

September 28, 2021

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY LETTER NO. 21-94

The purpose of this All County Letter is to provide information to all county partners and staff about implementation of California's new statewide Learning Management System/Student Information System (LMS/SIS): The California Child Welfare Training (CACWT) system. This ACL provides historical context for the adoption of the system and is intended to advise our county partners of the upcoming changes to our child welfare training and evaluation process, the transition and implementation plan, and available capacity building resources.



KIM JOHNSON
DIRECTOR

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DEPARTMENT OF SOCIAL SERVICES
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September 28, 2021

ALL COUNTY LETTER NO. 21-94

TO: ALL COUNTY CHILD WELFARE DIRECTORS
ALL COUNTY WELFARE DIRECTORS
ALL COUNTY STAFF DEVELOPMENT OFFICERS
ALL CHILD WELFARE SERVICES PROGRAM MANAGERS

SUBJECT: IMPLEMENTATION OF THE STATEWIDE
LEARNING MANAGEMENT SYSTEM: THE CALIFORNIA CHILD
WELFARE TRAINING (CACWT) SYSTEM

REFERENCE: [Welfare and Institutions Code \(WIC\) Section 16206](#)
[California CFSR Round 3 Program Improvement Plan](#)
[ADA Standards for Accessible Design](#)

BACKGROUND AND PURPOSE

In California's most recent federal Child and Family Services Review (CFSR), the Administration for Children and Families (ACF) identified that the California Department of Social Services (CDSS) did not have a system in place to adequately monitor and evaluate our foundational and continuing child welfare training.

In response to this finding, along with our goal of centralizing and streamlining the child welfare training system statewide, the CDSS purchased a Learning Management System/Student Information System (LMS/SIS) package through Blackboard and Genius. This combined platform is referred to as the California Child Welfare Training (CACWT) system.

CACWT will allow the State and counties to streamline training coordination efforts, better manage evaluation of the child welfare training system, automate some manual processes, provide counties direct access to workforce training information, create efficient processes for counties to generate state reports, and provide counties the ability to manage their internal, county-specific trainings.

All Child Welfare trainings provided by the Regional Training Academies (RTA) will be delivered through CACWT. This includes Common Core 3.5 (including the Field Activities), Supervisor Core, and all Continuing Training courses, whether state-standardized or regional. When a county elects to train a state-standardized course in-county (rather than receiving the training from the RTA) that delivery will also need to be through CACWT.

RESPONSE TO PROGRAM IMPROVEMENT PLAN (PIP) ITEMS

As a result of the most recent CFSR, the CDSS and counties developed a Program Improvement Plan (PIP) to respond to the ACF's findings and strengthen compliance with existing federal requirements. Three PIP items are directly related to implementation of CACWT:

- Goal 5, Strategy 1, Key Activity 3 – to track and evaluate Continuing Training;
- Goal 5, Strategy 2, Key Activity 1 – to devise and implement a standard reporting methodology that includes the reporting of all Continuing Training; and
- Goal 5, Strategy 2, Key Activity 2 – to devise and implement a universal evaluation methodology.

Consistent with California's PIP, one of the goals of adopting a statewide LMS is to improve the evaluation of statewide training. All State evaluations will be administered in the same way by all RTAs. The process of taking trainings through CACWT includes completing all evaluations associated with a course. The evaluation component has been built-in to each course in CACWT, and submission of all evaluations is what triggers "completion" of the training course in the system. CACWT will not log the training as "complete" if the associated evaluations have not been submitted. All evaluations associated with a course are accessed through the "Learner Dashboard", and trainees will be instructed when to access each evaluation through the training day. With the integration of all training evaluations into CACWT, all previous Qualtrics evaluation links have been disabled and will no longer be used to administer the State's evaluations.

Additionally, to address the tracking and reporting of Continuing Training, CACWT includes a feature to track each Child Welfare worker's 20 annual Continuing Training hours. Hours met via courses already offered through CACWT are automatically tracked. For courses not offered through CACWT, workers have the option of using the "Request External Training Hours" feature to log training hours. Through this feature, workers can provide the title, date, and a brief description of the training they attended, the number of training hours, and there is an option to upload a file, should the county require documentation of completion. CACWT sends these requests to the county's CACWT Administrator, who can approve or deny the hours. This feature can be used to track Continuing Training hours for things like conference attendance, webinars, or trainings offered by entities other than the RTAs.

TRANSITION PROCESS AND IMPLEMENTATION PLAN

Implementation of CACWT began with a "soft rollout" in January 2021, with planned full implementation by July 2021. The "soft rollout" consisted of two state-standardized trainings and their associated evaluations being delivered through CACWT: Supervisor Core and Concurrent Planning. Between April and July 2021, the CDSS gradually

moved the remainder of state-standardized training courses into CACWT. Additionally, each RTA will move the other child welfare Continuing Training courses they offer to counties into CACWT. “Full implementation” will be defined as all state-standardized curricula and all RTA-delivered child welfare training, along with all associated evaluations, being delivered through CACWT.

An additional consideration through this transition includes ensuring that all training curricula posted to CACWT meet the Americans with Disabilities Act’s (ADA) accessibility standards. All state-standardized curricula will be in ADA compliance prior to being posted to CACWT. Each RTA will be responsible for remediating all RTA-specific curricula and ensuring that all training materials are in ADA compliance prior to moving courses into CACWT. The CDSS has provided the RTAs with guidance around meeting ADA accessibility standards.

In order to further support implementation, the CDSS has invested in live chat agents who are available to provide technical assistance to trainees, training support staff, and CACWT administrators. Both the CACWT log-in page and the Learner Dashboard feature a chat bubble which indicates whether agents are currently online. We have made the chat agents available during the start and the end of the standard training day, when we expect the highest volume of time-sensitive tickets to come in. During the hours when they are offline, the ticketing system will log the request, and either an agent or an RTA administrator will respond at their earliest convenience. We will monitor the effectiveness of the current online timeframes and adjust if necessary.

CAPACITY BUILDING AND ACCESS TO RESOURCES

Each county has identified one individual for the role of primary County CACWT Administrator. Counties may appoint additional Administrative Assistants and assign them the role of “County Admin Assistant” in CACWT. These individuals are responsible for creating accounts for newly hired workers, updating or editing user profiles, creating courses for county-specific trainings, creating course sections of state-standardized trainings for in-county deliveries, enrolling trainees into these sections, and pulling reports to identify their county’s training completion rates.

In order to build capacity for the completion of these tasks, the CDSS and the California Social Work Education Center (CalSWEC) held an initial series of twelve live regional training sessions through December 2020 and January 2021 (four sessions for administrators, four sessions for trainers, and four sessions for training assistants and RTA support staff). Through the month of March 2021, an additional two sessions were held per region, focusing on administrative tasks and how to navigate both the Genius and Blackboard environments for counties and RTAs. As of April 2021, the CDSS and CalSWEC are hosting weekly one-hour-long drop-in sessions to provide support to any

users across the state (admins, training assistants, Academy staff, trainees, trainers, etc.).

County Administrators can access several resources and tools within the newly created Administrator Resource Community (ARC) within CACWT. Each county's identified administrator has been added to the ARC and provided with access instructions. In the ARC, county administrators can find resources such as brief tutorial videos, an administrator manual, various instruction documents, video recordings of previous training sessions, and a discussion forum where administrators can connect with one another statewide. We will continue to add information to the ARC as CDSS identifies needs for additional resources.

Please note: There will be an exemption process available for counties who would like to pursue exemption from the in-county training delivery process as an option.

Additional information about CACWT, including project status, announcements, and FAQs, can be found on the [CACWT Information Dashboard](#).

If you have any questions about CACWT implementation, please contact the [CACWT email inbox](#).

Sincerely,

Original Document Signed By

ANGIE SCHWARTZ, Deputy Director
Children and Family Services Division