CWS/CMS for Supervisors



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Review Items that are Waiting for Approval

FROM THE CONTROL PANEL:

⇒ CLICK ON CASELOAD



⇒ CLICK ON SUPERVISOR



√ <u>R</u>equested Actions ∟

On this page, you will be able to view all the items that have been sent to you that need to be approved.

These are the **Mandatory** Approvals:

- Referral Response for an Evaluate Out Referral
- Client Disposition Referral
- Case Plan
- End Case

These are the Optional Approvals – Check with your county for specific policy:

- Placement
- Ongoing Payment Requests
- Incidental Payment Requests
- Shelter Care Extensions
- Court Reports
- Referral Response for other than Evaluate Out Referrals
- Case Transfer Requests

You cannot open the case or referral from this page – you can review the requested actions only.

APPROVALS

You must have the Case or Referral open in order to approve an action.

Referral Response ACTION Menu – Determine Response Command
Client Disposition ACTION Menu – Client Disposition Command

End Case ACTION Menu – End Case Command All Others: ACTION Menu – Approval Command

Note: The item you want to approve must be in focus, ie., if you want to approve the Case Plan, it must open and in focus.

SAVE TO DATABASE

Assigning/Reassigning a Caseload to a Worker

Open Resource Management ——	
Open Existing Office	Open the office or offices that contain the worker's you will be reassigning the caseload from and to.
ACTION Reassign Caseload	Under the ACTION menu – use the ' Reassign Caseload ' command. A dialog box will appear: you will select the office, staff person who is currently assigned the caseload, and the caseload name. Then select office and staff person who you want to reassign the caseload to – and click ADD .
SAVE TO DATABASE	

Reopen A Closed Case

- You must be the supervisor of the worker who was last assigned to the case **OR**
- Have County Administrator Authority
- You can only reopen your own county's closed cases.

Open the Case – it will be 'BLUE'.	Click on the HISTORY button to bring all assignments to the page.
Assignment	ACTION Reopen Closed Case
	Note: The narrative on the Case Closure page will be deleted once the Case is reopened.
	SAVE TO DATABASE

Reopen a Closed Referral

Revision: 7/24/2015

• If the Focus client has already been pushed to a Case, you will not be able to do this!

Open the Referral – it will be 'BLUE'.	ACTION Client Disposition Select the child you want to remove the disposition for. Remove the date from 'Closure Reason Date', then choose 'None' as the Closure Reason.
	SAVE TO DATABASE

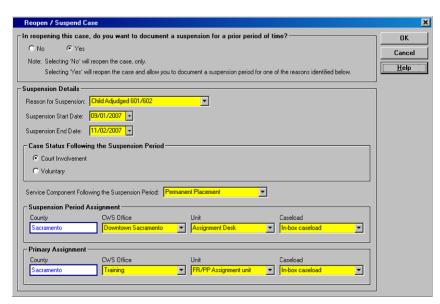
Suspending a Case:

Functionality has been added to allow counties the ability to document a case being suspended for one of six reasons:

- Child Adjudged 601/602
- Committed to State Hospital
- Guardianship Set Aside
- NMD Reentry as 300
- NMD reentry as 450
- Nonminor Non-related Legal Guard Reentry

The Case is CLOSED as usual. The suspension can be recorded only when case is REOPENED.

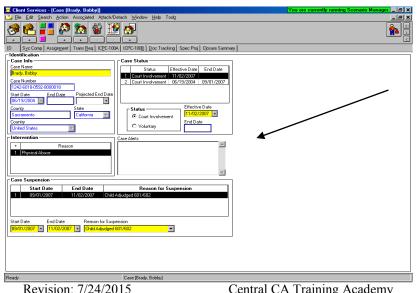
ACTION – REOPEN CLOSED CASE (this can only be done by a County Administrator or Supervisor of the worker who had the case). Be sure to pull all Assignment history on the Assignment Page.



This box will allow you to record suspension period and reason for suspension.

It will also allow you to record case status after suspension and service component that case will be opened to.

You can indicate who had assignment during suspension period and after.



As the case reopens into active status, the ID page will be updated to reflect the suspension period and reason for suspension.

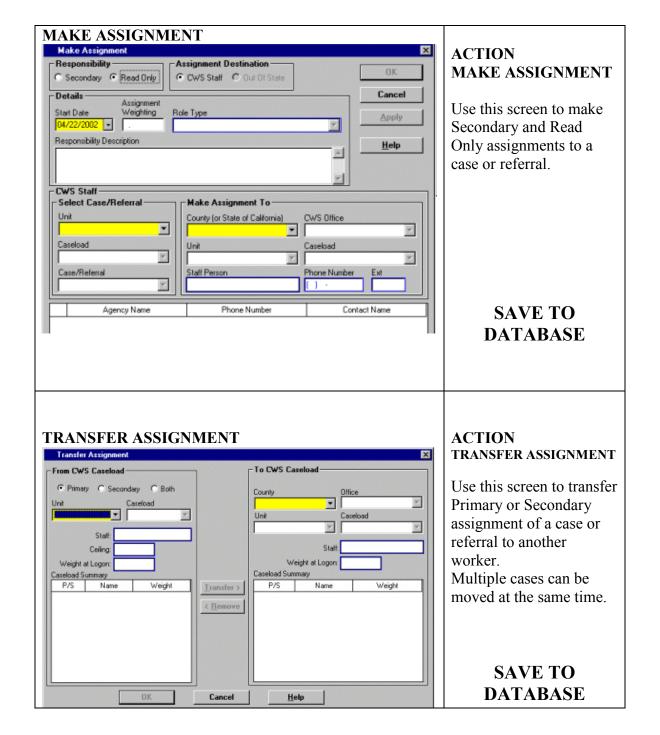
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MOVING CASES ASSIGNMENT / TRANSFER



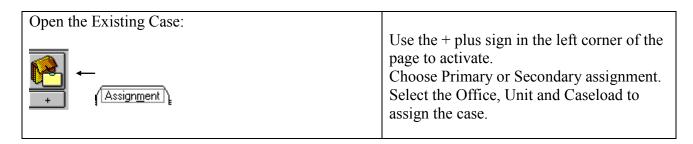
Revision: 7/24/2015

OPEN CASELOAD to do these functions:



Assigning a Case

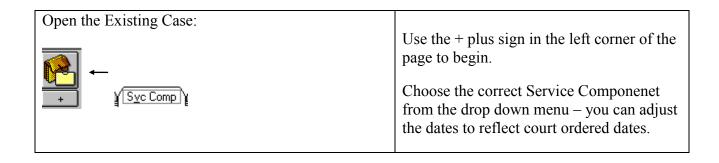
The Case can only have one Primary Assignment. It can have multiple Secondary Assignments.



Updating the Service Component

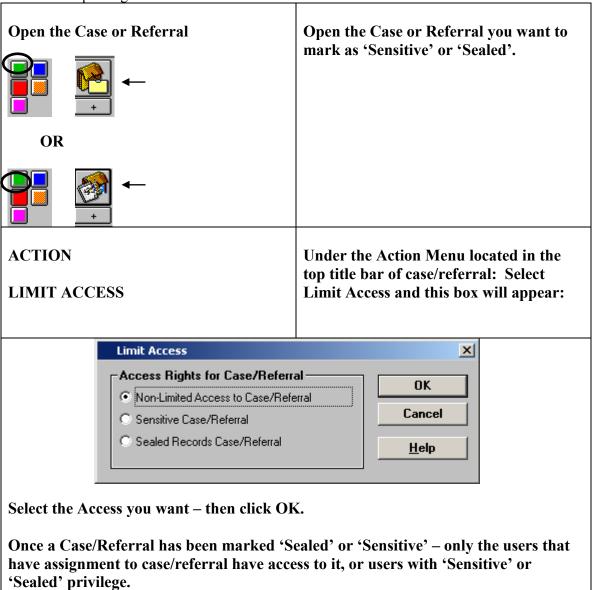
Revision: 7/24/2015

This page populates the FCIS Report that is used by CDSS in determining the number of open cases in each program for funding purposes.



Limit Access to a Case/Referral Sensitive/Sealed

- Only persons with 'Sensitive' or 'Sealed' Privilege as set up in the Resource Management application have the ability to mark a case or referral sensitive or sealed.
- When a case/referral has been marked 'sensitive', all clients involved in that case/referral are marked sensitive their 'client abstracts' cannot be opened by anyone without the privilege.
- Even if you have the privilege, you will not be able to open another county's 'sensitive' client abstract.
- If you add clients to a case/referral that is marked 'sensitive', those additional clients will also be 'sensitive'.
- If a case/referral is marked 'Sealed' all clients involved are marked 'sealed', and their names do not appear in Search results after performing a client search unless the user performing the search has 'sealed' privilege.



VIEWING REMINDERS FOR A CASELOAD

FROM THE CONTROL PANEL: ⇒ CLICK ON CASELOAD In the Caseload Application, use the ⇒ CLICK ON REMINDER Reminder Notebook to view reminders. Select the Caseload you want to view reminders for. Filter: Use the filter to narrow what you are looking for. ⇒ Time Frame: ⇒ All ⇒ Current ⇒ Overdue ⇒ Date Range ⇒ Highlight Reminder(s) you want to ⇒ Highlight a Case or Referral you want to view the reminders for. **APPLY**

There is no Print capability for this function. To capture a 'picture of the screen', press ALT + PrintScreen.

Open a blank WORD document, then press Ctrl + V.

CREATING CASELOAD REPORTS

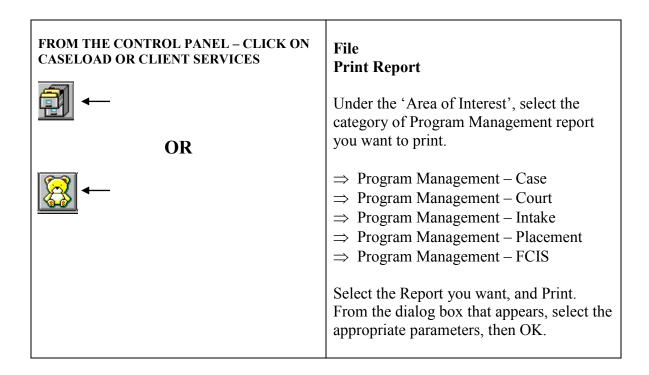
Reports Available:

Revision: 7/24/2015

- ⇒ Caseload Court Calendar
- **⇒** Caseload Reminder Report
- ⇒ Caseload/Family Listing and Reminder
- ⇒ Contacts/Visits Schedule for Caseload
- ⇒ Unit Court Calendar Report

FROM THE CONTROL PANEL – CLICK ON CASELOAD	File Print Report
	Under the 'Area of Interest', be sure that Caseload Reports is selected. Then select the report you want. Select either Print or Print Preview. Select the Caseload you want to print the calendar for. Specify the date range and how the report should be sorted.

CREATING PROGRAM MANAGEMENT REPORTS



Funding Issues in Child Welfare

Workload Standards for Justification of FTE's

Emergency Response (ER)	15.8
ER Assessment (ERA)	320.0
Family Maintenance (FM)	35.0
Family Reunification (FR)	27.0
Permanent Placement (PP)	54.0

How Referrals are Disposed into Dollars:

- ✓ Each child disposed = one count.
- ✓ A 'client notebook' and an 'allegation' must be entered for each child in order to be able to dispose into \$.
- ✓ Emergency Response Referral document must have been created or the referral won't count.
- ✓ All reminders must be satisfied or the referral won't count.
- ✓ Supervisor must Approve the referral before it can be counted.
- ✓ The disposed children are counted the month the Supervisor approves the referral.
- ✓ Children assessed in narrative fashion only will not be counted unless the 'client notebook' and 'allegation' is created for each child.
- ✓ Evaluated Out referrals will receive one count for each child entered with a 'client notebook' and 'allegation'.
- ✓ Children that are not a 'reported victim', (but in the same household as victim and subsequently assessed for risk), can be entered with the allegation of: 'At Risk, Sibling Abused ' or 'Substantial Risk'.

How Cases are Converted to Cash:

- ✓ When children are disposed from a referral into an open service case each child = one case.
- ✓ The case opens into the program 'Emergency Response'. There are no counts for active cases in Emergency Response.
- ✓ Once the child is a 'Case' the service component must be changed to a valid program code within 90 days. The county receives an 'exit count' when the case exits the Emergency Response program into an ongoing service component. This 'exit count' is an Emergency Response count on the SOC 291.
- ✓ Cases are 'counted' if their service component = Family Maintenance, Family Reunification, or Permanent Placement.
- ✓ If service component for an active case remains in Emergency Response past the 90-day window the 'exit count' is lost forever.

PM Report – Allocation Fields User's Guide 6/7/99 http://www.hwcws.cahwnet.gov/ApplicationResources/Case.asp

Case Plan in CWS/CMS -Frequently Asked Questions

Do I have to open each child's case in order to do a Case Plan?

No, you can complete a Case Plan for multiple children in only one child's case that will be accessible in all cases – as long as you include them as a Case Plan participant.

Is there ever a time when I should open each child's case?

Yes – when 'splitting a case plan'. A case plan is split, when the 'in effect' Case Plan includes more than one Focus child, and the update will NOT include all of the same children.

I can't select all siblings as 'focus' children for my case plan?

All 'focus' children must have an open case. Then, check the 'related clients' page for each child to make sure they are related as siblings.

I am trying to ask for approval for my Case Plan.....why is my Approval button greyed out?

- Yellow Field has not been completed. (Save to Database to find quickly)
- Primary Language or Primary Ethnicity missing for a Focus Child (Client Notebook, Id Page)
- Case Plan Goal missing for a Focus Child (CP Participants Page in Case Plan Notebook)
- At least one service objective for at least one Case Plan participant (Service Objectives Page in Case Plan Notebook)
- Case Plan document has not been created if an Initial Case Plan
- Case Plan Update document has not been created if a Case Plan Update.
- Case Plan Appropriateness Description box blank if a Case Plan Update. (ID page of Case Plan Notebook)

Can I spell check my Case Plan Document?

Yes! Once you have a Word document open, all the usual Word tools are available.

If I make changes to the Case Plan Word document, will it update the screens also?

No, changes, spell checking, etc to the Word document will only affect the Word document. The screens where the information originally was entered will still be wrong!

I have updated my screens, and saved to Database. Why won't my document reflect those changes? The 'OLD' document must be removed, so that you can create a 'NEW' document.

Is it possible to modify a Case Plan that has already been approved?

Yes! A supervisor (or someone with approval authority in CWS/CMS), can do this. Under Action – and Approval......change to 'Required Modifications.' That will allow the Case Plan to be changed.

Case Plan Effective Date:

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Supervisor controls the effective date of case plan – by adjusting it to the date they want, then Approve. The date defaults to today's date, but should be back dated to actual signed date.

Does the Case Plan Approval have any effect on Outcomes?

Yes! If the case plan contains a visit waiver, it won't take effect in the monthly visit outcome measure until approved.

Parental involvement/engagement efforts must be entered on the ID page of Case Plan.

Using the Navigational Tool



Case/ Referral Overview

- Review a Case or Referral quickly without going through each notebook
- Can retrieve contact history and read each narrative here.
- Placement, Court and Case Plan history can be retrieved.
- Can easily spot missing or incorrect information.

Case Plan

- All areas of the case plan screens can be reviewed here.
- Quick way to see fields that have not been completed.
- Use the tool to help find reason approval button is disabled.

Federal Reporting (AFCARS & NYTD)

- Puts all AFCARS/NYTD fields in one place so they can be checked quickly.
- AFCARS data is used for the CFSR data, as well as funding issues.
- NYTD records information about youth transitioning out of the FC system.
- Can review AFCARS/NYTD data for each report period.
- Can use the tool to go to each field for further review or input.

End Case

• Use this tool to quickly locate reasons why worker unable to close case.

End Placement

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• This tool can be used to close placements or placement episodes.

QUICK GUIDE TO DISPOSING A REFERRAL

Open Existing Referral	Open the referral you want to record the results of an investigation.
Create New Document - Investigative Narrative +	An Investigative Narrative - a freeform Word document – can be created to record the results of an investigation in 'narrative fashion'. Spellcheck, Save, Print, Close. *This step is optional - if the worker chooses to record all narratives in Contact Notebook*
Create New Contact Contact	At least one completed/attempted , In Person contact must be recorded, for the purpose of Investigating the Referral .
Conclude the Allegation(s)	Open the existing allegation(s), and enter the "date alleged abuse began" if known on the ID page. Use the Conclusion page to record whether the allegation was substantiated, inconclusive, or unfounded.
Create Cross Report (Child Abuse Investigation Report) AKA - DOJ	After using the Create New Cross Report icon, then select Print Report from the File menu to actually print the document. Close Word. *This step not required if allegation is General Neglect or Substantial Risk * or if allegations were Unfounded. Check under 'Reminders' if you are not sure whether or not to report!
Client Disposition	Under the Action Menu, select 'Client Disposition' and dispose of each child individually. Request pending approval for each.
Create New Document - Letter to Mandated Reporter	Select the Response to the Mandated Reporter, and Word automatically creates the letter which can be added to, modified, and spell checked. Save, print and close or minimize Word.
This step is required only if Mandated Reporter requires written feedback	
← Reporter	Under 'Feedback Details', record the date that the Response to the Mandated Reporter was sent.
₹	Check Reminders. Click on Filter to make sure all reminders available. Only if all reminders have disappeared,
	SAVE TO DATABASE

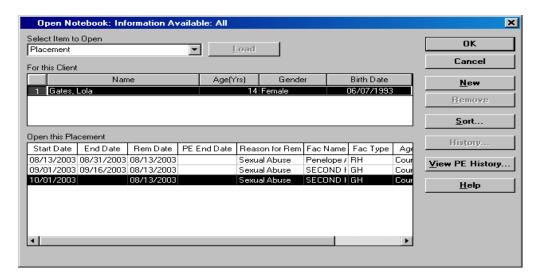
Reviewing the Placement Information



Revision: 7/24/2015

This dialog box contains Placement history for a child.

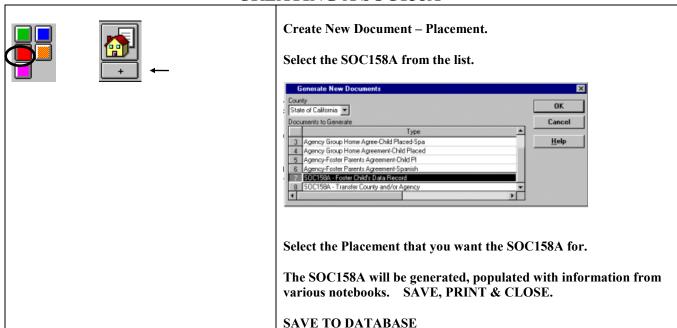
It should be review to insure accuracy - of the number of placements and that no placements are missing.



Review the following pages in the placement:

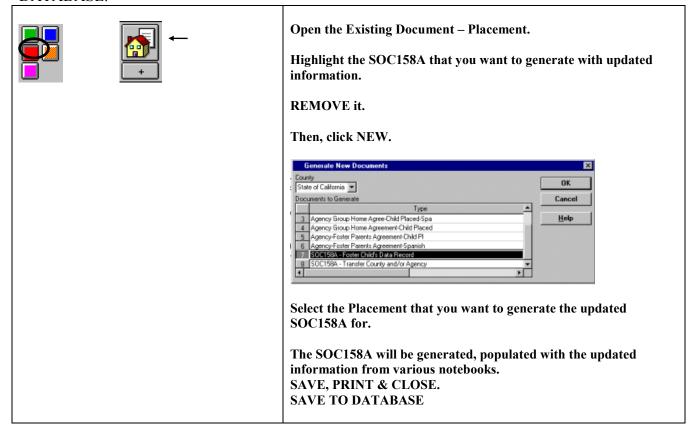
Review the following pages in the placement:	
ĪD	On this page, check the following: Placement Count CHDP / HEP information recorded Proximity of child's school considered Sibling placement rationale
Ongoing Requests	The amounts listed on this page – populate the SOC 158A for payment to the foster parent.
Relative/NREFM Assessment	If this is a Relative Placement – be sure this page shows the approval of the home.
End Placement/Episode	This page is only used to close a placement or close a placement episode. Remember : termination of the episode is only when child goes to their final and permanent placement home or otherwise. This page is important for outcome measures.

CREATING A SOC158A

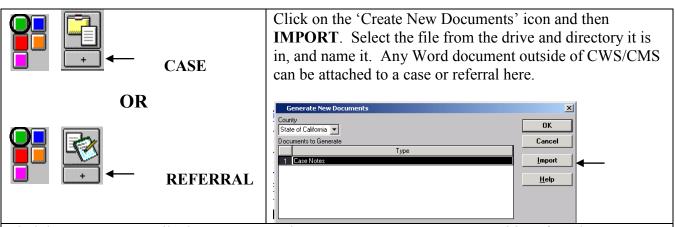


UPDATING A SOC158A

UPDATE INFORMATION IN THE APPROPRIATE NOTEBOOKS, AND THEN SAVE TO DATABASE.



IMPORTING DOCUMENTS TO A CASE or REFERRAL:



Find the Document or File that you want to import – you can access A, C, G drives from here.

- Word Documents (*.doc)
- Adobe PDF Files (*.pdf)
- JPEG Image (*jpg;*jpeg)
- Microsoft Office Excel Workbook (*.xls)
- Text (*.txt)

Maximum Size cannot exceed 1250 KB for Documents and 3500 KB for .jpg and .pdf files

Highlight the Document or File.

Name the Document/File in the Yellow – File Title field.

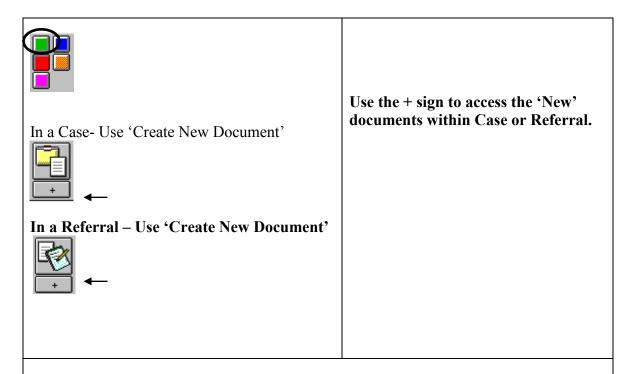
Then Click OK.



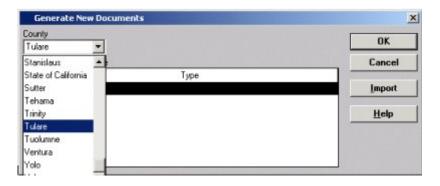
The Document will open – review the document to make sure it is the one you wanted to import. Close the document – you can access it again – under 'OPEN EXISTING DOCUMENT'

SAVE TO DATABASE

Accessing County Templates from a Case or a Referral



Select your county from the County menu. All county templates will appear in the list, select the template you wish to access, and use the OK button.



The template will open in WORD. The document can be updated and spell checked. SAVE, Print and Close. The document will be saved as a permanent part of the case record and can be accessed from the Existing Document icon.

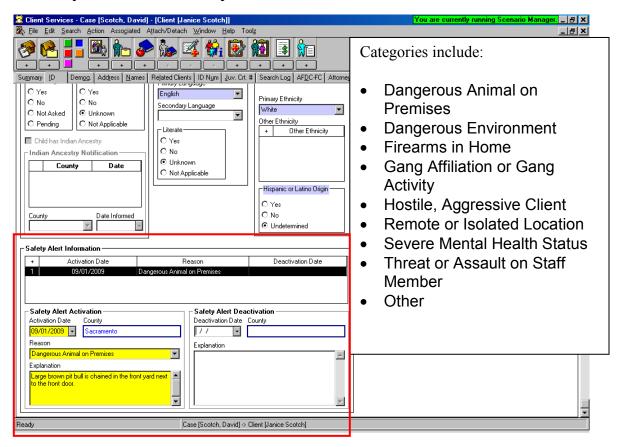
SAVE TO DATABASE

Creation of a Safety Alert:

At the bottom of the ID page of a Client Notebook, a section called Safety Alert Information has been added to allow worker to document any safety issues related to a client.

When a Safety Alert is Active, it will display in RED at the top of the ID Page of a Referral or at the top of the ID Page of the Case. It will also display in a search – on the Client Abstract.

Only Supervisors or staff with Approval, or Approval and Assignment/Transfer Authority can record a Safety Alert.



When 'deactivating' a Safety Alert – an explanation of why becomes a Mandatory field.

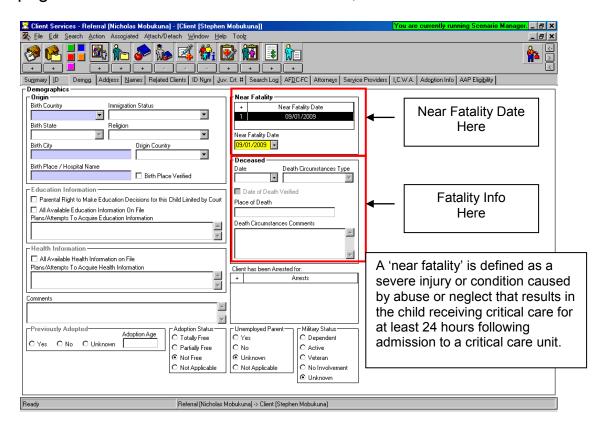
Identifying Near Fatalities Resulting from Suspected Child Abuse/Neglect:

ACL 08-13 dated March 14, 2008 requires the reporting and public disclosure of information in cases of child abuse or neglect that result in fatalities or near fatalities that occur on or after January 1, 2008.

Client Notebooks in the CWS/CMS have been modified to include this reporting mechanism.

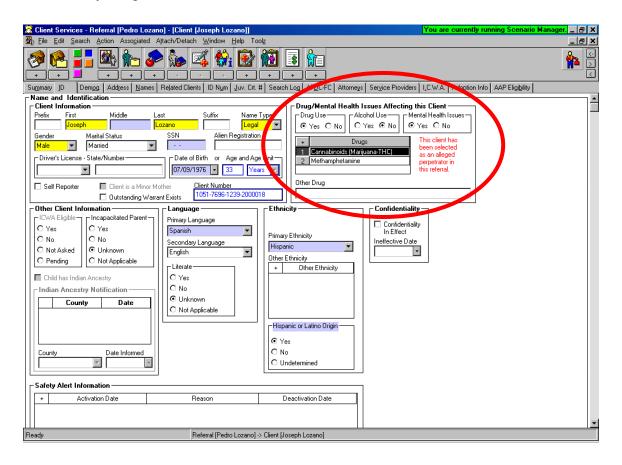
On the Demographic Page of the Client notebook a new grid has been added to report a near fatality and the date of occurrence. Fatality information grid is also on this page.

This page is available in Referrals and Cases, and for all Client's.



Recording Drug/Alcohol and Mental Health Issues

In a referral, once a client has been identified as an 'alleged perpetrator', a new section has been added to the ID page of the perpetrator's Client notebook to allow worker the ability to record any drug/alcohol or mental health issues of that individual.



If this client is a 'parent' with drug/alcohol or mental health issues, and the child is promoted to case: the Intervention Reason for the case shall include: Parent Alcohol or Drug Use, or Parent Mental Health issues.

Recording Family Finding Efforts in a Case or Referral:

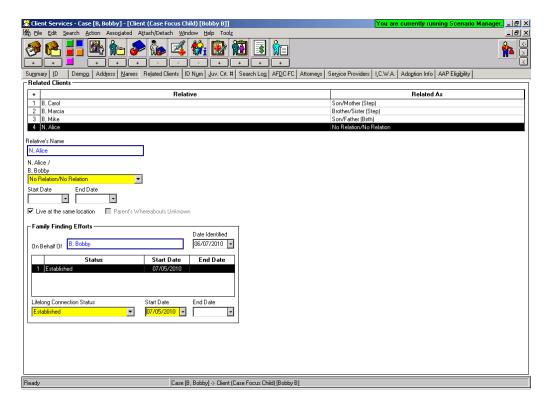
Related Clients Page:

Recording Family Finding Efforts:

A new grid has been added to the Related Clients page that will allow the worker to document tracking and identification of individuals who are important in the life of a child. AB 1412 requires the SW to ask every child who is 10 years or older and in placement for 6 months or longer to identify any individuals other than siblings who are important to the child.

This effort can be documented in the Child's Client Notebook – Related Clients page.

This same grid can be found in the Collateral Notebook - if the significant individual has been entered as a Collateral.



Family Finding Efforts Log

A report can be generated that will list all clients and collaterals that have been identified as potential candidates for having a lifelong connection to a child.

FILE - PRINT REPORT

Revision: 7/24/2015

Select: Family Finding Efforts Log