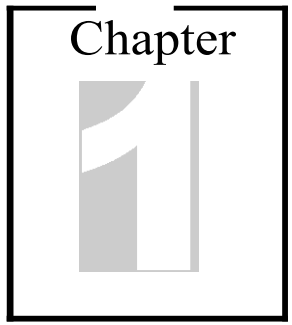


Overview

Beginning Computer and CWS/CMS Overview

Prolonged use of a computer keyboard and/or mouse can lead to frequent muscle aches and nerve pain unless a few guidelines are followed. Working intensively at a computer without alternating work with breaks that allow for short rests and position changes can be harmful. Following the ergonomic tips here will make working more comfortable and safe.

Posture and positioning are important.

- Maintain good posture when working at the keyboard.
- Maintained back curves with the use of a chair with back support.
- Keep feet supported either on the floor or on a footrest to reduce pressure on the lower back.
- Avoid twisting or bending the trunk or neck when working. Position frequently used items directly in front of sitting position and angled upward on a copyholder when working.
- Keep shoulders relaxed with elbows close to the sides when working.
- Avoid resting elbows on the hard surface or edge of the table. Pads can be used to protect elbows if necessary

- Position elbows at 100 to 110 degrees when working in order to keep a relaxed position at the keyboard. This could require a slight negative tilt (front of keyboard higher than back) when working in upright positions. If reclined in the chair, the keyboard could be at a positive angle to maintain this relaxed position.

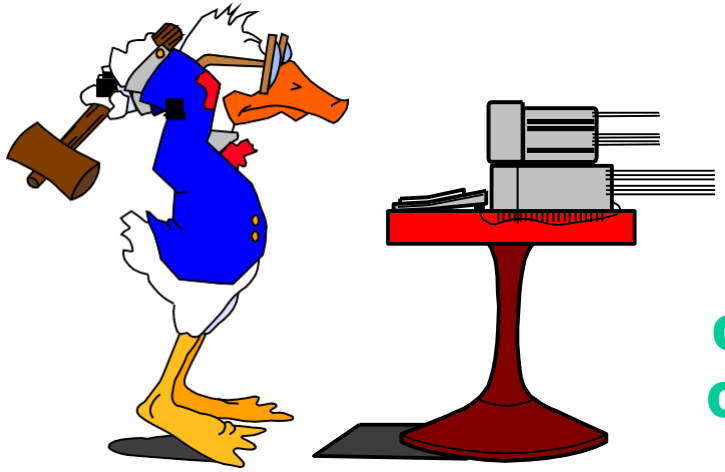
- Wrists should be in a neutral or straight position when keying or using a pointing device or calculator.
- Wrist rests can assist in maintaining a neutral position when used properly during pauses. Float arms above the keyboard and wrist rest when keying. Avoid planting wrists on the table or wrist rest. This can result in bending the wrists either up and down or side to side.
- Work at a reasonable pace.
- Take frequent rest breaks during the day. These breaks can be brief and should include stretches for optimal results. If possible, take a 1 or 2 minute break every 15-20 minutes, and a 5-minute break every hour. Every few hours, get up, move around and do an alternative activity.
- Reduce the number of repetitive motions completed when working. Reduce keystrokes with the use of macros or software programs allowing "sticky keys." Use of scroll locks and keystroke combinations can reduce pointing device movements.
- Alternate tasks, to make changes in working position, to avoid making the same movements for prolonged periods.
- Keep fingers and knuckles relaxed when working at the keyboard.
- Never hold a pen or pencil in the hand when keying.

- Avoid hitting the keyboard with excessive force. Studies have shown that the average user hits the keyboard with four times the required force when keying.
- Everyone is shaped differently. Women generally have larger hips than men have and need a chair with a higher lumbar back support and a wider seat area. Men frequently have longer legs and need a deeper seat area. When selecting a chair, consider individual needs.
- Most workstations require adjusting work surfaces manually, which is often inconvenient and time consuming. A better solution is to place keyboards and monitors on flexible, counter-balanced arms that can be easily adjusted to accommodate a variety of workers and work postures.

Do not be maimed by workstation myths. Find the most comfortable position. Make sure the furniture and chair are adequate for personal needs and use good work habits. Change postures and take frequent short breaks throughout the day. Good common sense can go a long way in making the work environment safe.

Setting Up the Personal Workstation

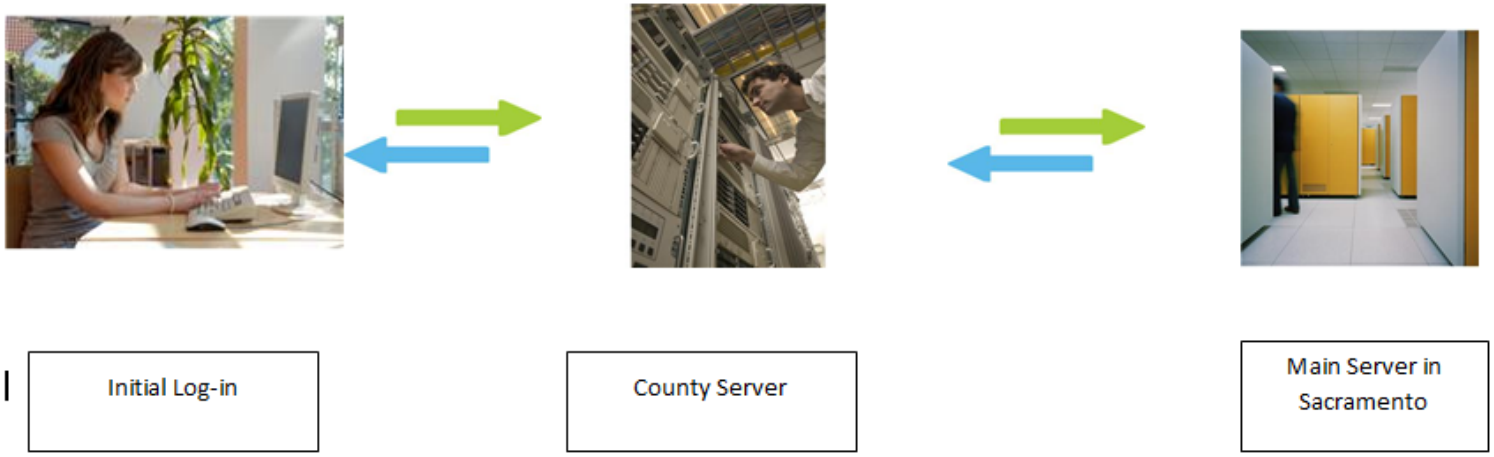
- When looking at the computer monitor, the neck should be in a neutral, relaxed position. Position the monitor directly in front to avoid turning the neck to the side.
- Position the monitor screen so there is not a need to bend the neck up or down to see the screen. The top of the screen should be approximately 2-3" below seated eye level.
- Position the monitor from 20 to 30 inches away (slightly more than an arm's length). Adjust as needed for visual comfort.
- If a telephone must be used simultaneously with the computer, use a headset. Never try to hold the handset between shoulder and ear. If a telephone handset must be used, position the telephone close to avoid over- reaching.



CWS/CMS

Child Welfare Services/ Case Management System

CWS/CMS requires logging on to two separate times. The first log-on is to the local (County) server, and allows the use of the "Intranet," email, printing and other county network functions. The second log-on connects with CWS/CMS. When logging on to CWS/CMS, the main server uses the individual's personal "ID" and "PASSWORD" to determine what specific parts of the application can be accessed, and what specific functions can be performed. A graphic rendering of the log-on process is shown below.



What are the reasons for CWS/CMS?

- In 1962, the U.S. Children's Bureau made a recommendation for a model child abuse report law as a response to *The Battered Child Syndrome*, an article by Dr. C. Henry Kemp, and his colleagues in the Journal of the American Medical Association (July 17, 1962).
- By 1966, all but one state had adopted laws requiring physicians to report suspected child abuse.
- In 1971, the California Court of Appeals recognized Battered Child Syndrome as a medical diagnosis and a legal syndrome.
- In 1974, Congress passed the federal Child Abuse and Treatment Act (CAPTA).
- The California Child Abuse and Neglect Reporting Act added by stats.1987.
- For many years, there have been concerns about the lack of information available on children in foster care and their families. To address some of these concerns, Congress amended title IV-E of the Social Security Act in 1986 by adding section 479, which required the Federal government to institute a foster care and adoption data collection system. In response, requirements for an Adoption and Foster Care Analysis and Reporting System (AFCARS), were implemented under regulations at 45 CFR 1355.40. The AFCARS data is a critical component of a broader child welfare information systems strategy, particularly when linked to the full range of case, staff and service resource information.
- **T**he **C**hild **W**elfare **S**ervices/**C**ase **M**anagement **S**ystem is a result of Chapter 1294, Statutes of 1989 Senate Bill 370. SB 370 required the development of a statewide computer system to automate the functions of county child welfare.

In June 3, 1996, Glenn County began using the CWS/CMS system. This was considered by many to be a countywide trial of the automated statewide system. County conversion to CWS/CMS began in January 1997. On December 31, 1997, all 58 counties were online and accessing CWS/CMS.

CWS/CMS gave counties and the state many benefits including the following:

- Statewide access to data regarding a mobile population.
- A reduction in double entry of information.
- Increased standardization within the fifty-eight counties of the state.
- The ability of state to collect data regarding county operations.
- The ability of state to do audits remotely.
- A reduction in time spent on repetitive activities

What is the arrangement of CWS/CMS?

There are eight major divisions: three are applications, four are interfaces and one is a utility.

1. Caseload
2. Client Services
3. Resource
4. SOC 158
5. LIS
6. CDS
7. Meds
8. System Info

Caseload

Caseload is designed to allow supervisors and management access to caseload data such as the ability to see if approvals have been requested, each worker's caseload, assignment weighting, reminders, caseload transfers, unit reports and management reports.

Client Services

This is designed to allow social workers to access their referrals and cases. All aspects of case management for specific cases and referrals are available. Adoptions social workers may also access information specific to adoptions from here.

Resource

Resource is designed to allow system administrators a means to set up counties and other resources for the social worker and to manage those resources. Attorneys, ICPC contact persons, L/E agencies and others are here ass well as template management and other similar data.

SOC 158

SOC 158 was designed to allow staff from other agencies, such as probation, who are required to do 158s, access to just that function of CWS/CMS. Usually, the SOC 158 is not functional for social workers.

LIS

LIS provides an interface to the *"California Department of Social Services, Community Care Licensing, Licensing Information System."*

Licensing privileges are required for this to be enabled.

CDS

Centralized Delivery System--an early statewide eligibility system.

MEDS

MEDS design is to allow social workers to view data in the Meds system to obtain medi-cal eligibility information. It was also used as a resource for finding addresses and family members. At this time, that functionality is no longer working. Only select workers in each office have access to the MEDS system.

SYSTEM INFORMATION

System Information shows information regarding the specific computer that the user is currently using. The information shows available memory and memory usage. It also shows the name of the specific computer that it is being viewed on. A very useful piece of information is that it also shows the date that the current password will expire.

Other applications used with CWS/CMS

(Not part of the application but separate applications)

Business Objects (BO) ((An application that allows counties to create custom data reports))

SDM (Structured Decision Making)

SafeMeasures (Review and planning tool)

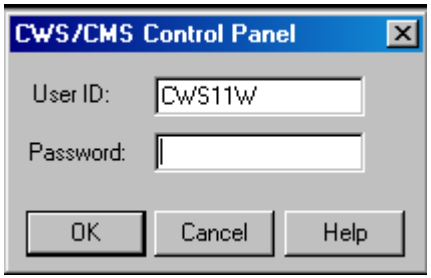
(Both SDM and SafeMeasures are from CRC (Children's Research Center)

Children's Research Center
A Division of the National Council on Crime and Delinquency
426 S. Yellowstone Drive, Suite 250, Madison, WI 53719
voice (608) 831-1180 fax (608) 831-6446)

Understanding CWS/CMS

To start the CWS/CMS application, click on the Teddy bear with a lock icon on the bottom of the screen. 

After clicking on the icon shown above, the following screen appears.

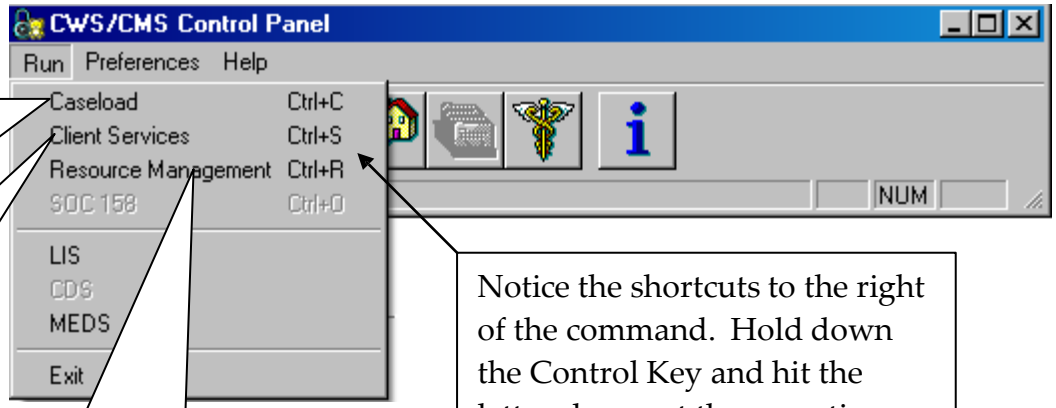


It will usually default to the last User ID that was used on this computer. This example is showing that the last user's ID was CWS11W. Always be sure that the User ID is showing the correct ID. CWS/CMS User IDs are generally a derivative of the user's last name. Enter a personal password. The personal password will always be seven (7) characters consisting of letters and numbers.

If entering the wrong password, a notification that the password does not match will appear, and another chance is given to enter the correct password. If the wrong password is entered three (3) times, the individual will be locked out of CWS/CMS. At that point, go to the county help desk person and have the password reset. If the correct User ID and matching password are entered, the following screen appears.

This is the CWS/CMS control panel. If the control panel does not appear, it is an indication that CWS/CMS has not been accessed. Below the blue line, identifying the panel as the CWS/CMS control panel, are three commands: "Run" "Preferences" and "Help." The following is an explanation of each of these three commands.

First, look at "Run."

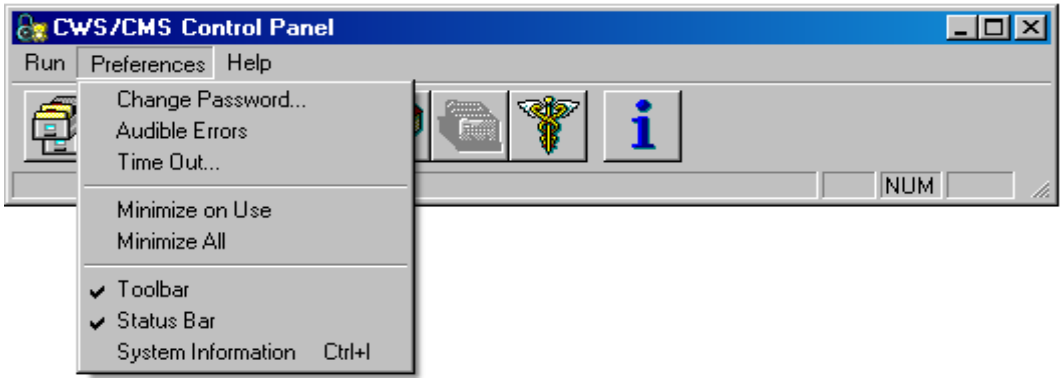


Clicking on "Caseload" will open caseload. This is the same as clicking on the filing cabinet.

Click on "Client Services," and it will open . This is the same as clicking on the teddy bear.

Clicking on "Resource Management" will open resource management. This is the same as clicking on the bookshelf.

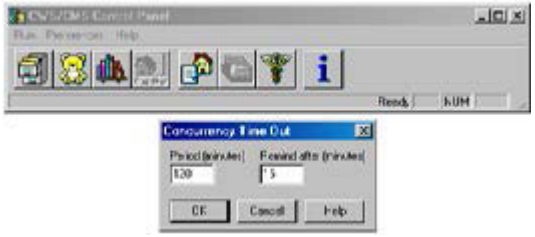
Notice the shortcuts to the right of the command. Hold down the Control Key and hit the letter shown at the same time, the corresponding application will open.



Next, look at two options under "Preferences." The two options are "Change Password" and "Time Out." When the password needs to be change, click on the "Change Password" command. It will prompt for the individual's old password, then the new password, and then to repeat the new password. Remember, the password needs to be change at least every three months.

Now take a closer look at "Time Out."

Click on "Time Out," and bring up the "Concurrency Time Out" dialogue box. This controls a feature sometimes referred to as "nag ware." In this example, after working in CWS/CMS for 120 minutes (two hours), a warning appears to save the work to database. If the warning is cleared, the same warning will appear every 15 minutes until a save to database is completed. Once saved, timing will be re-set to 120 minutes.



It is possible to adjust the period setting higher, up to 1440 minutes and the "Remind after" to a maximum of 15 minutes.

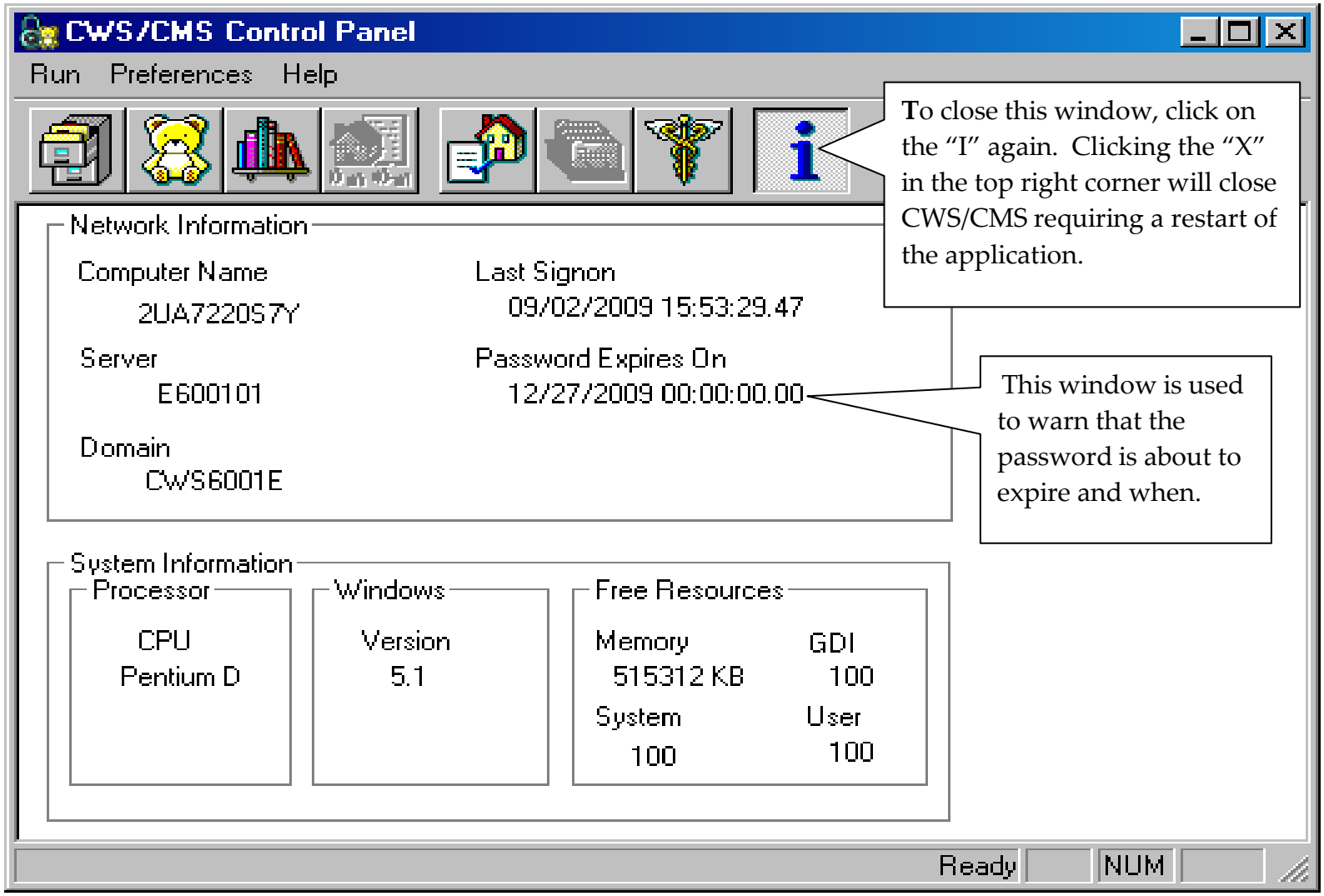
The recommended setting is 120 minutes. The idea is to save to the database often so that an event causing re-doing completed work is minimised.

The name "Concurrency Time Out" is in reference to an error message called "Optimistic Concurrency." If two staff members are in the same data field at the same time, the one to save first wins, and the one who saves second, loses everything that they have worked on since their last save to database. This is a necessary design element of CWS/CMS and is not likely to be changed. The moral of this is to **save to database** often. Once work is saved to the database, it cannot be lost.

Now, return to the "CWS/CMS Control Panel."

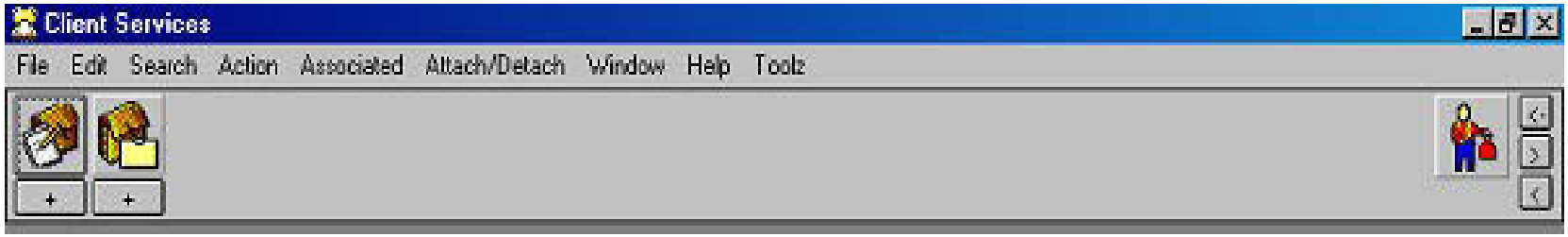
As a "New User," it is unlikely that the "CWS/CMS Control Panel" will look exactly like the one above. It is more likely that the icon that looks like a bookshelf (Resource Management) and the icon that looks like a house with a piece of paper in front of it (LIS) will be "grayed out." When an icon is "grayed out," it means that function cannot be used. Also, note that at this time, the interface for "MEDS" is not generally available.

When the "System Information" icon is clicked on, the "I," the screen on the following page appears.


CWS/CMS Control Panel
Run
Preferences
Help
Network Information
Computer Name
2UA7220S7Y
Server
E600101
Domain
CWS6001E
Last Signon
09/02/2009 15:53:29.47
Password Expires On
12/27/2009 00:00:00.00
System Information
Processor
CPU
Pentium D
Windows
Version
5.1
Free Resources
Memory
515312 KB
GDI
100
System
100
User
100
Ready
NUM
To close this window, click on the "I" again. Clicking the "X" in the top right corner will close CWS/CMS requiring a restart of the application.
This window is used to warn that the password is about to expire and when.

Client Services

From here, click on the Teddy bear (Client Services). This is what will be seen.



The rest of the window is blank. The elements of the initial "Client Services" window are the following:

←Title Bar

Initially the title bar only contains information that shows "Client Services Open" and three buttons that control this window. The  icon minimizes (or shrinks) the window; the  icon resizes the window to a user controllable size; and the  icon closes the window.

←Drop Down Menu

As the name implies, clicking on one of the menus in this list will produce a drop down menu of further choices. At a later point, how and when to use some of the drop down menus will be discussed.

This is the last element of the initial "Client Services" page.

The components of this bar are as follows.

This is actually two icons. The large icon on top is the "Open Existing Referral Folder." The small icon on the bottom, the "+," is the "Create New Referral Folder." It is important to understand the difference between these two icons. Use the "Create New Referral Folder" **only** when creating a referral that has never been entered into CWS/CMS before. If someone else has created the referral that is to be worked on or viewed, use the "Open Existing Referral Folder." The referral folders hold information regarding an issue that is under evaluation for investigation or some sort of referral. When a referral is concluded, select how to resolve the referral. One choice might be to create a new case.

Again, this is actually two icons. The large icon on top is the "Open Existing Case Folder." The small icon on the bottom, again a "+," is used to open a case without a referral. It is most likely to be grayed out and not available to new users. It has a very limited functionality because it is very rare that a case would be opened without coming from referral. If a decision to provide services to a child or family has been made in referral and the referral was resolved by opening a case, the worker who has responsibility for the "Case" would click on the "Open Existing Case Folder" and would be able to see a listing of all cases assigned to that worker.

This element is actually the same as one of the options on the "Drop Down Menu," "Toolz." Clicking on either will get the same result. That also will be discussed later.

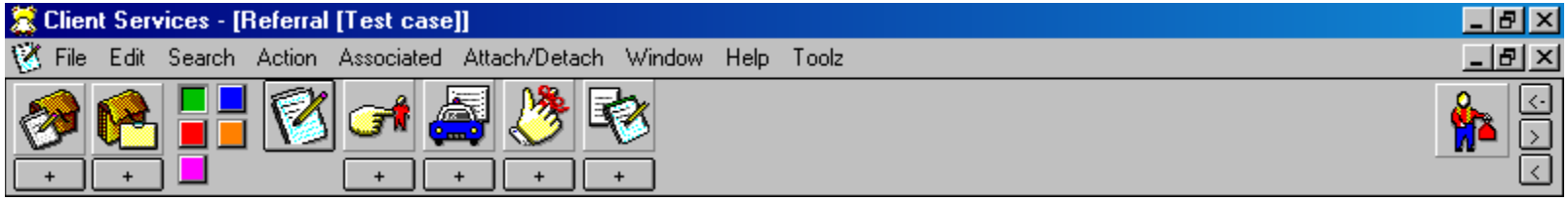
These are three similar functions. The first function will move to the last window in a case or referral when there has been more than one window open in that case or referral.
The next two functions will move from case or referral to the next if in general case or referral, based upon the caseload. However, if in contacts, the functions will move from one contact to the next or previous contact.

Sections

Using our understanding of the two **"FOLDERS,"** "Referral and Case," look at the rest of the structure of CWS/CMS. The structure starts with the folders as the most general data holders. The following picture shows the next level of structure.

The next level is "**SECTIONS."** A different colored button represents each section. The different sections are discussed below.

The green button's section is first determined by which folder is open.  If the "Open Existing Referral" folder is clicked on, the green button is for "Referral Management" and will contain information regarding managing a referral. Below is a more complete representation.



In the above example, the viewer can see the next level of structure, **"NOTEBOOKS."** The notebooks shown are specific to referral management functions.

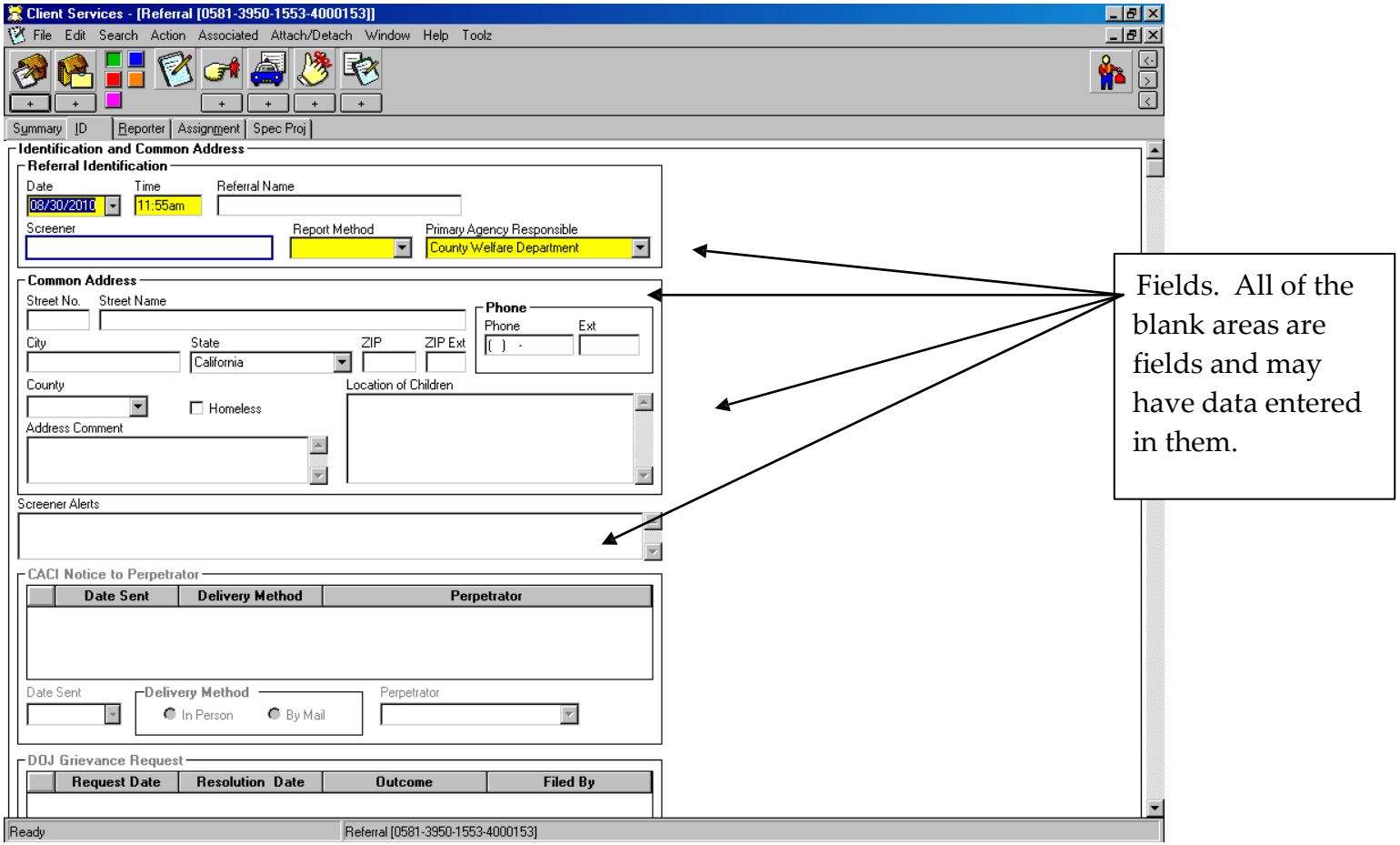
Pages

The next level of structure, **"PAGES,"** is shown below.

In this example, the "Pages" buttons are directly above. Users might be tempted to call them tabs since they look like tabs in filing systems. In this example, there are five (5) pages shown. Each section has its own pages, and the number of pages may be different among sections.

Fields

The last level of structure is **"FIELDS."** "Fields" is the place where workers enter data and is different and specific to each page. An example of a page with fields is on the next page.



Note also that on the "pages" there may be color-coding for the different fields. Yellow fields are mandatory and must be completed before work can be saved. **Blue** fields are "Read-only." Read-only fields cannot be deleted, added to or changed from the page being viewed. Green fields are AFCAR or NYTD fields, and Periwinkle fields are related to outcome measures.

For Demonstration purposes, the example below is of the notebooks and pages for a "Case." The green button is for "Case Management" and will contain information regarding managing a case.

Although these two sections may have the same number of "Notebooks," the "Notebooks" are different and there are more pages for the initial notebook in the "Case Folder." Remember that each notebook will have its own pages and they will differ from notebook to notebook.

The only section whose pages are dependent upon which folder is opened is the green section. The rest of the sections are the same regardless of which folder is opened.

The blue button is for "Client Management" and contains information regarding clients. Clients are those individuals that are going to receive services and are usually family members. Below is an example of the Notebooks for "Client Management."

The Red button is the "Placement Management Section." It contains information regarding where a child is placed if the agency has placed the child. These placements could be temporary, non-foster care or foster care placements. For purposes of this section, Relatives and Non Related Extended Family Members (NREFM) are considered foster care placements.

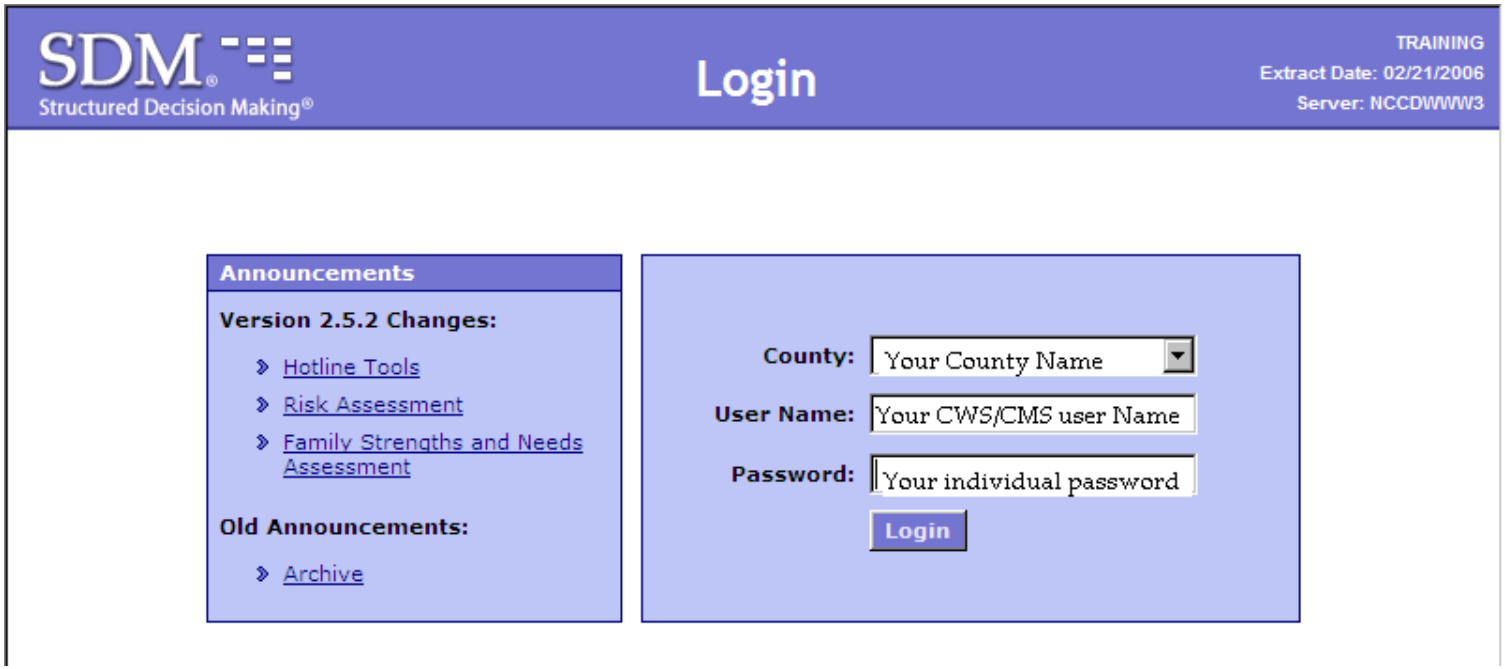
The Orange button is the "Services Management Section." It contains information regarding contacts and service providers.

The Pink button is the "Court management Section." It contains information regarding the Juvenile Court Process.

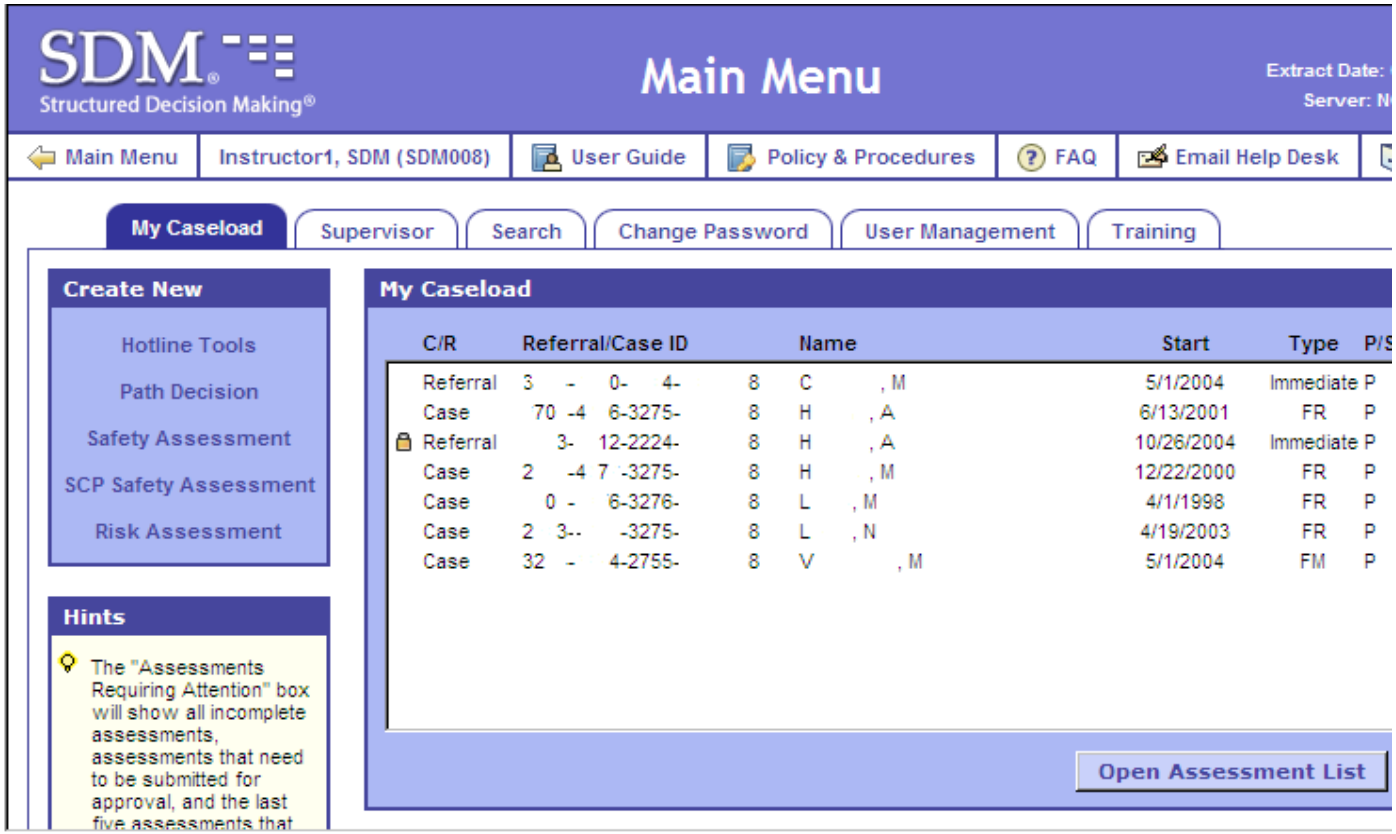
Structured Decision Making

Another application used by social workers in conjunction with CWS/CMS is SDM (Structured Decision Making). It is a risk assessment tool to help guide in the determination of safety and risk factors for children and families.

The beginning screen in SDM is shown below.

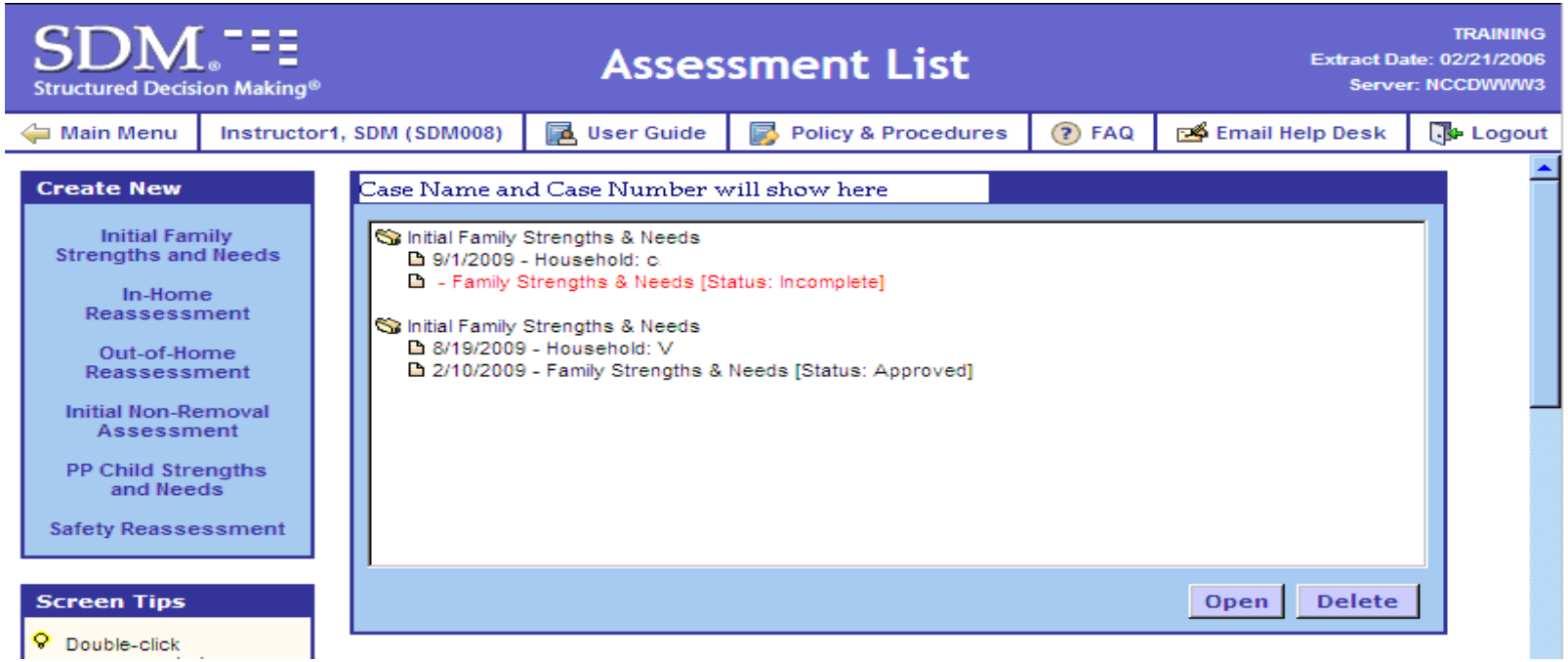


As shown, usually the logon screen defaults to the user's county and individual username. Providing an individual password is required. It is generally best to keep the password for CWS/CMS and SDM the same. That will mean the SDM password and CWS/CMS password will need to be changed at the same time. A representation of the initial SDM screen after logon is shown below.



This screen will show all the cases or referrals assigned to an individual worker at the time of the last "extract" or download. Assigned cases or referrals can be accessed after the latest extract, and the work will be saved if accessed correctly. They will not show on the list until after the next extract. From the main screen, select from five different tools: "Hotline Tools," "Path Decision," Safety Assessment," "SCP Safety Assessment" and "Risk Assessment."

If a case or referral is opened, the following screen appears.

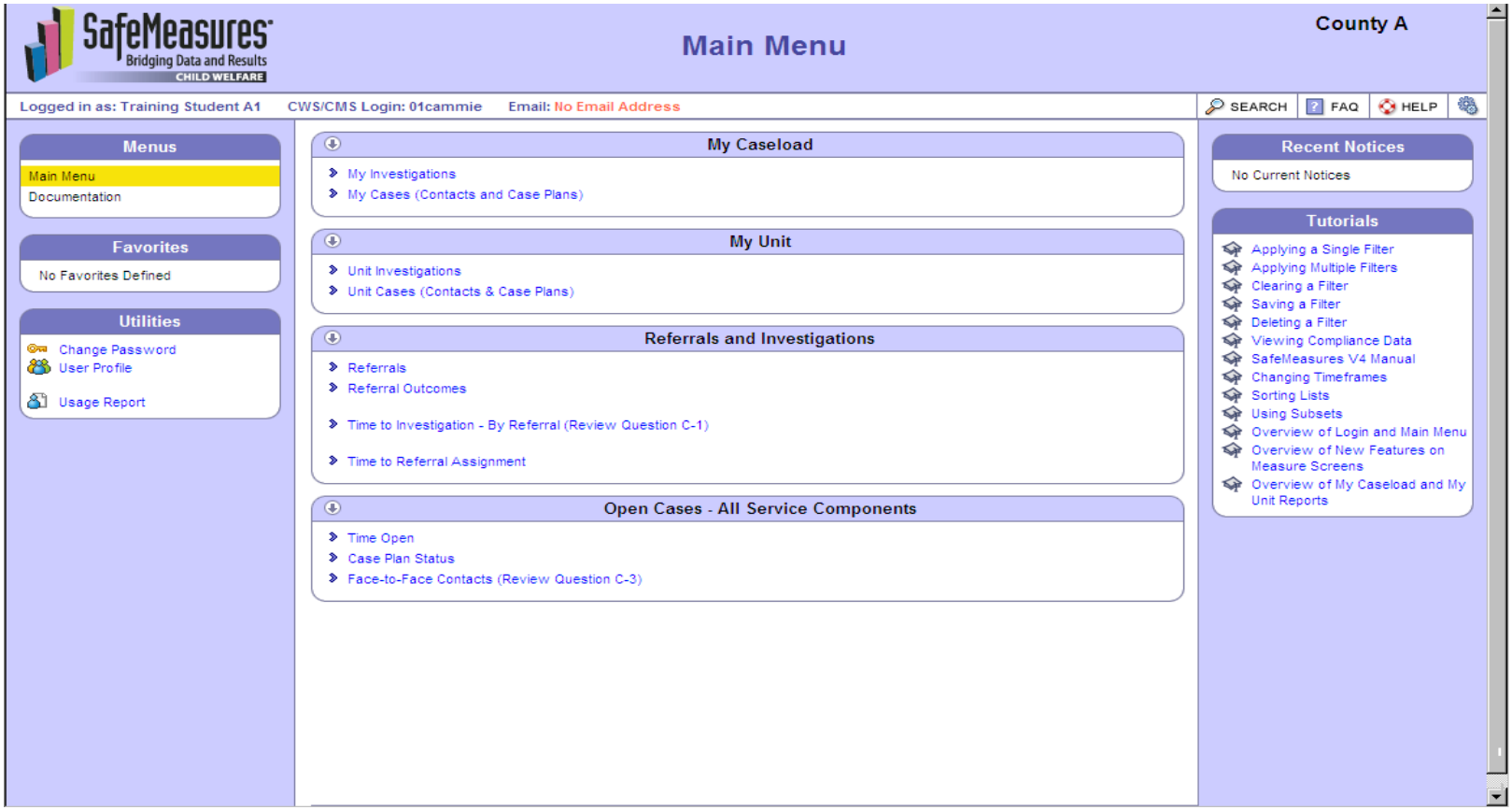


From this screen select from six new tools: "Initial Family Strengths & Needs," "In-Home Reassessment," Out-of-Home Reassessment," Initial Non-Removal Assessment," PP Child Strengths and Needs: and Safety Reassessment."

Each of the eleven tools has a specific time within the life of services to children and families to be used. Later, specific training on the use of these tools and SDM will be provided. This is only an overview of the web-based portion of this specific application.

SafeMeasures

A third tool in use statewide is SafeMeasures. It uses the same logon screens as SDM and again it is suggested that the password for SafeMeasures and CWS/CMS be the same. After logon, the user will see the following screen:



It should be noted that SafeMeasures is a review and planning tool. Data cannot be directly entered into SafeMeasures, but information can be read that had previously been entered into CWS/CMS. As with SDM, the data is based upon an extract, and only data in CWS/CMS before the extract date will be available for review. The data is extracted two times a week and therefore will be fresh two times a week for the user to view. As with SDM, this is only an overview. More specific training will be provided later.

By using the menu provided, select a report to view based upon what type of information is to be reviewed. An example would be "Face-to-Face Contacts (Review Question C-3." By selecting that report, all face-to-face contacts that have been made can be seen as well as face-to-face contacts still needing to be made in the month. This can help greatly in planning.

Activity

Go to Activity Handout