DEPARTMENT OF SOCIAL SERVICES
744 P Street, Sacramento, California 95814

December 1, 2006

REASON FOR THIS TRANSMITTAL
[ ] State Law Change [ ] Federal Law or Regulation Change [ ] Court Order [ ] Clarification Requested by   One or More Counties [X] Initiated by CDSS

ALL COUNTY INFORMATION NOTICE NO. I-86-06

TO: ALL COUNTY WELFARE DIRECTORS
            ALL CHILD WELFARE SERVICES PROGRAM MANAGERS
            ALL COUNTY CHIEF PROBATION OFFICERS

SUBJECT: RECORDING "TIME TO INVESTIGATION" INFORMATION IN THE
              CHILD WELFARE SERVICES/CASE MANAGEMENT SYSTEM
              (CWS/CMS)

The enactment of Assembly Bill 636 (Chapter 678, Statutes of 2001) placed increased importance on the need for accurate, timely, and complete Child Welfare Services (CWS) data. The CWS/CMS system is the primary source of information for the Quarterly County Data Reports for the California Child and Family Services Review (C-CFSR) for each child welfare agency. This All County Information Notice (ACIN) is intended to assist counties in meeting critical CWS program documentation, data reporting, and program performance measurement requirements. This and future ACINs will provide information to assist counties in uniformly following program policy and data entry protocols to continuously improve data in CWS/CMS.

Child Abuse/Neglect Referrals with a Timely Response (Measure 2B)

This outcome measure is a process measure designed to determine the percent of child abuse and neglect referrals that have resulted in a timely in-person investigation. It determines the percent of cases in which face-to-face contact with a child occurs, or is attempted, within the regulatory time frames in those situations where a determination is made that the abuse or neglect allegations indicate significant danger to the child. The validity of this measure relies on social workers entering their completed and attempted investigation information correctly and timely in the CWS/CMS application.

This is a state process measure developed in accordance with Manual of Policies and Procedures, Division 31, Sections 31-110.3, 31-115 and 31-120, which specify when in-person immediate and 10-day investigations shall be conducted. If the referral was identified as requiring a 10-day response, the investigation must have been attempted or completed by the end of the tenth day after the referral was received (the day the referral was received is counted as day one). Additionally, if a referral was identified as

requiring an immediate response, the response must have been initiated or completed by midnight of the day after the referral was received.

Methodology

The methodology utilizes CWS/CMS data which identifies the number of child abuse/neglect referrals received within the quarterly report period that resulted in an investigation for both immediate and 10-day response types. For immediate response types, the number of referrals that had actual responses by midnight of the next day is compared to the total number of referrals that were designated "immediate" responses. For example, if in one quarter there were 100 referrals determined to be immediate responses, and 90 of those referrals had actual responses by midnight of the following day, then 10 of the referrals did not receive a timely response. Therefore, the rate of timely investigations is 90 percent. Similarly, 10-day response types include the number of referrals with actual responses within 10 days compared to the number of referrals that were designated as "10-day" responses.

The attached data entry instructions clarify how this information should be entered into the CWS/CMS application. If you have questions or need further information, please contact your C-CFSR Consultant at (916) 651-8100 or send an e-mail to chldserv@dss.ca.gov.

Sincerely,

Original Signed by Mary L. Ault

MARY L. AULT
Deputy Director
Children and Family Services Division
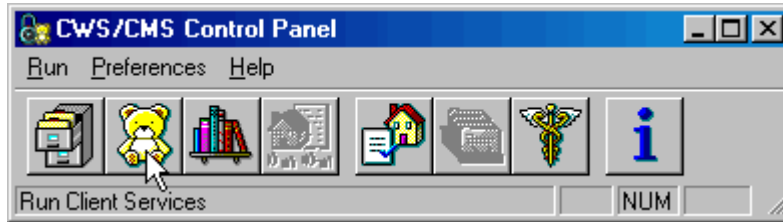
c: California Welfare Directors Association

All County Information Notice XXX
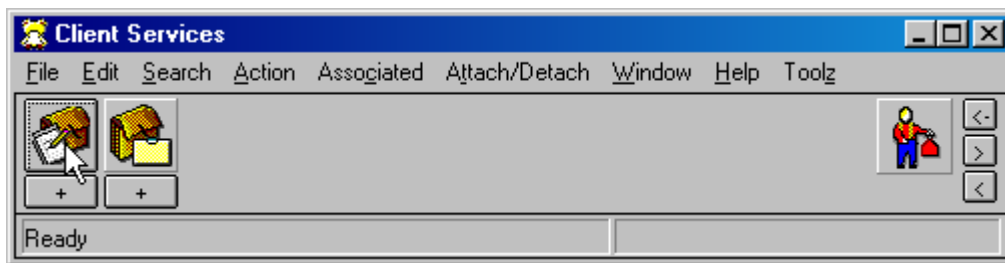CWS/CMS Data Entry Instructions

Create a Contact notebook

The following data entry instructions outline how to enter a contact starting from the CWS/CMS Control Panel.

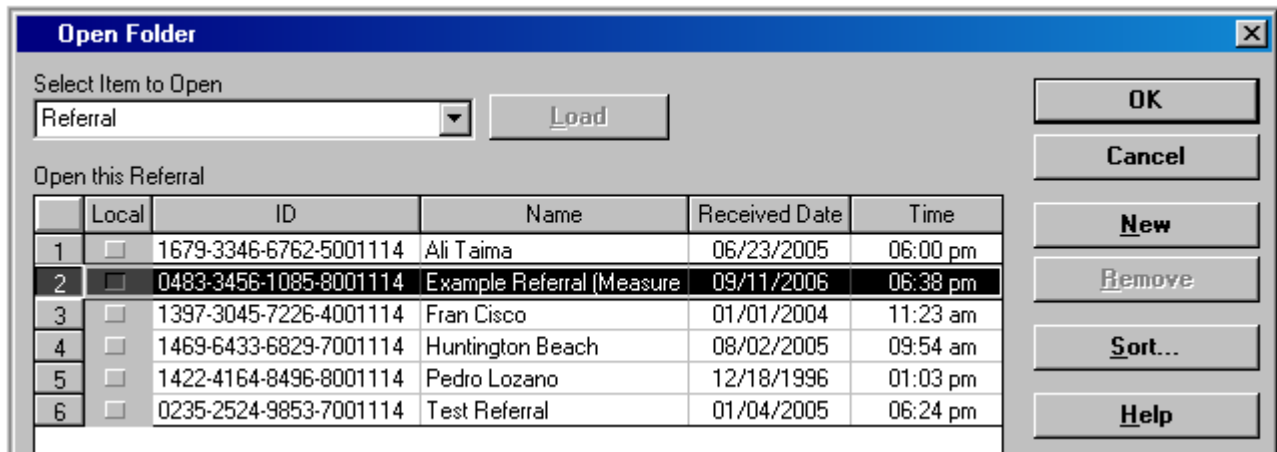1. Click the Client Services application icon.

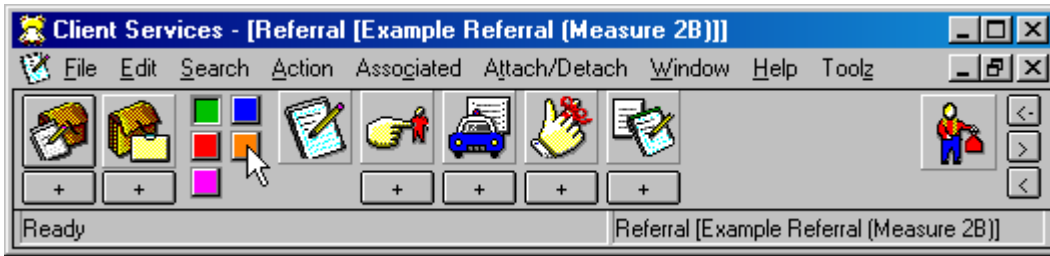2. Click the Open Existing Referral Folder icon.

From the Open Folder dialog box:

3. Select the appropriate referral.

4. Click the OK button.
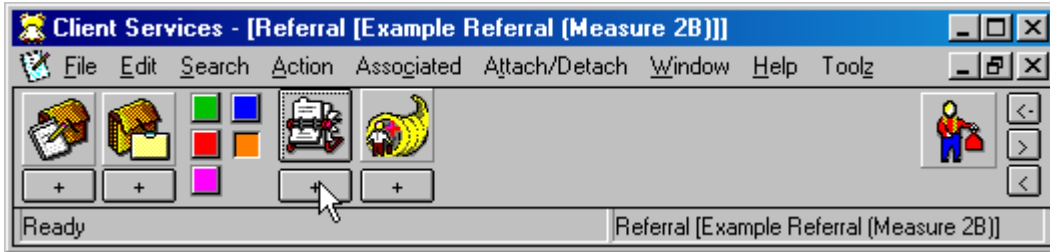
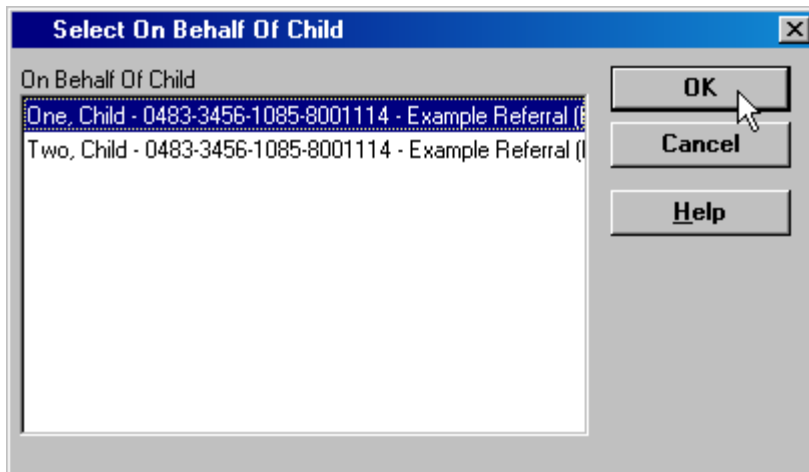5. Click the Yes button in the resulting dialog box.

To create a Contact notebook:

6. Click the Service Management Section button.

7. Click the "+" to create a new Contact notebook.

8. Select the child (ren) this contact was in regard to in the On Behalf Of Child dialog and click the OK button.

Complete the Contact page:

9. Click on the Staff Person field to select the staff person that made the contact.

(If you are entering a contact for another staff person, you may have to search for the Staff Person's name by clicking on the binoculars.)

10. Complete the following fields: (Specific Values being used for Measure 2B are listed below.)
    a. Start Date and Time
    b. End Date and Time
    c. Contact Purpose   Investigate Referral
    d. Method   In-Person
    e. Location
    f. Status fields.   Attempted or Completed

11. Click the "+" in the Participants grid.

12. Select the clients with whom contact was made and click the OK button.

13. The Contact Party Type will populate to show the relationships of the people selected in the Participants grid, such as Staff Person/Child.

14. Complete the Narrative section.

Save to the Database:

15. Click on the File Drop-down menu.

16. Select Save to Database.

17. Click Continue Working or Exit CWS/CMS.

Please refer to the *Referral Investigation and Closure* curriculum for further data entry instructions in regard to documenting a Referral Investigation. The curriculum is located on the CWS/CMS website. http://www.hwcws.cahwnet.gov/Training/curriculum/NewUser/Referral_NU/_04_Referral_Closure.doc