

CWS/CMS For Supervisors/Managers



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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.

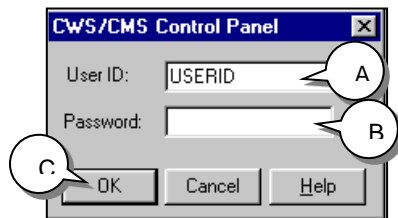


Figure - SM_002

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

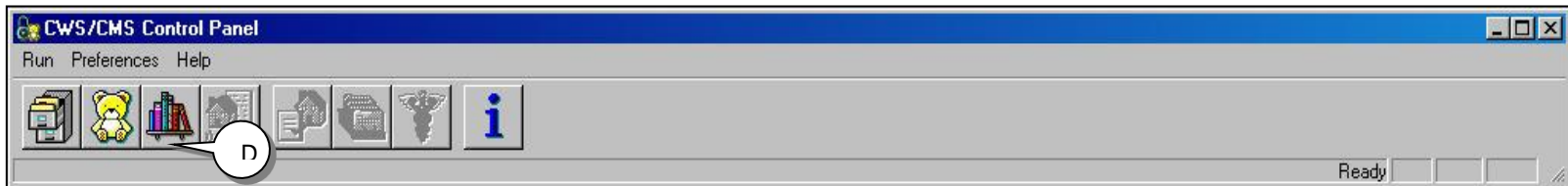


Figure - SM_003

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.

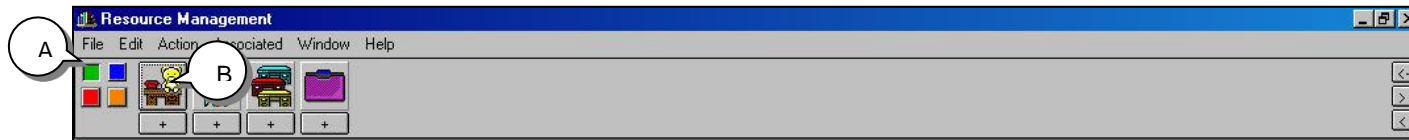
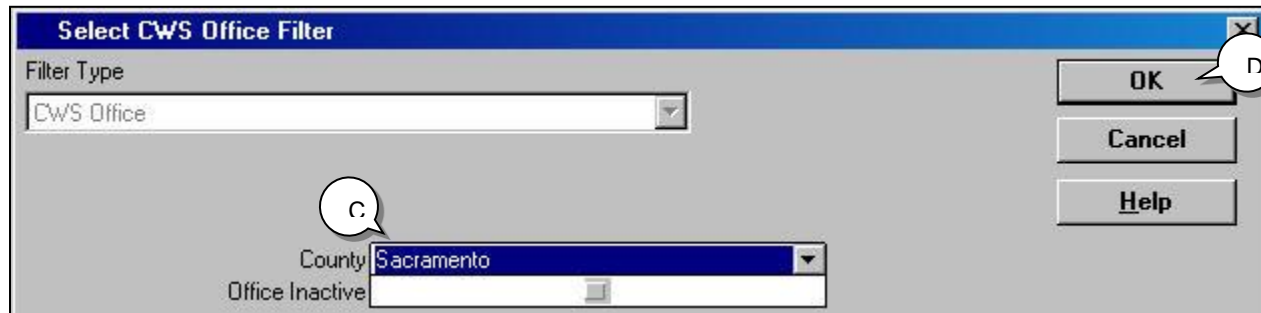


Figure - SM_004

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.

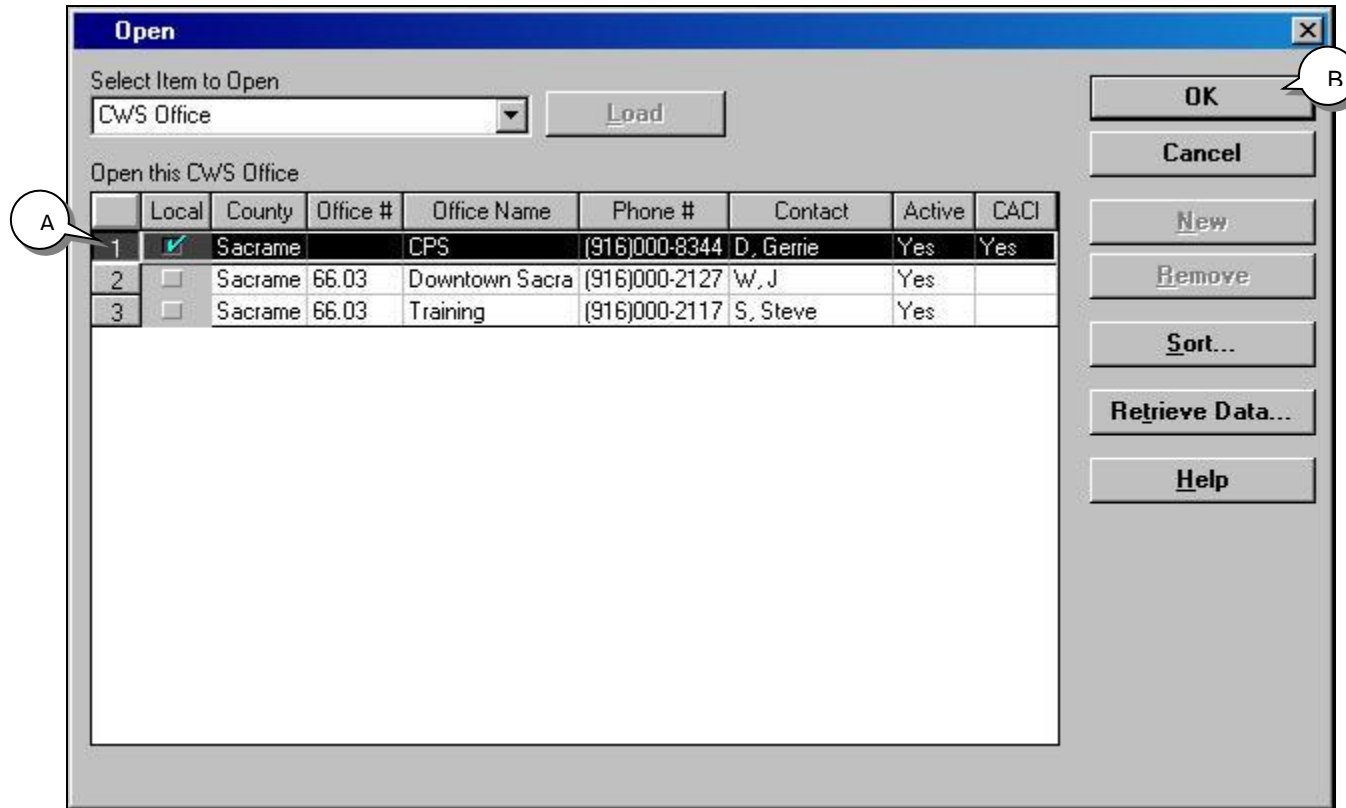


Figure - SM_006

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.

The screenshot shows the 'Resource Management - [CWS Office [CPS]]' application. A callout bubble labeled 'A' points to the 'New' button in the toolbar. The main window contains several sections for data entry:

- Identification:** Agency (Human Services), Department/Division (Children & Families), Office Name (CPS), Office Number.
- Contact:** Name (D. Gerie), Phone Number (916) 000-8344, Ext., Job Title (Supervisor), Fax Number, Message Number, Ext.
- Director's Name and Title:**
- County:** Sacramento
- Location County:**
- Geographic Region:**
- Adoption Information:** Agency Code
- Comments:**

A 'New' dialog box is open on the right, showing 'Select Item to Create' with 'Staff Person' selected. Below this, a table titled 'For this CWS Office' displays the following data:

	Local	County	Office #	Office Name	Phone
1	<input checked="" type="checkbox"/>	Sacrame		CPS	(916)000-

New [X]

Select Item to Create

Staff Person [v] [Load]

For this CWS Office

	Local	County	Office #	Office Name	Phone #	Contact	Active	CACI
1	✓	Sacrame		CPS	(916)000-8344	D. Gerrie	Yes	Yes

[OK] [Cancel] [Sort...] [Help]

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.

The screenshot shows a software window titled "Resource Management - CWS Office [CPS] - [Staff Person [P. Melissa]]". The window has a menu bar (File, Edit, Action, Associated, Window, Help) and a toolbar with icons for file operations. Below the toolbar is a tabbed interface with tabs for "ID", "Specialties", "Caseload", "Logon", and "Staff Rights". The "ID" tab is active, displaying a form for staff identification. The form includes the following fields:

- Identification:**
 - Prefix: []
 - First: [Melissa] (highlighted in yellow)
 - Middle: []
 - Last: [P] (highlighted in yellow)
 - Suffix: []
- Primary Phone:** [916] 000-8832 (highlighted in yellow)
- Ext:** []
- Telecommuter:** ☐
- Start Date:** [12/01/2008] (highlighted in yellow)
- End Date:** []

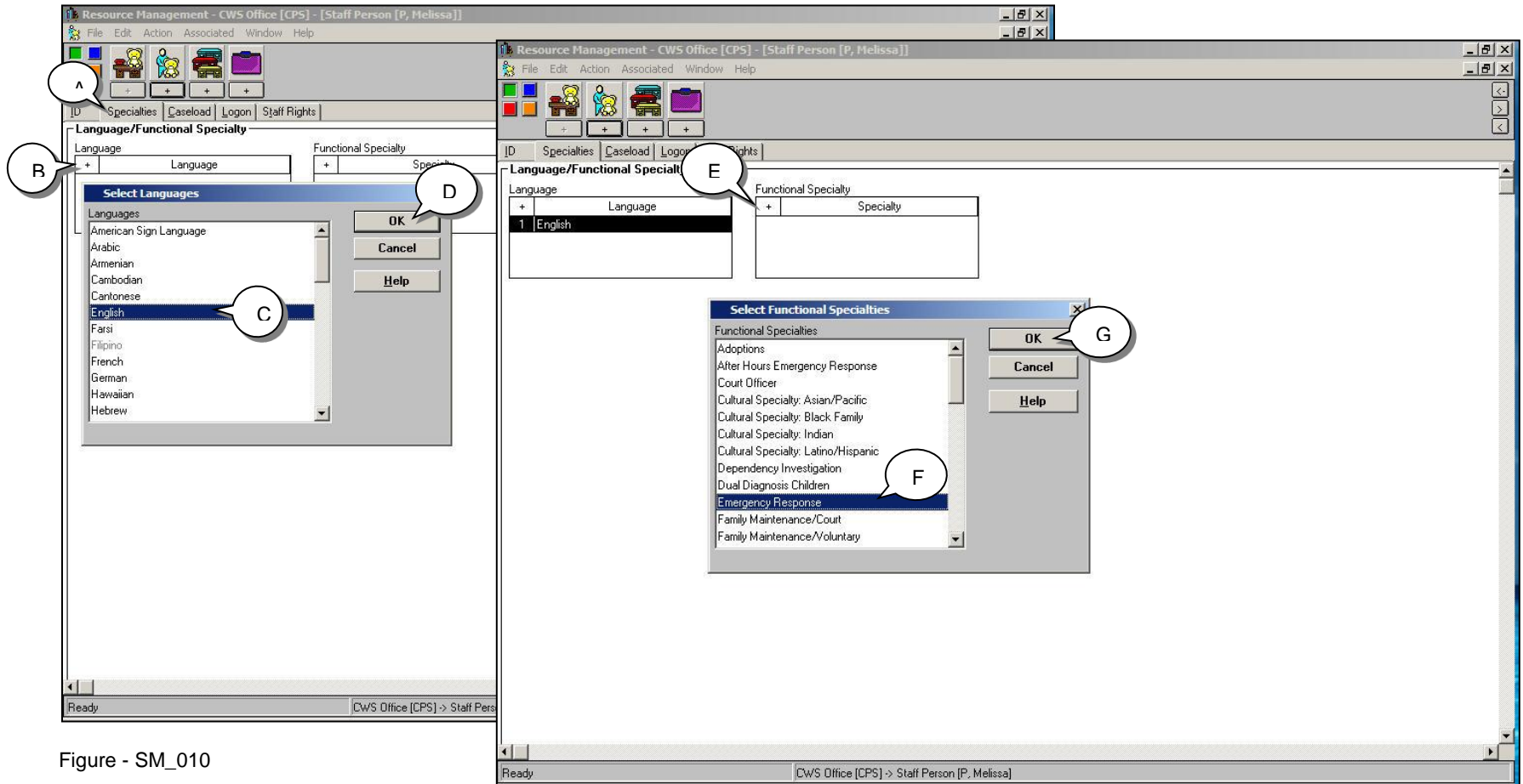
The form also includes sections for "E-mail Address", "Job Title" (Social Worker), "Licensing Worker ID", "CWS Office Address" (1010 Phony St, Sacramento, California 94229), and "Availability/Location Description".

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.



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.

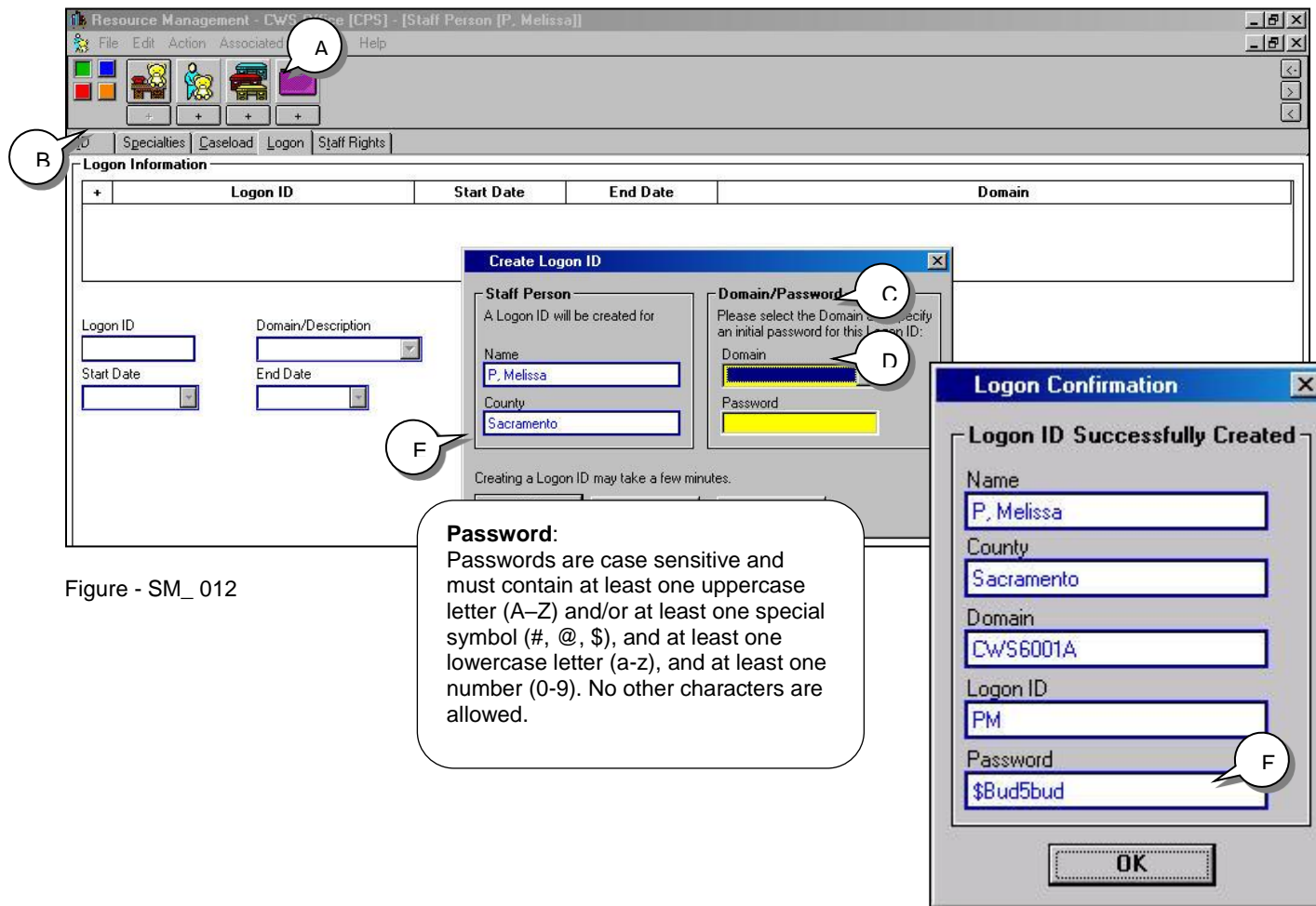


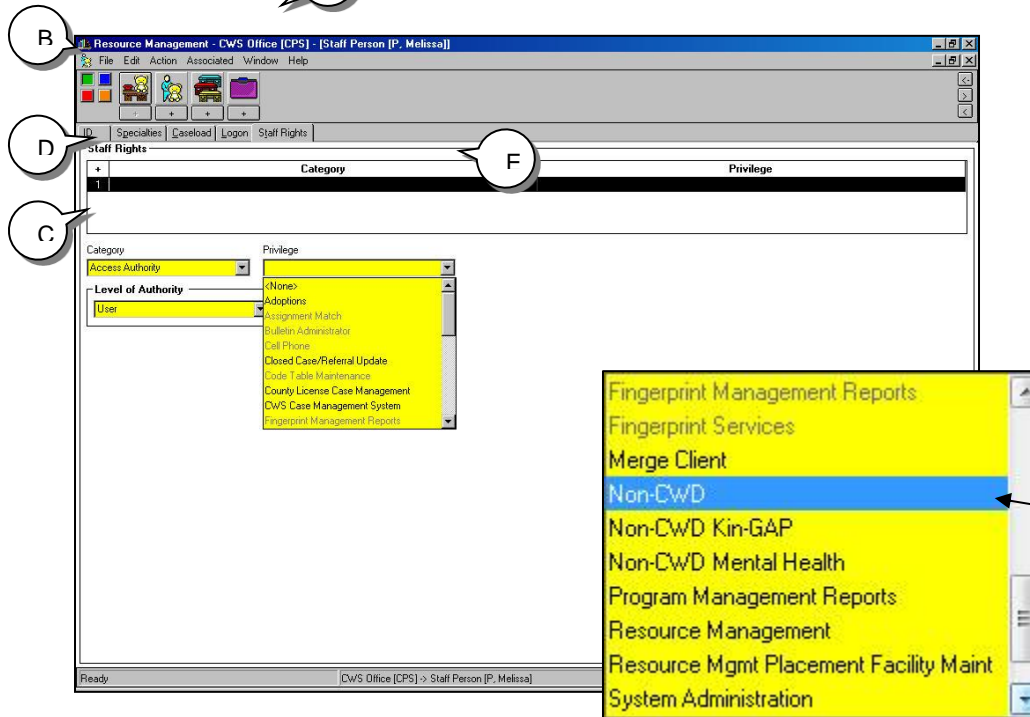
Figure - SM_012

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 add authorities. Click the “+” for each privilege and authority needed. (C) Select the Privilege.



Privilege:

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

Privileges and Category, (E) and

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.

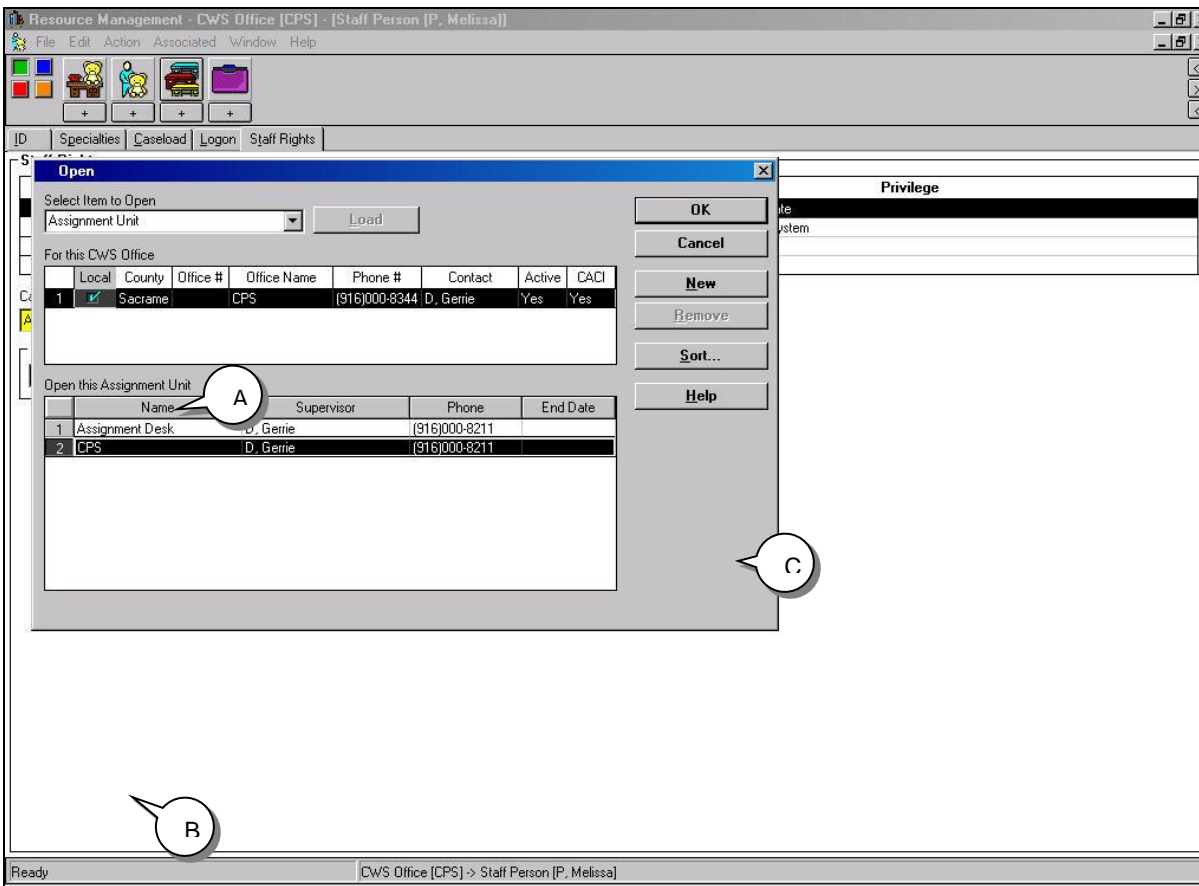


Figure - SM_016

Create an Assignment (continued)

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

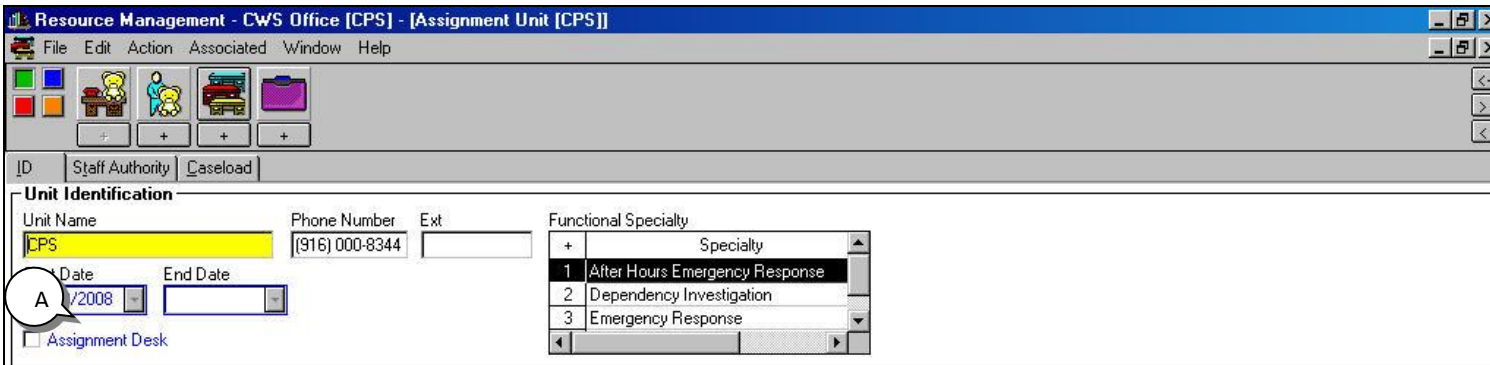


Figure - SM_017

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

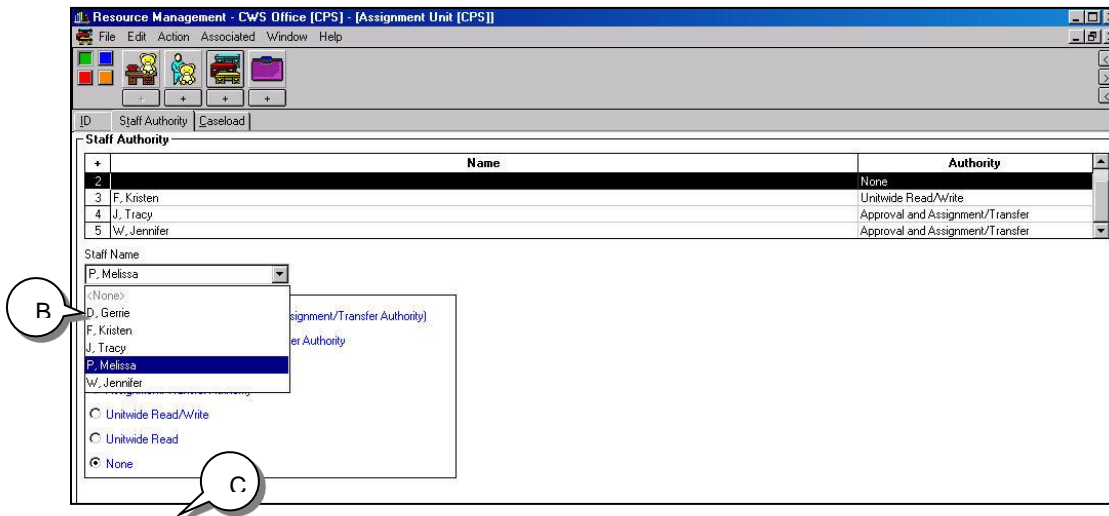


Figure - SM_018

Create an Assignment (continued)

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

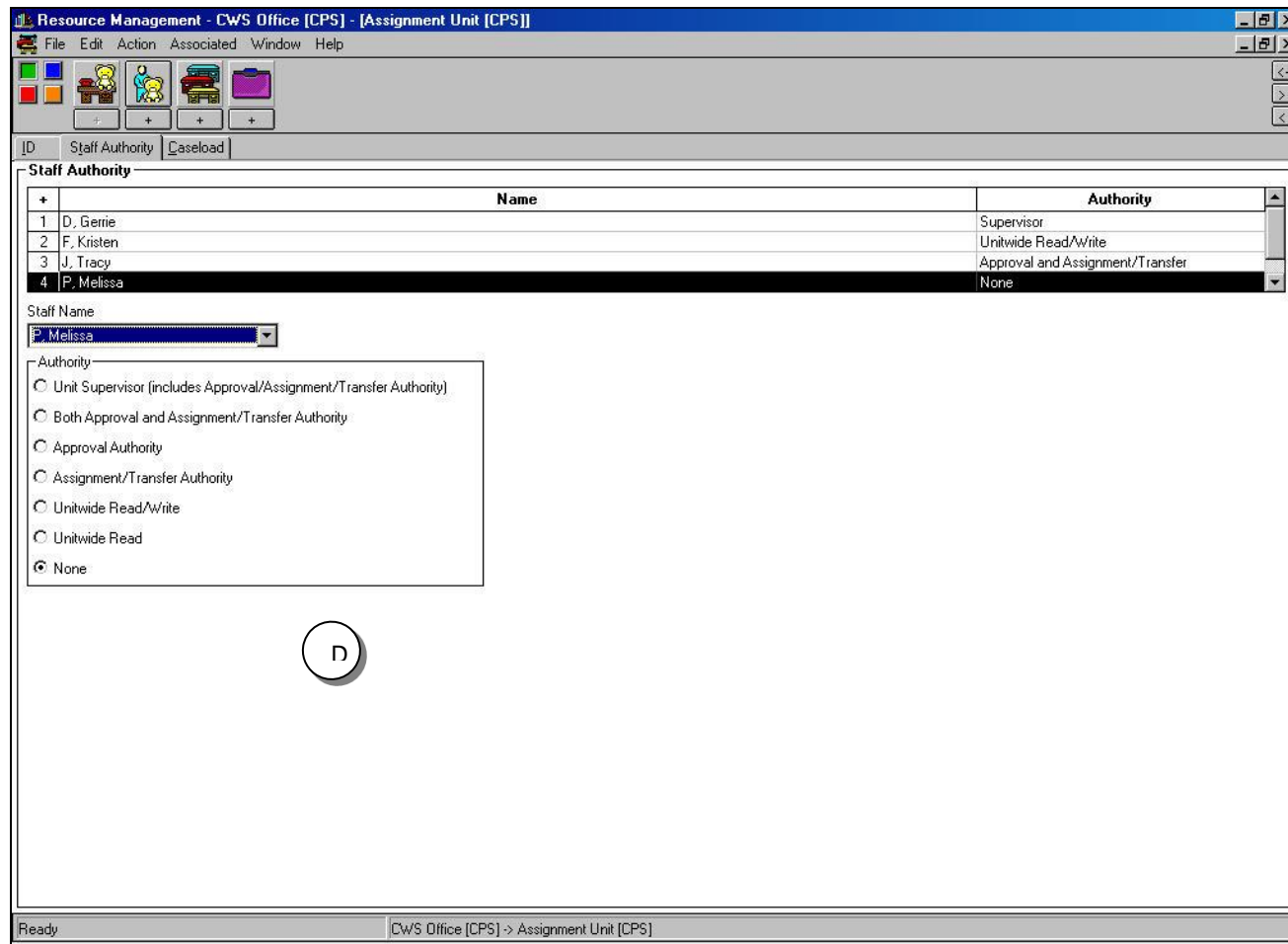


Figure - SM_019

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.

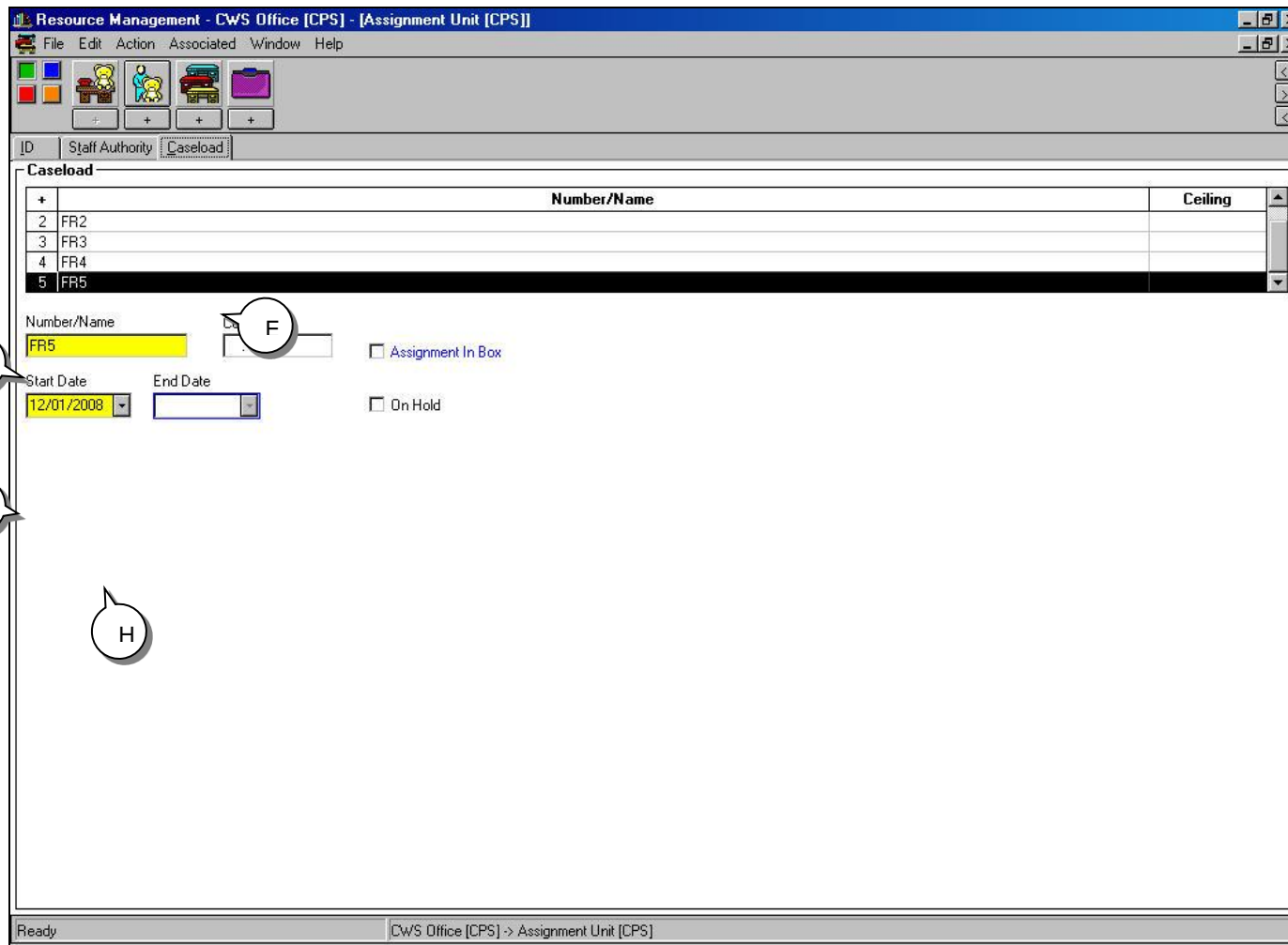


Figure - SM_020

Reassign a Caseload

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

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Guide

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

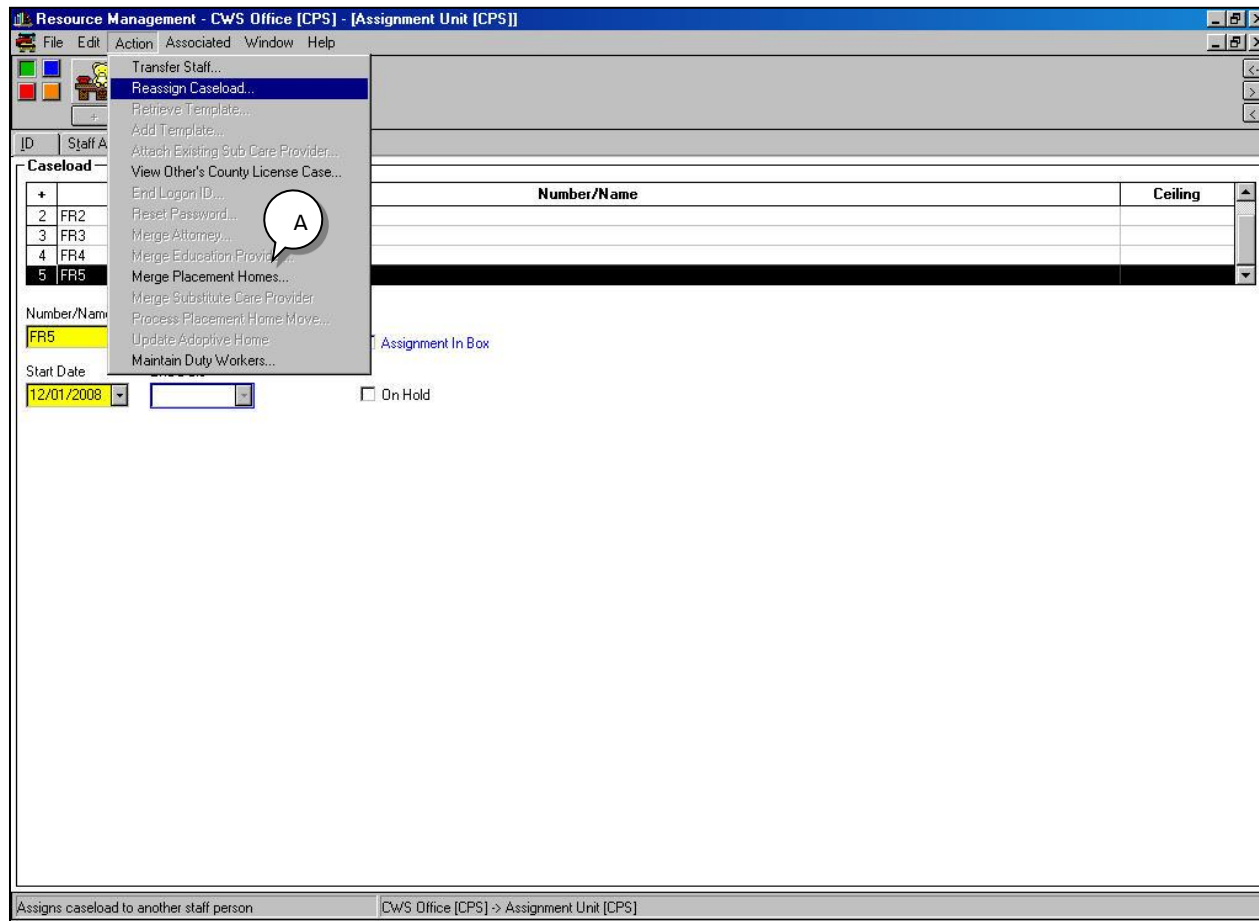


Figure - SM_021

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.

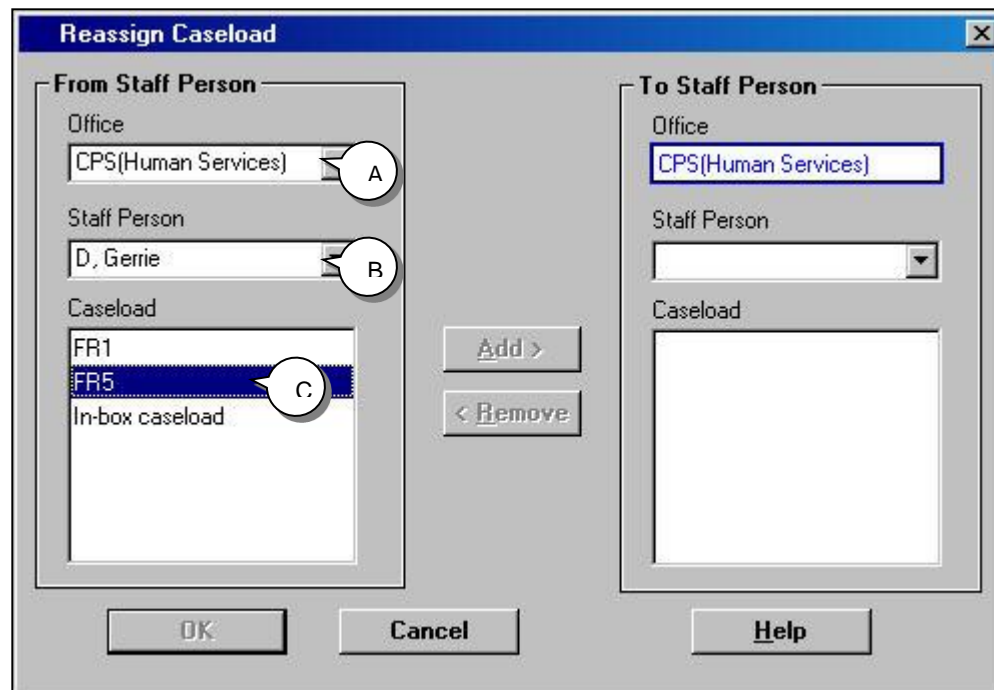


Figure - SM_022

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.

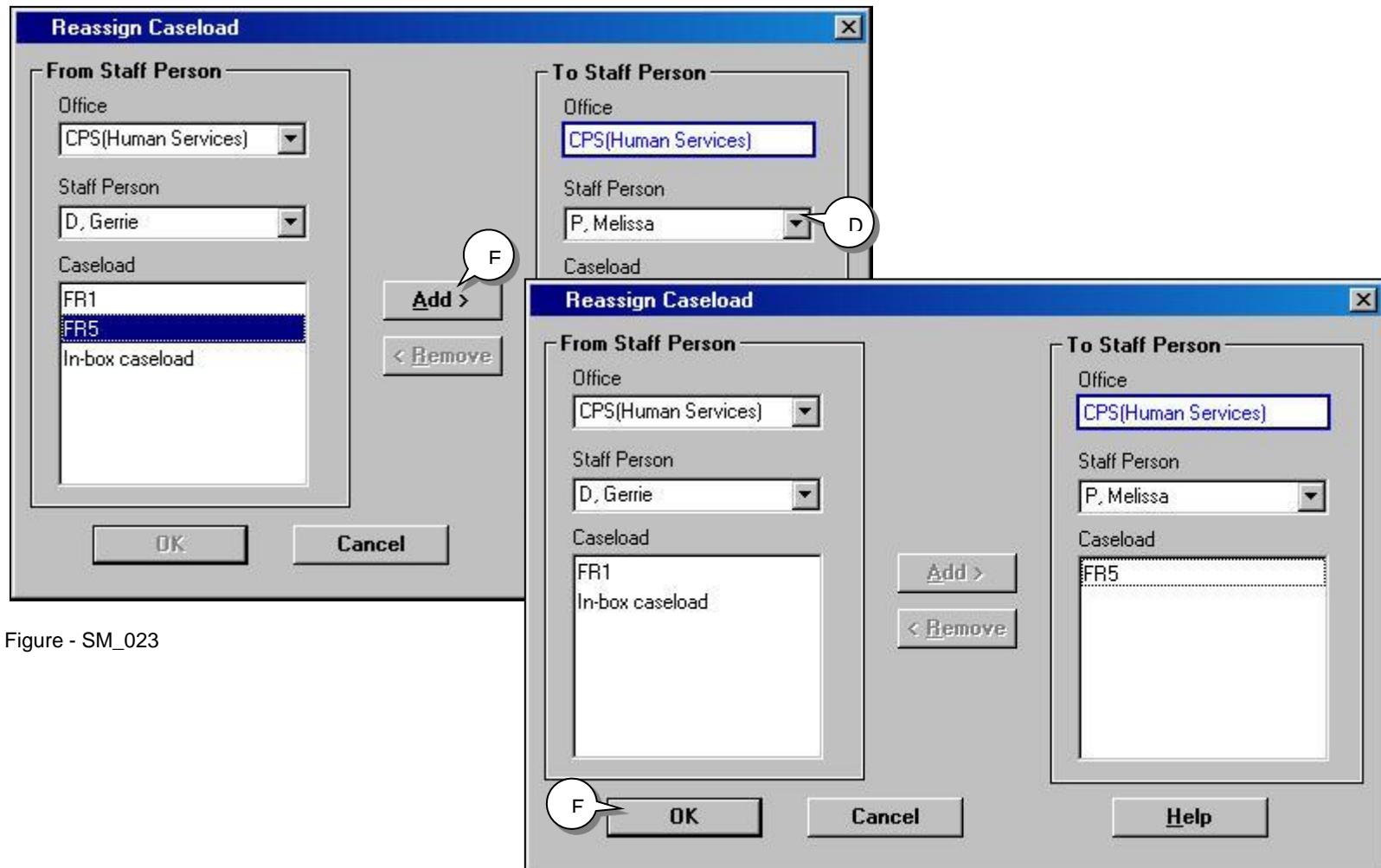


Figure - SM_023

Figure – SM_024

Reassign a Caseload (continued)

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

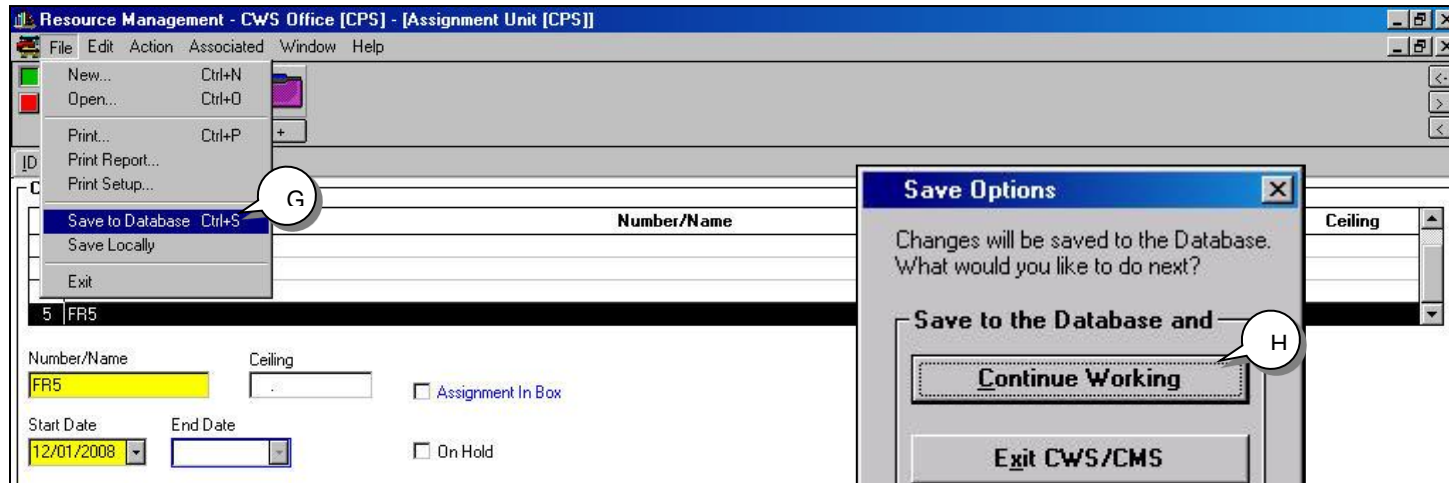


Figure - SM_025

Figure - SM_026

- 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.

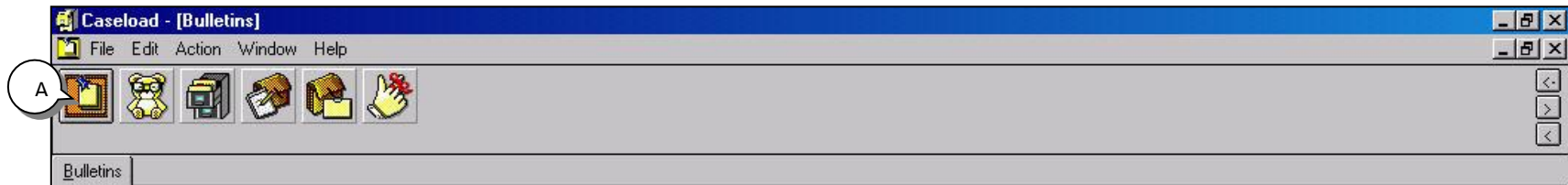


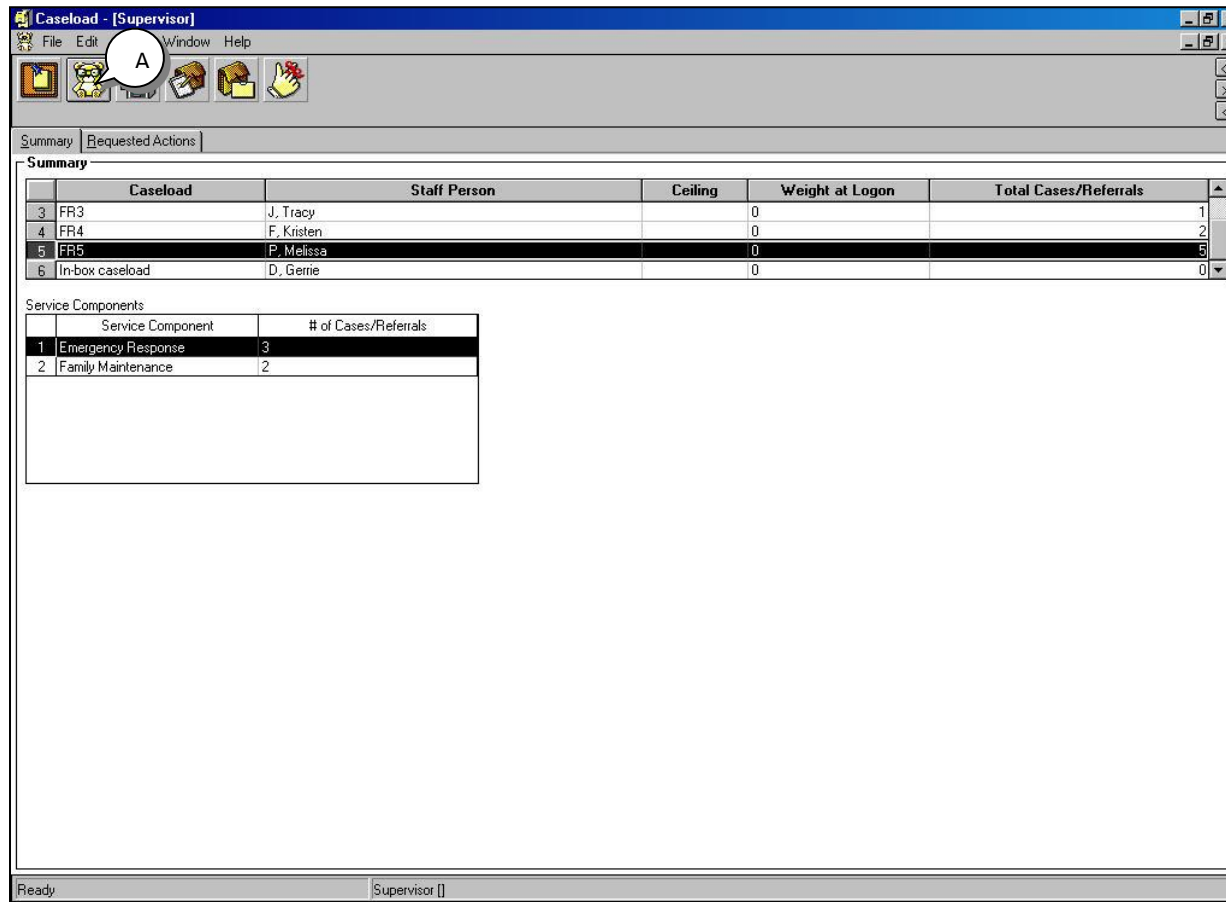
Figure – SM_029

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

- 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.

The screenshot shows a software window titled "Caseload - [Supervisor]". It has a menu bar (File, Edit, Action, Window, Help) and a toolbar with icons for file operations. The window is divided into two main sections: "Summary" and "Service Components".

Summary Grid (A):

	Caseload	Staff Person	Ceiling	Weight at Logon	Total Cases/Referrals
3	FR3	J. Tracy	0	0	1
4	FR4	F. Kristen	0	0	2
5	FR5	P. Melissa	0	0	5
6	In-box caseload	D. Gerie	0	0	0

Service Components Grid (B):

	Service Component	# of Cases/Referrals
1	Emergency Response	3
2	Family Maintenance	2

The status bar at the bottom shows "Ready" and "Supervisor []".

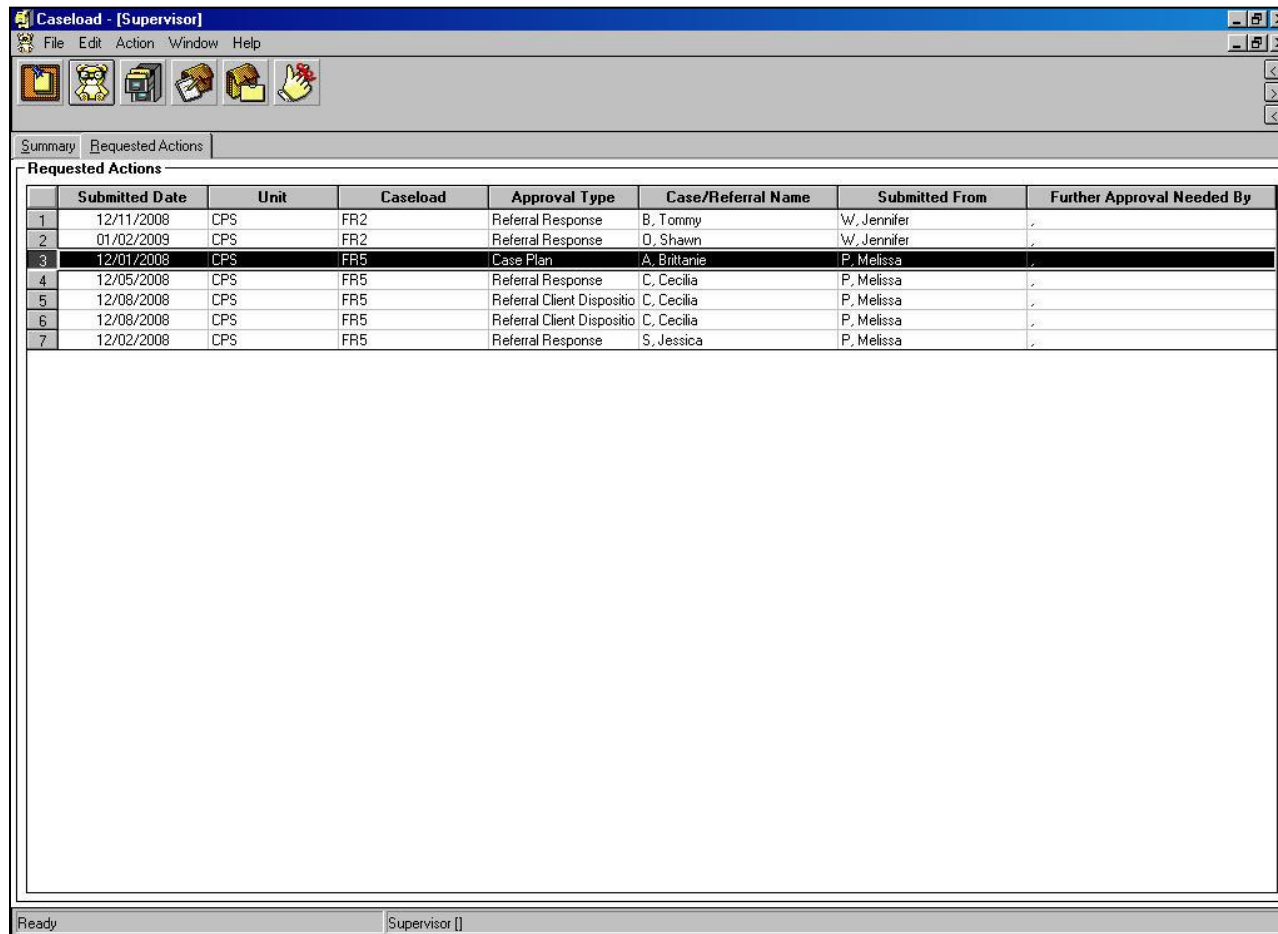
Total Cases/Referrals:
This combined total represents the number of assignments for the given caseload.

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.



	Submitted Date	Unit	Caseload	Approval Type	Case/Referral Name	Submitted From	Further Approval Needed By
1	12/11/2008	CPS	FR2	Referral Response	B, Tommy	W, Jennifer	✓
2	01/02/2009	CPS	FR2	Referral Response	D, Shawn	W, Jennifer	✓
3	12/01/2008	CPS	FR5	Case Plan	A, Brittanie	P, Melissa	✓
4	12/05/2008	CPS	FR5	Referral Response	C, Cecilia	P, Melissa	✓
5	12/08/2008	CPS	FR5	Referral Client Dispositio	C, Cecilia	P, Melissa	✓
6	12/08/2008	CPS	FR5	Referral Client Dispositio	C, Cecilia	P, Melissa	✓
7	12/02/2008	CPS	FR5	Referral Response	S, Jessica	P, Melissa	✓

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.

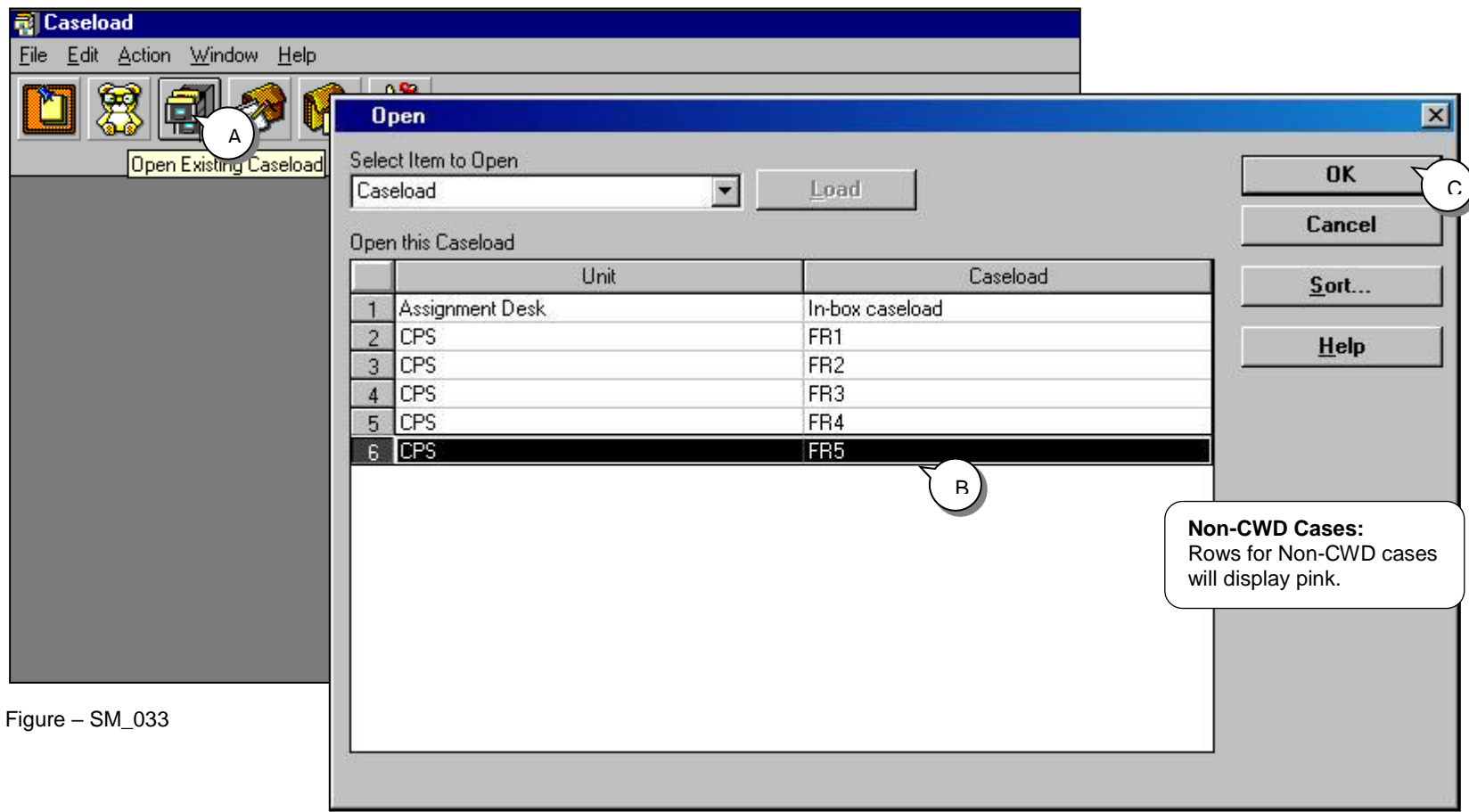


Figure – SM_033

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.

	Name	Type of Assignment	Assignment Date	Case Service Component	Responsibility Description
1	A. Britanie	Primary	12/01/2008	Family Maintenance	
2	C. Cecilia	Primary	12/05/2008		
3	F. Kimberly	Primary	01/15/2009	Family Maintenance	
4	S. Jessica	Primary	12/02/2008		
5	S. Kathy	Primary	12/01/2008	Emergency Response	
6	T. Amanda	Primary	12/01/2008		

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:

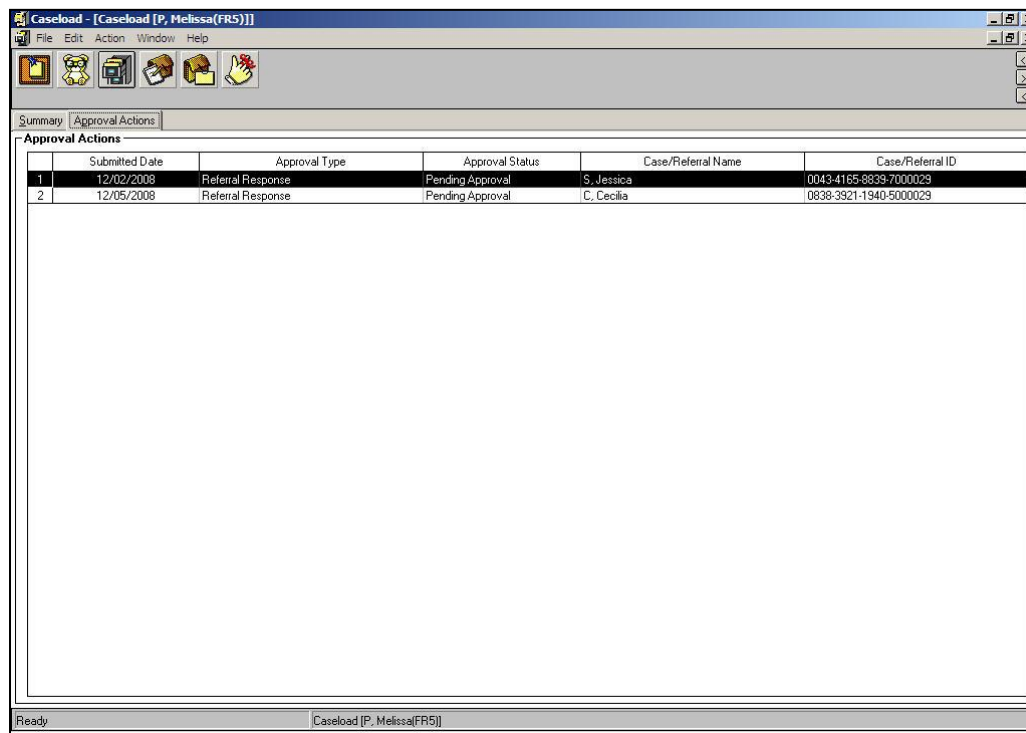
Rows for Non-CWD cases will display pink.

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.

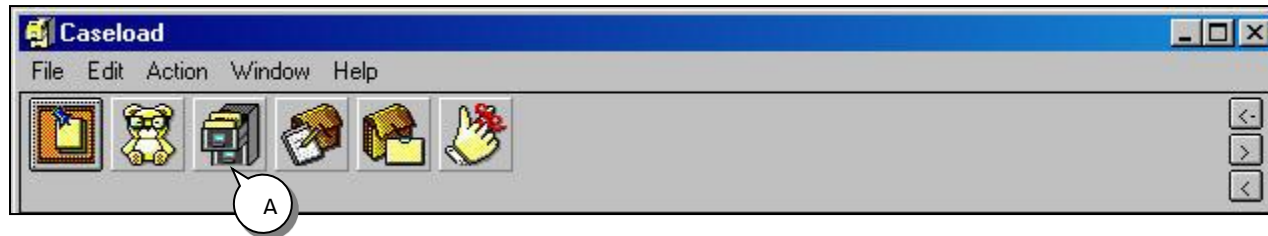


Figure – SM_037

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

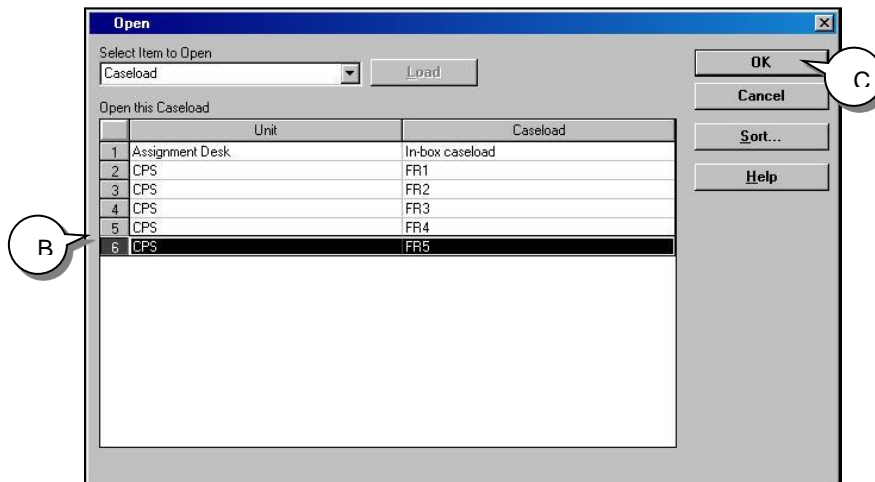


Figure – SM_038

Approvals (continued)

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

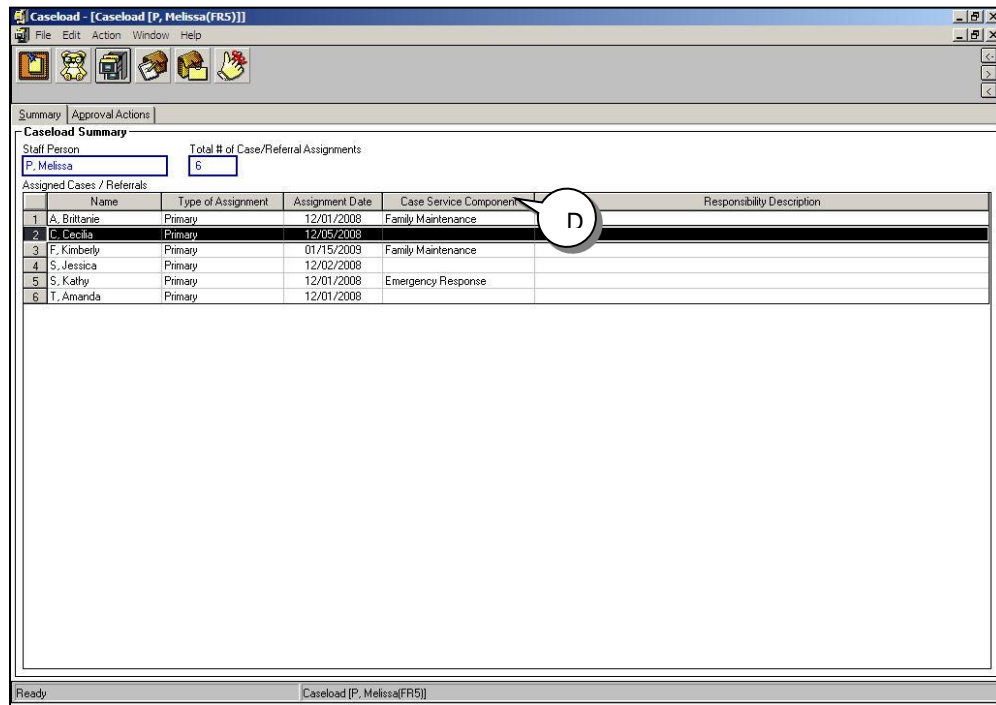


Figure – SM_039

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

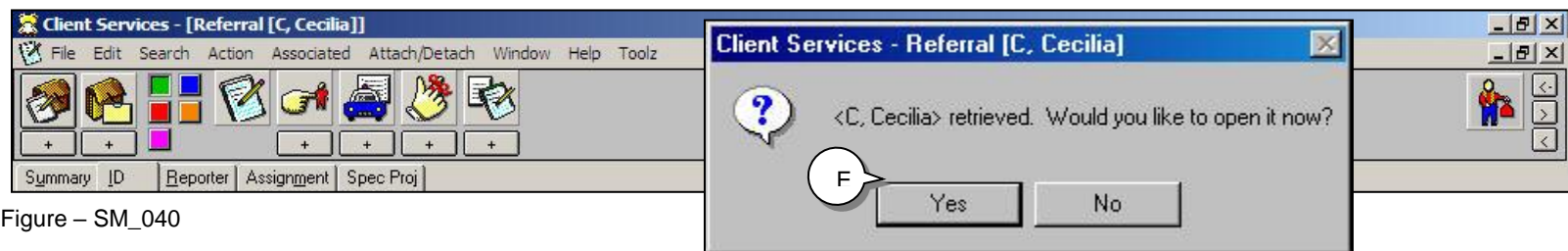


Figure – SM_040

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.

The screenshot shows the 'Client Services - [Referral [C]]' window. The 'Action' menu is open, and 'Determine Response...' is highlighted. The window contains several sections: 'Referral Identification' with fields for Date (12/05/2008), Screener (D. Gerrie), and Common Address (Sacramento); 'Primary Agency Responsible' (County Welfare Department); 'Phone' (916) 000-3248; 'ZIP' (95826); 'Screener Alerts'; 'CACI Notice to Perpetrator' with a table for Date Sent, Delivery Method, and Perpetrator; and 'DOJ Grievance Request' with a table for Request Date, Resolution Date, Outcome, and Filed By. The status bar at the bottom indicates 'Determines a response to this referral' and 'Referral [C. Cecilia]'.

Date Sent	Delivery Method	Perpetrator

Request Date	Resolution Date	Outcome	Filed By

Figure – SM_042

Approvals (continued)

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

Determine Response

Decision: **Immediate**

Agency Referred To: [Empty]

Rationale: [Empty]

Approval

Approval Status: **Pending Approval**

Date: **12/05/2008**

Response Guidelines

☒ Yes ☐ No Is there sufficient information to locate the family?

☐ Yes ☒ No Is this an open service case with DSS AND is the current intervention adequately addressing the problem described in the allegation?

☒ Yes ☐ No Does the allegation meet one or more of the legal definitions of abuse?

☒ Yes ☐ No Is the perpetrator a caretaker of the child or is there reason to believe that the caretaker was negligent in allowing or unable or unwilling to prevent the perpetrator having access to the child?

☒ Yes ☐ No Are specific acts and/or behavioral indicators of abuse, neglect, or exploitation included in the allegation?

☐ Yes ☒ No Does additional information obtained from collateral contacts or record material invalidate the report?

☐ Yes ☒ No Does this report represent one in a series of previously investigated, unsubstantiated or unfounded reports from the same party in which no new allegations or risk factors are revealed?

Advice: **Continue your investigation**

Buttons: OK, Cancel, **Approval...** (C), Help

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.

Approval Detail - <Referral Response>

Approval History

	Approval Status	Date
1	Approved	12/05/2008
2	Pending Approval	12/05/2008

Approval Status: Approved (D)

Further Approval Needed By:

Action Date: 12/05/2008 (E) Action Time: 05:22pm Submitted By: D, Gerrie

Rationale:

Buttons: OK (F), Cancel, Help

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.

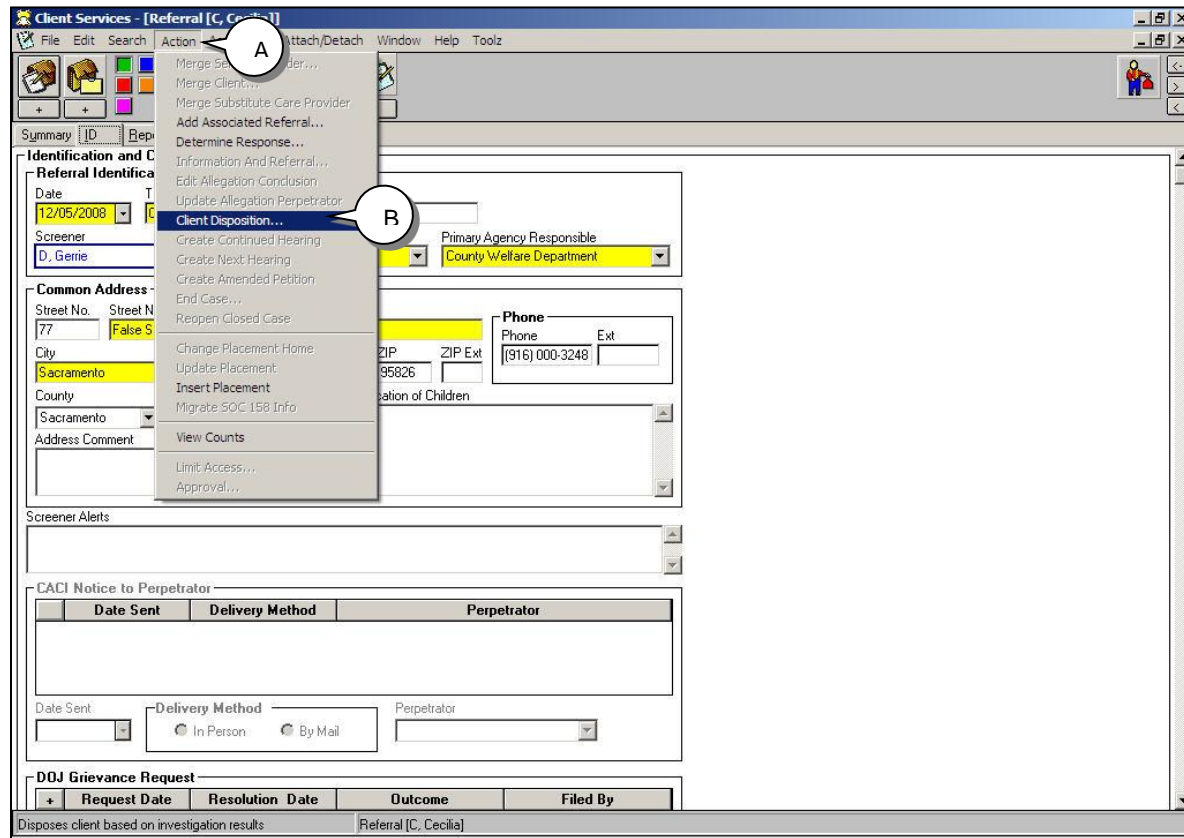


Figure – SM_045

Approvals (continued)

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

Select Notebook

Item to Select
Client ☐ Family Refused Services

For this Referral

	Local	ID	Name	Received Date	Time
1	<input checked="" type="checkbox"/>	0838-3921-1940-5000029	C, Cecilia	12/05/2008	08:16 am

Select this Client

	Name	Age(Yrs)	Gender	Birth Date	Conclusion	Disposition
1	C, Julio	6	Male	10/30/2003	Unfounded	Child Not At Risk
2	C, Leticia	8	Female	02/02/2002	Unfounded	Child Not At Risk

Callout C points to the second row of the 'Select this Client' table. Callout D points to the 'OK' button.

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.

Client Disposition: Julio C

Disposition

Closure Reason Date: 12/08/2008
Closure Reason: Child Not At Risk

Decision Rationale

Approval

Approval Status: Pending Approval
Date: 12/08/2008

OK
Cancel
Approval...
Help

Figure – SM_047

Approvals (continued)

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

Approval Detail - <Referral Client Disposition>

Approval History

	Approval Status	Date
1	Approved	12/08/2008
2	Pending Approval	12/08/2008

Approval Status

Approved

<None>

Approved

Pending Approval

Pending Higher Approval

Rejected

Request Not Submitted

Requires Modification

Approved By

rie

OK

Cancel

Help

Figure – SM_048

Approvals (continued)

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

Approval Detail - <Referral Client Disposition>

Approval History

	Approval Status	Date
1	Approved	12/08/2008
2	Pending Approval	12/08/2008

Approval Status
Approved

Further Approval Needed By

Action Date: 12/08/2008 Action Time: 03:36pm Submitted By: D. Gerrie

Rationale

OK Cancel Help

Figure – SM_049

Approvals (continued)

- 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.

Select Notebook

Item to Select
Client

☐ Family Refused Services

For this Referral

	Local	ID	Name	Received Date	Time
1	<input checked="" type="checkbox"/>	0838-3921-1940-5000029	C, Cecilia	12/05/2008	08:16 am

Select this Client

	Name	Age(Yrs)	Gender	Birth Date	Conclusion	Disposition
1	C, Julio	6	Male	10/30/2003	Unfounded	Child Not At Risk
2	C, Leticia	8	Female	02/02/2002	Unfounded	Child Not At Risk

Buttons: OK, Cancel, Sort..., Help

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**.

Client Services - [Referral [C, Cecilia]]

File Edit Search Action Associated Attach/Detach Window Help Toolz

Summary ID Reporter Assignment Spec Proj

Identification and Common Address

Referral Identification

Date: 12/05/2008 Time: 08:16am Referral Name: C, Cecilia

Screener: D, Gerrie Report Method: Telephone Primary Agency Responsible: County Welfare Department

Common Address

Street No.: 77 Street Name: False St Phone: (916) 000-3248 Ext:

City: Sacramento State: California ZIP: 95826 ZIP Ext:

County: Sacramento Homeless: Location of Children:

Address Comment:

Screener Alerts

CACI Notice to Perpetrator

Date Sent	Delivery Method	Perpetrator

Date Sent: Delivery Method: In Person By Mail Perpetrator:

DOJ Grievance Request

+ Request Date	Resolution Date	Outcome	Filed By

Ready Referral [C, Cecilia]

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.

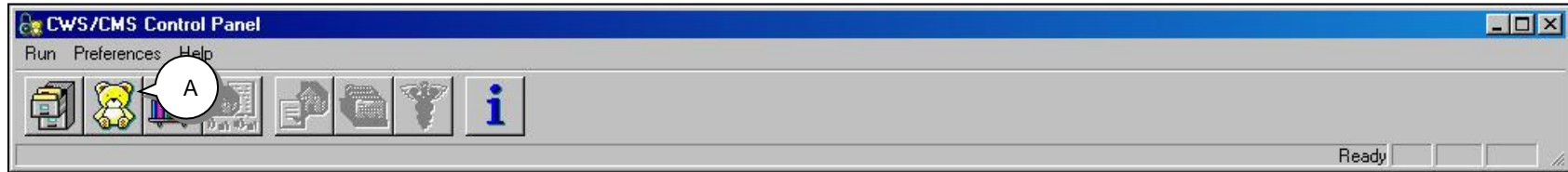


Figure – SM_052

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.

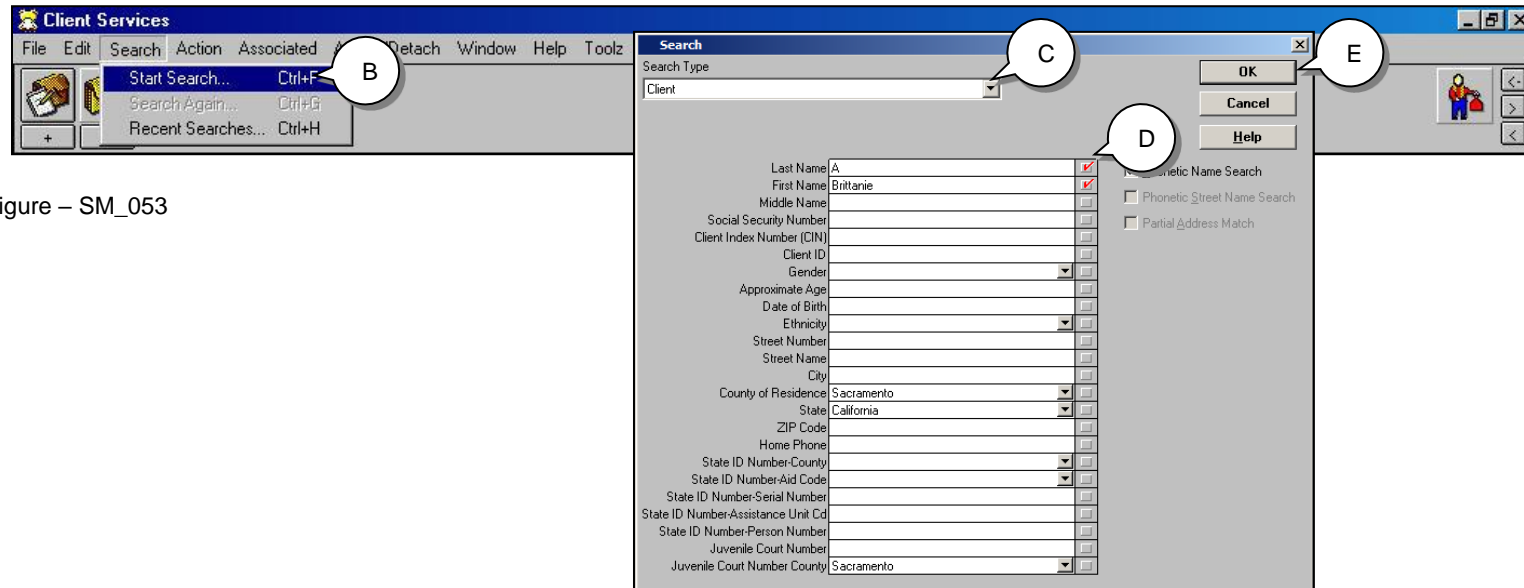


Figure – SM_053

Approvals (continued)

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

The screenshot shows a software window titled "Client Services - [Search Results [Client Abstract Search:Results]]". The window has a menu bar with "File", "Edit", "Search", "Action", "Associated", "Attach/Detach", "Window", "Help", and "Tools". Below the menu bar is a toolbar with icons for file operations. The main area is divided into two sections: "Search Information" and a table of results.

Search Information

Status

- Sending query to host... 2/9/2015 9:03:15 AM
- Host is processing query... 2/9/2015 9:03:15 AM
- Processing Complete!... 2/9/2015 9:03:15 AM

Search Criteria

Phonetic Search	Yes
Phonetic Street Search	No
Partial Address Search	No
Last Name	
First Name	

Results Table

	Sensitive	Alert	Name	%	Date of Birth	SSN	CIN	Gender	Ethnicity	County of Residence	Primary Language	SP Phone	
1			A, Brittanie	100	07/14/1998	--		Female	White*	Sacramento	English	(916) 000-8832	Sacr

A callout bubble with the letter "F" points to the first row of the results table.

Ready Search Results []

Figure - SM_055

Approvals (continued)

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

Client Services - [Client Abstract [A, Brittanie - Row #1]]

File Edit Search Action Associated Attach/Detach Window Help Toolz

Identification

Last Known Residence Address
77 Side St
Sacramento, CA 95842

SSN
- -

Gender
F

Client Index Number (CIN)

Date of Birth
07/14/1999

Age
16

Primary Ethnicity
White*

Birth Place/Hospital Name
Mt. Diablo Hospital

Birth City
Concord

Client ID
0812-6608-5489-3000033

Alien Registration #

Emigration Country
United States

Date of Death

Most Recent Juvenile Court #

Drivers License #

Last State ID #

AWOL/Abducted

☐ AWOL

☐ Abducted

☒ Not Applicable

☐ Outstanding Warrant

Parental Rights Termination

Related Person	Term. Reason	Term. Date	Under Appeal	Vol. Rel.	Legal Designation	Birth Father	Paternity Date
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Tribal Customary Adoption

☐ Tribal Customary Adoption afforded full faith and credit

Order Date

CSEC Data

CSEC Type	Start Date	End Date
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Figure – SM_056

Approvals (continued)

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

Client Services - [Client Abstract [A, Brittanie - Row #1]]

File Edit Search Action Associated Attach/Detach Window Help

Open Associated Referrals...
Open Associated Cases...
Open Associated Hearings...
Open Associated Case Plan Documents...

G

ID Other Names Other Addresses Family Members Information History Case History

Case History

	Sensitive	Case ID	Case Name	Start Date	End Date	County
1		0847-0205-9326-1000033	A, Brittanie	12/01/2008		Sacramento

Last Service Component Last Office Name

Case Closure Reason

Name

Name	Phone	Ext
<input type="text" value="P. Melissa"/>	<input type="text" value="(916) 000-8832"/>	<input type="text"/>

Displays Cases related to this Case or Client Client Abstract [A, Brittanie]

Figure – SM_057

Approvals (continued)

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

Open Associated Case

Item to Open
Case

For this Client Abstract

	Sensitive	Alert	Name	%	Date of Birth	SSN	Gender
1			A. Brittanie	100	07/14/1997	-	Female

Open this Associated Case

	Local	Sensitive	ID	Name	Start Date
1	<input checked="" type="checkbox"/>		0847-0205-9326-1000033	A. Brittanie	12/01/2008

OK
Cancel
Sort...
Help

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.

Client Services - [Case A. Britiane]

File Edit Search Action Assign Attach/Detach Window Help Tools

ID Svc Comp Assignment Trans Req ICPC-100A ICPC-100B Doc Tracking Spec Proj Closure Summary

Identification

Case Info

Case Name: A. Britiane

Case Number: 0847-0205-9326-1000033

Start Date: 12/01/2008 End Date: Projected End Date

County: Sacramento State: California

Country: United States

Intervention

Reason: 1 General Neglect - Basic Needs

Primary Agency Responsible: County Welfare Department

Case Status

Status	Effective Date	End Date
1 Court Involvement	12/01/2008	

Status

☒ Court Involvement ☐ Voluntary

Effective Date: 12/01/2008 End Date:

Case Alerts:

Figure – SM_059

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

NON-CWD Case [T. Michael]

ID Svc Comp Assignment Trans Req ICPC-100A ICPC-100B Doc Tracking Spec Proj Closure Summary

Identification

Non-CWD Case Info

Case Name: T. Michael

Case Number: 0608-5914-1924-7000029

Start Date: 04/12/2010 End Date: Projected End Date

County: Sacramento State: California

Country: United States

Intervention

Reason: 1 Non-CWD Foster Care

Primary Agency Responsible: Probation

Case Status

Status	Effective Date	End Date
1 Court Involvement	04/12/2010	

Status

☒ Court Involvement ☐ Voluntary

Effective Date: 04/12/2010 End Date:

Case Alerts:

Figure – SM_060

Approvals (continued)

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

Open Notebook: Information Available: Current

Select Item to Open
Case Plan Load

For this Case

	Local	ID	Name	Start Date	End Date
1	<input checked="" type="checkbox"/>	0847-0205-9326-1000033	A, Brittanie		12/01/2008

Open this Case Plan

	Effective Date	End Date	Status	Focus Children
1			In Progress	A, Brittanie

OK Cancel New Remove Sort... History... Help

Figure – SM_061

Approvals (continued)

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

Client Services - Case [A, Brittanie] - [Case Plan [In Progress]]

File Edit Search Action Associated Attach/Detach Window Help Toolz

CP Participants Contributing Factors Strengths Service Objectives Planned Client Services Case Mgmt Svcs

Identification

Approval

Approval Status: Pending Approval Date: 12/01/2008

Case Plan Update Appropriateness Description

Effective Date: Next Review Date: 06/01/2009 NOA Date:

Participant Review

	Participant Name	Review Date	Signed Date	Refused to Sign Date	Refused to Participate Date
1	A, Brittanie (16)	12/01/2008	12/01/2008		
2	A, Danny (42)	12/01/2008	12/01/2008		
3	A, Jennifer (38)	12/01/2008	12/01/2008		

Participant Name: A, Brittanie (16) Review Date: 12/01/2008 Signed Date: 12/01/2008 Refused to Sign Date: Refused to Participate Date:

Reason Not Signed/Comments:

Figure – SM_062

Approvals (continued)

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

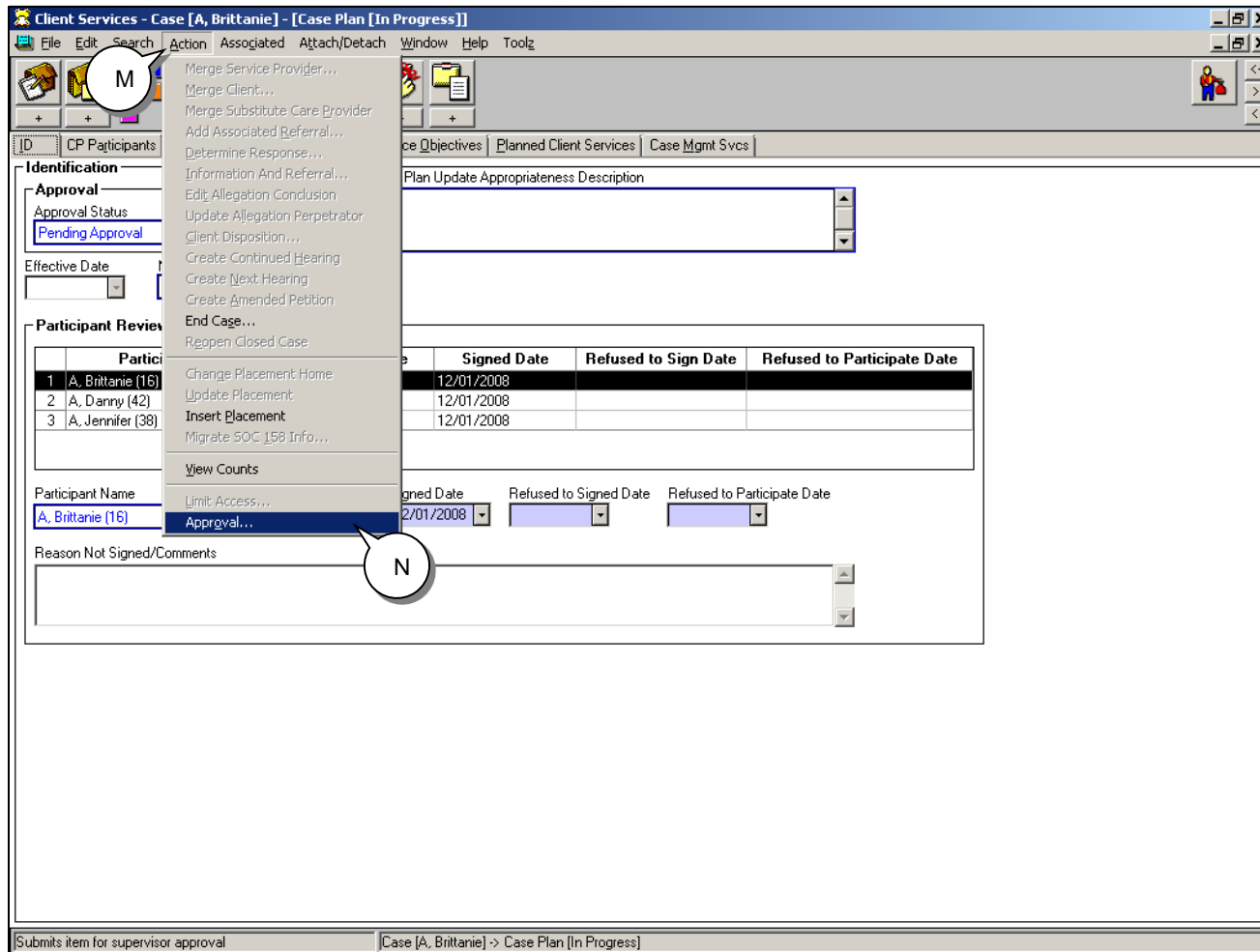


Figure – SM_063

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.

Approval Detail - <Case Plan>

Approval History

	Approval Status	Date
1	Approved	12/01/2008
2	Pending Approval	12/01/2008

Approval Status: **Approved** (P)

Further Approval Needed By:

Action Date: 12/01/2008 (O) Action Time: 12:21pm Submitted By: D. Gerrie

Rationale:

OK (Q) Cancel Help

Figure – SM_064

Approvals (continued)

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

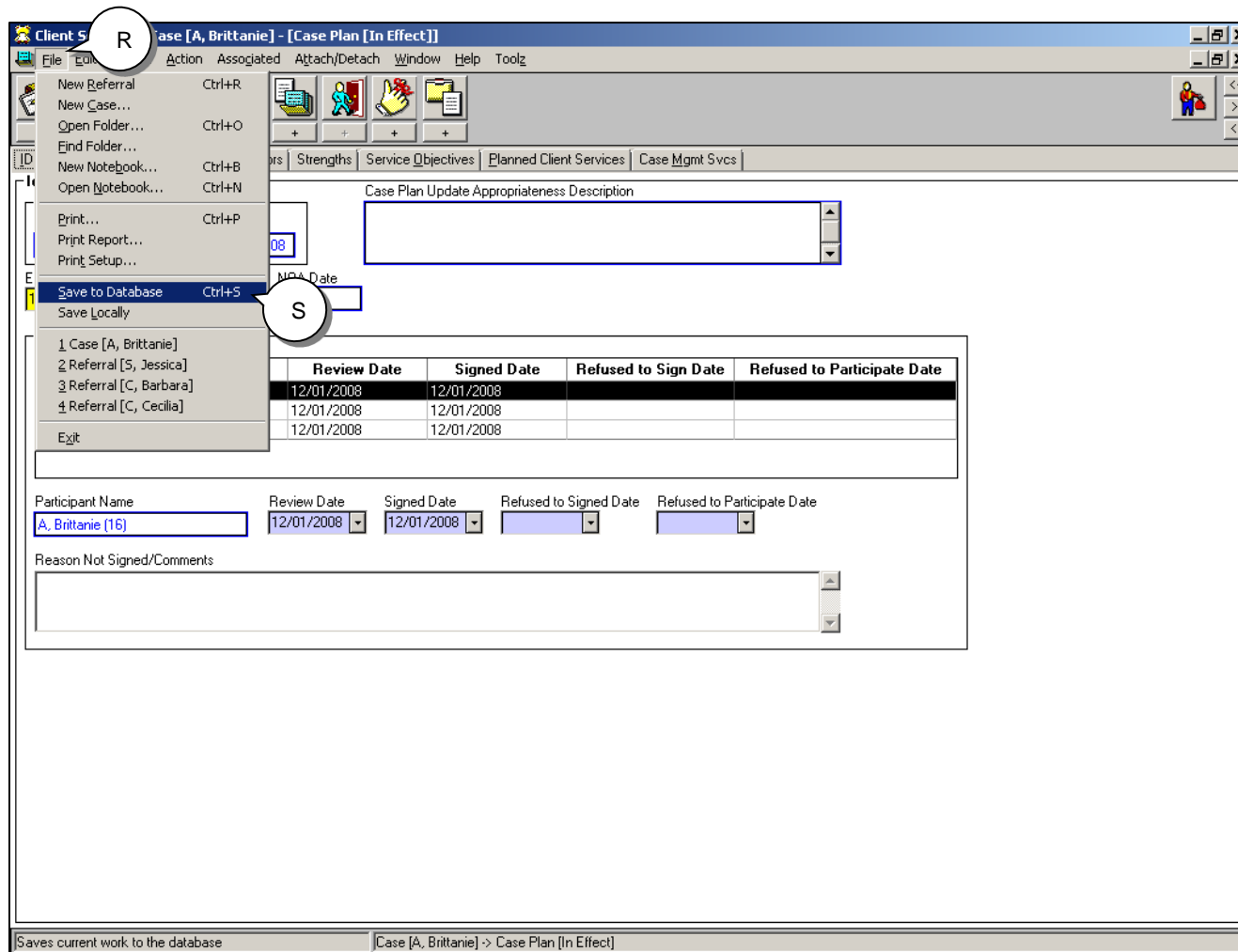


Figure – SM_065

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.

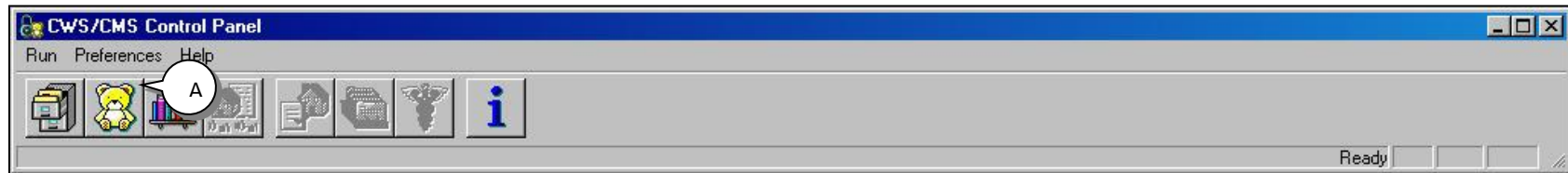


Figure – SM_066

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

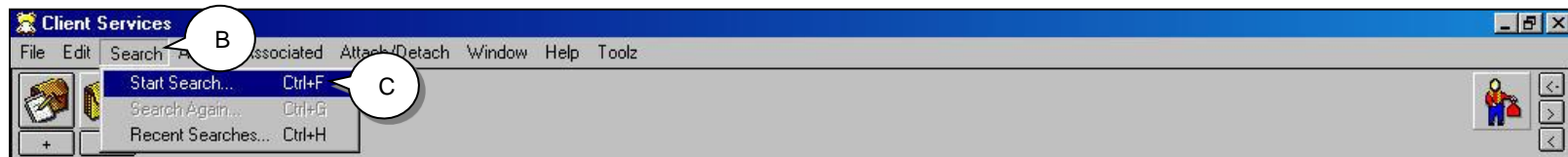


Figure – SM_067

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.

Search Criteria	Value	Checkbox
Last Name	C	<input checked="" type="checkbox"/>
First Name	Kellie	<input checked="" type="checkbox"/>
Middle Name		<input type="checkbox"/>
Social Security Number		<input type="checkbox"/>
Client Index Number (CIN)		<input type="checkbox"/>
Client ID		<input type="checkbox"/>
Gender		<input type="checkbox"/>
Approximate Age		<input type="checkbox"/>
Date of Birth		<input type="checkbox"/>
Ethnicity		<input type="checkbox"/>
Street Number		<input type="checkbox"/>
Street Name		<input type="checkbox"/>
City		<input type="checkbox"/>
County of Residence	Sacramento	<input type="checkbox"/>
State	California	<input type="checkbox"/>
ZIP Code		<input type="checkbox"/>
Home Phone		<input type="checkbox"/>
State ID Number-County		<input type="checkbox"/>
State ID Number-Aid Code		<input type="checkbox"/>
State ID Number-Serial Number		<input type="checkbox"/>
State ID Number-Assistance Unit Cd		<input type="checkbox"/>
State ID Number-Person Number		<input type="checkbox"/>
Juvenile Court Number		<input type="checkbox"/>
Juvenile Court Number County	Sacramento	<input type="checkbox"/>

☒ Phonetic Name Search
☐ Phonetic Street Name Search
☐ Partial Address Match

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.

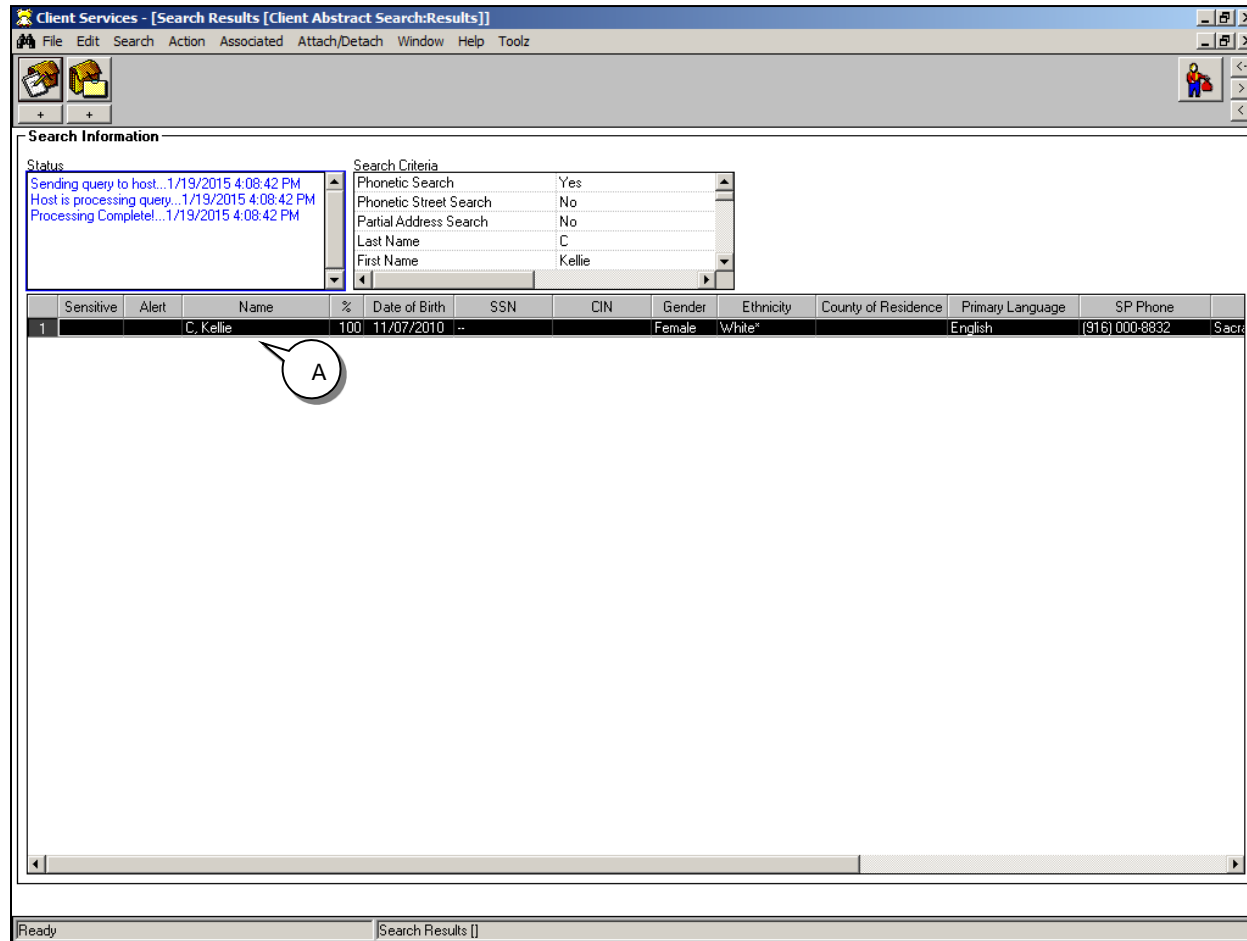


Figure – SM_069

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.

Client Services - [Client Abstract [C, Kellie - Row #1]]

File Edit Search Action Associated Attach/Detach Window Help Toolz

Identification

Last Known Residence Address: [Text Box]
SSN: [Text Box] Gender: [Text Box] Client Index Number (CIN): [Text Box]
Date of Birth: [Text Box] Age: [Text Box] Primary Ethnicity: [Text Box]
Birth Place/Hospital Name: [Text Box] Birth City: [Text Box]
Client ID: [Text Box]
Date of Death: [Text Box] Most Recent Juvenile Court #: [Text Box]
Alien Registration #: [Text Box] Emigration Country: [Text Box]
Drivers License #: [Text Box] Last State ID #: [Text Box]

AWOL/Abducted

☐ AWOL
☐ Abducted
☒ Not Applicable
☐ Outstanding Warrant

Parental Rights Termination

Related Person	Term. Reason	Term. Date	Under Appeal	Vol. Rel.	Legal Designation	Birth Father	Paternity Date

Tribal Customary Adoption

☐ Tribal Customary Adoption afforded full faith and credit Order Date: [Text Box]

CSEC Data

CSEC Type	Start Date	End Date

Ready Client Abstract [C, Kellie]

Figure – SM_070

Skill Building Exercise: Recording a DOJ Grievance (continued)

Open Associated Referral

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

Client Services - [Client Abstract [C, Kellie]]

File Edit Search Action Associated Detach Window Help Toolz

Open Associated Referrals...
Open Associated Cases...
Open Associated Hearings...
Open Associated Case Plan Documents...

ID Other Names Other Addresses Family Members General History Case History

Identification

Last Known Residence Address SSN Gender Client Index Number (CIN)
Date of Birth Age Primary Ethnicity
Birth Place/Hospital Name Birth City
Client ID
Alien Registration # Emigration Country
Date of Death Most Recent Juvenile Court # Drivers License # Last State ID #

AWOL/Abducted

☐ AWOL
☐ Abducted
☒ Not Applicable
☐ Outstanding Warrant

Parental Rights Termination

Related Person	Term. Reason	Term. Date	Under Appeal	Vol. Rel.	Legal Designation	Birth Father	Paternity Date
----------------	--------------	------------	--------------	-----------	-------------------	--------------	----------------

Tribal Customary Adoption

☐ Tribal Customary Adoption afforded full faith and credit Order Date

CSEC Data

CSEC Type	Start Date	End Date
-----------	------------	----------

Displays Referrals related to this Referral or Client Client Abstract [C, Kellie]

Figure – SM_071

Skill Building Exercise: Recording a DOJ Grievance (continued)

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

Open Associated Referral

Item to Open
Referral

For this Client Abstract

	Sensitive	Alert	Name	%	Date of Birth	SSN	Gender
1			C, Kellie	100	11/07/2010	-	Female

Open this Associated Referral

	Local	Sensitive	ID	Name	Received Date
1	<input checked="" type="checkbox"/>		1331-0681-9210-9000029	C, Barbara	12/01/2008

Buttons: OK, Cancel, Sort..., Help

Figure – SM_072

Client Services - Referral [C, Barbara]

? <C, Barbara> retrieved. Would you like to open it now?

Buttons: Yes, No

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.

Client Services - [Referral [C, Barbara]]

File Edit Search Action Associated Attach/Detach Window Help Toolz

Summary ID Reporter Assignment Spec Proj

Identification and Common Address

Referral Identification

Date: 12/01/2008 Time: 12:39pm Referral Name: C, Barbara

Screener: D, Genie Report Method: Telephone Primary Agency Responsible: County Welfare Department

Common Address

Street No.: 410 Street Name: False St Phone: (916) 000-5170

City: Sacramento State: California ZIP: 95842 ZIP Ext:

County: Sacramento Homeless: ☐ Location of Children:

Address Comment:

Screener Alerts:

CACI Notice to Perpetrator

Date Sent	Delivery Method	Perpetrator

Date Sent: Delivery Method: ☐ In Person ☐ By Mail Perpetrator:

DOJ Grievance Request

Request Date	Resolution Date	Outcome	Filed By

Ready Client Abstract [C, Kellie]

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.

The screenshot shows the 'Client Services - [Referral [C, Barbara]]' application window. The 'DOJ Grievance Request' section is active, displaying a table with one row of data. Below the table, there are input fields for 'Request Date', 'Resolution Date', 'Outcome', and 'Filed By'. A callout 'B' points to the 'Request Date' field, which contains '12/10/2008'. A callout 'C' points to the 'Filed By' dropdown menu, which is currently set to 'C, Jerry'.

	Request Date	Resolution Date	Outcome	Filed By
1	12/10/2008			C, Jerry

Request Date: 12/10/2008
Resolution Date:
Outcome:
Filed By: C, Jerry

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.

The screenshot shows the 'Client Services - [Referral] [C, Barbara]' window. The 'Allegation Notebook' dialog box is open, displaying a table of allegations. The first row is highlighted, and the 'OK' button is circled. The background window shows various fields for client information, including Street No., Street Name, City, State, ZIP, and Phone.

Allegation Notebook Dialog Box:

Select Item to Open: Allegation

For this Referral:

	Local	ID	Name	Received Date	Time
1	<input checked="" type="checkbox"/>	1331-0681-9210-90000029	C, Barbara	12/01/2008	12:39 pm

Open this Allegation:

	Alleged Victim	Abuse	Alleged Perp	Allegation Conclusion
1	C, Kellie	Physical Abuse	C, Jerry	Substantiated

Buttons: OK, Cancel, New, Remove, Sort..., Help

Background Window Fields:

Street No.: 410, Street Name: False St, City: Sacramento, State: California, ZIP: 95812, Phone: (916) 000-5170

County: Sacramento

Address Comment:

Screener Alerts:

CACI Notice to Perpetrator:

	Date Sent	Delivery Method
1		

DOJ Grievance Request:

	Request Date	Resolution Date	Outcome	Filed By
1	12/10/2008			C, Jerry

Request Date: 12/10/2008, Resolution Date: , Outcome: , Filed By: C, Jerry

Figure – SM_076

Recording the DOJ Grievance Information (continued)

Allegation Notebook – Conclusion page

1. (A) Open the Conclusion page.

Client Services - Referral [C, Barbara] - [Allegation [C, Kellie (3)]]

File Edit Search Action Associated Attach/Detach Window Help Tools

Conclusion

Current Conclusion

People Involved

Alleged Victim: C, Kellie

Abuse Category: Physical Abuse

Alleged Perpetrator: C, Jerry

Conclusion Date: 01/08/2009

Allegation Conclusion: Substantiated

Abuse Information

Abuse Subcategory	Body Part

Conclusion Description

Conclusion History

Allegation Conclusion History

	Date	Conclusion	Grievance	Name
1	01/08/2009	Substantiated		D, Gerrie

Conclusion Description

Allegation Conclusion modified as a result of DOJ Grievance?

☐ No ☐ Yes

Ready Referral [C, Barbara] -> Allegation [C, Kellie]

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.

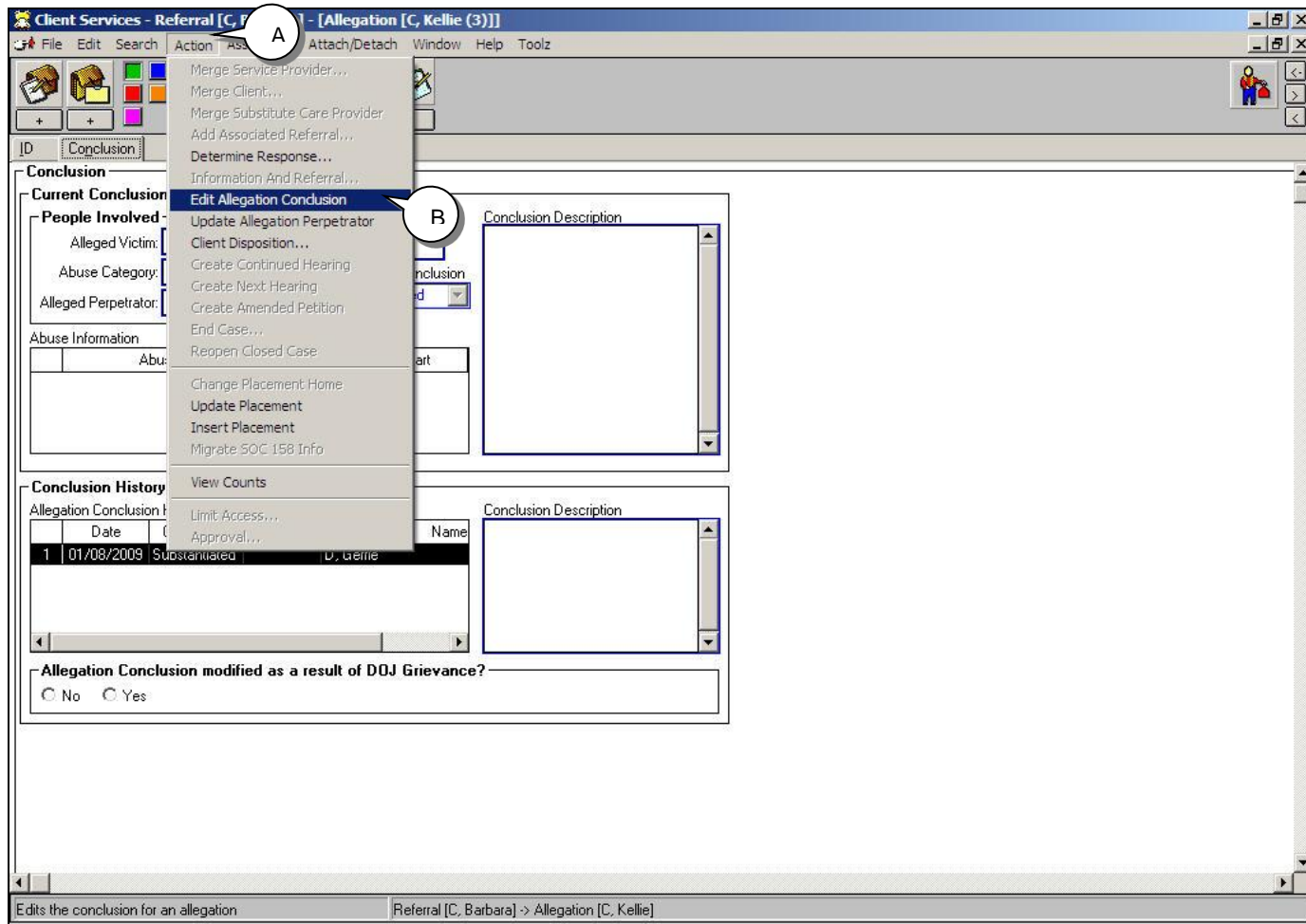


Figure – SM_078

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.

The screenshot shows the 'Client Services - Referral' application window. The title bar reads 'Client Services - Referral [C, Barbara] - [Allegation [C, Kellie (3)]]'. The menu bar includes File, Edit, Search, Action, Associated, Attach/Detach, Window, Help, and Tools. The toolbar contains various icons for file operations. The main window is divided into several sections:

- Conclusion**
 - Current Conclusion**
 - People Involved**
 - Alleged Victim: C, Kellie
 - Abuse Category: Physical Abuse
 - Alleged Perpetrator: C, Jerry
 - Conclusion Date: 01/08/2009
 - Conclusion Description: (empty text area)
 - Allegation Conclusion: (empty text area)
 - Abuse Information**
 - Abuse Subcategory: (empty text area)
- Conclusion History**
 - Allegation Conclusion History**

	Date	Conclusion	Grievance	Name
1	01/08/2009	Substantiated	Y	D, Gerrie
 - Conclusion Description**: (empty text area)
- Allegation Conclusion modified as a result of DOJ Grievance?**
 - ☐ No
 - ☒ Yes

A dialog box is overlaid on the main window, titled 'Client Services - Referral [C, Barbara] - [Allegation [C, Kellie (3)]]'. It contains a yellow warning icon and the text: '[Rule 09244] Is the allegation conclusion change due to a DOJ Grievance Review?'. There are 'Yes' and 'No' buttons at the bottom. A callout bubble labeled 'A' points to the dialog box, and another callout bubble labeled 'B' points to the 'Yes' button.

The status bar at the bottom shows 'Ready' and 'Referral [C, Barbara] -> Allegation [C, Kellie]'.

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.

The screenshot shows a software window titled "Client Services - Referral [C, Barbara] - [Allegation [C, Kellie (2)]]". The window has a menu bar (File, Edit, Search, Action, Associated, Attach/Detach, Window, Help, Toolz) and a toolbar with various icons. The main area is divided into several sections:

- Conclusion**
 - Current Conclusion**
 - Alleged Victim: C, Kellie
 - Abuse Category: Physical Abuse
 - Alleged Perpetrator: C, Jerry
 - Conclusion Date: 08/24/2015
 - Allegation Conclusion: Unfounded (marked with A)
 - Conclusion Description: (Yellow box)
 - Abuse Information**
 - Abuse Subcategory
 - Body Part
- Conclusion History**
 - Allegation Conclusion History table:

	Date	Conclusion	Grievance	Name
1	08/24/2015	Unfounded	Y	D, Genie
2	01/08/2009	Substantiated	Y	D, Genie
 - Conclusion Description: (Empty box)
- Allegation Conclusion modified as a result of DOJ Grievance?**
 - ☐ No
 - ☒ Yes (marked with B)

The status bar at the bottom shows "Ready" and "Referral [C, Barbara] -> Allegation [C, Kellie]".

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.

The screenshot shows a software window titled "Client Services - [Referral [C, Barbara]]". The window has a menu bar (File, Edit, Search, Action, Associated, Attach/Detach, Window, Help, Tools) and a toolbar with various icons. A callout 'A' points to the Referral Notebook icon in the toolbar. The main area is divided into several sections. The top section contains address and contact information: Street No. (410), Street Name (False St), City (Sacramento), State (California), ZIP (95842), and Phone ([916] 000-5170). Below this is a "CACI Notice to Perpetrator" section with a table and input fields. The bottom section is titled "DOJ Grievance Request" and contains a table with the following data:

	Request Date	Resolution Date	Outcome	Filed By
1	12/10/2008	01/08/2009	Conclusion Modified	C. Jerry

Below the table, there are input fields for Request Date, Resolution Date, Outcome, and Filed By. Callout 'C' points to the Resolution Date field (01/08/2009) and callout 'D' points to the Outcome field (Conclusion Modified). A callout 'B' points to the vertical scroll bar on the right side of the window.

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 login window, (A) verify your User ID, (B) type your password, and (C) click the OK button.

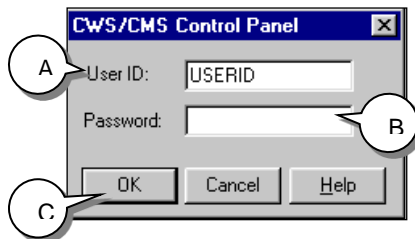


Figure - SM_083

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

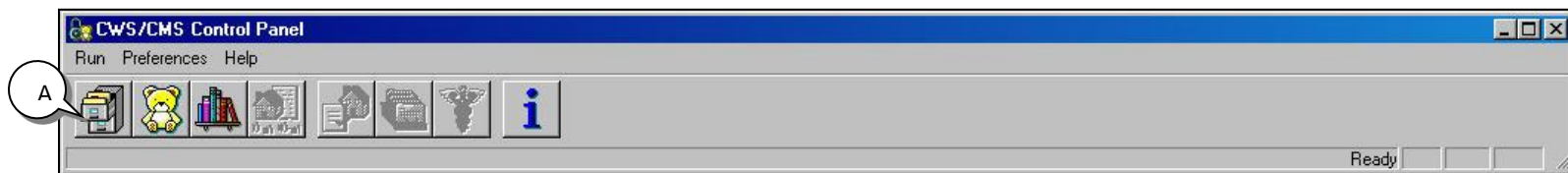


Figure – SM_084

Make a Secondary Assignment (continued)

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

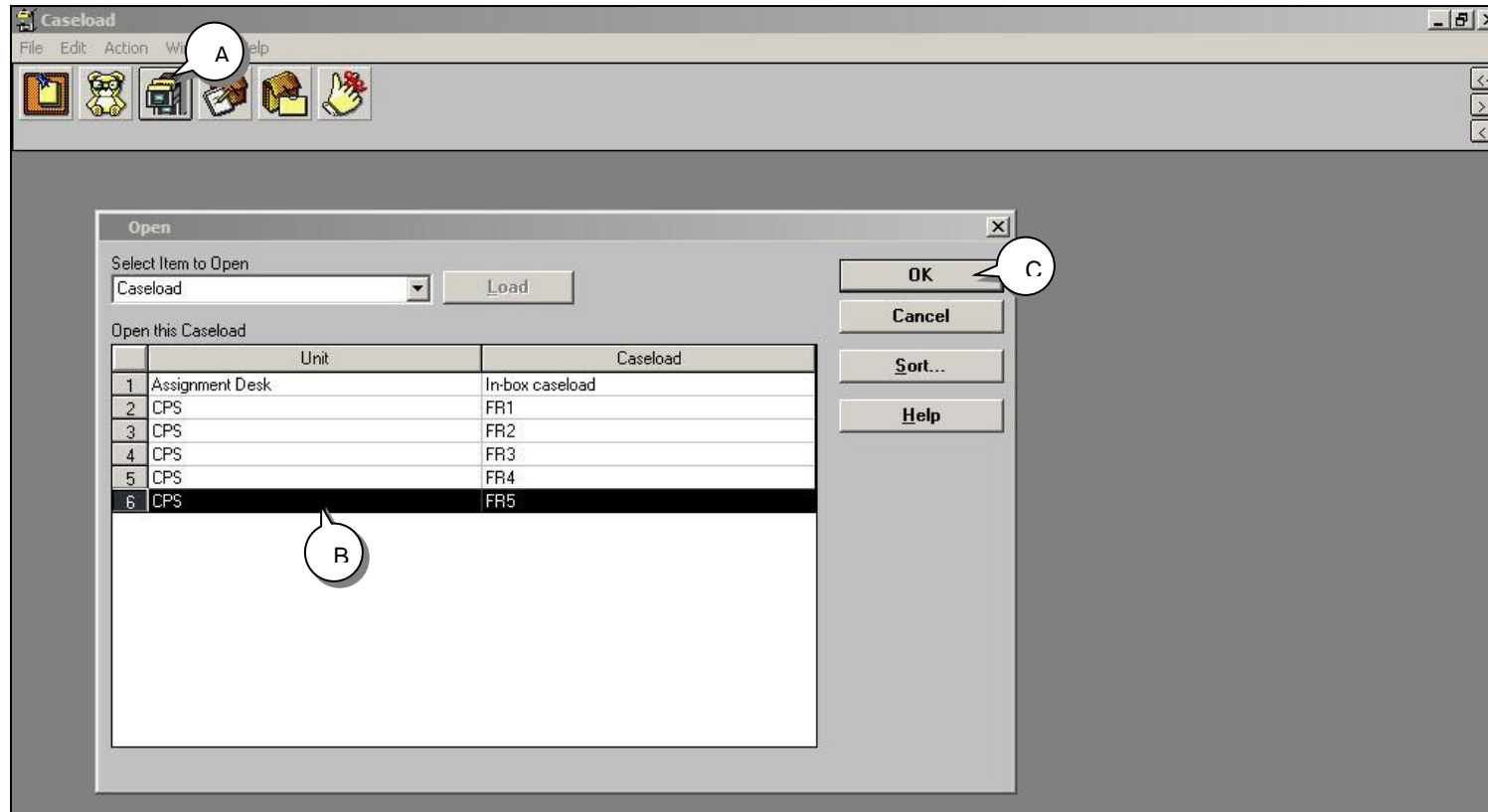
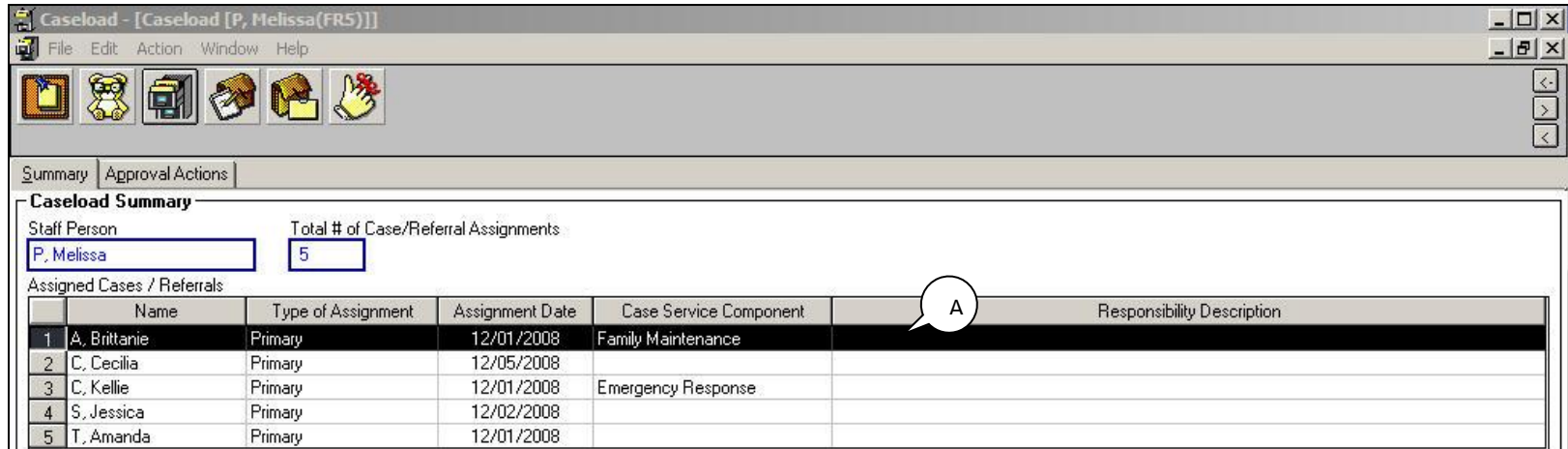


Figure – SM_085

Make a Secondary Assignment (continued)

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



Caseload - [Caseload [P, Melissa(FR5)]]

File Edit Action Window Help

Summary Approval Actions

Caseload Summary

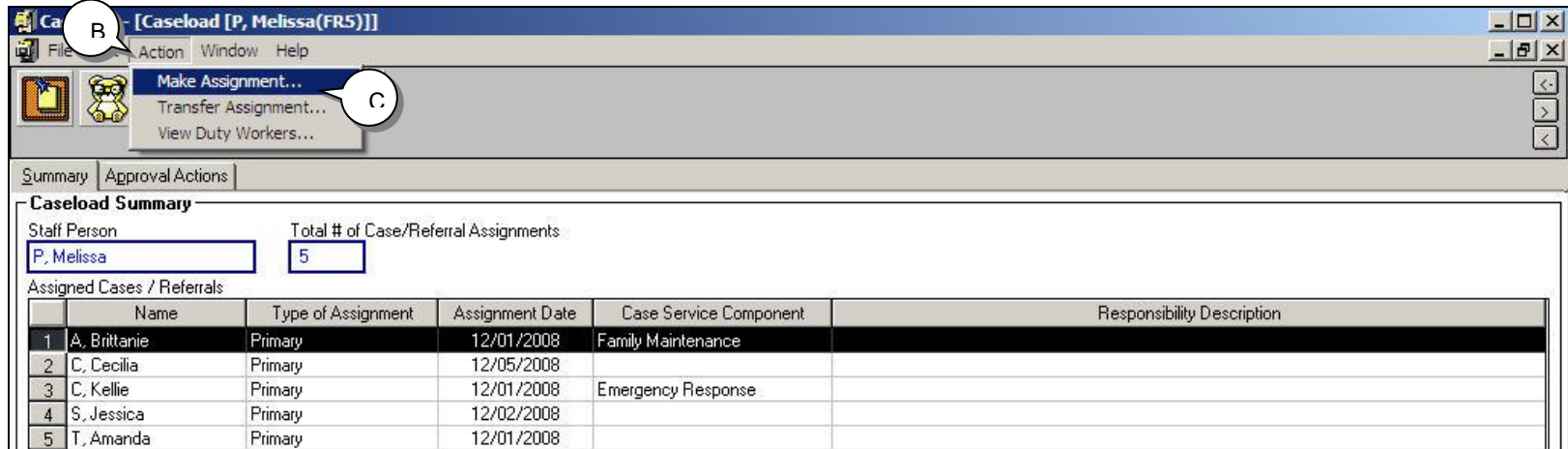
Staff Person: P. Melissa Total # of Case/Referral Assignments: 5

Assigned Cases / Referrals

	Name	Type of Assignment	Assignment Date	Case Service Component	Responsibility Description
1	A, Brittanie	Primary	12/01/2008	Family Maintenance	
2	C, Cecilia	Primary	12/05/2008		
3	C, Kellie	Primary	12/01/2008	Emergency Response	
4	S, Jessica	Primary	12/02/2008		
5	T, Amanda	Primary	12/01/2008		

Figure – SM_086

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



Caseload - [Caseload [P, Melissa(FR5)]]

File Action Window Help

Make Assignment...
Transfer Assignment...
View Duty Workers...

Summary Approval Actions

Caseload Summary

Staff Person: P. Melissa Total # of Case/Referral Assignments: 5

Assigned Cases / Referrals

	Name	Type of Assignment	Assignment Date	Case Service Component	Responsibility Description
1	A, Brittanie	Primary	12/01/2008	Family Maintenance	
2	C, Cecilia	Primary	12/05/2008		
3	C, Kellie	Primary	12/01/2008	Emergency Response	
4	S, Jessica	Primary	12/02/2008		
5	T, Amanda	Primary	12/01/2008		

Figure – SM_087

Make a Secondary Assignment (continued)

- 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.

Make Assignment

Responsibility
☒ Secondary ☐ Read Only

Assignment Destination
☒ CWS Staff ☐ Out Of State

Details
Start Date: 01/09/2009
Assignment Weighting: 1
Role Type: [Dropdown]
Responsibility Description: [Text Area]

CWS Staff
Select Case/Referral
Unit: [Dropdown]
Caseload: [Dropdown]
Case/Referral: [Dropdown]

Make Assignment To
County (or State of California): [Dropdown]
CWS Office: [Dropdown]
Unit: [Dropdown]
Caseload: [Dropdown]
Staff Person: [Text]
Phone Number: [Text] - [Text]
Ext: [Text]

Agency Name	Phone Number	Contact Name

Buttons: OK, Cancel, Apply, Help

Figure – SM_088

Make a Secondary Assignment (continued)

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

The screenshot shows the 'Make Assignment' dialog box. The 'Responsibility' section has 'Secondary' selected. The 'Assignment Destination' section has 'CWS Staff' selected. The 'Details' section includes a 'Start Date' of 01/09/2009, an 'Assignment Weighting' of 1, and a 'Role Type' dropdown menu. The dropdown menu is open, showing a list of roles: Public Health Nurse, Intake Eligibility Worker, Intern, ICPC Case Worker, ICT Contact Person, ILP Worker, Parent Adoptions Worker, Probation, Public Health Nurse (highlighted with a blue bar and a callout 'B'), Screener, and Services Support. The 'CWS Staff' section includes a 'Select Case/Referral' dropdown menu, a 'Unit' dropdown menu, a 'Caseload' dropdown menu, and a 'Case/Referral' dropdown menu. The 'Staff Person' section includes a 'Staff Person' dropdown menu, a 'Phone Number' field, and an 'Ext' field. The bottom section includes a table with columns for Agency Name, Phone Number, and Contact Name.

Agency Name	Phone Number	Contact Name

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.

Make Assignment

Responsibility
☒ Secondary ☐ Read Only

Assignment Destination
☒ CWS Staff ☐ Out Of State

Details
Start Date: 01/09/2009
Assignment Weighting: .
Role Type: Public Health Nurse
Responsibility Description:

CWS Staff
Select Case/Referral
Unit: CPS
<None>
Assignment Desk
CPS

Make Assignment To
County (or State of California):
CWS Office:
Unit:
Caseload:
Staff Person:
Phone Number: () -
Ext:

Agency Name: Phone Number: Contact Name:

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.

The screenshot shows the 'Make Assignment' dialog box. It has several sections: 'Responsibility' with radio buttons for 'Secondary' (selected) and 'Read Only'; 'Assignment Destination' with radio buttons for 'CWS Staff' (selected) and 'Out Of State'; 'Details' with fields for 'Start Date' (01/09/2009), 'Assignment Weighting' (.), and 'Role Type' (Public Health Nurse); and a 'Responsibility Description' text area. On the right are buttons for 'OK', 'Cancel', 'Apply', and 'Help'. The bottom section is titled 'CWS Staff' and contains two sub-sections: 'Select Case/Referral' and 'Make Assignment To'. The 'Select Case/Referral' section has three dropdown menus: 'Unit' (CPS), 'Caseload' (FR5), and 'Case/Referral'. The 'Case/Referral' dropdown is open, showing a list of names: 'A, Brittanie- [Case]', 'C, Cecilia- [Referral]', 'C, Kellie- [Case]', 'S, Jessica- [Referral]', and 'T, Amanda- [Referral]'. Annotation 'D' points to the 'Caseload' dropdown, and annotation 'F' points to the 'Case/Referral' dropdown list. The 'Make Assignment To' section has fields for 'County (or State of California)', 'CWS Office', 'Unit', 'Caseload', 'Staff Person', 'Phone Number', and 'Ext'.

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.

The screenshot shows the 'Make Assignment' dialog box. It has a title bar with a close button. The dialog is divided into several sections:

- Responsibility:** Radio buttons for 'Secondary' (selected) and 'Read Only'.
- Assignment Destination:** Radio buttons for 'CWS Staff' (selected) and 'Out Of State'.
- Details:**
 - Start Date: 01/09/2009
 - Assignment Weighting: .
 - Role Type: Public Health Nurse
 - Responsibility Description: (empty text area)
- CWS Staff:**
 - Select Case/Referral:**
 - Unit: CPS
 - Caseload: FR5
 - Case/Referral: A, Brittanie- [Case]
 - Make Assignment To:**
 - County (or State of California): Sacramento (callout F)
 - CWS Office: CPS (callout G)
 - Unit: CPS
 - Caseload: (empty)
 - Phone Number: () -
 - Ext: (empty)
- Bottom Section:** A table with columns: Agency Name, Phone Number, Contact Name.

Callout F points to the 'County (or State of California)' dropdown. Callout G points to the 'CWS Office' dropdown. Callout H points to the 'Unit' dropdown in the 'Make Assignment To' section.

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.

Make Assignment

Responsibility
☒ Secondary ☐ Read Only

Assignment Destination
☒ CWS Staff ☐ Out Of State

Details
Start Date: 01/09/2009
Assignment Weighting: .
Role Type: Public Health Nurse
Responsibility Description:

CWS Staff

Select Case/Referral
Unit: CPS
Caseload: FR5
Case/Referral: A, Brittanie- [Case]

Make Assignment To
County (or State of California): Sacramento
CWS Office: CPS
Unit: CPS
Caseload: FR4
Staff Person: F, Kristen

Agency Name: Phone Number:

FR4
FR3
FR2
FR5
FR1

OK
Cancel
Apply
Help

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.

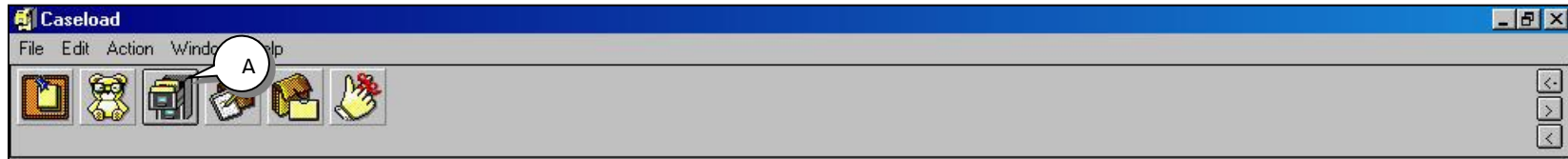


Figure – SM_094

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

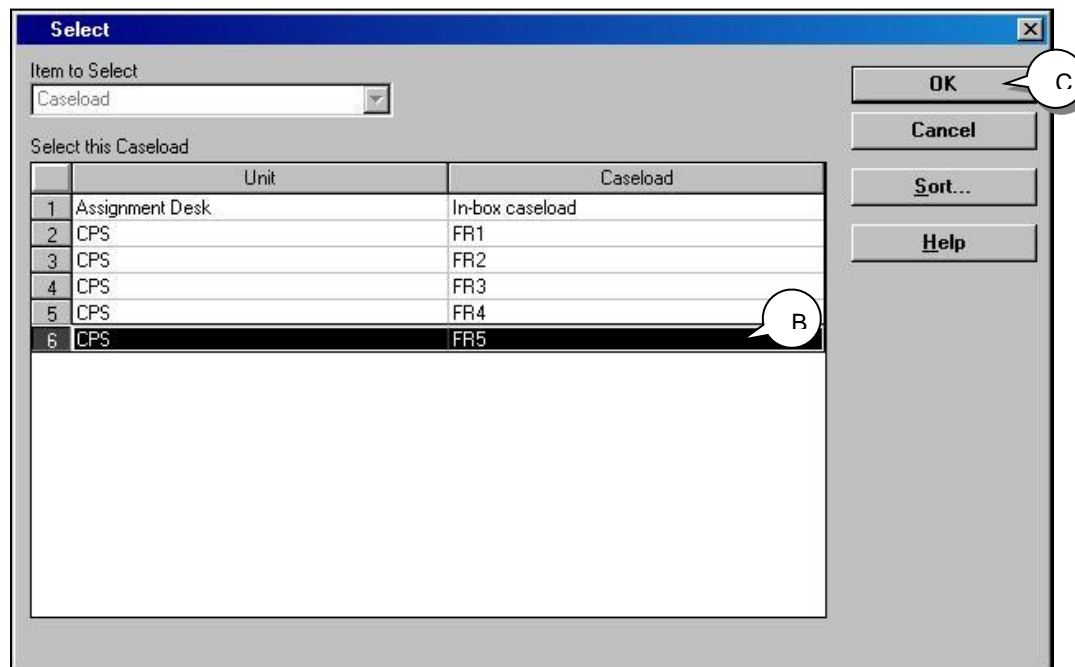


Figure – SM_095

Caseload Reports (continued)

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

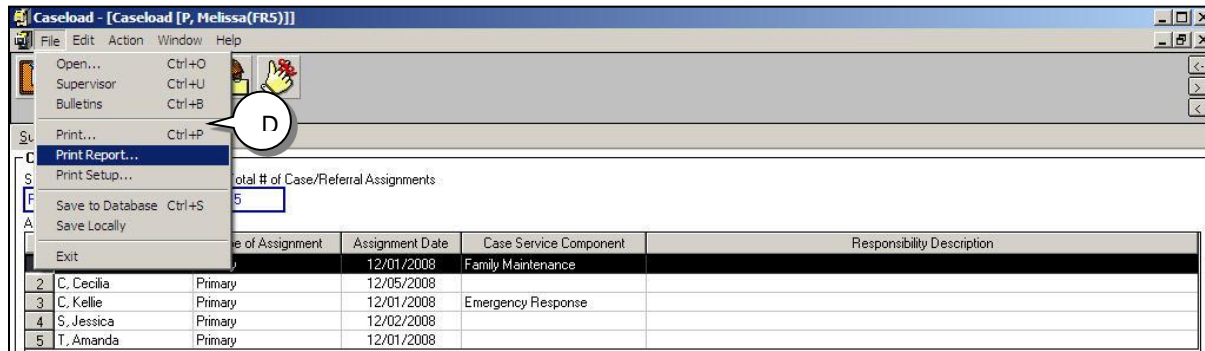


Figure – SM_096

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

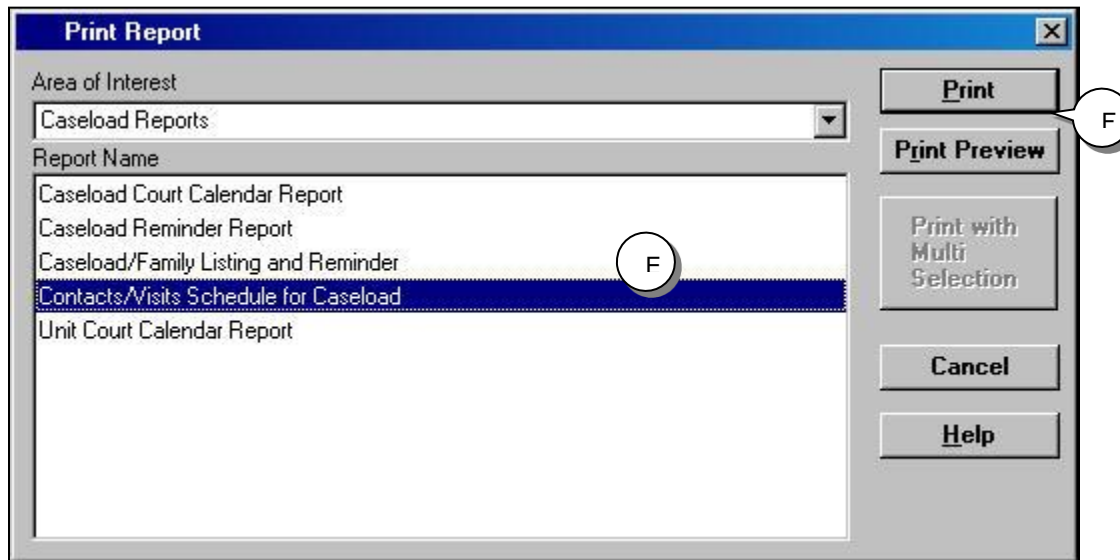


Figure – SM_097

Caseload Reports (continued)

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

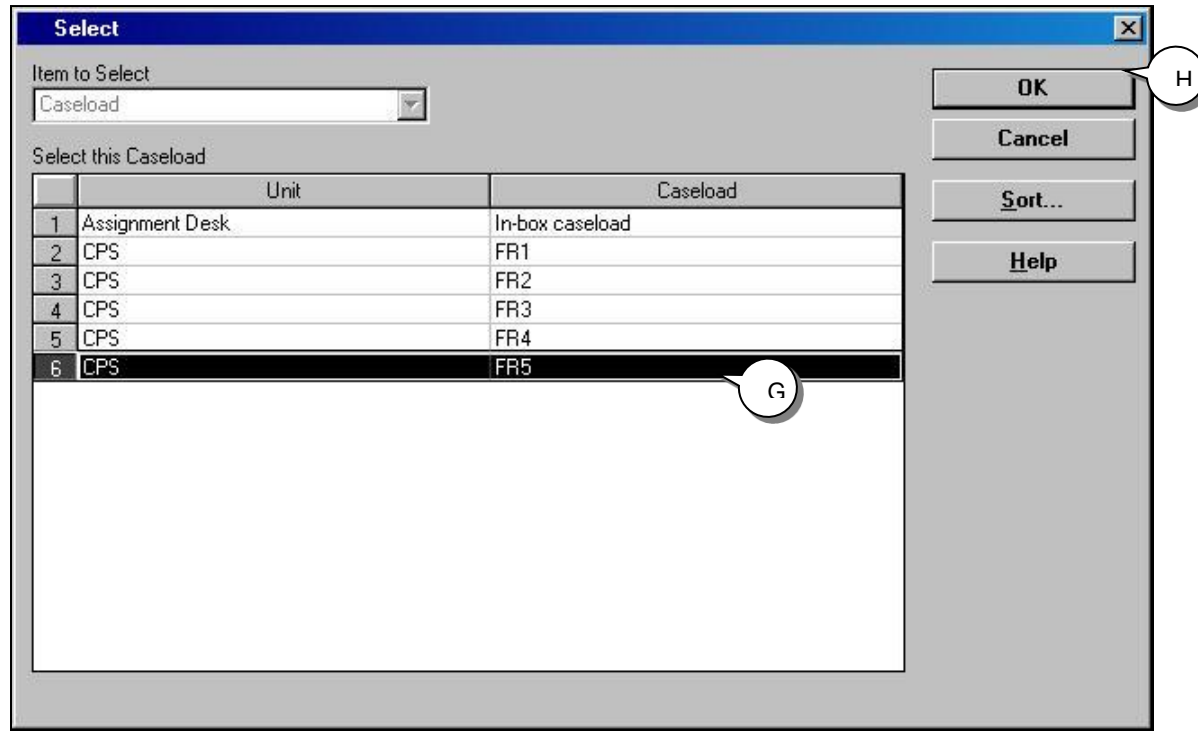


Figure – SM_098

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.

Document4 [Compatibility Mode] - Microsoft Word

Home Insert Page Layout References Mailings Review View Design Layout

Courier New 10

Paste

Clipboard

Font

Paragraph

Styles

AaBbCcDc AaBbCcDc AaBbCc

Normal No Spaci... Heading 1

Change Styles Editing

1 2 3 4 5 6 7 8 9 10

CASE NAME: Brittanie A CASE ID: 0847-20993261000033

SECTION I - Contacts (Planned versus Completed/Attempted) & Visits (Planned versus Completed)

CONTACT PARTY TYPE	Staff Person/Child			
PLANNED SERVICES	OCCURRENCES	1	FREQUENCY	Monthly
PARTICIPANTS NAME:	Brittanie A			
DELIVERED SERVICES	START DATE	12/03/2008	STATUS	Completed
PARTICIPANTS NAME:	Brittanie A Jennifer A Danny A			

CONTACT PARTY TYPE	Staff Person/ParentGuardian			
PLANNED SERVICES	OCCURRENCES	1	FREQUENCY	Monthly
PARTICIPANTS NAME:	Jennifer A Danny A			
DELIVERED SERVICES	START DATE		STATUS	
PARTICIPANTS NAME:				

SECTION II - Contacts scheduled to be completed

CONTACT PARTY TYPE	DELIVERED SERVICES	START DATE	STATUS	CONTACT METHOD
PARTICIPANTS NAME:				

Page: 1 of 2 Words: 131 77%

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.

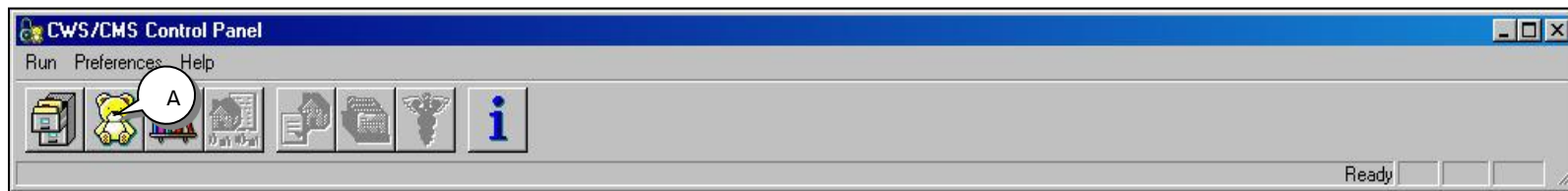


Figure – SM_100

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

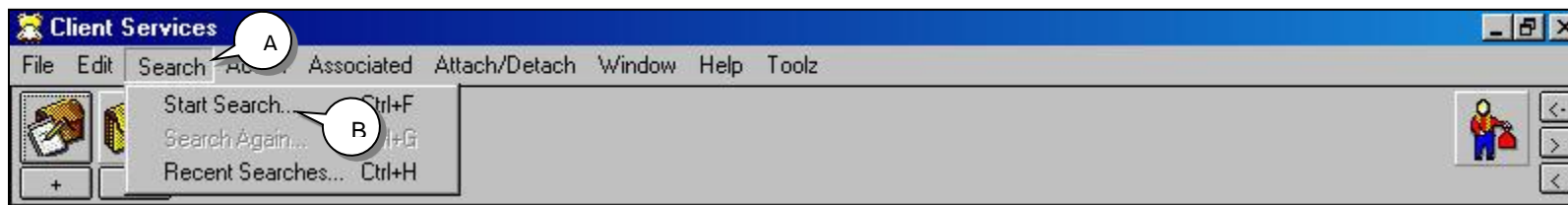


Figure – SM_101

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.

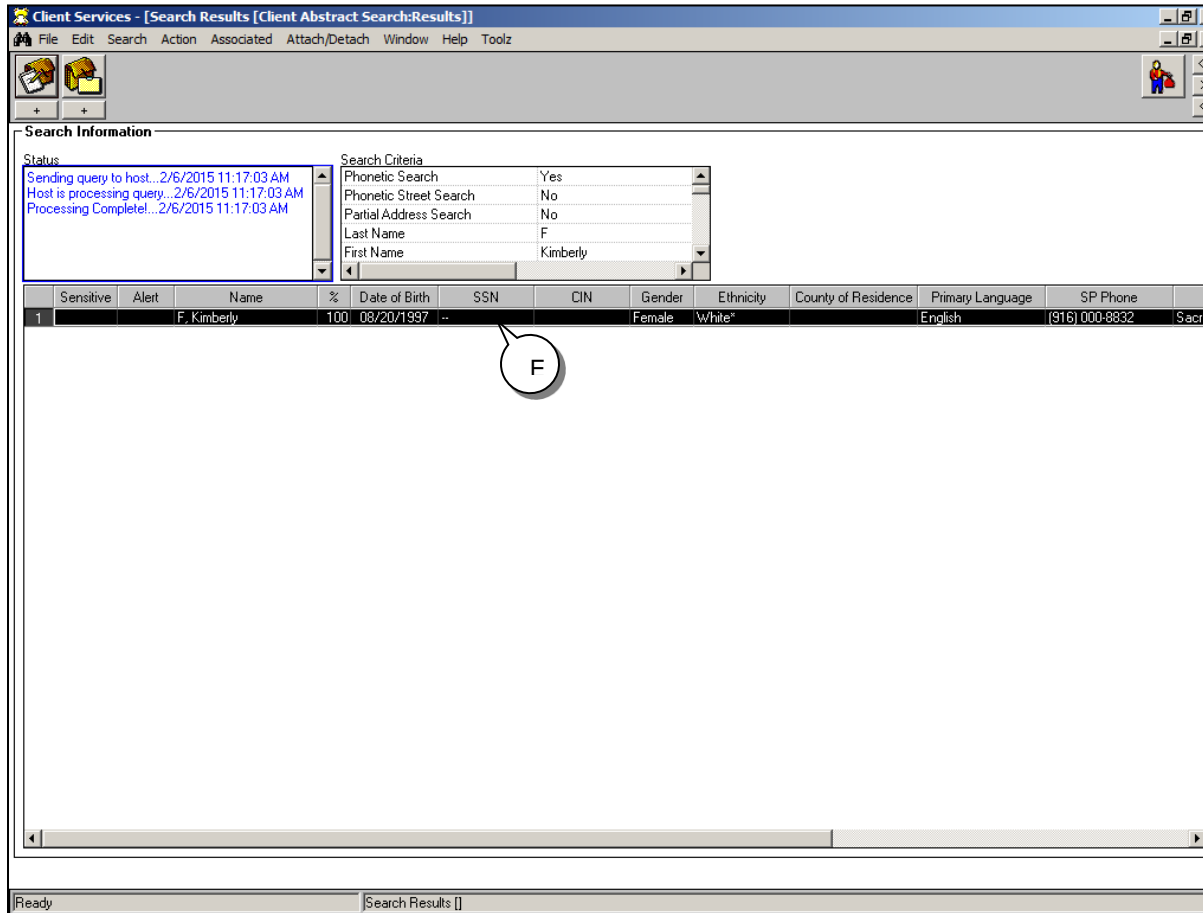


Figure – SM_103

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.

Client Services - [Client Abstract [F, Kimberly - Row #1]]

File Edit Search Action Associated Attach/Detach Window Help Toolz

ID Other Names Other Addresses Family Members Referral History Case History

Identification

Last Known Residence Address
SSN: [] Gender: [F] Client Index Number (CIN): []
Date of Birth: [08/20/1998] Age: [17] Primary Ethnicity: [White*]
Birth Place/Hospital Name: [] Birth City: []
Client ID: [1159-7856-6180-5000029] Alien Registration #: [] Emigration Country: []
Date of Death: [] Most Recent Juvenile Court #: [] Drivers License #: [] Last State ID #: []

AWOL/Abducted

☐ AWOL
☐ Abducted
☒ Not Applicable
☐ Outstanding Warrant

Parental Rights Termination

Related Person	Term. Reason	Term. Date	Under Appeal	Vol. Rel.	Legal Designation	Birth Father	Paternity Date

Tribal Customary Adoption

☐ Tribal Customary Adoption afforded full faith and credit Order Date: []

CSEC Data

CSEC Type	Start Date	End Date

Ready Client Abstract [F, Kimberly]

Figure – SM_104

Suspended Case (continued)

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

Client Services - [Client Abstract [F, Kimberly - Row #1]]

File Edit Search Action Associated Attach/Detach Window Help To

Open Associated Referrals...
Open Associated Cases...
 Open Associated Hearings...
 Open Associated Case Plan Documents...

Identification

Last Known Residence Address SSN Gender Client Index Number (CIN)
 Date of Birth Age Primary Ethnicity
 Birth Place/Hospital Name Birth City
 Client ID
 Alien Registration # Emigration Country
 Date of Death Most Recent Juvenile Court # Drivers License # Last State ID #

AWOL/Abducted

☐ AWOL
☐ Abducted
☒ Not Applicable
☐ Outstanding Warrant

Parental Rights Termination

Related Person	Term. Reason	Term. Date	Under Appeal	Vol. Rel.	Legal Designation	Birth Father	Paternity Date

Tribal Customary Adoption

☐ Tribal Customary Adoption afforded full faith and credit Order Date

CSEC Data

CSEC Type	Start Date	End Date

Displays Cases related to this Case or Client Client Abstract [F, Kimberly]

Figure – SM_105

Suspended Case (continued)

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

Item to Open
Case

For this Client Abstract

	Sensitive	Alert	Name	%	Date of Birth	SSN	Gender
1			F, Kimberly	100	08/20/1996	—	Female

Open this Associated Case

	Local	Sensitive	ID	Name	Start Date
1	<input checked="" type="checkbox"/>		1176-9655-3098-9000029	F, Kimberly	12/08/2008

OK
Cancel
Sort...
Help

Figure – SM_106

Suspended Case (continued)

The closed case will then be displayed.

The screenshot shows a software window titled "Client Services - [Case [F, Kimberly]]". The window has a menu bar (File, Edit, Search, Action, Associated, Attach/Detach, Window, Help, Tools) and a toolbar with various icons. Below the toolbar is a tabbed interface with tabs for ID, Sys Comp, Assignment, Trans Req, ICPC-100A, ICPC-100B, Doc Tracking, Spec Proj, and Closure Summary. The "ICPC-100A" tab is active, displaying the "Identification" section. This section is divided into "Case Info" and "Case Status".

Case Info:

- Case Name: F, Kimberly
- Case Number: 1176-9655-3098-9000029
- Start Date: 12/08/2008
- End Date: 12/09/2008
- Projected End Date: (empty)
- County: Sacramento
- State: California
- Country: United States

Case Status:

Status	Effective Date	End Date
1 Court Involvement	12/08/2008	12/09/2008

Status:

- ☒ Court Involvement
- ☐ Voluntary

Effective Date: 12/08/2008

End Date: 12/09/2008

Intervention:

Reason
1 General Neglect - Basic Necessities

Primary Agency Responsible: (empty)

Case Alerts: (empty list)

The status bar at the bottom shows "Ready" and "Case [F, Kimberly]".

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.**

The screenshot shows the 'Client Services - [Case [F. Kimberly]]' application window. The 'Assignment' page tab is selected. The main table displays the following data:

ID	Caseload	Responsibility	Start	End	Role Type
1	FR5	Primary	12/08/2008 02:38pm	12/09/2008 04:18pm	

Below the table, the 'History' button is highlighted with a callout 'B'. The 'Retrieve Historical Information' dialog box is open, showing the following options:

- ☐ Last 6 months
- ☐ From date: 08/02/2010
- ☒ All

The 'OK' button is highlighted with a callout 'D'. Other callouts include 'A' for the Assignment page tab and 'C' for the 'All' radio button.

Figure – SM_108

Suspended Case (continued)

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

The screenshot shows the 'Client Services - [Case [F. Kimberly]]' window. The 'Action' menu is open, displaying various options. A callout bubble labeled 'A' points to the 'Action' menu, and another callout bubble labeled 'B' points to the 'Reopen Closed Case' option. The 'Reopen Closed Case' option is highlighted in blue.

Assignment Table:

ID	Case	Start	End	Role Type
1	FR5	12/08/2008 02:38pm	12/09/2008 04:18pm	

Details:

Start Date: 12/08/2008
End Date: 12/09/2008

Staff Person Table:

Staff Person	Phone Number	Start Date	End Date
1 P, Melissa	(916) 000-8832	12/05/2008	

CWS Staff:

County (or State of California): Sacramento
CWS Office: CPS
Unit: CPS
Caseload: FR5
Staff Person: P, Melissa
Phone Number: (916) 000-8832
Ext:

Reopens a Case Case [F, Kimberly]

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.

Reopen / Suspend Case

In reopening this case, do you want to document a suspension for a prior period of time?

☐ No ☒ Yes **A**

Note: Selecting 'No' will reopen the case, only.
Selecting 'Yes' will reopen the case and allow you to document a suspension period for one of the reasons identified below.

Suspension Details

Reason for Suspension: **Child Adjudged 601/602** **B**

Suspension Start Date: <None>

Suspension End Date: <None>

Case Status Followup

☒ Court Involvement
☐ Voluntary

Service Component Following the Suspension Period: <None>

Participation Criteria: <None>

Suspension Period Assignment

County: Sacramento CWS Office: <None> Unit: <None> Caseload: <None>

Primary Assignment

County: Sacramento CWS Office: <None> Unit: <None> Caseload: <None>

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. (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.

The screenshot shows the 'Reopen / Suspend Case' dialog box. It contains several sections: 'In reopening this case, do you want to document a suspension for a prior period of time?' with 'Yes' selected; 'Suspension Details' with 'Reason for Suspension' set to 'Child Adjudged 601/602', 'Suspension Start Date' as '12/09/2008', and 'Suspension End Date' as '01/15/2009'; 'Case Status Following the Suspension Period' with 'Court Involvement' selected; 'Service Component Following the Suspension Period' set to 'Family Maintenance'; 'Suspension Period Assignment' and 'Primary Assignment' grids, both with 'County' as 'Sacramento', 'CWS Office' as 'CPS', 'Unit' as 'CPS', and 'Caseload' as 'FR5'. Callouts are placed as follows: 'D' on the 'Court Involvement' radio button, 'C' on the 'Suspension Start Date' field, 'F' on the 'Family Maintenance' dropdown, 'F' on the 'CWS Office' dropdown in the Suspension Period Assignment grid, 'G' on the 'CWS Office' dropdown in the Primary Assignment grid, and 'H' on the 'OK' button.

Reopen / Suspend Case

In reopening this case, do you want to document a suspension for a prior period of time?

☐ No ☒ Yes

Note: Selecting 'No' will reopen the case, only.
Selecting 'Yes' will reopen the case and allow you to document a suspension period for one of the reasons identified below.

Suspension Details

Reason for Suspension: Child Adjudged 601/602

Suspension Start Date: 12/09/2008

Suspension End Date: 01/15/2009

Case Status Following the Suspension Period

☒ Court Involvement
☐ Voluntary

Service Component Following the Suspension Period: Family Maintenance

Participation Criteria:

Suspension Period Assignment

County	CWS Office	Unit	Caseload
Sacramento	CPS	CPS	FR5

Primary Assignment

County	CWS Office	Unit	Caseload
Sacramento	CPS	CPS	FR5

OK
Cancel
Help

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.

Client Services - [Case [F, Kimberly]]

File Edit Search Action Associated Attach/Detach Window Help Toolz

ICPC-100A ICPC-100B Doc Tracking Spec Proj Closure Summary

Identification

Case Info

Case Name
F, Kimberly

Case Number
1176-9655-3098-9000029

Start Date
12/08/2008

End Date

Projected End Date

County
Sacramento

State
California

Country
United States

Case Status

	Status	Effective Date	End Date
1	Court Involvement	12/08/2012	
2	Court Involvement	12/08/2008	12/09/2008

Status
☒ Court Involvement
☐ Voluntary

Effective Date
12/08/2012

End Date

Intervention

	Reason
1	General Neglect - Basic Necessities

Primary Agency Responsible
County Welfare Department

Case Alerts

Case Suspension

	Start Date	End Date	Reason for Suspension
1	12/09/2008	12/08/2012	Child Adjudged 601/602

Start Date
12/09/2008

End Date
12/08/2012

Reason for Suspension
Child Adjudged 601/602

NMD Safety Assessment

	Initial Report Date	Caregiver	Facility	Conclusion Date
+				

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.

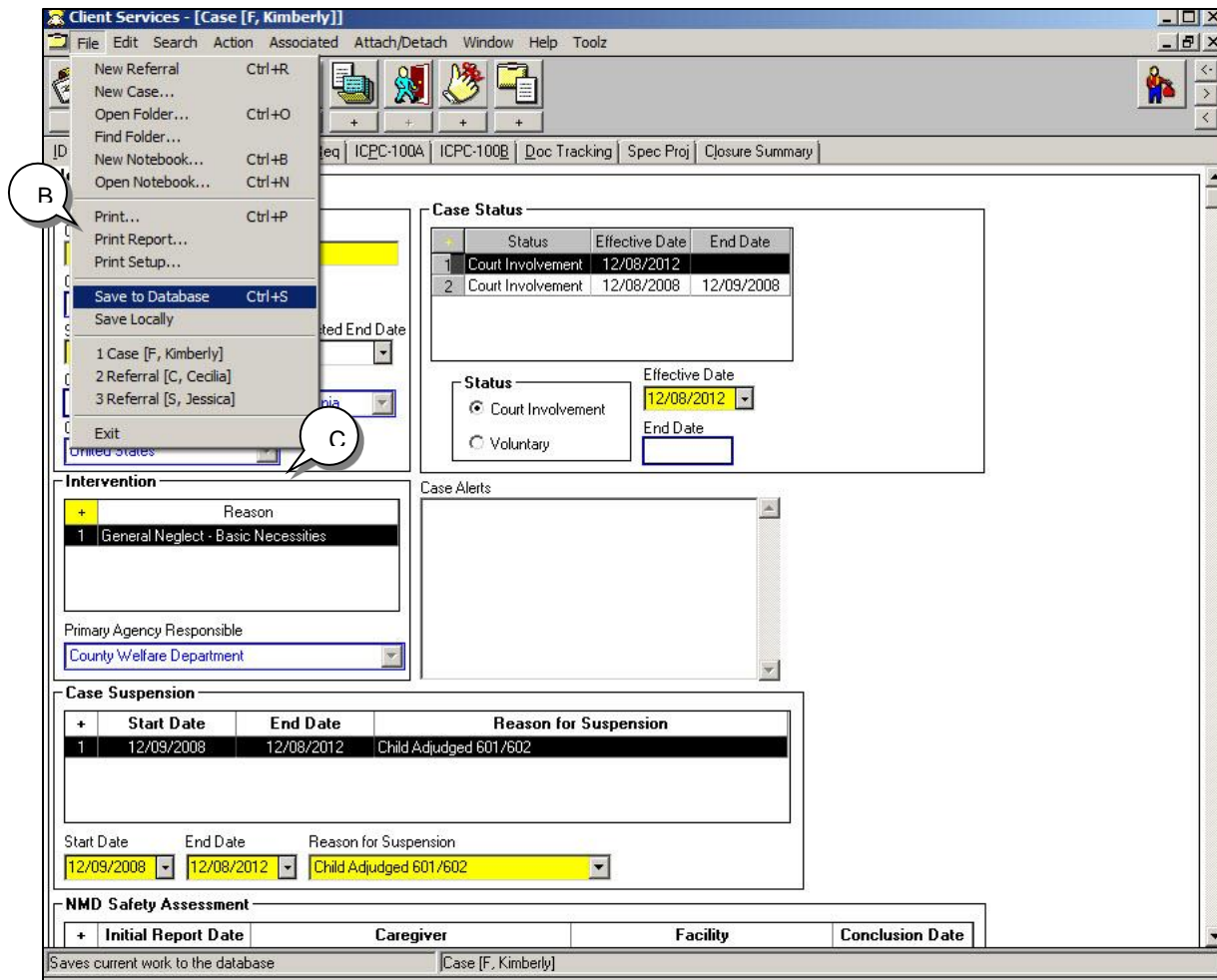


Figure – SM_113

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.

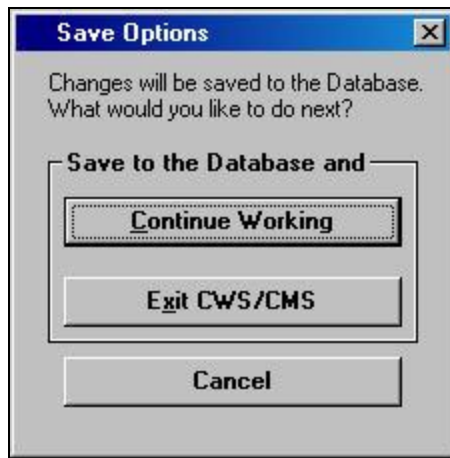


Figure – SM_114

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.

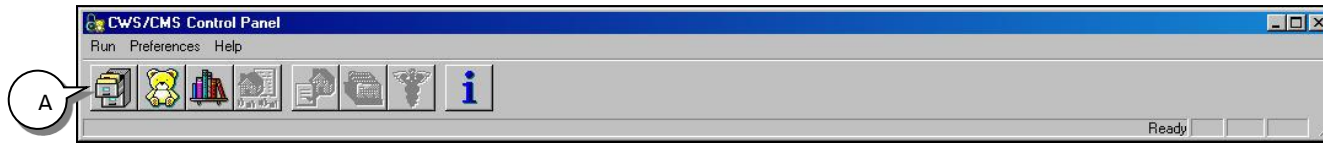


Figure - SM_115

2. (B) Open the Caseload notebook.

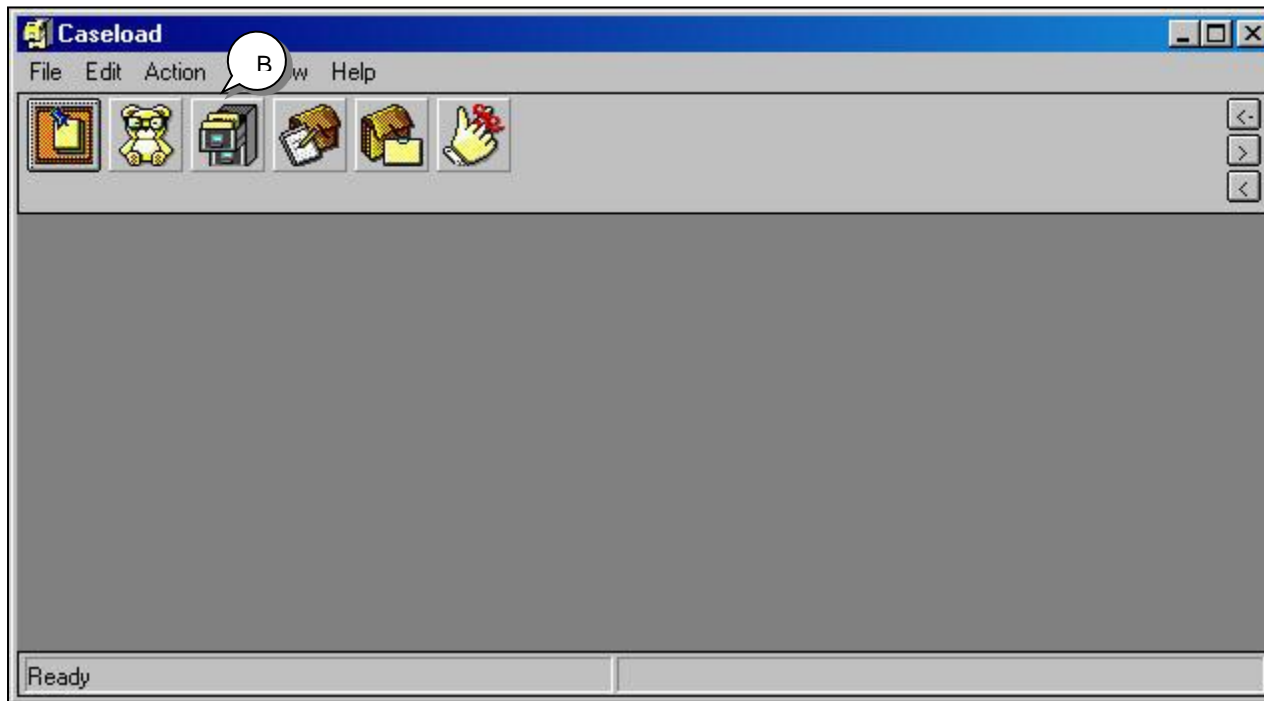


Figure – SM_116

Safety Alert (continued)

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

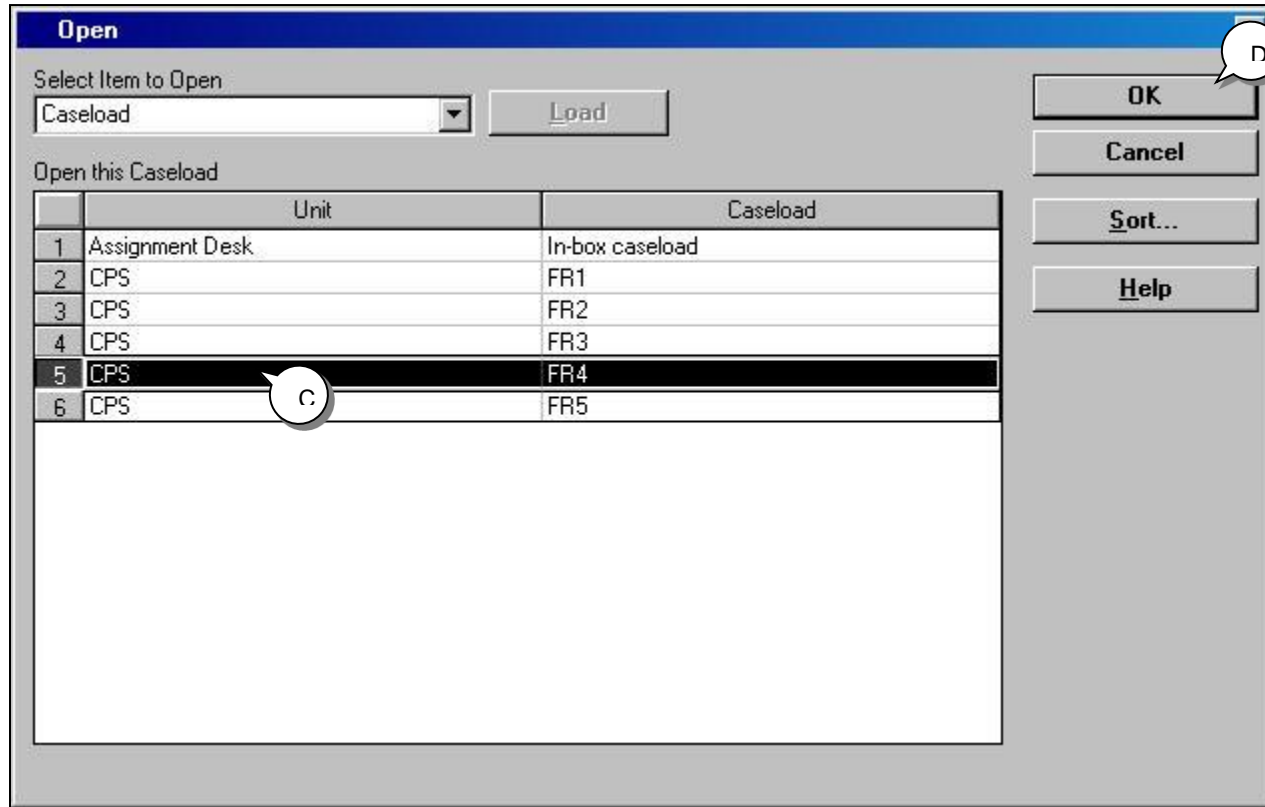


Figure – SM_117

Safety Alert (continued)

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

The screenshot shows a software window titled "Caseload - [Caseload [F. Kristen(FR4)]]". It has a menu bar (File, Edit, Action, Window, Help) and a toolbar with icons for file operations. Below the toolbar are two tabs: "Summary" and "Approval Actions". The "Summary" tab is active and displays a "Caseload Summary" section. This section includes a "Staff Person" field with the value "F. Kristen" and a "Total # of Case/Referral Assignments" field with the value "1". Below this is a table titled "Assigned Cases / Referrals". The table has five columns: "Name", "Type of Assignment", "Assignment Date", "Case Service Component", and "Responsibility Description". There is one row in the table with the following data: "1", "S. Jessica", "Secondary", "12/05/2008", and an empty "Responsibility Description" field. A callout bubble with the letter "F" points to the "Case Service Component" column header. The status bar at the bottom of the window shows "Ready" and "Caseload [F. Kristen(FR4)]".

	Name	Type of Assignment	Assignment Date	Case Service Component	Responsibility Description
1	S. Jessica	Secondary	12/05/2008		

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.

Client Services - [Referral [S, Jessica]]

File Edit View Action Associated Attach/Detach Window Help Toolz

Summary ID Reporter Assignment Spec Proj

Identification and Common Address

Referral Identification

Date: 12/02/2008 Time: 10:47am Referral Name: S, Jessica

Screener: D, Gerie Report Method: Telephone Primary Agency Responsible: County Welfare Department

Common Address

Street No.: 4010 Street Name: Pretend St

City: Sacramento State: California ZIP: 95819 ZIP Ext:

County: Sacramento Homeless: ☐ Location of Children:

Address Comment:

Screener Alerts

CACI Notice to Perpetrator

Date Sent	Delivery Method	Perpetrator

Date Sent: Delivery Method: ☐ In Person ☐ By Mail Perpetrator:

DOJ Grievance Request

Request Date	Resolution Date	Outcome	Filed By

Ready Referral [S, Jessica]

Figure – SM_119

Safety Alert (continued)

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

Open Notebook

Select Item to Open
Client [v] Load

For this Referral

	Local	ID	Name	Received Date	Time
1	<input checked="" type="checkbox"/>	0043-4165-8839-7000029	S, Jessica	12/02/2008	10:47 am

Open this Client

	Name	Age(Yrs)	Gender	Birth Date	Alert
1	S Jr., James	12	Male	10/31/1997	
2	S Sr., James	39	Male	01/24/1971	
3	S, Jalyssa	7	Female	09/19/2002	
4	S, Jessica	30	Female	11/23/1979	
5	S, Julius	8	Male	02/02/2002	

OK Cancel New Remove Sort... Help

Figure – SM_120

Safety Alert (continued)

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

The screenshot shows a software window titled "Client Services - Referral [S, Jessica] - [Client [James S, Sr]]". The window has a menu bar (File, Edit, Search, Action, Associated, Attach/Detach, Window, Help, Tools) and a toolbar with various icons. Below the toolbar is a tabbed interface with tabs: Summary, ID, Demog, Address, Names, Related Clients, ID Num, Juv. Cr. #, Search Log, AFDC-FC, Attorneys, Service Providers, I.C.W.A., Adoption Info, and AAP Eligibility. The "Summary" tab is active, showing various form fields for client information, including language, ethnicity, and confidentiality. A callout bubble with a '+' icon points to the "Safety Alert Information" section, which contains a table with columns: Activation Date, Reason, and Deactivation Date. Below the table are two sections: "Safety Alert Activation" and "Safety Alert Deactivation", each with fields for Activation Date, County, Reason, and Explanation.

Activation Date	Reason	Deactivation Date

Safety Alert Activation

Activation Date: County:

Reason:

Explanation:

Safety Alert Deactivation

Deactivation Date: County:

Explanation:

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.

Client Services - Referral [S, Jessica] - [Client [James S, Sr]]

File Edit Search Action Associated Attach/Detach Window Help Toolz

Summary ID Demog Address Names Related Clients ID Num Juv. Cr. # Search Log AFDC-FC Attorneys Service Providers I.C.W.A. Adoption Info AAP Eligibility

☐ Yes
☐ No
☐ Not Asked
☐ Pending

☐ Yes
☐ No
☒ Unknown
☐ Not Applicable

☐ Child has Indian Ancestry

Indian Ancestry Notification

County	Date

County Date Informed

Primary Ethnicity
 [Black*]
 Unable to Determine - Reason
 Other Ethnicity
 + Other Ethnicity

Confidentiality
☐ Confidentiality In Effect
 Effective Date

Safety Alert Information

+	Activation Date	Reason	Deactivation Date
1	12/08/2008	Dangerous Environment	

Safety Alert Activation

Activation Date County

Reason

Explanation

Safety Alert Deactivation

Deactivation Date County

Explanation

Ready Referral [S, Jessica] -> Client [James S, Sr]

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.

Client Services - Referral [S, Jessica] - [Client [James S, Sr]]

File Edit Search Action Associated Attach/Detach Window Help Toolz

New Referral Ctrl+R
New Case...
Open Folder... Ctrl+O
Find Folder...
New Notebook... Ctrl+B
Open Notebook... Ctrl+N

Print... Ctrl+P
Print Report...
Print Setup...

Save to Database Ctrl+S
Save Locally

1 Referral [S, Jessica]
2 Referral [C, Barbara]

Exit

☐ Outstanding Warrant Exists

Other Client Information

ICWA Eligible
☐ Yes
☐ No
☐ Not Asked
☐ Pending

Incapacitated Parent
☐ Yes
☐ No
☒ Unknown
☐ Not Applicable

☐ Child has Indian Ancestry

Indian Ancestry Notification

County	Date

County Date Informed

Language

Primary Language

Secondary Language

Literate
☒ Yes
☐ No
☐ Unknown
☐ Not Applicable

Race/Ethnicity

Specify Race* if known
 Primary Ethnicity

Unable to Determine - Reason

Other Ethnicity
 Other Ethnicity

Hispanic or Latino Origin
☐ Yes
☒ No
☐ Declines to State
☐ Unable to Determine

Unable to Determine - Reason

Confidentiality

☐ Confidentiality In Effect

Effective Date

CSEC Data

CSEC Type	Start Date	End Date

CSEC Type Start Date End Date

Safety Alert Information

Activation Date	Reason	Deactivation Date

Saves current work to the database | Referral [S, Jessica] -> Client [James S, Sr]

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.

Client Services - [Referral [S. Jessica]]

File Edit Search Action Associated Attach/Detach Window Help Tools

Summary ID Reporter Assignment Spec Proj

Identification and Common Address

****Active Safety Alert Exists - See Client Notebooks****

Referral Identification

Date: 12/02/2008 Time: 10:47am Referral Name: S. Jessica

Screener: D. Gerrie Report Method: Telephone Primary Agency Responsible: County Welfare Department

Common Address

Street No.: 4010 Street Name: Pretend Street

City: Sacramento State: California ZIP: 95819 ZIP Ext:

County: Sacramento Homeless: ☐ Location of Children:

Address Comment:

Screener Alerts

CACI Notice to Perpetrator

Date Sent	Delivery Method	Perpetrator

Date Sent: Delivery Method: ☒ In Person ☐ By Mail Perpetrator:

DOJ Grievance Request

Request Date	Resolution Date	Outcome	Filed By

Ready Referral [S. Jessica]

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.

The screenshot shows the 'Open Notebook' dialog box. At the top, there is a 'Select Item to Open' dropdown menu with 'Reminder' selected, and a 'Load' button. Below this is a section titled 'For this Referral' containing a table with columns: Local, ID, Name, Received Date, and Time. The table has one row with the following data: Local (checked), ID (0043-4165-8839-7000029), Name (S, Jessica), Received Date (12/02/2008), and Time (10:47 am). Below this table is a scroll bar. To the right of the 'For this Referral' section are buttons for 'OK', 'Cancel', 'New', 'Remove', 'Sort...', 'Filter...', and 'Help'. Below the 'For this Referral' section is a section titled 'Open this Reminder' containing a table with columns: Date Due, Name, and Reminder Message. The table has four rows with the following data: Row 1: Date Due (12/12/2008), Name (S Jr., J), Reminder Message (Referral Investigation Contact Due); Row 2: Date Due (12/12/2008), Name (S, Julius), Reminder Message (Referral Investigation Contact Due); Row 3: Date Due (12/12/2008), Name (S, Jalyssa), Reminder Message (Referral Investigation Contact Due); Row 4: Date Due (01/01/2009), Name (S, Jessica), Reminder Message (Follow-up Report to Mandated Report Due). Below this table is a scroll bar. At the bottom of the dialog box, there is a status bar showing 'Displayed Rows: 4', 'Filtered Rows: 3', and 'Total Rows: 7'.

Local	ID	Name	Received Date	Time
<input checked="" type="checkbox"/>	0043-4165-8839-7000029	S, Jessica	12/02/2008	10:47 am

Date Due	Name	Reminder Message
12/12/2008	S Jr., J	Referral Investigation Contact Due
12/12/2008	S, Julius	Referral Investigation Contact Due
12/12/2008	S, Jalyssa	Referral Investigation Contact Due
01/01/2009	S, Jessica	Follow-up Report to Mandated Report Due

Displayed Rows: 4 Filtered Rows: 3 Total Rows: 7

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.)

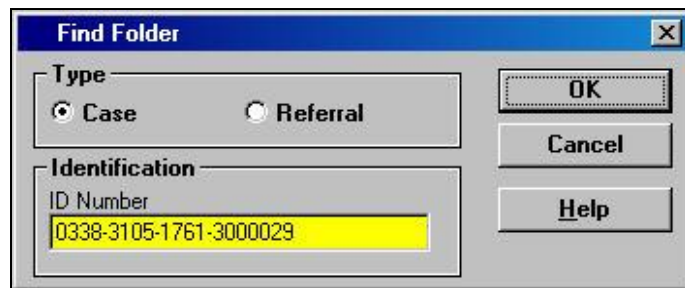


Figure – SM_126

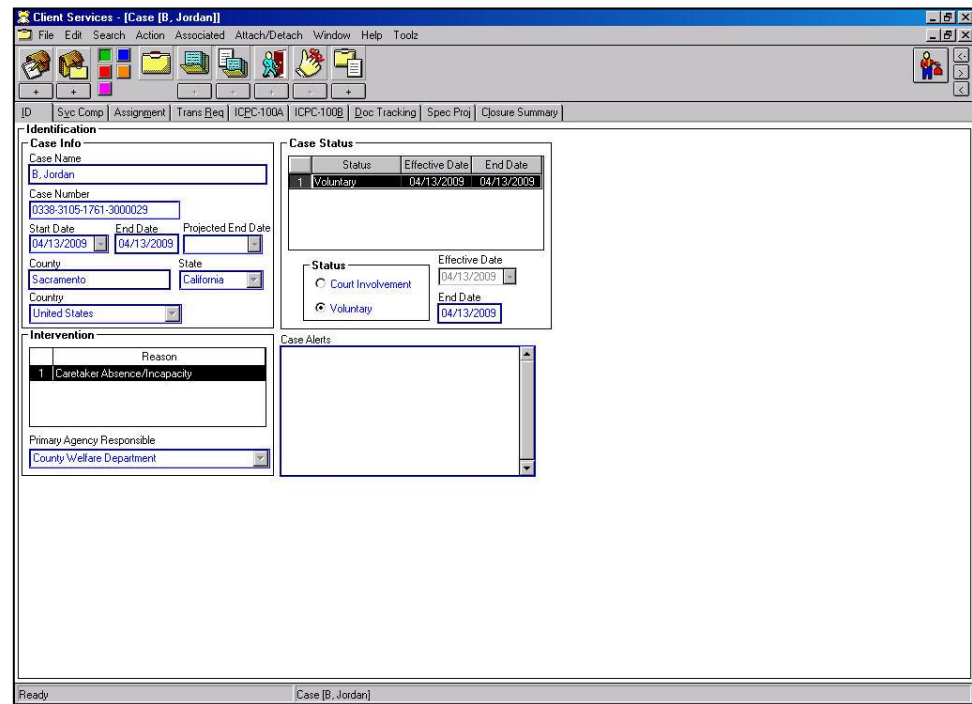


Figure – SM_127

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.)

Client Services - [Client Abstract [F, Kimberly - Row #1]]

File Edit Search Action Associated Attach/Detach Window Help Toolz

Case History

	Sensitive	Case ID	Case Name	Start Date	End Date	County
1		1176-9655-3098-9000029	F, Kimberly	12/08/2008	12/09/2008	Sacramento

Last Service Component: Last Office Name:

Case Closure Reason:

Name

Name: Phone: Ext:

Ready Client Abstract [F, Kimberly]

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.

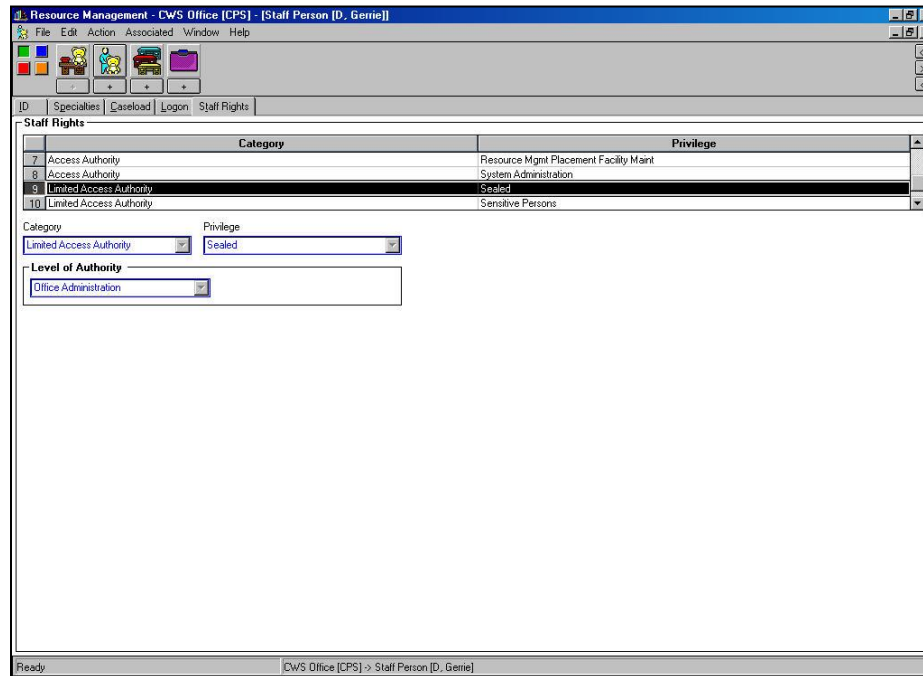


Figure – SM_129

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.

The screenshot shows a software window titled "Client Services - Referral [Pedro L.] - Allegation [L. Pedro (11)]". The window has a menu bar (File, Edit, Search, Action, Associated, Attach/Detach, Window, Help, Tools) and a toolbar. Below the toolbar are two tabs: "ID" and "Conclusion". The "ID" tab is selected, showing the following sections:

- People Involved**:
 - Alleged Victim: L. Pedro (11)
 - Alleged Perpetrator: L. Joseph (33)
 - Abuse Category: Physical Abuse
 - Placement Facility Type: [Empty]
- Perpetrator Type**:
 - ☒ Perpetrator
 - ☐ Perpetrator-SCP/Res. Facility Staff
 - ☐ Non-Protecting Parent
 - ☐ Perpetrator Not Identified
- Occurrence Information**:
 - Start Date: [Empty]
 - End Date: [Empty]
 - Number of Occurrences: [Empty]
 - Location of Incident: [Empty]
- Information Source**:
 - ☒ Alleged By Reporter
 - ☐ Added By Investigator
- Perpetrator History**:
 - Allegation Perpetrator History
 - Grid with columns: Date, Name. Row 1: 09/15/2004, L. Joseph

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.

The screenshot shows the 'Client Services - [Case [S. David]]' window. The 'View Counts' dialog box is open, displaying a table of notebook counts for the case 'S. David'. The dialog box has 'OK' and 'Help' buttons.

Case Info

Case Name: S. David
Case Number: 0001-6415-9884-0000018
Start Date: 08/14/2004, End Date: , Projected End Date: 10/09/2007
County: Sacramento, State: California
Country: United States

Case Status

	Status	Effective Date	End Date
1	Court Involvement	08/14/2004	

Intervention

	Reason
1	Physical Abuse
2	Sexual Abuse

Primary Agency Responsible: County Welfare Department

View Counts

Case Name: S. David

	Notebook Name	Count
1	Adoptive Placement	0
2	Case Plan	1
3	Client	4
4	Collateral	2
5	Contact	0
6	Court Report	0
7	Court Report - Unassociated	0

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.

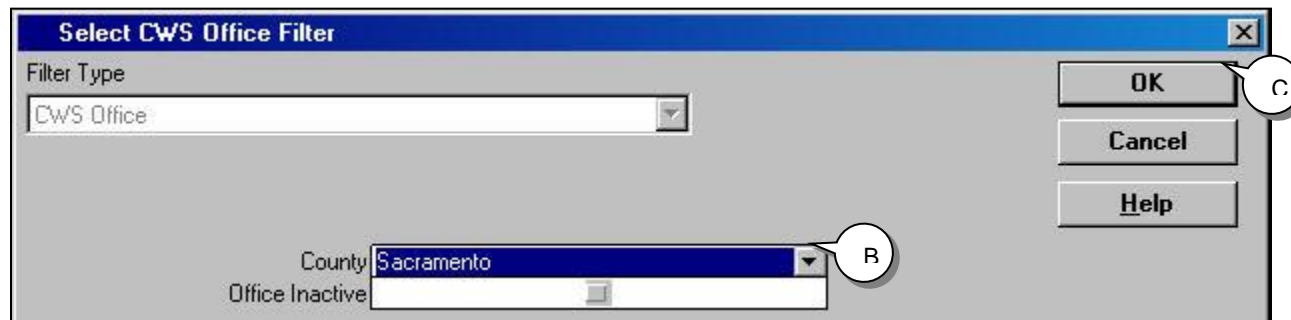


Figure – SM_133

Reset Password (Continued)

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

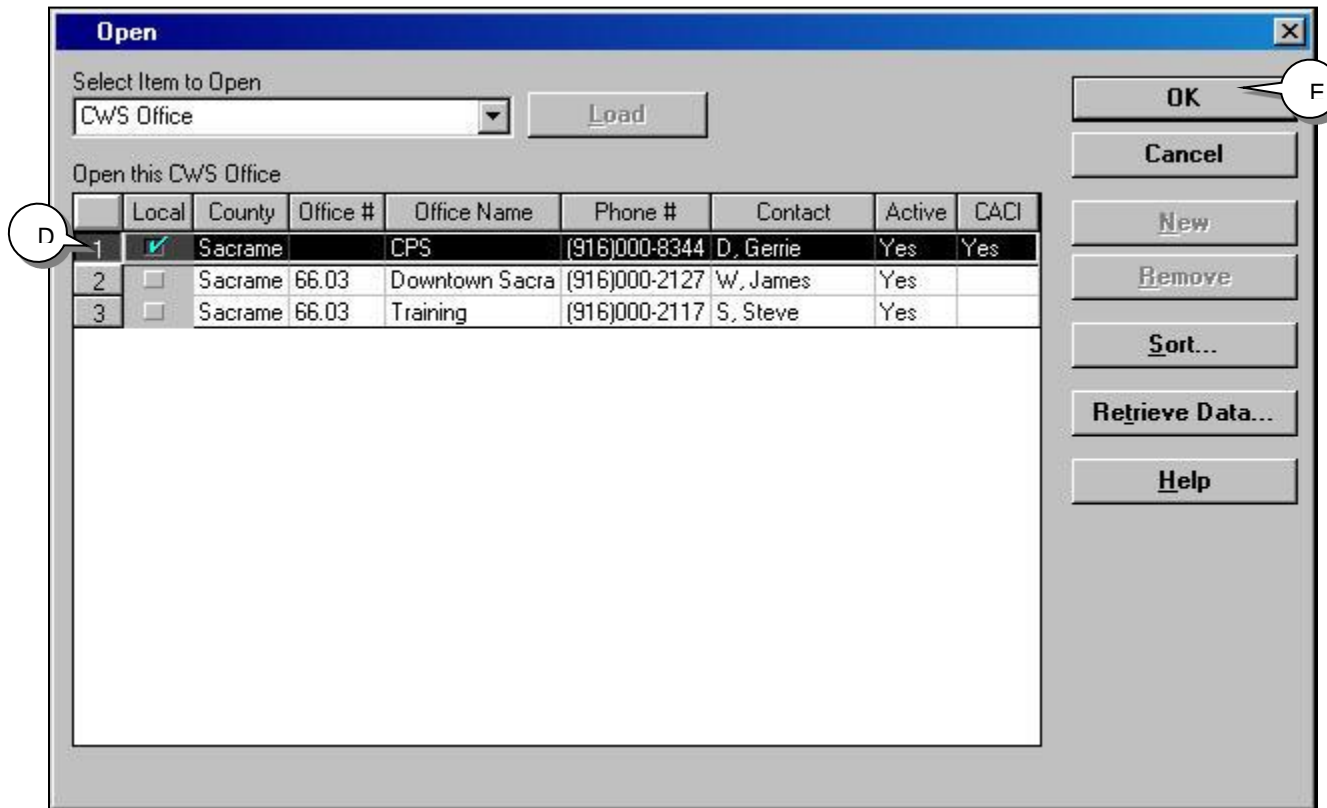


Figure – SM_134

Helpful Hints (continued)

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

Resource Management - [CWS Office [CPS]]

File Edit Action Associated Window Help

Identification

Agency: Human Services
Department/Division: Children & Families
Office Name: CPS
Office Number:

Contact

Name: D. Gerrie
Job Title: Supervisor
Phone Number: (916) 000-8344
Fax Number: () -
Message Number: () -
Ext:

Director's Name and Title:

County: Sacramento
Location County:

Catchment Area:
ZIP Code:

Adoption Information

Agency Code:

Comments:

Ready CWS Office [CPS]

Figure – SM_135

Helpful Hints (continued)

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

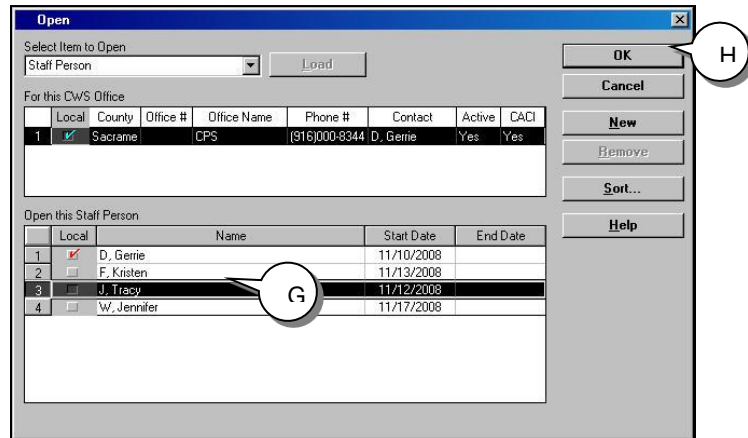


Figure – SM_136

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

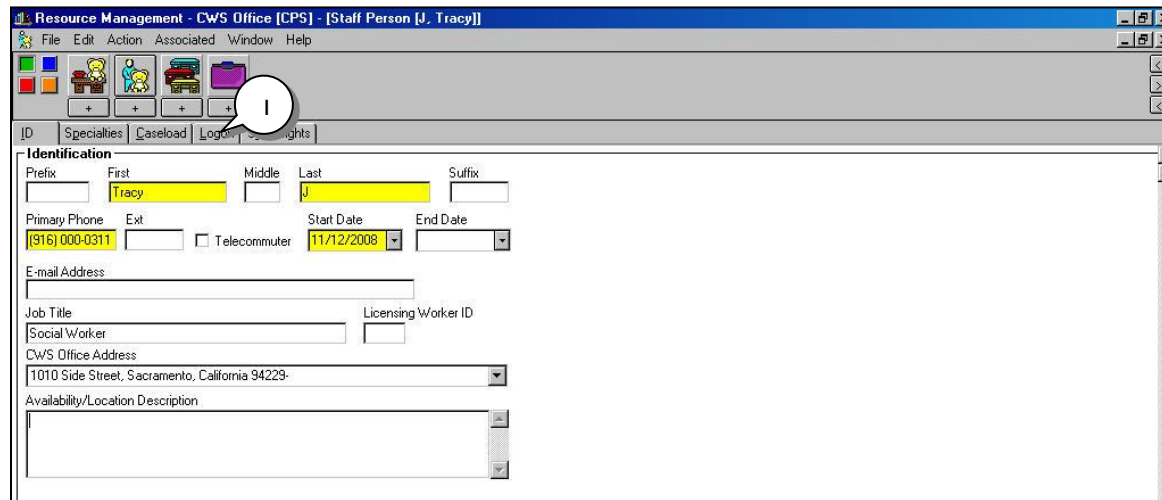


Figure – SM_137

Helpful Hints (continued)

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

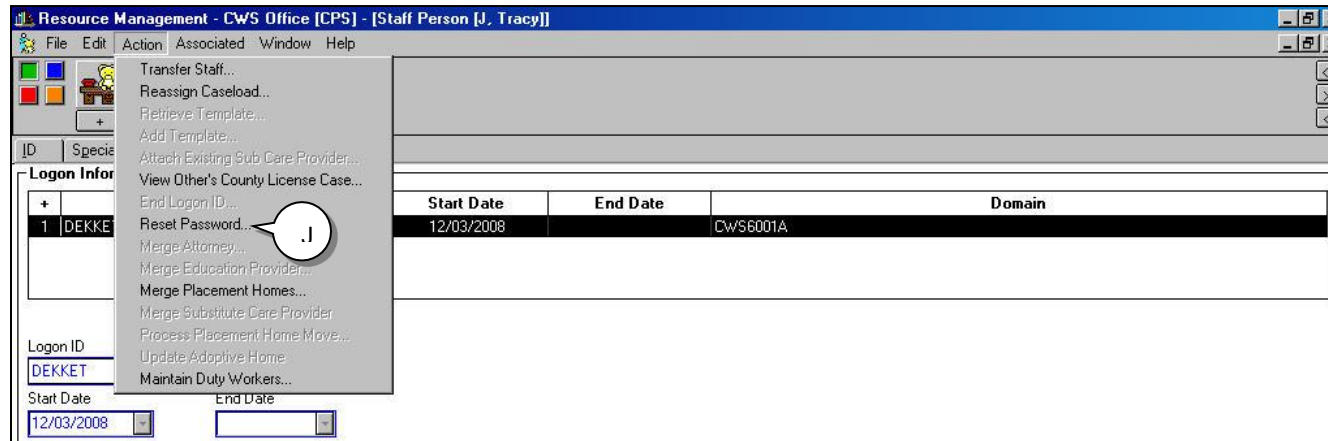


Figure – SM_138

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

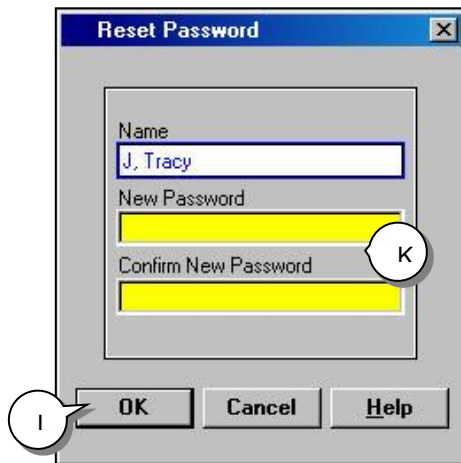


Figure – SM_139

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.

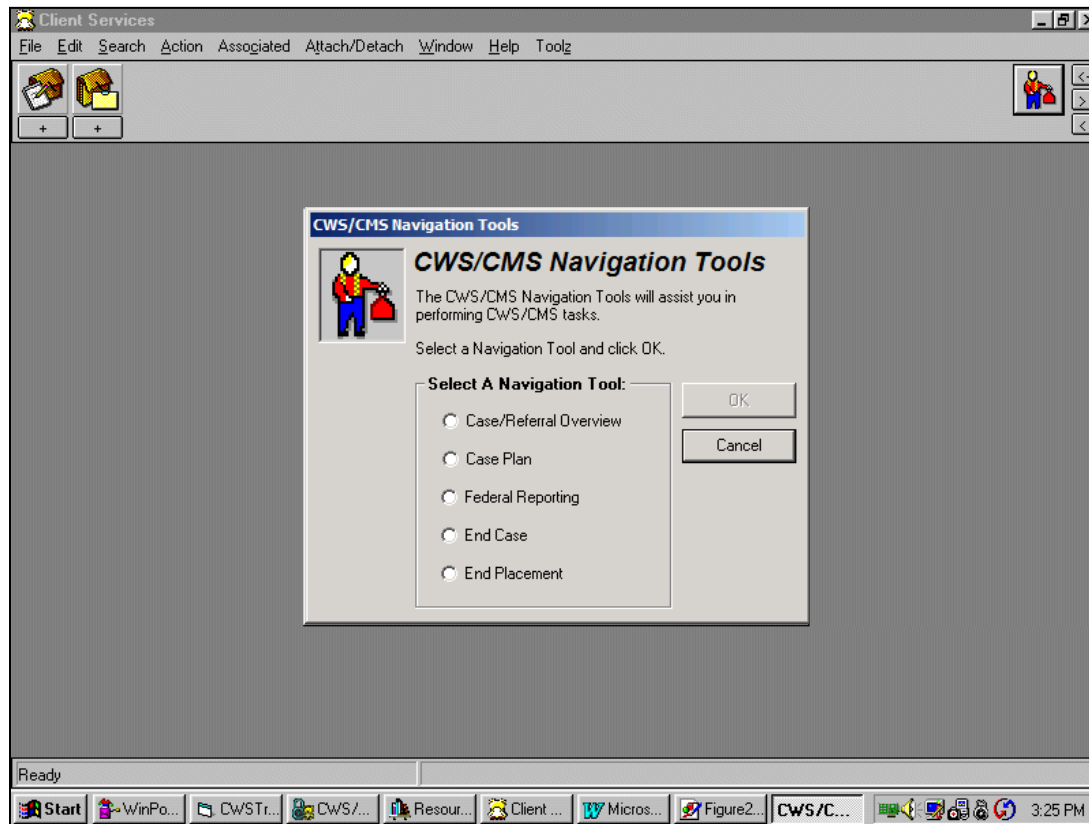


Figure – SM_140

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.

Client Services - Case [A, Brittanie] - [Case Plan [In Progress]]

File Edit Search Action Associated Attach/Detach Window Help Toolz

CP Participants Contributing Factors Strengths Service Objectives Planned Client Services **Case Mgmt Svcs**

ID	Participant	Category	Service Type	Wraparound	Core Service
1	Brittanie(17), Danny(43), Jennifer(40)	Case Management Services	Case Plan Development		
2	Brittanie(17)	Case Management Services	SW Plan Contact		
3	Danny(43), Jennifer(40)	Case Management Services	SW Plan Contact		

Participants

1	A, Brittanie(17)
2	A, Danny(43)
3	A, Jennifer(40)

Service

Category: Case Management Services

Type: Case Plan Development

☐ Wraparound ☐ Core Service

Schedule for Service

Start Date: 12/03/2008 End Date: 06/03/2009

Occurrences:

Frequency:

Contact/Visitation Waivers:

Go to View by Participant

Contacts/Visits

Contact Party:

Contact Method:

Supervision Required

☐ Yes ☐ No ☐ Not Applicable

Agency Responsibilities for Service

Provider

☐ Staff Person ☐ Service Provider ☐ Collateral

☐ Substitute Care Provider

Provider Name:

Ready Case [A, Brittanie] -> Case Plan [In Progress]

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.

	Participant Name	Review Date	Signed Date	Refused to Sign Date	Refused to Participate Date
1	A. Brittanie (18)	12/01/2008	12/01/2008		
2	A. Danny (43)	12/01/2008	12/01/2008		
3	A. Jennifer (39)	12/01/2008	12/01/2008		

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.

Client Services - Case [A, Brittanie] - [Case Plan [In Progress]]

File Edit Search Action Associated Attach/Detach Window Help Toolz

Case Management Services

ID	Participant	Category	Service Type	Wraparound	Core Service
1	Brittanie(17), Danny(43), Jennifer(40)	Case Management Services	Case Plan Development		
2	Brittanie(17)	Case Management Services	SW Plan Contact		
3	Danny(43), Jennifer(40)	Case Management Services	SW Plan Contact		

Participants

1	A, Brittanie(17)
2	A, Danny(43)
3	A, Jennifer(40)

Service

Category: Case Management Services

Type: Case Plan Development

☐ Wraparound ☐ Core Service

Agency Responsibilities for Service

Schedule for Service

Start Date: 12/03/2008 End Date: 06/03/2009

Occurrences:

Frequency:

Contact/Visitation Waivers:

Go to View by Participant

Provider

☐ Staff Person ☐ Service Provider ☐ Collateral

☐ Substitute Care Provider

Provider Name:

Contacts/Visits

Contact Party:

Contact Method:

Supervision Required

☐ Yes ☐ No ☐ Not Applicable

Ready Case [A, Brittanie] -> Case Plan [In Progress]

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.

The screenshot shows the 'Client Services - [Case [F. Kimberly]]' window. The 'Identification' tab is active, displaying 'Non-CWD Case Info' and 'Case Status'. The 'Open Notebook' dialog box is open, showing a list of clients for this case. The client list includes:

Local	ID	Name	Start Date	End Date
1	1176-9655-3098-9000029	F. Kimberly	12/08/2008	12/09/2008

The 'Open Notebook' dialog box also shows a table for 'Open this Client' with columns: Name, Age(Yrs), Gender, Birth Date, and Alert. The table lists four clients, with the fourth client, F. Kimberly, highlighted.

Figure – SM_144

The screenshot shows the 'Client Services - Case [F. Kimberly] - [Client (Case Focus Child) [Kimberly F]]' window. The 'Demographics' tab is active, displaying various fields for client information. The 'Origin' section includes fields for Birth Country, Immigration Status, Birth State, Religion, Birth City, Origin Country, Birth Place / Hospital Name, and a checkbox for Birth Place Verified. The 'Near Fatality' section includes a 'Near Fatality Date' field. The 'Deceased' section includes a 'Date' field, a 'Death Circumstances Type' dropdown, a 'Date of Death Verified' checkbox, a 'Place of Death' field, and a 'Death Circumstances Comments' field. The 'SIJS Application' section includes a 'Scheduled Interview Date' field and a table for 'Packet Item' and 'Date'.

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.

Client Services - Case [F, Kimberly] - [Health [Kimberly F]]

File Edit Search Action Associated Attach/Detach Window Help Toolz

Summary Diagnosed Condition Observed Condition Medications Hospitalizations Medical Tests Referrals Immunization Well Child Birth History Screenings

Summary

☐ Sensitive Health & Medical Information is on file for this person ☐ Individual Health Care Plan on File for Special Needs Child

☐ Limitation Put on Substitute Care Provider's Ability to Make Health Decisions

Summary of Current Health Condition

Dual-Agency Services Received

Provided By	Start Date	End Date

Provided By: Other:

Start Date: End Date:

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	MEDICAL RECORD NUMBER	MEDICAL INSURANCE COMPANY NAME / HMO		POLICY NUMBER
ADDRESS			SOCIAL SECURITY NUMBER	
			PHONE	
ETHNICITY White			RELIGION	IOWA 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				

Has this child been clinically diagnosed as having a disability(ies)?

☐ Yes ☐ No ☐ Not Yet Determined

CURRENT HEALTH INFORMATION

☐ SENSITIVE HEALTH & MEDICAL INFORMATION ON FILE

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

Figure – SM_146

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.

Open Notebook

Select Item to Open
Reminder Load

For this Case

	Local	ID	Name	Start Date	End Date
1	<input checked="" type="checkbox"/>	0117-5765-9761-3000029	S. Kathy	12/01/2008	

Open this Reminder

	Date Due	Name	Reminder Message
1	01/14/2009	S. Kathy	CHDP Dental Exam Due
2	01/14/2009	S. Kathy	CHDP Medical/Health Exam Due
3	01/30/2009	S. Kathy	Initial Case Plan Due
4	01/14/2010	S. Kathy	CHDP Medical/Health Exam Due
5	01/14/2010	S. Kathy	CHDP Dental Exam Due

OK
Cancel
New
Remove
Sort...
Filter...
Help

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.

Client Services - Case [F. Kimberly] - [Health [Kimberly F]]

File Edit Search Action Associated Attach/Detach Window Help Toolz

Summary Diagnosed Condition Observed Condition Medications Hospitalizations Medical Tests Referrals Immunization **Well Child** Birth History Screenings

	Date	Service Provider	Service Provider Type	Well Child Exam Type
1	01/06/2009	E, Jordan	Medical	HEP - CHDP Physical Exam

Date: 01/06/2009 Service Provider: E, Jordan Service Provider Type: Medical Well Child Exam Type: HEP - CHDP Physical Exam

Age: 16 Age Unit: Years Height: Height%: Weight: Weight%: Head Circumference:

☐ Est DOB ☒ No Problem Noted

Medical/Dental Referral:

Figure – SM_149

Reviewing Health and Education Information for Quality Control (continued)

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.

Client Services - Case [L, Pedro] - [Placement [M, Maria FFH]]

File Edit Search Action Associated Attach/Detach Window Help Toolz

Child Removal Info ID Ongoing Requests Incidental Payments End Placement/Episode Temporary Leave

Identification and Approval

Placement Information

Start Date: 09/13/2004 End Date: Agreement Effective Date: 09/13/2004 Agency Responsible: County Welfare Department

Placement Home: M, Maria FFH Facility Type: Foster Family Home Care Provider Relationship To Child: Nonrelative Nonguardian

Program Number: Placement Count: 1

Primary Substitute Care Provider: M, Maria

Placement Approval

Approval Status: Request Not Submitted Date:

Shelter Care Extension Approval

Approval Status: Request Not Submitted Date:

Legal Auth. For Placement History

	Legal Auth. For Placement	Effective Date
1	WIC 300 a, b, c, d, f, g, i or j	09/14/2004

Legal Auth. For Placement: WIC 300 a, b, c, d, f, g, i or j Effective Date: 09/14/2004

Placement Program History

	Start Date	End Date	Placement Program
--	------------	----------	-------------------

Start Date: End Date: Placement Program Type:

CHDP Program

09/13/2004 Date Substitute Care Provider informed of CHDP Program and brochure given ☒ Substitute Care Provider Requested CHDP Services

Health & Education Passport

09/14/2004 Date SCP Given HEP and Informed of Purpose

Rationale

☐ Certified License Pending Homes: Certification on file that home meets licensing standards and licensed facility not available or does not meet child needs

☒ Approved Homes: This home is suited to the child's needs

☐ Group Homes: Group Home placement is necessary to meet child treatment needs and this facility offers needed services

☐ Tribal Designee Consulted: Date Agreed:

Rationale Description:

Interagency Placement Committee Approval

IPC Status Type	Status Date
-----------------	-------------

IPC Status Type: Status Date:

Comments:

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.

Client Services - Case [F. Kimberly] - [Education [Napa High]]

File Edit Search Action Associated Attach/Detach Window Help Tools

Enrollment Information Grade Level Information

Grade Level Information

	Grade	Start Date	End Date	Teacher/Counselor	Tutoring
1	10	09/04/2007	06/13/2008	Mrs. Anna S	

Grade: 10 Start Date: 09/04/2007 End Date: 06/13/2008 Grade Level Performance: 10 ☐ Received Tutoring

Teacher/Counselor Name: Mrs. Anna S Hours at School: Education Provider Name: Napa High

Educational Needs/School Performance/Strengths/Interests:

Education Record

	Start Date	End Date	Information Type
1	06/10/2008		Progress Record

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.

Client Services - Case [S. Mary] - [Transition Plan [S. Mary]]

File Edit Search Action Associated Attach/D Window Help Toolz

Transition Plan

Transition Plan Information

Details

	Plan Type	Start Date	End Date	Status	Reason Not Signed	Exception/Deferred
1	TILP	08/14/2004	02/14/2005	Signed		

Plan Type: ☒ TILP ☐ 90-Day Start Date: 08/14/2004 End Date: 02/14/2005

TILP Services Deferred Reason: 90-Day Exception Reason:

Youth: Signed Date: 08/14/2004 Not Signed Date: Reason Not Signed:

Caregiver: Name: A. Joy Signed Date: 08/14/2004 Not Signed Date: Reason Not Signed:

Comments:

Next TILP Due Date: 02/14/2005 Expected Emancipation Date: 10/09/2007

Ready Case [S. Mary] -> Transition Plan [S. Mary]

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.

Client Services - [Referral [C, Cecilia]]

File Edit Search Action Associated Attach/Detach Window Help Toolz

Summary ID Reporter Assignment Spec Proj

Referral Summary

Referral Name: C, Cecilia Referral ID: 0838-3921-1940-5000029

Received Date: 12/05/2008 Received Time: 08:16am Investigating County: Sacramento

Status

Referral Status: Under Investigation

Completed Due Date: 01/04/2009 Original End Date:

Response: Immediate

Approval Status: Pending Approval

Staff

Screener: D, Gerrie

Primary Staff Person: P, Melissa

Contact Information

First Contact Date: 12/05/2008 First Contact Time: Contact Type: Actual

Reopen History

Reopen Date	Reopen Reason	Reopened By	End Date

Reopen Date: Reopen Reason:

End Date: Reopened By:

Reopen Comments:

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.

Client Services - [Referral [C. Cecilia]]

File Edit Search Action Associated Attach/Detach Window Help Tools

Summary ID Reporter Assignment Spec Proj

Identification and Common Address

Referral Identification

Date: 12/05/2008 Time: 08:16am Referral Name: C. Cecilia

Screener: D. Genie Report Method: Telephone Primary Agency Responsible: County Welfare Department

Common Address

Street No.: 77 Street Name: False Street Phone: Phone Ext:

City: Sacramento State: California

County: Sacramento Homeless: ☐ Address Comment:

Screener Alerts:

CACI Notice to Perpetrator

Date Sent	Delivery Method	Perpetrator

Date Sent: Delivery Method: ☐ In Person ☐ By Mail Perpetrator:

DOJ Grievance Request

Request Date	Resolution Date	Outcome	Filed By

Select Filter - Contacts

Delivered Service Log

☒ Contacts ☐ Visits ☐ Services ☐ All

Participant Name:

Open Notebook

Select Item to Open: Document - Referral Load

For this Referral

Local	ID	Name	Received Date	Time
1	0838-3921-1940-5000029	C. Cecilia	12/05/2008	08:16 am

Open this Document - Referral

	Title (Type)	File Name	Date/Time
1	Emergency Response Referral Document		2009-01-08-11.23.58.1
2	Investigation Narrative		2009-01-08-11.23.58.1
3	Response to Mandated Reporter		2009-01-08-11.23.58.1
4	Screener Narrative		2009-01-08-08.25.27.71

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.

The screenshot displays the 'Client Services - Case [S. Kathy] - [Placement [F. Kristen & George FFH]]' window. The 'Child Removal Info' tab is active, showing various fields for recording a removal. The 'Temporary Custody' section has 'Yes' selected. The 'Removed From' section shows 'Mother (Birth or Adoptive)' as the first caretaker. The 'Reasons For Removal' section lists 'Care Taker Absence/Incapacity' as the primary reason and 'General Neglect' as a secondary reason. The 'Notification Information' section shows that the mother, father, guardian, and attorney have all been notified of custody and civil rights. The status is 'Continue In Custody'.

Section	Field	Value
Temporary Custody	Temporary Custody	<input checked="" type="radio"/> Yes <input type="radio"/> No
	Removal Date	12/10/2008
	Removal Time	11:30am
	Removed By	<input checked="" type="radio"/> Law Enforcement <input type="radio"/> Staff Person <input type="radio"/> Safely Surrendered Baby
Removed From	First Caretaker Relationship To Child	Mother (Birth or Adoptive)
	First Caretaker Removed From	S. Lillian (21)
	Second Caretaker Relationship To Child	
	Second Caretaker Removed From	
Reasons For Removal	Primary Reason For Removal	Care Taker Absence/Incapacity
	Secondary Reasons for Removal	1 General Neglect
Notification Information	Mother Notified	<input checked="" type="checkbox"/> Notified of Civil Rights
	Father Notified	<input type="checkbox"/> Notified of Civil Rights
Guardian Notified	Guardian Notified	<input type="checkbox"/> Notified of Civil Rights
	Attorney Notified	<input type="checkbox"/> Notified of Civil Rights
Temporary Custody Termination	Temporary Custody Termination	<input type="radio"/> Child Released <input checked="" type="radio"/> Continue In Custody
	Date	

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.

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

<u>IN THE MATTER OF</u>				
<u>Name</u>	<u>Date of Birth</u>	<u>Age</u>	<u>Sex</u>	<u>Count Number</u>
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.

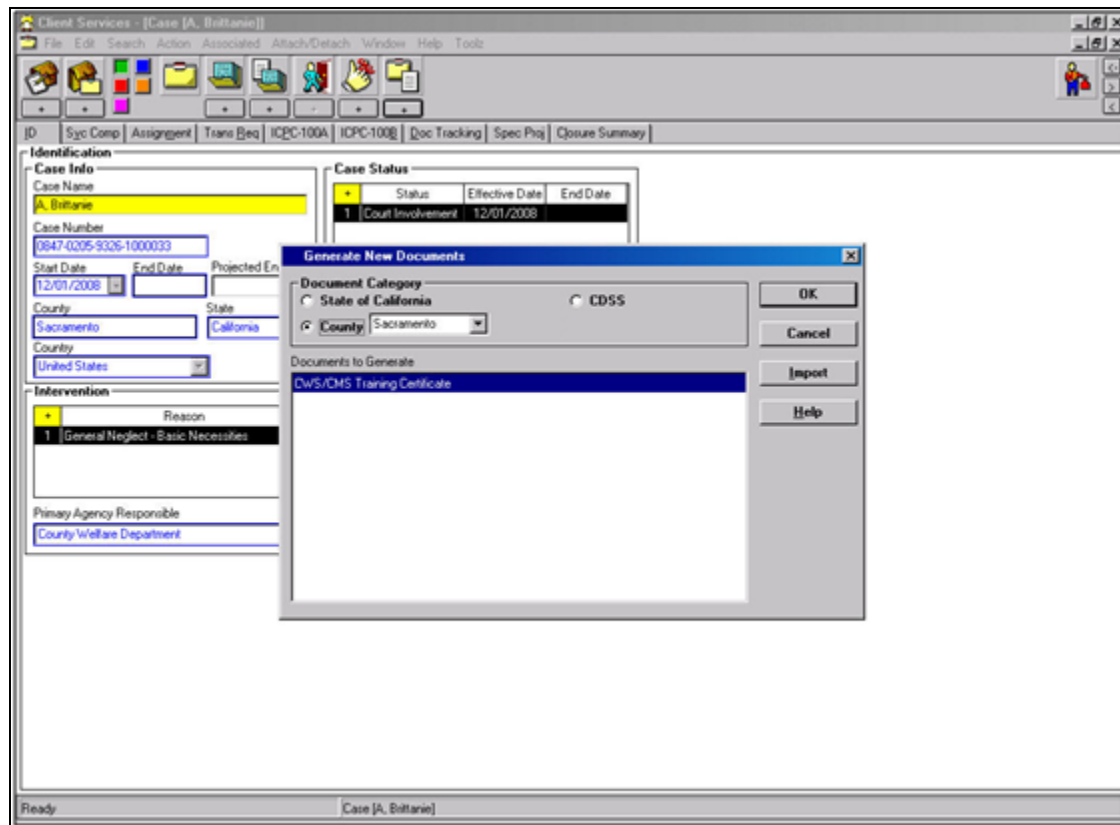


Figure – SM_158

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.

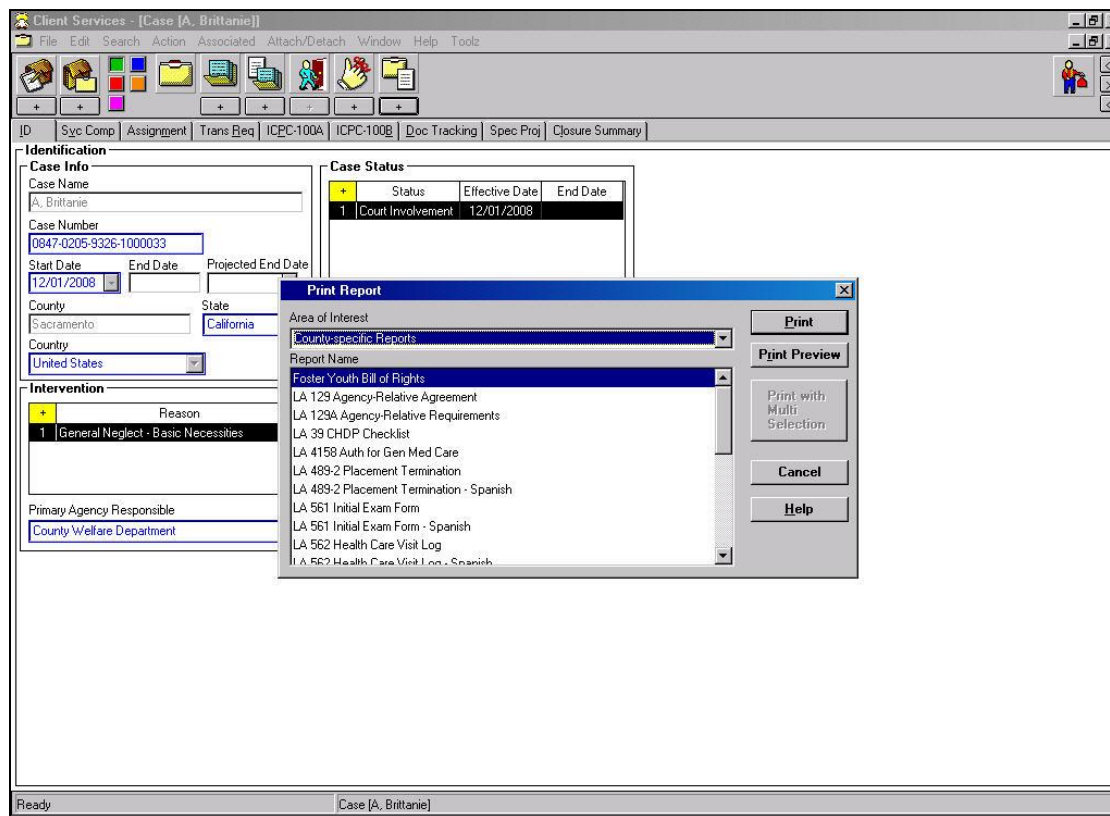


Figure – SM_159

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.

Client Services - [Case [A. Brittanie]]

File Edit Search Action Associated Attach/Detach Window Help Tools

ICPC-100A ICPC-100B Doc Tracking Spec Proj Closure Summary

Assignment

	Caseload	Responsibility	Start	End	Role Type
1	FR5	Primary	12/01/2008 02:39pm		
2	FR2	Secondary	04/05/2010 05:36pm		Services Support

History Information Available: Current

Responsibility
☐ Primary ☒ Secondary ☐ Read Only

Assignment Destination
☒ CWS Staff ☐ Out Of State

Details

Start Date: 04/05/2010 Start Time: 05:36pm Responsibility Description: Mrs. W will provide all transportation for this family to and from dr. appt. school, etc. Mrs. W agrees to provide a written monthly report.

End Date: End Time: : am

Assignment Weighting: Role Type: Services Support

Staff Person	Phone Number	Start Date	End Date
--------------	--------------	------------	----------

CWS Staff

County (or State of California): Sacramento

CWS Office: CPS

Unit: CPS

Caseload: FR2

Staff Person: W. Jennifer

Phone Number: (916) 000-4422 Ext:

Figure – SM_160

Preventative Tools (continued)

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

The screenshot shows a software window titled "Caseload - [Caseload [W. Jennifer(FR2)]]". It has a menu bar with "File", "Edit", "Action", "Window", and "Help". Below the menu is a toolbar with icons for file operations. The window is divided into two tabs: "Summary" (selected) and "Approval Actions". The "Caseload Summary" section includes a "Staff Person" field with "W. Jennifer" and a "Total # of Case/Referral Assignments" field with the value "3". Below this is a table titled "Assigned Cases / Referrals".

	Name	Type of Assignment	Assignment Date	Case Service Component	Responsibility Description
1	B. Tommy	Primary	12/10/2008		
2	C. Cecilia	Secondary	01/05/2009		Worker will supervise visits while minor is on visits in another county.
3	D. Shawn	Primary	01/02/2009		

The status bar at the bottom shows "Ready" and "Caseload [W. Jennifer(FR2)]".

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.

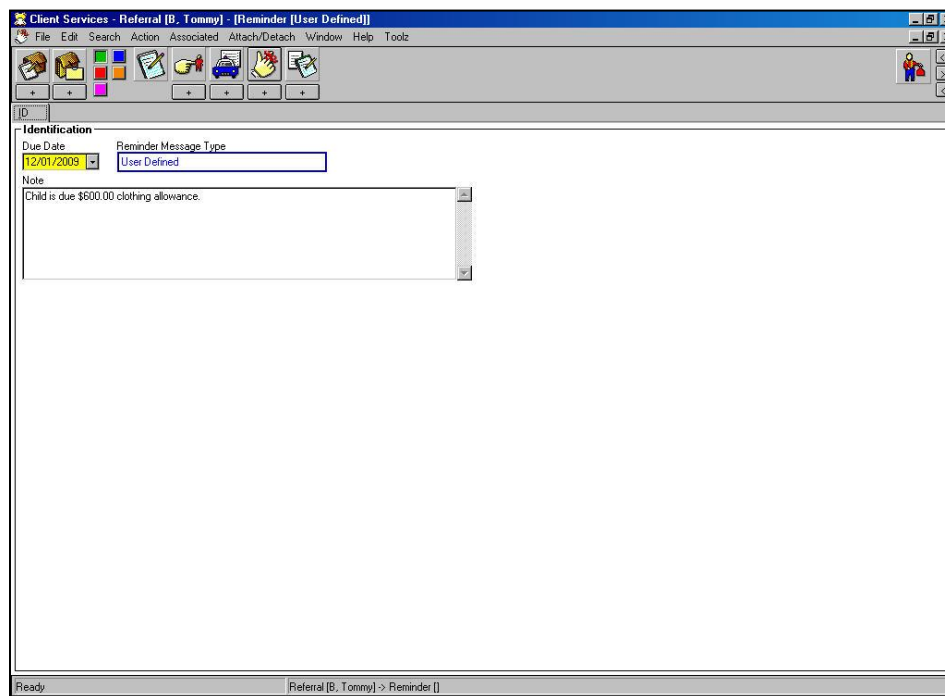


Figure – SM_162

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.

Approval Status	Date
1 Request Not Submitted	01/02/2009
2 Pending Approval	01/02/2009

Approval Status: Pending Higher Approval

Requested By: rie

Buttons: OK, Cancel, Help

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.

The screenshot displays the 'Client Services - [Case [A, Brittanie]]' application window. The window has a menu bar (File, Edit, Search, Action, Associated, Attach/Detach, Window, Help, Tools) and a toolbar with various icons. Below the toolbar is a tabbed interface with tabs for ID, Sync Comp, Assignment, Trans Req, ICPC-100A, ICPC-100B, Doc Tracking, Spec Proj, and Closure Summary. The 'ICPC-100B' tab is active.

The main content area is divided into several sections:

- Identification**
 - Case Info**
 - Case Name: A, Brittanie
 - Case Number: 0847-0205-9326-1000033
 - Start Date: 12/01/2008
 - End Date: (empty)
 - Projected End Date: (empty)
 - County: Sacramento
 - State: California
 - Country: United States
 - Intervention**
 - Reason: 1 General Neglect - Basic Necessities
 - Primary Agency Responsible: County Welfare Department
- Case Status**
 - Table with columns: Status, Effective Date, End Date
 - Row 1: 1 Court Involvement, 12/01/2008, (empty)
- Case Alerts**
 - Table with columns: Status, Effective Date
 - Row 1: 1 Court Involvement, 12/01/2008

A 'View Audit Information' dialog box is open over the 'Case Alerts' section. It contains the following fields:

- Creator: P, Melissa
- Date/Time Created: 2009-01-09-14.25.19.490000
- Last Changed By: P, Melissa
- Date/Time Changed: 2009-01-09-15.08.59.460019

The dialog box has 'OK' and 'Help' buttons.

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)

Federal Reporting Navigation Tool

Education - Grade Level Information:
Education Level:

Education - Enrollment Information:

Federal Reporting Navigation Tool

☐ AFCARS ☒ NYTD ☐ AD42R

Case Name:
Case Number:

Reporting Dates:

General Child Client:
Gender:
Birthdate:
Ethnicity:
Hispanic Origin:
Adjudicated Delinquent:

Referral Name:
Referral Number:
Reporting Dates:

General Child Client:
Gender:
Birthdate:
Ethnicity:
Hispanic Origin:
Previously Adopted:
Age at Last Adoptn:
Diagnosd Condition:
State Aid Code:

Case:
Last Review Hearing:
Crmt Case Plan Goal:

View Fields

Figure – SM_165

Federal Reporting Navigation Tool

☐ AFCARS ☒ NYTD ☐ AD42R

Case Name:
Case Number:

General Child Client:
Case Status:
Gender:
Birthdate:
ICWA Elig Status:
Tribe:
Previously Adopted:
Adopt Case No:
Lst lvd w/Brth Prnts:
Date Legally Free:
Agency Name:
Reason For AAP Elig:
AAP Federal Elig:
Expected End Date:
Conditions:
Child's Income:
Rec Special Educ:

Caretaker Removed From:
Family Structure:
1st Crtrk Birthdate:
2nd Crtrk Birthdate:

Foster Parents:
1st Fstr Prnt Marital:
1st Fstr Prnt Brthdte:
1st Fstr Prnt Ethncty:
1st Fstr Prnt Hisp Ori:
2nd Fstr Prnt Marital:
2nd Fstr Prnt Brthdte:
2nd Fstr Prnt Ethncty:
2nd Fstr Prnt Hisp Ori:

Placement Epis:
Last Removal D:
Prim Rsn for R:
Sec Rsn for R:
Placement Epis:
Termination Reas:
Episode End D:
Less Than 24 Ho:
Start D:
Legal Authority T:
Basic R:
Plcmnt Home T:

Birth Parents:
Mo Rights Term Date:
Fa Rights Term Date:
Mother's Birthdate:
Father's Birthdate:
Mo Mrrd at Chld Brth:

Adoptive Parents:
Prim Marital Status:
Prim Birthdate:
Prim Ethnicity:
Prim Hispanic Origin:
Sec Marital Status:
Sec Birthdate:

Figure – SM_166

Federal Reporting Navigation Tool

☐ AFCARS ☒ NYTD ☐ AD42R

Case Name:
Case Number:

General Child Client:
Case Status:
Gender:
Birthdate:
ICWA Elig Status:
Tribe:
Previously Adopted:
Adopt Case No:
Lst lvd w/Brth Prnts:
Date Legally Free:
Agency Name:
Reason For AAP Elig:
AAP Federal Elig:
Expected End Date:
Conditions:
Child's Income:
Rec Special Educ:

Birth Parents:
TPR:
Helped Select Home:
Met Adopt Parents:

Birth Mother:
Birthdate:
Ethnicity:
Hispanic Origin:
Education Level:
Married at Child Brth:

Birth Father:
Birthdate:
Ethnicity:
Hispanic Origin:
Education Level:

Adoptive Placement:
Agreement Date:
Fee Type:
Fee Amount:
Date First in Home:

AAP:
Signed Date:
Payment:
Child in Out of Home Care:

Adoptive Home:
Minors in Home:
Sibling Status:
Adults in Home:
Other Minors Income:

Adoptive Parents:
Single Parent:
Annual Income:
Agency Name:

Adoptive Parent 1:
Name:
Birthdate:
Ethnicity:
Hispanic Origin:
Marital Status:
Education Level:
Employment Status:
Rel to Child:

Adoptive Parent 2:
Name:
Birthdate:
Ethnicity:
Hispanic Origin:
Marital Status:
Education Level:
Employment Status:
Rel to Child:

Adopt. Finalization/Removal:
Finalization Date:
Removal Reason:
Removal Plan:

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.

The screenshot shows the 'Case Plan Navigation Tool' dialog box. It has a blue title bar and a toolbar with a person icon and a 'Case Plan Info' button. The main area is divided into several sections: 'General Case Information' with fields for Case Name (A. Brittanie), Case Plan Version (Update), Case Status (Court), and Service Component (Family Maintenance); 'Select A Participant to Review' with a list of participants (A. Brittanie (16), A. Jennifer (38), A. Danny (42)) and buttons for Add/Remove Participants and Change Client Information; 'Case Plan Participant Information' with radio buttons for Contributing Factors, Family Strengths, Service Objectives, Planned Client Services, Case Management Services, and Client Relationships; 'Appropriateness Desc.' with a text box and an Update Appropriateness Description button; 'Documents' with a View Document List button and a Create Assessment and Case Plan Documents button; and 'Approval' with a Case Plan Approval Status dropdown (Approved) and buttons for Request Approval, Back, Pause, and Exit.

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

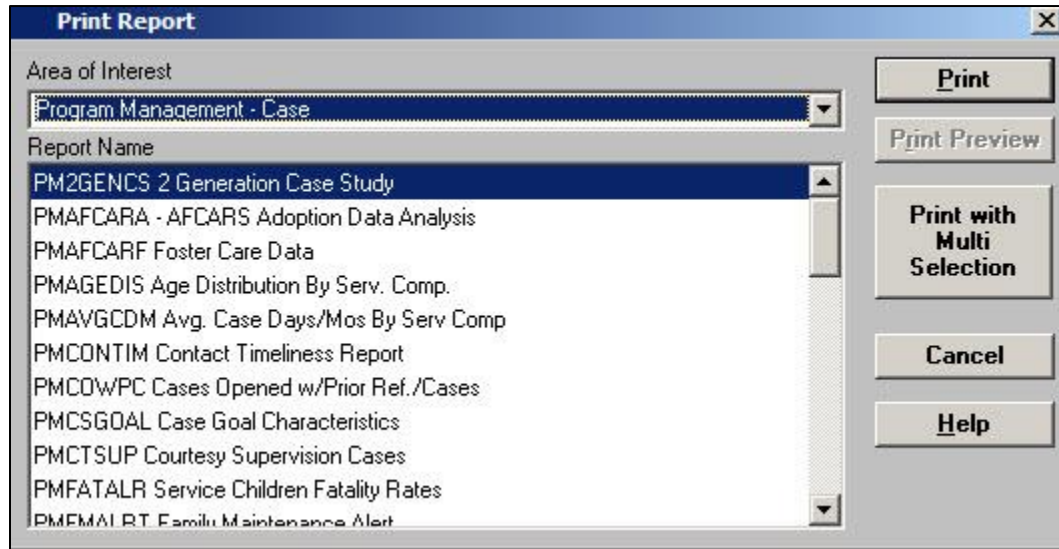


Figure – SM_169

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.

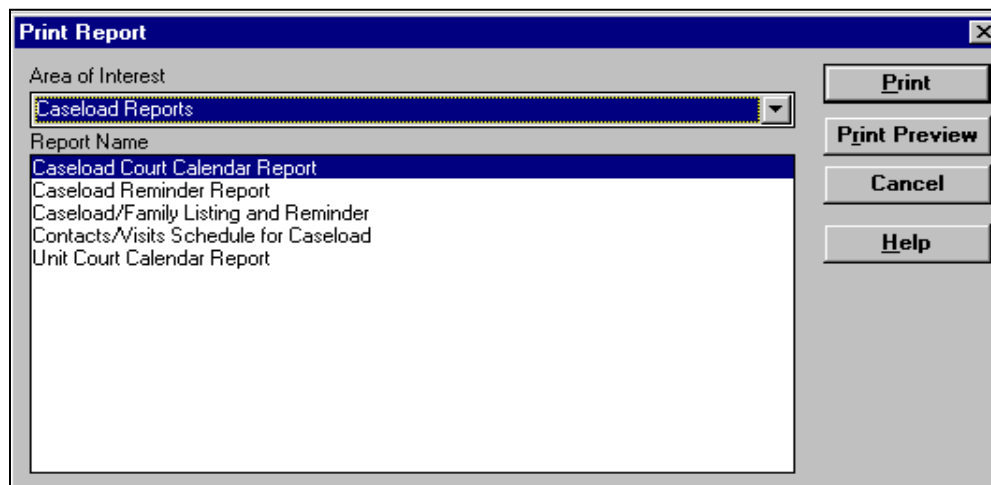


Figure – SM_170

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