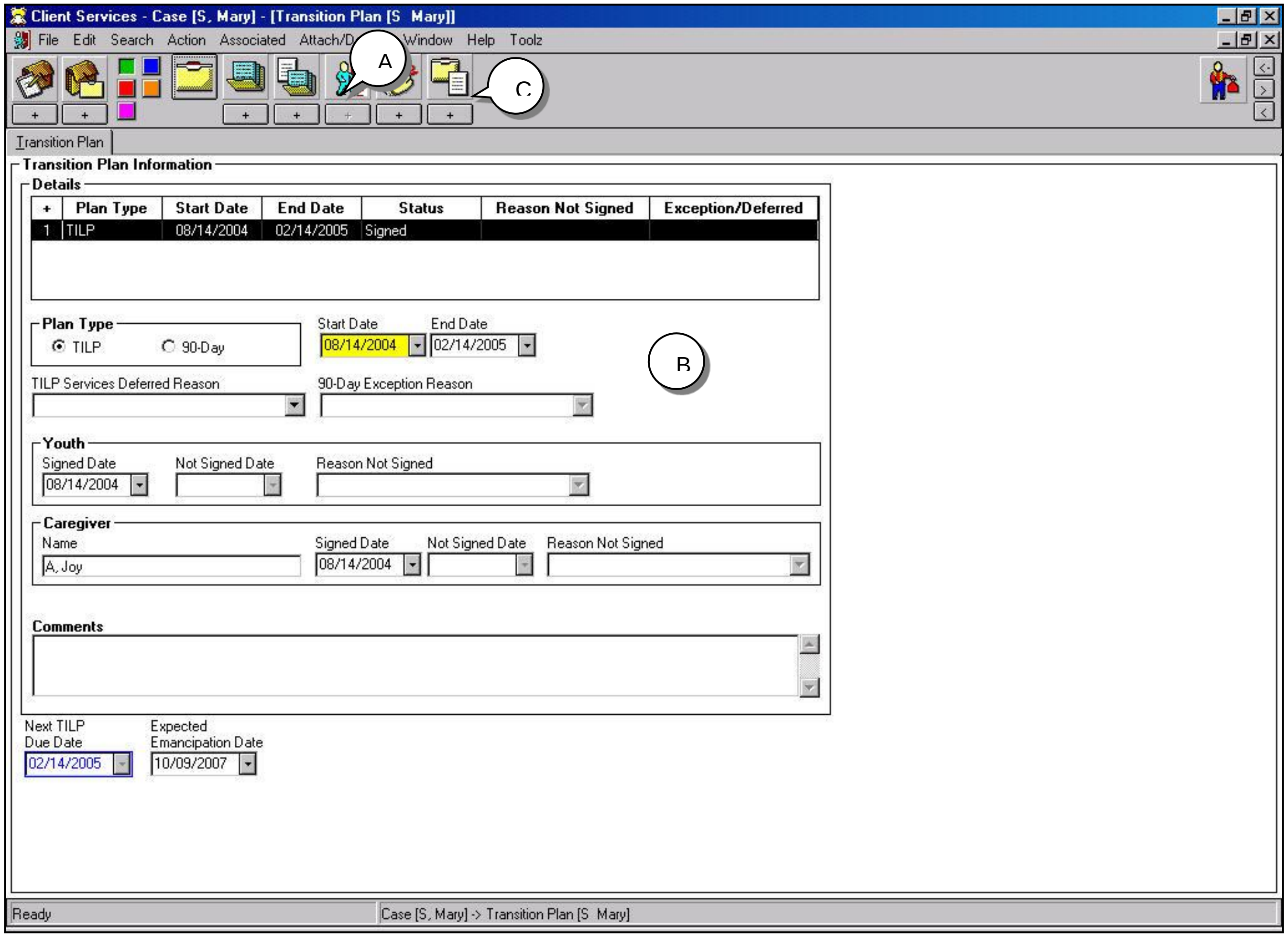


Figure – SM_152

Reviewing Contact for Quality Control

Contacts between staff persons and a variety of types of participants (e.g., clients, service providers, and substitute care providers) are recorded in active referrals and cases. Services (e.g., counseling and crisis intervention), as well as visits (e.g., between a parent/guardian and a child) associated with contacts can also be recorded in referrals and cases.

Child Welfare Service program regulations require that certain contacts made by staff persons, services provided and arranged by staff persons, and visits arranged for by staff persons be documented in referrals and cases in a timely manner.

Contacts can be recorded in referrals and cases at any time while they are active. Contacts can be read in referrals and cases whether they are open or closed.

Reviewing Contact for Quality Control (continued)

To verify the initial in person response and the investigation were completed within the required time frames, look at the Summary page of the Referral Information notebook. Note the Received Date field, Status group box, and Contact Information group box.

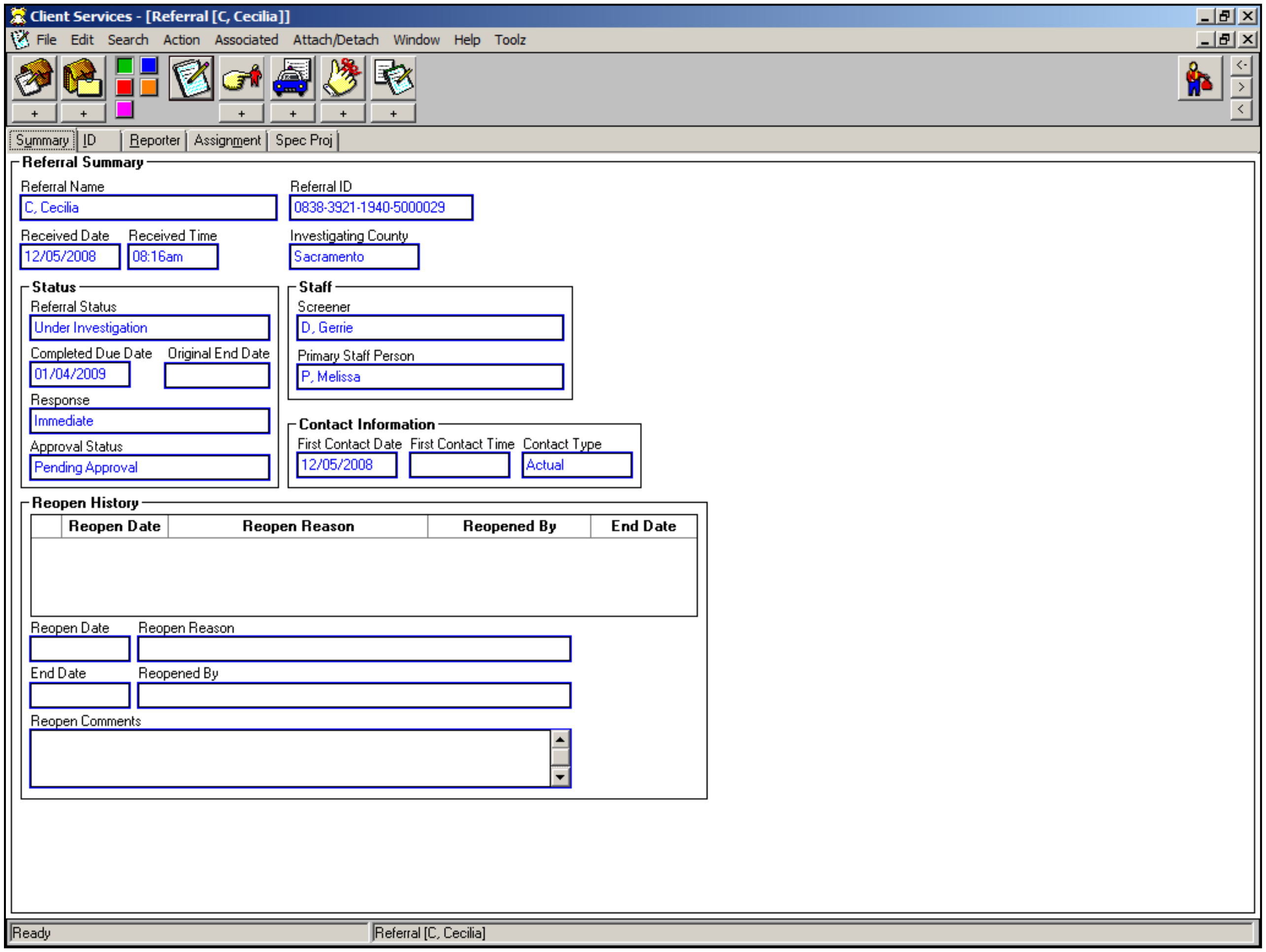


Figure – SM_153

Reviewing Contact for Quality Control (continued)

For additional information:

Generate the Delivered Service Log report, selecting only "Contacts" in the Delivered Service Select Filter dialog box. Look at the Investigation Narrative document in the document notebook of the Referral Information notebook.

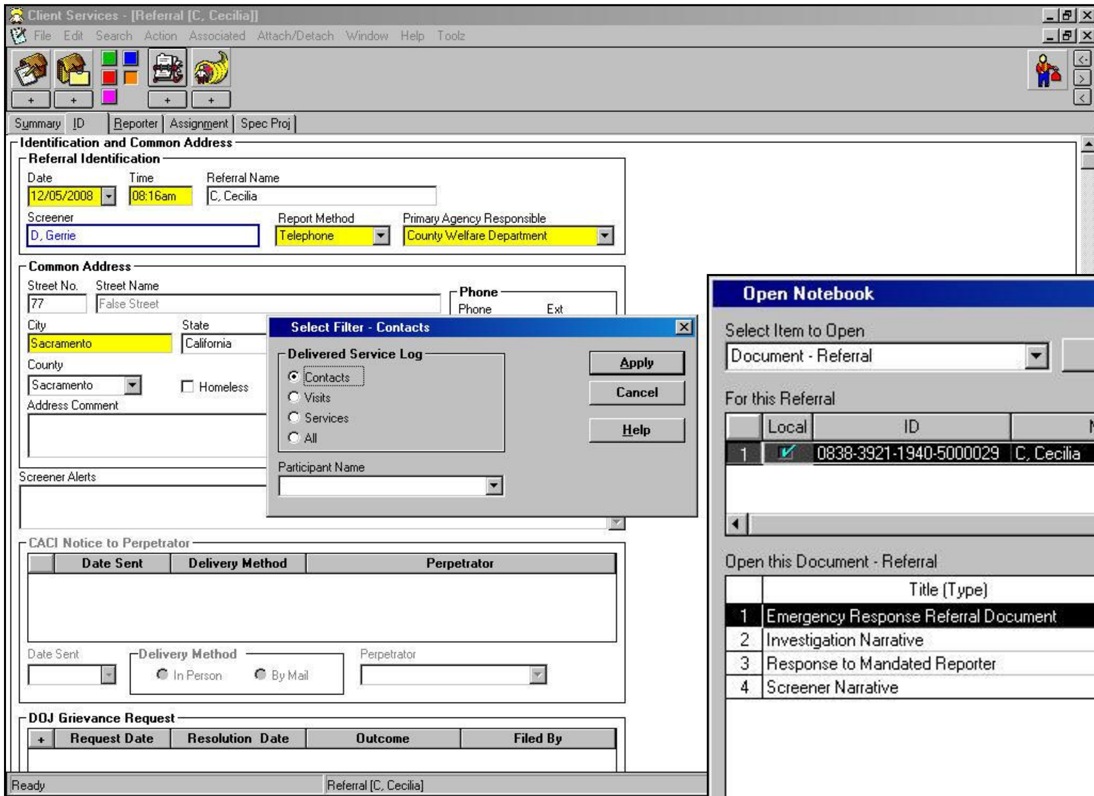


Figure – SM_154

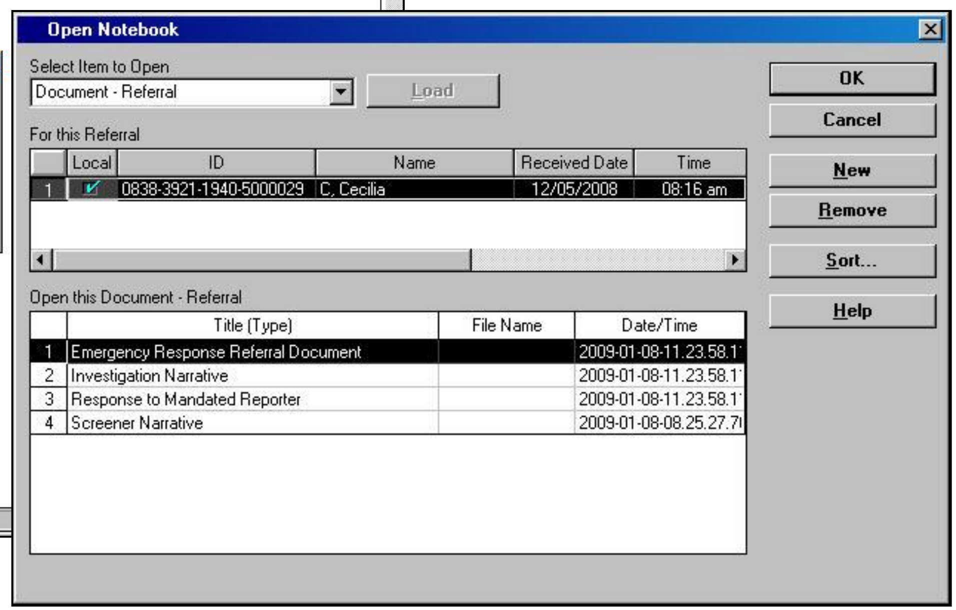


Figure – SM_155

Civil Rights Pamphlet

To verify parents received a copy of the Civil Rights pamphlet, look at the Child Removal Info page in the Placement Management Section (red button) of the application.

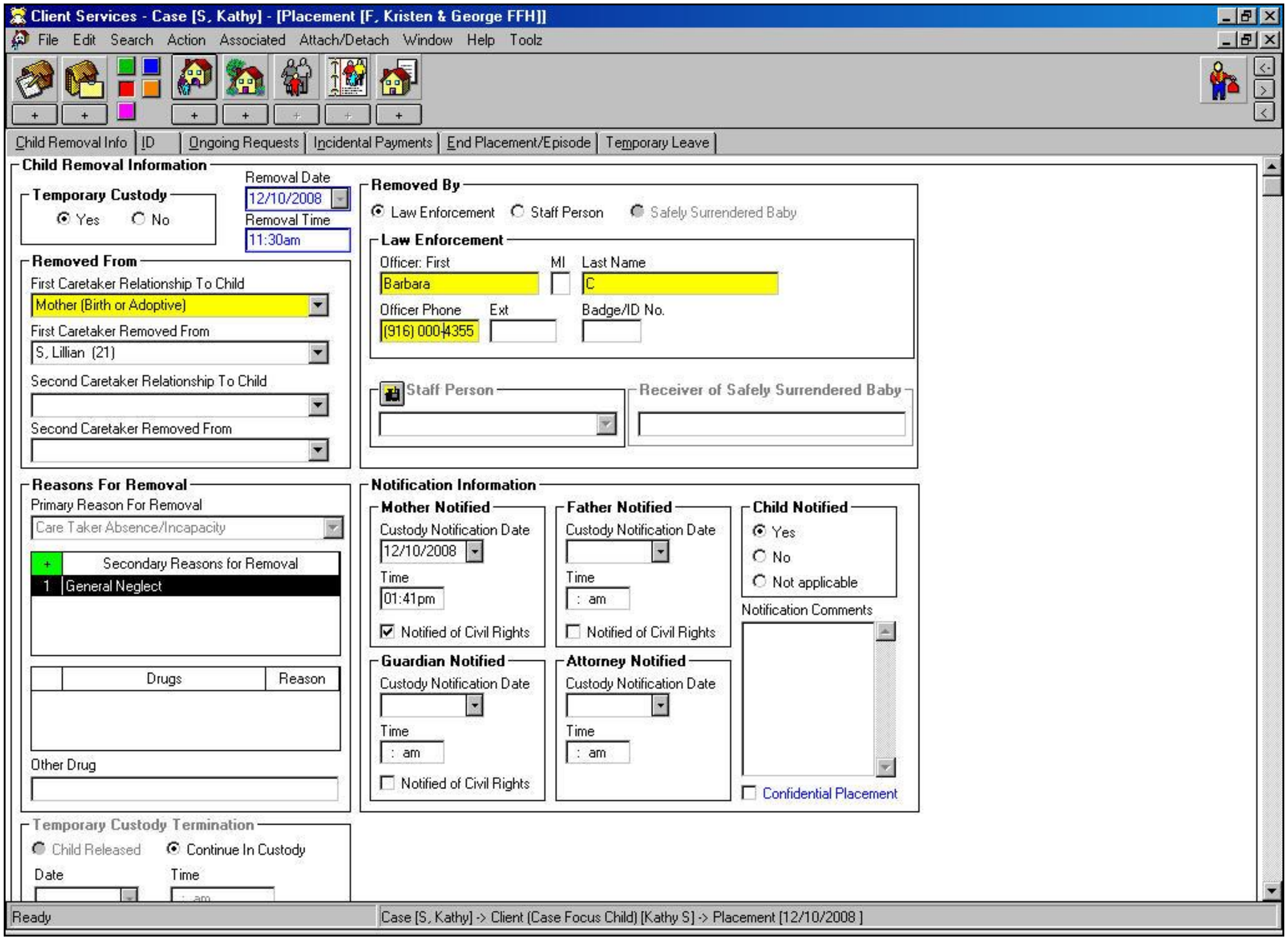


Figure – SM_156

Quality Assurance in a Case

To verify if in-person Staff Person/Child, Staff Person/Parent-Guardian, and Staff Person/Substitute Care Provider contacts were made in accordance with the contact schedules in the case plan, look at the contact schedules entered on the Case Management Services page of the in effect Case Plan notebook (or use the Case Plan navigation tool).

Click the Open Existing Contacts icon, click the History button in the Open Contacts dialog box, and select the date range you want. When the contacts you want are in cache, click the Filter button, select "Contacts" only, select the contact participant(s) you want in the Participants Name field menu, and click the OK button.

Or, you can generate a Delivered Services Log report, using the filters that appear in the dialog boxes.

To see if contact exceptions have been documented, open the in effect Case Plan notebook, and look at the Contact Exceptions field on the Case Management Services page.

To see what efforts were made to locate an absent parent, open the client's notebook, and look on the Search Log page.

If there is court involvement, a Declaration of Due Diligence report may have been created. Click the Open Existing Document-Court Icon in the Case Management section. If there is a Declaration of Due Diligence document, select it and click the OK button.

Preventative Tools

Hidden Text in Court Reports

Hidden text is blue characters in a court report template that are formatted so they can be shown or hidden. They do not print (unless you want them to) and do not affect formatting.

Hidden text provides prompts and guidelines regarding content to be included in specific sections of the reports

Use hidden text when creating court documents.

Hidden text is created in system (master) templates. It is created at the CWS/CMS Project Office. Users can't create or change the hidden text in the master templates.

It is based on statutory and regulatory requirements and good social work practice.

Preventative Tools (continued)

To view hidden text

Create or open an existing Court Report document in a referral or case. If the hidden text is not displayed, click on the Office Button icon in Word, select Word Options at the bottom right of the dropdown menu. In the Word Options dialog click on Display in the left column and then check the Hidden text option under 'Always show these formatting marks on the screen'. Click OK. Any hidden text will now show up in Word 2007.

SUPERIOR COURT OF CALIFORNIA
COUNTY OF SACRAMENTO
2020 Anywhere Ln, Sacramento, California 95814

15 DAY REVIEW REPORT

Much of the demographic information will pre-populate into this report from the CWS/CMS data base. Other information is entered by the user into form fields designed for local text entry. Either the cursor or the F11 key may be used to navigate from one non protected form field to another. Navigating with the F11 key puts your cursor in the correct position to proceed. With the first letter entered, both the form field and the text in the form field, if any, disappear.

Hearing Date	Hearing Time	Dept./Room	Hearing Type/Subtype
02/16/2009	02:02pm		15 Day Review

IN THE MATTER OF

Name	Date of Birth	Age	Sex	Court Number
Kathy S	07/14/2006	3	F	

REASON FOR HEARING

This is the review hearing required under the terms of Welfare and Institutions Code Section 367(b). Jurisdiction was found under Welfare and Institutions Code Section 300 and the child was declared a dependent on by the Sacramento County Juvenile Court. The current placement order of Suitable Home was made on

Figure – SM_157

Preventative Tools (continued)

County Documents – Templates and County Specific Reports

Creating county templates is covered in the CWS/CMS Resource Management class.

You can open all document templates created by all counties.

Because they are Microsoft Word documents, you could change a document, e.g., change the county name, and use it. Your county could also modify another county's document, then save the changed document as one of your own county documents.

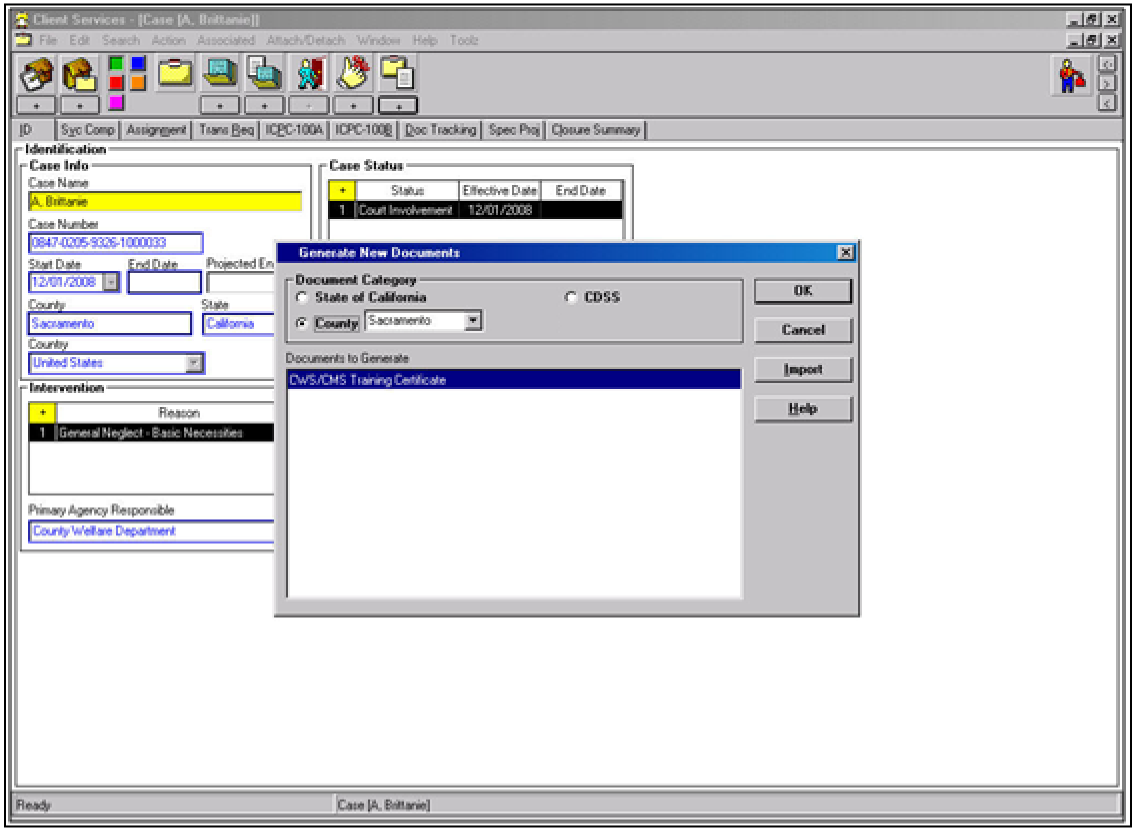


Figure – SM_158

Preventative Tools (continued)

County-specific reports are located in the Client Services application, click on the File menu and select the Print Reports command. Then, in the Generate New Documents dialog box, choose County-specific Reports as the Area of Interest.

After you know what a report is used for, create the report in a referral or case and use the Print Preview button to open and look at it (noting how your data populates into it).

If the report says what you want it to say, use the features of Microsoft Word to make the necessary changes, e.g., the county name, and print it.

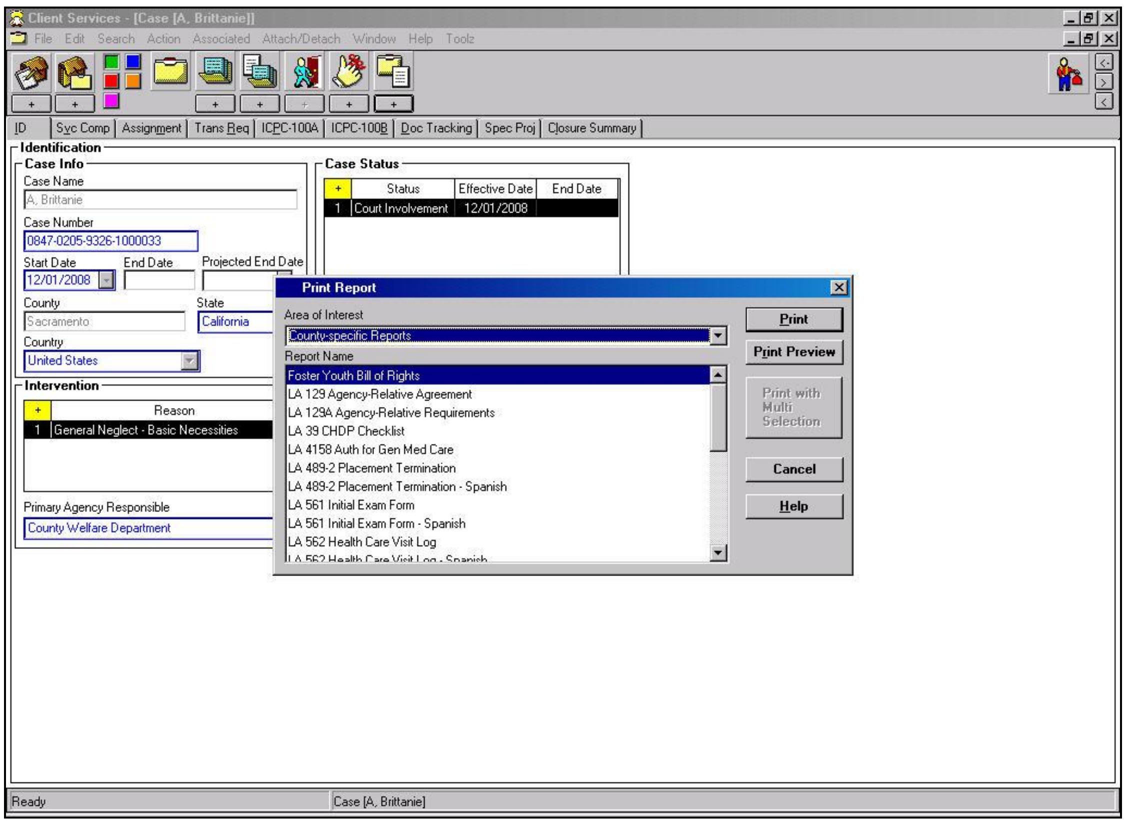


Figure – SM_159

Preventative Tools (continued)

Responsibilities Description

The role and responsibilities of a staff person with a secondary or read-only assignment to a referral or case can be entered on the Assignment page in the Referral Information and Case Information notebooks. It can also be entered using the Make Assignment command in the Action menu in the Caseload application. The Responsibility Description tells the staff person what task(s) is expected to perform in a referral or case.

The Responsibility Description also populates to the Summary page in the Caseload notebook in the Caseload application. So, at a glance, a supervisor, as well as the staff person with the primary assignment, can see what tasks a staff person with a secondary assignment is expected to perform in a referral or case.

Enter a Responsibility Description when you create a secondary assignment, including read-only responsibility.

Preventative Tools (continued)

You can enter up to 160 characters in the Responsibility Description section, and the entire text will populate to the Summary page in the Caseload notebook. You cannot change the Responsibility Description. It becomes read-only when it has been saved to the database. However, if responsibilities change, you can end date the secondary assignment and create a new one.

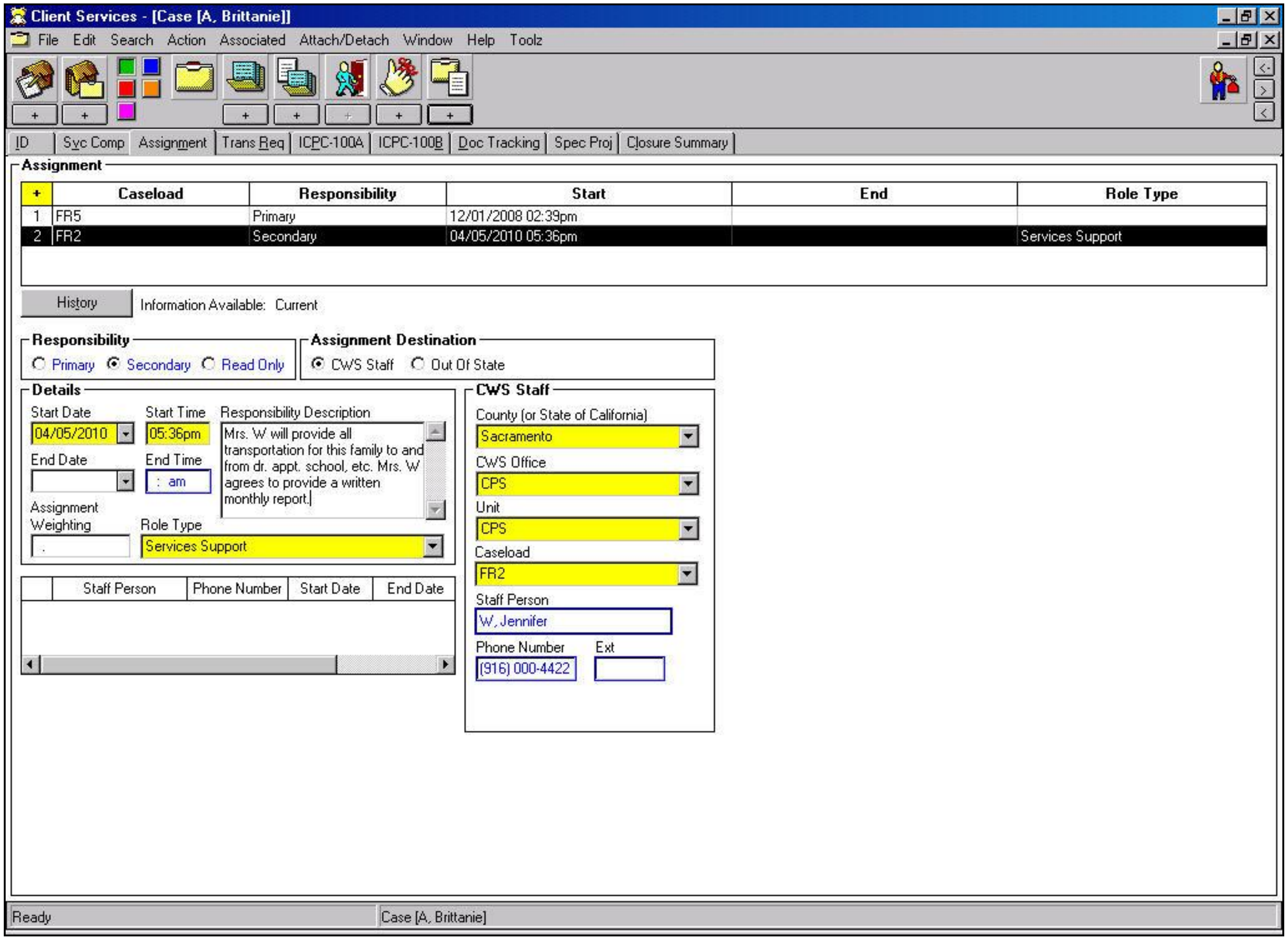


Figure – SM_160

Preventative Tools (continued)

Information entered on the Assignment page, of the Client notebook, automatically populates to this page.

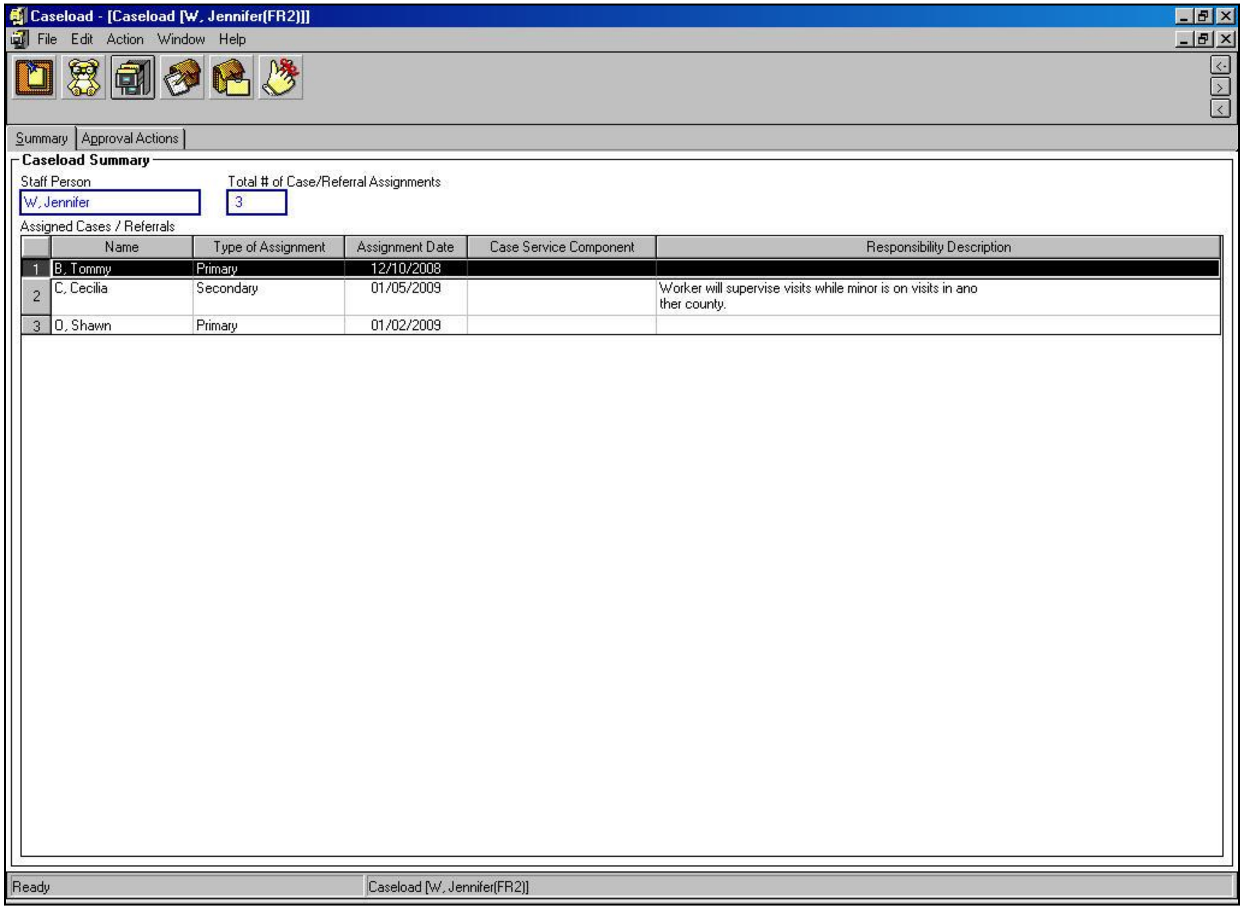


Figure – SM_161

Concurrent Tools: User (Supervisor) Created Reminders

A user-defined reminder is a description of a task to be performed by a specific date in connection with a referral or case. Unlike a system generated reminder, it must be created (attached to) a referral or case by a user.

A user-defined reminder can be described by the creator in considerable detail (approximately 8,000 characters) in the Notes section of the Reminder notebook. So, a supervisor can enter casework-related expectations directly into the electronic referral or case.

User-defined reminders can be attached (created) as long as a referral or case is open.

To create a Reminder in a referral or a case, open the referral or case, and click on the "+" under the Open Existing Reminder icon. Enter a date, and type in the reminder – keeping in mind that only the first approximately 50 characters (eight to 10 words) you type in the Notes section will display in the Reminder Message in the Open notebook dialog box.

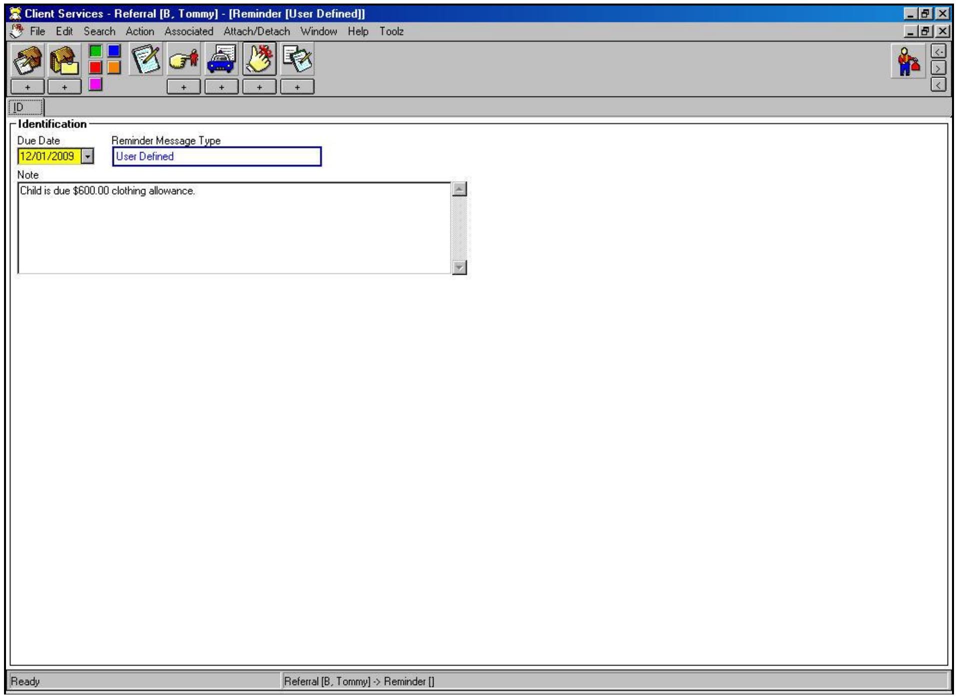


Figure – SM_162

Concurrent Tools: User (Supervisor) Created Reminders (continued)

A user-created reminder can easily be removed after the expectation has been met (task has been accomplished). It can just as easily be removed even if the expectation has not been met.

To put the same Reminder in more than one referral or case, open the other referral or case.

Click on the Attach/Detach menu, and select the Attach Existing Reminder command.

The Attach Existing Reminder dialog box lists all user-defined reminders for the referrals and cases in current work that are not already attached to the referral or case in focus. Select the one you want, then click OK to close this dialog box and attach the reminder(s) you selected.

Supervisors should expect staff persons to check the reminders in their caseload when they first logon each day. Using the Select-Filter Reminders dialog box will help them manage their time effectively and efficiently.

Expect staff persons to view the reminders in each referral and case that they open before entering any data.

Concurrent Tools: Documenting Deputy Director Reviews and Approvals

The Further Approval Needed By field becomes active when Pending Further Approval is selected in the Approval dialog box. The field can be populated with the name of any staff person who has Supervisor authority in the office of the staff person who has primary assignment to the referral or case.

State regulations require county deputy director approval for certain exceptions, e.g., parent-child visitation less frequently than once each month in a voluntary placement (MPP 31-340.212), and, in some counties, policy requires a staff person other than the Unit Supervisor approve certain staff requests.

Select Pending Further Approval when you are not authorized to approve the request.

The staff person authorized to give the higher approval, e.g., a county deputy director, must be set up as a Unit Supervisor in the Resource Management application.

A higher approval request can't be forwarded to a person in another office.

The person authorized to give higher approval must have Officewide Read/Write privilege, and would have to access referrals and cases by using the Search and Open Associated Referral and Case functions.

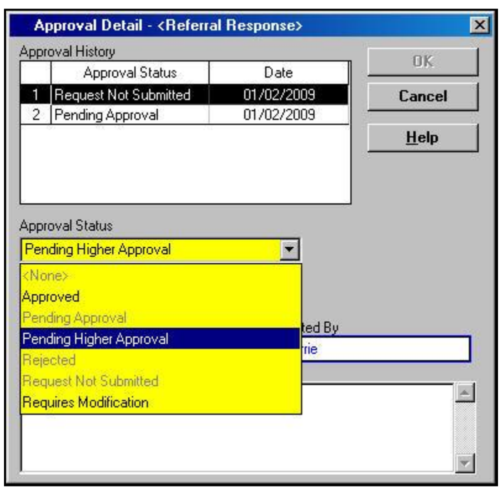


Figure – SM_163

Corrective Tools: Electronic Audit Trail

For most fields on notebook pages, the CWS/CMS application keeps track of the name of the first user who entered data in the field and the date it was entered. The application also keeps track of the name of the person who most recently changed the data in that field and the date it was changed.

- Sometimes this data entry history is displayed, e.g., in the Allegation notebook, and often it can be displayed using the View Audit command.
- Data entry history supports accountability, and can help troubleshoot problems, e.g., an apparent violation of a CWS/CMS business rule.
- View data entry history in an open or closed referral or case when you want to know the name of the first and/or last user to enter data in a specific field, and/or the date the data was entered.
- The Allegation Conclusion History section in the Allegation notebook displays the following changes:
- Name of the staff person who changed the allegation conclusion.
- The Approval History section in the Approval Detail dialog box contains the name of the staff persons who requested and took action on approvals.
- Both can include the reason for the change (in the Conclusion Description section and Rationale section respectively).

Corrective Tools: Electronic Audit Trail (continued)

Changes that are displayable:

- The View Audit command in the Edit menu usually enables you to see the name of the staff person(s) who made the first and last entry in most fields, and when they did it.
- Some changes cannot be displayed, but they may be able to be identified in the database by CWS/CMS Project staff.

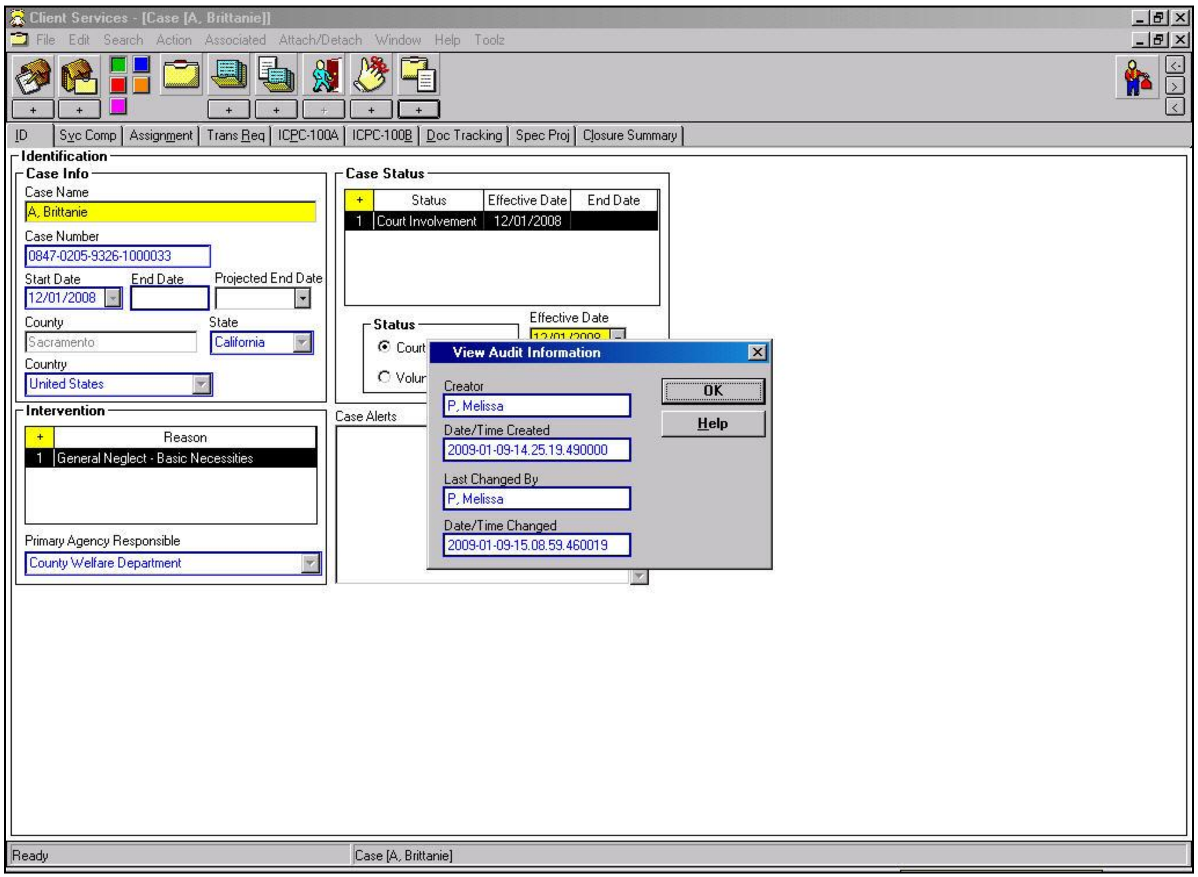


Figure – SM_164

Corrective Tools: Federal Reporting Navigation Tool

A navigation tool is a programmed assistant that guides you through the steps for performing a task and/or the choices about how something will be created.

The Federal Reporting Navigation Tool takes you to the places where case-specific data required by Federal Regulations can be viewed or entered.

Run the Federal Reporting Navigation Tool at anytime while the referral or case is active. It is most helpful when used at least once during each semi-annual reporting period a referral or case is open.

The Federal Reporting Navigation Tool for NYTD checks data that states are required by Federal Regulations to collect on all current and former foster care youth who receive Independent Living Program (ILP) services and 17 year olds who are in foster care with follow up data after they age out.

The Federal Reporting Navigation Tool for AFCARS checks data that states are required by Federal Regulations to collect on children in foster care and adopted children and send semi-annually to the Department of Health and Human Services (DHHS) data, e.g., age, reason for removal, and placement home type.

The Federal Reporting Navigation Tool for AD42R checks data that states are required by Federal Regulations to collect on children who have been adopted.

To run the Federal Reporting Navigation Tool, open the referral or case you want to review, and click on the Tools icon.

In the Tools Menu – Client Services dialog box, select the Federal Reporting Navigation Tool, and click on the OK button.

In the Federal Reporting Navigation Tool choose AFCARS, NYTD, or AD42R radio buttons.

If choosing AFCARS radio button, click on the This Case button, then choose whether you want to review Foster Care, Adoption or All fields (data elements).

If choosing NYTD or AD42R radio button, click on the This Case button.

Corrective Tools: Federal Reporting Navigation Tool (continued)

Figure – SM_165

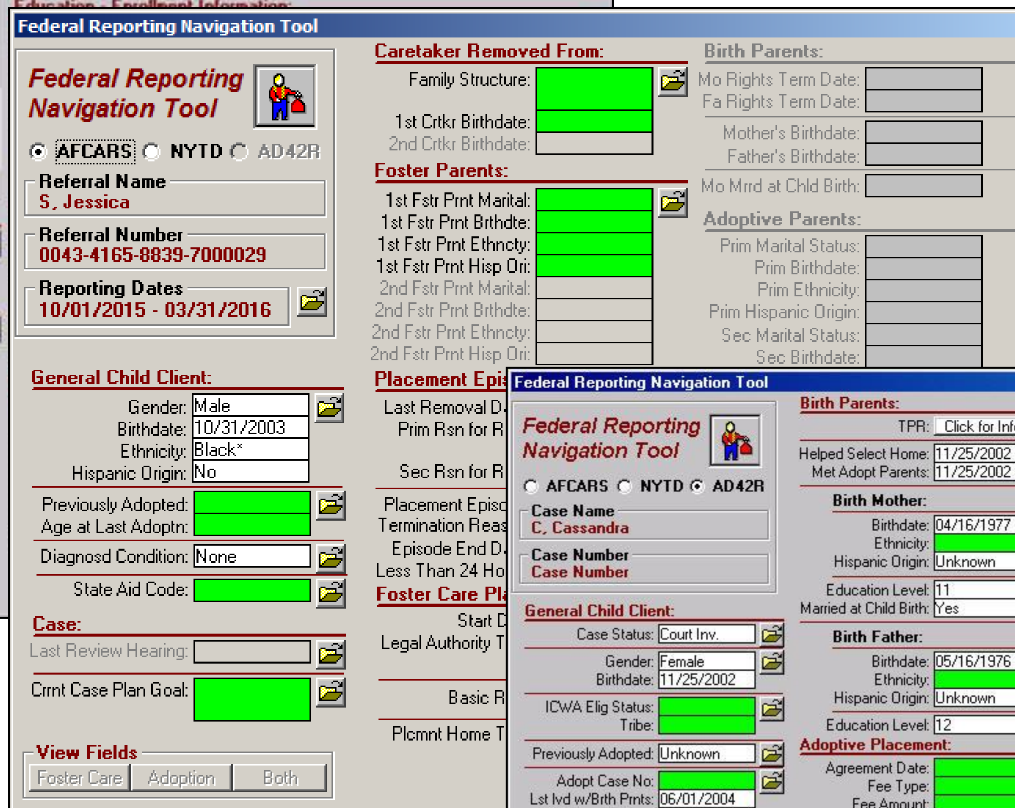


Figure – SM_166

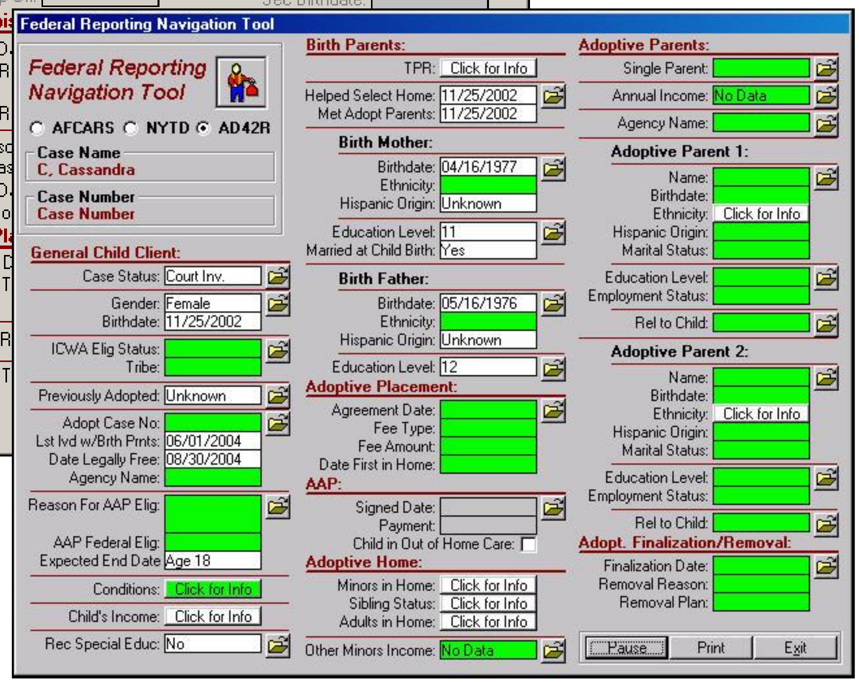


Figure – SM_167

Corrective Tools: Case Plan Navigation Tool

A navigation tool is a programmed assistant that guides you through the steps for performing a task and/or the choices about how something will be created.

The Case Plan Navigation Tool guides you through the steps for and choices about how an initial or updated case plan will be created. It also enables you to view and update the key case plan elements (e.g., goal and objectives for each participant.).

Use the Case Plan Review feature whenever there is an In Progress or In Effect Case Plan in a case.

The Case Plan Navigation Tool displays case plan identifying data, e.g., case status and service component, as well as data elements required by regulations, e.g., projected goal completion date and appropriateness description.

Corrective Tools: Case Plan Navigation Tool (continued)

Open the referral or case you want to review, and click on the Tools icon.

In the Tools Menu – Client Services dialog box, select the Case Plan Navigation Tool, and click on the OK button.

In the Case Plan Navigation Tool dialog box, click on the In This Case button, then click on the Review button.

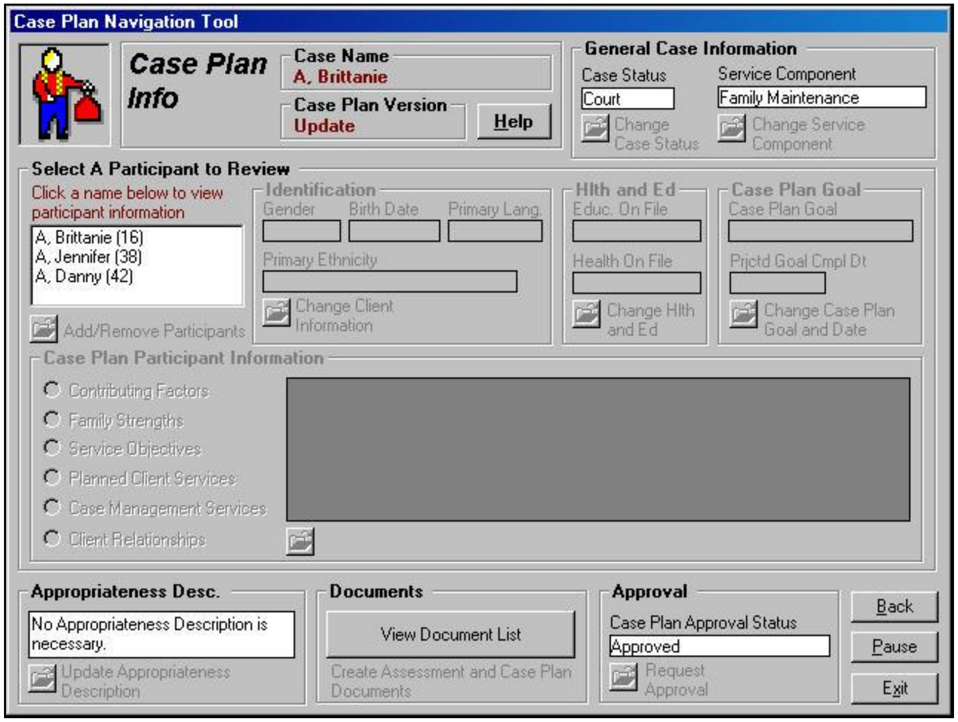


Figure – SM_168

Program Management Reports

Program Management Reports compile information at the statewide or county level from the CWS/CMS database. They are generated at the state, county, office, unit and caseload levels.

Program Management Reports provide state and county child welfare services management with the information needed to monitor and evaluate the accomplishment of child welfare services tasks and goals (see WIC 16501.5).

Program Management Reports are created on a fixed schedule according to the report frequency, and can be viewed at any time. The extract files for many of the reports are saved at the database, so users can select past as well as current reports.

Approximately 86 Program Management Reports are available in seven areas of interest:

- Case
- Court
- Intake
- FCIS
- Licensing
- Placement
- General Host

The Licensing reports and the General Host report are in the Resources Management application. You can access them by using the Print Report command in the File drop-down menu.

All other reports are in both the Client Services application and the Caseload application. You can access them by using the Print Report command in the File drop-down menu.

Program Management Reports (continued)

To create reports

Figure – SM_169

You must have certain authorities and privileges to generate Program Management Reports.
California Department of Social Services (CDSS) users with any level of authority who have Program Management Report privilege can access all program management reports on a statewide and county basis.

County users with any level of authority and Program Management Report privilege can access all Program Management Reports for their county. All the data on the Program Management Reports comes from the CWS/CMS Database.

Program Management Reports (continued)

Program Management Reports

Each field on each report is defined, i.e.; it is mapped to a field in a CWS/CMS notebook. So, data in the Program Management Reports will be accurate and complete only if information has been entered accurately and completely in the right place in the right notebook.

Local Reports

A Local Report is a summary of information specific to a single referral, case, caseload or placement home.

Use Local Reports to help with caseload management and quality control (e.g., Caseload Court Calendar and Contacts/Visits Schedule for Caseload); create hardcopy documentation (e.g., Delivered Services Log and Notice of Action); and aide in decision-making (e.g., History of Child Placements and History of Placements in a Home).

Local Reports can be created on demand. They summarize the information in the database at the time the report is generated, and are not saved by the system Local Reports are grouped by Area of Interest, e.g., Adoptions, Client, Placement Home, and Services.

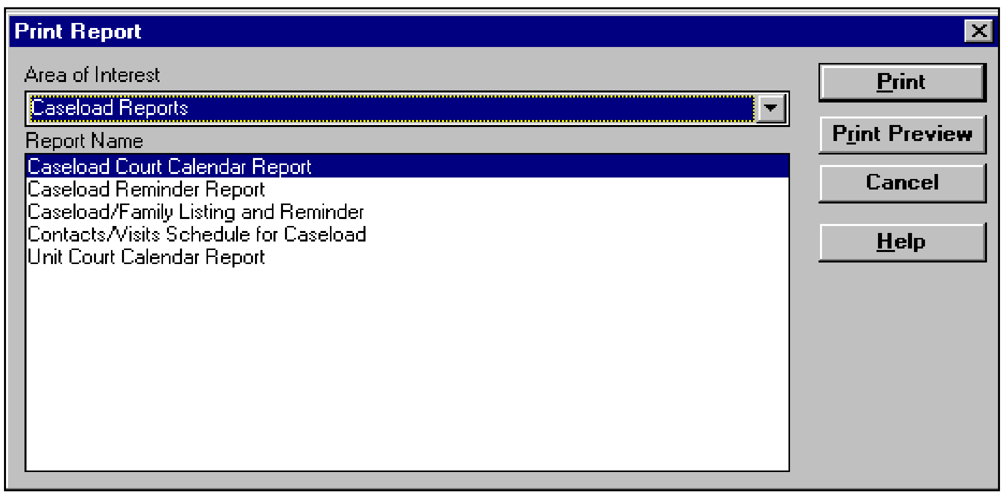


Figure – SM_170

Program Management Reports (continued)

Caseload Reports

Caseload Report Descriptions

Caseload Court Calendar Report

This report presents all scheduled hearings for the selected caseload, including the name of the child calendared, service component, child's juvenile court case number, child's case identification number, hearing type, subtype and description, hearing date and time, court name, court location, and the social worker's name. This report provides the social worker and/or supervisor with a schedule of court hearing that have been set but not heard, for a specified period of time.

Caseload Reminder Report

This report contains data on work due for a selected caseload, grouped by case. It also lists the case reminders for a caseload, essentially duplicating the online reminders for a case. This report is generated on demand by workers and supervisors and applies to cases only (not referrals).

Caseload/Family Listing and Reminder

This report presents demographic data about each child with an open case who is assigned to a specific social worker's caseload, including the child's mother's name and address, program information, and the due date of the next case plan update.

Contacts/Visits Schedule for Caseload

This report presents dates of all visits and contacts scheduled for a specific caseload.

Program Management Reports (continued)

Unit Court Calendar Report

This report provides a supervisor with a calendar of all future scheduled court hearing for a specific assignment unit and for a specific period of time. It provides the supervisor with a schedule of all hearings set but not yet heard, for a specific period of time and functions as a hard copy calendar for the supervisor. It includes the name of the focus child, service component, the child's Juvenile Court Case Number, the child's Case Identification Number, hearing type, hearing subtype, and description.

Summary

This module provided an overview of the Supervisor/Manager responsibilities. It introduced the follow topics:

- Creating a Staff Person
- Creating an Assignment
- Reassigning a Caseload
- Approvals in Cases and Referrals
- Recording DOJ Grievance Procedures
- Creating Secondary Assignment
- Safety Alert
- Suspending a Case
- Helpful Hints
- Quality Assurance in CWS/CMS
- Concurrent Tools
- Corrective Tools
- Creating Reports