

**DEPARTMENT OF SOCIAL SERVICES**

744 P Street, Sacramento, California 95814

**REASON FOR THIS TRANSMITTAL**

- State Law Change
- Federal Law or Regulation Change
- Court Order
- Clarification Requested by One or More Counties
- Initiated by CDSS

January 29, 2001

ALL COUNTY INFORMATION NOTICE NO. I-04-01

**TO:** ALL COUNTY WELFARE DIRECTORS  
ALL COUNTY PROBATION OFFICERS  
ALL CDSS ADOPTION DISTRICT OFFICES  
ALL PUBLIC AND PRIVATE ADOPTION AGENCIES  
ALL SINGLE POINTS OF CONTACT

**SUBJECT:** CHILD WELFARE SERVICES/CASE MANAGEMENT SYSTEM (CWS/CMS)  
STATEWIDE BULLETINS

The purpose of this All County Information Notice (ACIN) is to provide information regarding the preparation, submission and distribution of Statewide Bulletins in the Child Welfare Services Case Management System (CWS/CMS). This ACIN details how counties, the California Department of Social Services (CDSS), and the California Health and Human Services Agency Data Center (HHSDC) can utilize the statewide bulletin function supported by CWS/CMS. Such bulletins have the potential of reaching over 15,000 county child welfare social workers and support staff immediately.

**Statewide Bulletins**

Bulletins are used to communicate brief announcements significant to most CWS/CMS users. These announcements can include, but are not limited to, information concerning host down time, protective services alerts, new code release dates, helpful hints and tips to enhance usability, notification of release of CWS/CMS All County Letters, All County Information Notices, and County Fiscal Letters. Generally, messages are system, child, or policy related in nature. Messages that are system or policy related would be put on the CWS/CMS and the CDSS Website. Messages such as protective service alerts/child alerts will be put on the CWS/CMS application only.

Larger documents such as release notes, meeting minutes and production schedule calendars may be faxed or e-mailed to users and/or listed on the CWS/CMS or the CDSS website. Information that is usually limited to specific production staff, such as technical information, configuration and authority/privilege information, may be transmitted using an alternative mechanism.

## **Overview and Distribution of Statewide Bulletins**

Although all staff can read bulletins, only staff with Bulletin Administrator privilege can post or remove bulletins from CWS/CMS. The Children and Family Services Division (CFSD) Help Desk, in the CMS Support Branch, and the HHSDC CWS/CMS Project are the only entities with Bulletin Administrator authority. They have sole responsibility for the review and distribution of statewide bulletins. The HHSDC CWS/CMS Project will input technical and operational issues related to the system.

When proposed bulletin text is received from the CWS/CMS vendor, HHSDC, CDSS, or county staff, the CFSD Help Desk reviews the information and clarifies any specifications with the author, if necessary, before posting. The bulletin text is then entered into CWS/CMS and saved. Once a bulletin has been saved to the CWS/CMS database, all CWS/CMS users can access the information by clicking on the “**Caseload**” icon from the CWS/CMS control panel, and then selecting the “**Open Existing Bulletin**” icon. Bulletins created in the past seven days will be listed on the “**Caseload – [Bulletins]**” screen. After seven days bulletins are removed to archives and will no longer be viewable in this area of the application. The Bulletin Archives is discussed below.

## **Preparing and Submitting a Bulletin Request**

The CDSS and the counties who author bulletins, will be responsible for approving bulletin content and must submit all bulletins for posting to the CFSD Help Desk. The CFSD Help Desk will do an editorial review but will not review for content. Prior to forwarding information to the CFSD Help Desk, requests must be approved by a supervisor of the county, agency or state unit submitting the request. Bulletins submitted from other States will require CFSD Children’s Services Operations Branch, Adoptions Branch or other CFSD program review before being forwarded to CFSD Help Desk staff for posting. All requests must be submitted via e-mail to the [cfsd.HelpDesk@dss.ca.gov](mailto:cfsd.HelpDesk@dss.ca.gov) with the following information:

**Author:** The name, title, e-mail address, and telephone number of the person who created the bulletin.

**Approving Supervisor:** The name, title, and telephone number of the supervisor who approved the message content.

**Contact Person:** The name, title and telephone number of the person to contact should questions arise over bulletin content.

**Subject:** A brief description of the bulletin that does not exceed 40 characters.

**Message Type:** THE CMS SUPPORT BRANCH BULLETIN ADMINISTRATOR COMPLETES THIS FIELD. Message types identified in the application include: a) system related, b) child related, and c) policy related. This is a mandatory field that only allows one of these three choices to be selected.

**Message:** The bulletin must not exceed 8,000 characters and should be created in Notepad or Microsoft Word 97 using plain text only. This excludes the use of text formats such as bullets or numbering as well as bold, italic, and/or underlined fonts.

### **Bulletin Archives**

The Maintenance and Operations Vendor is responsible for management of the archive process. The bulletins are archived first by date created and cross-referenced by subject. All users can access the bulletin archives by opening the “**Caseload**” or “**Client Services**” application, clicking on the “**Help**” icon; and then selecting the “**Contents**” option from the control panel. Scroll down the subject list and select the “**Bulletins Archive**” feature. Clicking on either “**Bulletins Filed by Date**” or “**Bulletins Filed by Subject**” will display a corresponding list of bulletins.

### **Timeframes**

Requests for statewide bulletins normally require a minimum of one-week notice prior to the requested distribution date. This gives CFSD Help Desk staff time to review the message and enter the bulletin into the CWS/CMS application. Although this timeline is typical for processing most bulletins, it **does not** apply to messages related to the health, safety and/or well being of an at-risk child or family. Whenever possible, such bulletins will be posted as soon as they are received. In addition, bulletins that are critical to the operation of CWS/CMS and related issues will be posted immediately.

If you have any questions regarding this notice, please contact the CFSD Help Desk at (916) 322-5400.

Sincerely,

Original Document Signed by

SYLVIA PIZZINI  
Deputy Director  
Children and Family Services Division

c: CWDA