

CARESV1 Instructor Led Training (ILT) Curriculum

Instructor-Led Trainings:	3
Screening & Referrals	4
Learning Objectives/Topics	5
Course Map – Screening & Referrals	6
Placement	7
Learning Objectives/Topics	8
Course Map – Placement	9
Case Management Services	10
Learning Objectives/Topics	11
Course Map – Case Management Services	12
Courts	13
Learning Objectives/Topics	14
Course Map - Courts	15
Eligibility	16
Learning Objectives/Topics	17
Course Map - Eligibility	18
Adoptions	19
Learning Objectives/Topics	21
Course Map - Adoptions	22
Prevention Services (FFPSA)	23
Learning Objectives/Topics	24
Course Map – Prevention Services	25
Resource Family Approval	26
Learning Objectives/Topics	27
Course Map – Resource Family Approval	28
Financial Management – County Focused	29

Learning Objectives/Topics	30
Course Map – Financial Management – County Focused	31
Financial Management – CDSS Focused	32
Learning Objectives/Topics	33
Course Map – Financial Management – CDSS Focused	33
Admin Console.....	34
Learning Objectives/Topics	35
Course Map – Admin Console	35
Probation	36
Learning Objectives/Topics	38
Course Map – Probation	39
Other Trainings (could be a virtual option due to audience and duration):	40
FFPSA Provider Portal	40
Learning Objectives/Topics	41
Course Map – FFPSA Provider Portal	42
RFA Portal	43
Learning Objectives/Topics	44
Course Map – RFA Portal.....	44
Reports.....	45
Learning Objectives/Topics	45
Course Map - Reports	46
Extended Foster Care & ILP Services	47
Learning Objectives/Topics	48
Course Map – Extended Foster Case & ILP Services	49

This document outlines the Instructor Led Training (ILT) curriculum for both in-person and virtual/on-demand training methodologies. While this outline does not encompass all of the features and functionality within the CWS-CARES system, it provides training on core processes within the system.

Instructor-Led Trainings:

CWS-CARES Instructor-led training will be delivered using one of two methods, either In-Person (ILT) or Virtual ILT (vILT), or a mix of the two, depending on Organization preference.

- **ILT:** Training participants attend their training in-person in a classroom. Each ILT session is facilitated by two CARES trainers or by Organization Trainers if preferred by the organization.
- **vILT:** Training participants individually join a virtual classroom hosted on Microsoft Teams from their desk in their office or remote work location. Each vILT session is facilitated by two CARES trainers. vILT will be primarily available for organizations where in-person ILT is not feasible or where classroom participants are located across multiple geographic locations.

Screening & Referrals

Course Summary

The purpose of this course is to provide training on new and complex functionality in CWS-CARES related to creating and promoting screenings, documenting investigations, and conducting hotline, safety, and risk assessments.

Audience

Anyone in your organization that is responsible for Screenings and/or Investigations/Referrals. This functionality will be enabled in CWS-CARES through the following permissions:

- Hotline Worker
- Hotline Supervisor
- ER Worker
- ER Supervisor
- Case Management Worker
- Case Management Supervisor

Please Note: While above is our intended audience, we recommend that anyone who may benefit from and/or may be assisting in performing related activities should attend.

Supporting On-Demand Learning

The following On-Demand modules are essential learning modules available in CWS-CARES and should be complete prior to attending this ILT session.

- CWS-CARES - Audit and Approval History on Records
- CWS-CARES - Family Transfer Request
- CWS-CARES - Contact Log and Tribal Inquiries Basics
- CWS-CARES - Creating & Completing Tasks
- CWS-CARES - Creating & Managing Person Records
- CWS-CARES - Documenting Addresses
- CWS-CARES - Managing & Uploading Documents
- CWS-CARES - Managing Primary & Secondary Assignments
- CWS-CARES - Supervisor Review and Approvals
- CWS-CARES - Creating a Contact Note
- Case Plans - Plan of Safe Care
- Investigations - Abuse and Neglect
- Investigations - CSEC

- Investigations - Fatality/Near Fatality
- Investigations - Safely Surrendered Baby
- Screenings - Supervisor Review and Promotion
- Screenings - Abuse and Neglect
- Screenings - Community Resources
- Screenings - Overview
- Screenings - Safely Surrendered Baby
- Screenings - Prevention Services Request

Learning Objectives/Topics

<i>Upon completion of this course, the learner will be able to:</i>	
1.	Understand key processes to create and promote Screenings in CWS-CARES, including: • Creating a Screening • Creating a Contact Note • Creating a contact note • Tribal Inquiry & Collab • Documenting Allegations • Completing an SDM Hotline Assessment • Promoting a Screening to a Referral
2.	Understand key processes to create and manage a Referral in CWS-CARES, including: • Conducting SDM Safety and Risk Assessments • Creating and Sending Cross Reports • Concluding Allegations • Positioning the Referral • Promoting to a Case • Documenting a Referral Determination • Creating a Safety Plan

Course Map – Screening & Referrals

Lesson	Estimated Duration
Welcome	10 min
Lesson 1: Review Activity	15 min
Lesson 2: Screenings	45 min
Lesson 3: Investigations	45 min
Review/Questions/Wrap-up	15 min
Estimated Total Duration	2 Hours

Placement

Course Summary

This course will cover new and complex areas of CWS-CARES placement functionality. Course participants will walk through placement preferences and needs, creating placements, monitoring and maintaining placements, and presumptive transfer.

Audience

Anyone in your organization responsible for placements, placement searches, presumptive transfers, documenting absences from placement including unauthorized absences from placement and placement stability monitoring. This functionality will be enabled in CWS-CARES through the following permissions:

- Case Management Worker
- Case Management Supervisor
- Emergency Response Worker
- Emergency Response Supervisor

Please Note: While above is our intended audience, we recommend that anyone who may benefit from and/or may be assisting in performing related activities should attend.

Supporting On-Demand Learning

The following On-Demand modules are essential learning modules available in CWS-CARES and should be complete prior to attending this ILT session.

- CWS-CARES - Audit and Approval History on Records
- CWS-CARES - Family Transfer Request
- CWS-CARES - Contact Log and Tribal Inquiries Basics
- CWS-CARES - Creating & Completing Tasks
- CWS-CARES - Creating a Contact Note
- CWS-CARES - Creating & Managing Person Records
- CWS-CARES - Documenting Addresses
- CWS-CARES - Managing & Uploading Documents
- CWS-CARES - Managing Primary & Secondary Assignments
- CWS-CARES - Supervisor Review and Approvals
- **Placements - Creating an RFH**
- Placements - ICPC Incoming
- Placements - ICPC Outgoing
- Placements - Maintain Placements

- Placements - Regional Centers
- Placements - Transitional Independent Living (TIL)

Learning Objectives/Topics

<i>Upon completion of this course, the learner will be able to:</i>	
1.	Understand key processes to initiate a Placement in CWS-CARES, including: Documenting Placement Preferences and Needs • Documenting a removal • Conducting Placement Matching Search
2.	Understand key processes to make an Emergency Placement – Pre RFA Approval in CWS-CARES
3.	Understand key processes to make a Tribally Approved Home (TAH) placement in CWS-CARES
4.	Understand key processes to maintain and monitor placement in CWS-CARES, including: • Updating Placement Stability • Creating Placement Preservation Strategy • Creating 14-day notice/exemption • Recording absences
5.	Understand key processes to make a Short Term Residential Therapeutic Program (STRTP) placement in CWS-CARES
6.	Understand key processes to make a Supervised Independent Living Placement (SILP) in CWS-CARES • SILP Readiness Assessment • SILP Placement
7.	Understand key processes to initiate Presumptive Transfers in CWS-CARES, including: • Requesting and recording a presumptive transfer waiver • Documenting outcomes of the waiver determination process

Course Map – Placement

Lesson	Estimated Duration
Welcome	10 min
Lesson 1: Review Activity	20 min
Lesson 2: Initiating a Placement	25 min
Lesson 3: Emergency Placement – Pre RFA Approval	25 min
Lesson 4: Tribally Approved Homes (TAHs)	25 min
Break	10 min
Lesson 5: Monitoring Placements	20 min
Lesson 6: STRTPs	25 min
Lesson 7: SILPs	25 min
Lesson 8: Presumptive Transfers	15 min
Review/Questions/Wrap-up	15 min
Estimated Total Duration	3.5 Hours

Case Management Services

Course Summary

The purpose of this course is to provide training on new and complex functionality in CWS-CARES that supports case management activities. This includes family finding activities, documenting CFTs, completing assessments via the P-CIS interface, and creating and managing a case plan.

Audience

Anyone in your organization that is responsible for convening CFTs, conducting assessments, completing search efforts for family, absent parents, and missing or abducted children, and creating/managing case plans. This functionality will be enabled in CWS-CARES through the following permissions:

- Case Management Worker
- Case Management Supervisor

Please Note: While above is our intended audience, we recommend that anyone who may benefit from and/or may be assisting in performing related activities should attend.

Supporting On-Demand Learning

The following On-Demand modules are essential learning modules available in CWS-CARES and should be complete prior to attending this ILT session.

- CWS-CARES - Audit and Approval History on Records
- CWS-CARES - Family Transfer Request
- CWS-CARES - Contact Log and Tribal Inquiries Basics
- CWS-CARES - Creating & Completing Tasks
- CWS-CARES - Creating & Managing Person Records
- CWS-CARES - Creating a Contact Note
- CWS-CARES - Documenting Addresses
- CWS-CARES - Managing & Uploading Documents
- CWS-CARES - Managing Primary & Secondary Assignments
- CWS-CARES - Supervisor Review and Approvals
- CWS-CARES - Creating a Service Provider
- Case Management - Introduction
- Case Management - Create a Case
- Case Management - Aftercare & Re-Entry
- Case Management - Closing a Case

Learning Objectives/Topics

<i>Upon completion of this course, the learner will be able to:</i>	
1.	Understand key processes to support the documentation of search efforts • Absent Parents • Missing or Abducted Children • Family Finding
2.	Understand key processes to convene a Child and Family Team (CFT) meeting in CWS-CARES, including: • Documenting CFT Membership • Documenting CFT meeting purpose and due dates • Documenting CFT meeting attendance and meeting outcome • Sending CFT Survey via the P-CIS interface
3.	Understand key processes to manage Assessments in CWS-CARES via the P-CIS interface, including: • Child and Adolescent Needs and Strengths (CANS) Assessment.
4.	Understand key processes to create and maintain Case Plans in CWS-CARES, including: • Case Plan • Transitional Independent Living Case Plan (TILCP) • Shared Responsibility Plan / Parenting Support Plan
5.	Understand key processes to document Active Efforts made in cases involving Indian Children (ICWA).

Course Map – Case Management Services

Lesson	Estimated Duration
Welcome	10 min
Lesson 1: Review Activity	15 min
Lesson 2: Search Efforts	40 min
Lesson 3: Child and Family Team (CFT)	30 min
Break	10 min
Lesson 4: Assessments via P-CIS Interface	20 min
Lesson 5: Case Plans	40 min
Lesson 6: Documenting ICWA Active Efforts	15 min
Review/Questions/Wrap-up	15 min
Estimated Total Duration	3.25 Hours

Courts

Course Summary

The purpose of this course is to provide training on new and complex functionality in CWS-CARES that supports court-specific processes and documentation. This includes processing warrants, preparing and managing detention hearings, and other court-related activities.

Important Note: Please note that all court functionality in CWS-CARES will be enabled through Case Management permissions. If you have designated court workers in your county, we recommend they attend this session.

Audience

Anyone in your organization that is responsible for creating/processing warrants, detention hearing documents, managing 366.26 hearings, completing due diligence searches, ex-parte, and managing court reports. This functionality will be enabled in CWS-CARES through the following permissions:

- Case Management Worker
- Case Management Supervisor
- ER Worker
- ER Supervisor

Please Note: While above is our intended audience, we recommend that anyone who may benefit from and/or may be assisting in performing related activities should attend.

Supporting On-Demand Learning

The following On-Demand modules are essential learning modules available in CWS-CARES and should be complete prior to attending this ILT session.

- CWS-CARES - Family Transfer Request
- CWS-CARES - Contact Log and Tribal Inquiries Basics
- CWS-CARES - Creating & Completing Tasks
- CWS-CARES - Creating & Managing Person Records
- CWS-CARES - Documenting Addresses
- CWS-CARES - Managing & Uploading Documents
- CWS-CARES - Managing Primary & Secondary Assignments
- CWS-CARES - Supervisor Review and Approvals
- CWS-CARES - Creating a Contact Note

- Courts - Additional Hearings
- Courts - Creating & Generating Warrants
- Courts - Jurisdiction and Disposition Hearings
- Courts - Process Court Hearings

Learning Objectives/Topics

<i>Upon completion of this course, the learner will be able to:</i>	
1.	Understand key processes to create and process Warrants in CWS-CARES, including: • Creating a Protective Custody Warrant • Documenting a Warrant Ruling • Document Warrant Service Attempts • Closing a Warrant
2.	Understand key processes to create and prepare Detention Hearing documents for Court in CWS-CARES, including: • Petitions • Notices • ICWA 30 • Minute Orders • Court Reports • Court Officer Notes • Scheduling Next Hearing
3.	Understand key processes to support the 366.26 Hearing documents for Court in CWS-CARES, including: • Due Diligence Search • Notices • 366.26 Court Report • Findings & Orders (Minute Orders) • Court Officer Notes
4. 3.	Understand key processes to support court-related functionality in CWS-CARES, including: • Ex Parte • Completing Discovery Requests
5. 5.	Understand the process to attach a Case Plan to a Court Report in CWS-CARES.

Course Map - Courts

Lesson	Estimated Duration
Welcome	10 min
Lesson 1: Review Activity	15 min
Lesson 2: Warrants	30 min
Lesson 3. Detention Hearings	30 min
Lesson 4: 366.26 Hearings	45 min
Lesson 5: Other Courts Functionality	30 min
Review/Questions/Wrap-up	20 min
Estimated Total Duration	3 Hours

Eligibility

Course Summary

This course will cover new areas of CWS-CARES functionality related to Eligibility. This includes components designed to support the collection and communication of information necessary for the determination and redetermination of Eligibility for children in, including Foster Care, Kin-Gap, Non-Related Legal Guardianships and Alternative Care settings.

Please note: AAP Eligibility will be covered in our session dedicated to Adoptions.

Audience

Anyone in your organization that is responsible for providing Eligibility and Rate information/documents to CalSAWS Eligibility Workers (i.e., Eligibility Resources). This functionality will be enabled in CWS-CARES through the following permissions:

- Case Management Workers
- Case Management Supervisors
- Emergency Response Workers
- Emergency Response Supervisors
- CalSAWS Read/Write Users (optional)

Please Note: While above is our intended audience, we recommend that anyone who may benefit from and/or may be assisting in performing related activities should attend.

Supporting On-Demand Learning

The following On-Demand modules are essential learning modules available in CWS-CARES and should be complete prior to attending this ILT session.

- CWS-CARES - Audit and Approval History on Records
- CWS-CARES - Creating & Completing Tasks
- CWS-CARES - Creating & Managing Person Records
- CWS-CARES - Documenting Addresses
- CWS-CARES - Creating a Contact Note
- CWS-CARES - Managing & Uploading Documents
- CWS-CARES - Managing Primary & Secondary Assignments
- CWS-CARES - Supervisor Review and Approvals
- Eligibility - Foster Care Redeterminations
- Eligibility - Request Determination

Learning Objectives/Topics

<i>Upon completion of this course, the learner will be able to:</i>	
1.	Understand key processes to gather and provide information to request and receive an authorized Foster Care Eligibility determination, including: • Reviewing and updating Eligibility records in CARES • Verifying information in the Eligibility Record • Managing documents in the Eligibility Record • Sending a case link request to CalSAWS • Entering and requesting Placement Rates • Entering Income and Property Information • Providing supplementary placement information to CalSAWS
2.	Understand key processes to gather and provide information to authorize Foster Care Eligibility Redetermination, including: • Reviewing and updating the eligibility record to ensure that it is accurate • Sending updated information to CalSAWS
3.	Understand key processes to gather and provide information to authorize Kin-GAP benefits, including: • Requesting information regarding a child's potential Kin-GAP eligibility from CalSAWS • Requesting signatures on a Kin-GAP SOC369 and 369A agreements • Providing finalized guardianship documents to CalSAWS
4.	Understand key processes to gather and provide information to authorize Foster Care benefits for children in Non-related Legal Guardianships (NRLG), including: • Updating the Eligibility Record, as needed • Sending Letter of Guardianship to CalSAWS
5.	Understand key processes to create and communicate information related to an Alternative Care scenario, including: • Reviewing and updating a Medi-Cal Eligibility Record • Generating a Medi-Cal application form (MC 250) • Requesting a case link from CalSAWS • Receiving a Medi-Cal Determination

Course Map - Eligibility

Lesson	Estimated Duration
Welcome	10 min
Lesson 1: Review Activity	30 min
Lesson 2: Foster Care Eligibility	30 min
Lesson 3: Foster Care Eligibility Redetermination	10 min
Break	15 min
Lesson 4: Kin-GAP	15 min
Lesson 5: Non-related Legal Guardian (NRLG)	15 min
Lesson 6: Medi-Cal	20 min
Review/Questions/Wrap-up	20 min
Estimated Total Duration	3 Hours

Adoptions

Course Summary

This course will cover new and complex areas of CWS-CARES functionality related to Adoptions. Course participants will walk through program components specific to Adoption, including; Voluntary Relinquishment, Adoption Assessment, Adoption Finalization, Adoption Assistance Payments (AAP), Adoption case closure, and Post Adoption Services.

Important Note: *The last 30 minutes of this session will cover functionality for the state related to Set Aside Investigations. Counties will not be expected to participate in this portion of the session.*

Audience

Anyone in your organization that is responsible for preliminary adoption assessments, adoptions documentation, gathering information for AAP benefits, post adoption services, or Set Aside investigations. This functionality will be enabled in CWS-CARES through the following permissions:

- Adoption Workers
- Adoption Supervisors
- AAP Workers
- AAP Supervisors
- AAP Eligibility Resources
- Set Aside Investigation Worker
- Set Aside Investigation Supervisor
- State Read Only (Oversight Purposes Only)

Please Note: *While above is our intended audience, we recommend that anyone who may benefit from and/or may be assisting in performing related activities should attend.*

Supporting On-Demand Learning

The following On-Demand modules are essential learning modules available in CWS-CARES and should be complete prior to attending this ILT session.

- CWS-CARES - Audit and Approval History on Records
- CWS-CARES - Family Transfer Request
- CWS-CARES - Contact Log and Tribal Inquiries Basics
- CWS-CARES - Creating & Completing Tasks

- CWS-CARES - Creating & Managing Person Records
- CWS-CARES - Documenting Addresses
- CWS-CARES - Managing & Uploading Documents
- CWS-CARES - Managing Primary & Secondary Assignments
- CWS-CARES - Supervisor Review and Approvals
- CWS-CARES - Searching the Provider Directory
- CWS-CARES - Creating a Contact Note
- Adoptions - Creating an Adoption
- Adoptions - Finalization
- Adoptions – Introduction

Learning Objectives/Topics

<i>Upon completion of this course, the learner will be able to:</i>	
1.	Understand the key processes to conduct Preliminary Adoption Assessment, including: • Creating Parent-Child Suitability Summary (PCSS) • Creating Tribal Customary Adoption-Parent-Child Suitability Summary (TCA-PCSS) and receiving TCAO from the tribe • Creating Non-minor Dependent Adoption Assessment • Documenting PCSS Grievance Request and Outcome • Generating Forms
2.	Understand the key processes to conduct activities to complete Adoptions documentation, including: • Freeing Packets • Adoptive Placement Packets • Finalization Packets • Final Court Hearing
3.	Understand the key processes to gather and provide information to authorize AAP benefits, including: • Creating an AAP case • Selecting the applicable rate structure • Creating and uploading AAP forms • Initial AAP Agreements • Completing AAP 6, AD 4320 • Sending case link to CalSAWS • Completing AAP 2 • Sending AAP rate information to CalSAWS • Amended AAP Agreements • Completing AAP 6, AD 4320 • Completing AAP 2 and Sending rate information to CalSAWS • Closing an AAP case
4.	Understand the key processes to close Adoption Case and process post-Adoption Service Requests. • Processing PAS requests on closed Adoption cases found in CWS-CARES • Processing PAS requests on closed Adoption cases not found in CWS-CARES
5.	Understanding the key processes to document Set Aside Investigations • Creating and assigning a Set Aside Investigation • Documenting a Set Aside Hearing • Creating and submitting the Set Aside Report • Closing the Set Aside Investigation

Course Map - Adoptions

Lesson	Estimated Duration
Welcome	10 min
Lesson 1: Review Activity	20 min
Lesson 2: Adoption Assessments	30 min
Break	15 min
Lesson 3: Adoptions Documentation	60 min
Lesson 4: AAP Benefits	55 min
Lesson 5: Close Adoption Case/Post-Adoption Services	20 min
Lesson 6: Set Aside Investigations	20 min
Review/Questions/Wrap-up	20 min
Estimated Total Duration	3.5 Hours

Prevention Services (FFPSA)

Course Summary

This course will cover new areas of CWS-CARES functionality related to the Family First Prevention Services Act (FFPSA) program. This includes system features and processes designed to support the FFPSA Title IV-E Case Pathway, FFPSA Title IV-E No Case Pathway, and the Community Pathway.

Important Note: Please note that there will be a specialized session dedicated to FFPSA Provider Portal functionality.

Audience

Anyone in your organization that will be responsible for creating Prevention Services Requests, providing prevention services within a Voluntary/Court Family Maintenance case, documenting and approving Candidacy Determinations, managing a Family Well-Being Plan, or maintaining a prevention only case in CWS-CARES. This functionality will be enabled in CWS-CARES through the following permissions:

- Prevention Services Workers
- Prevention Services Supervisors
- CDSS Prevention Oversight (for awareness)

Please Note: While above is our intended audience, we recommend that anyone who may benefit from and/or may be assisting in performing related activities should attend.

Supporting On-Demand Learning

The following On-Demand modules are essential learning modules available in CWS-CARES and should be complete prior to attending this ILT session.

- CWS-CARES - Audit and Approval History on Records
- CWS-CARES - Creating & Managing Person Records
- CWS-CARES - Documenting Addresses
- CWS-CARES - Managing Primary & Secondary Assignments
- CWS-CARES - Supervisor Review and Approvals
- Resource Management Directory
- CWS-CARES - Searching the Services Array
- CWS-CARES - Creating a Service Provider
- CWS-CARES - Creating a Contact Note

Learning Objectives/Topics

<i>Upon completion of this course, the learner will be able to:</i>	
1.	Understand key processes to support the FFPSA Title IV-E Case Pathway in CWS-CARES, including: • Creating Prevention Services Requests • Documenting FFPSA Candidacy Determinations • Creating and maintaining Family Well-Being Plans
2.	Understand key processes to support the FFPSA Title IV-E No Case Pathway in CWS-CARES, including: • Creating Prevention Services Requests • Completing FFPSA Candidacy Determinations • Creating and maintaining a Family Well-Being Plan
3.	Understand the key processes that support the FFPSA Community Pathway, including: • Sending Prevention Services Request(s) to service providers via the portal • Reviewing, approving, and denying Candidacy Determination Requests via the portal • Reviewing Ongoing & Final Federal Reports via the portal
4.	Understand key processes to support documenting Prevention Services Structured Contact Notes in CWS-CARES.

Course Map – Prevention Services

Lesson	Estimated Duration
Welcome	10 min
Lesson 1: Review Activity	30 min
Lesson 2: FFPSA Title IV-E Case Pathway	45 min
Break	15 min
Lesson 3: FFPSA Title IV-E No Case Pathway	30 min
Lesson 4: Community Pathway	30 min
Lesson 5: Prevention Services Structured Contact Note	15 min
Review/Questions/Wrap-up	20 min
Estimated Total Duration	3.5 Hours

Resource Family Approval

Course Summary

This course will cover new and complex areas of CWS-CARES functionality used by Resource Family Approval (RFA) workers/supervisors. This includes a walkthrough of components that support maintaining a Resource Family Home, complaints, and legal action.

Audience

Anyone in your organization that is responsible for managing RFA applications, maintaining Resource Family Home(s), processing complaints, and managing RFA legal action. This functionality will be enabled in CWS-CARES through the following permissions:

- RFA Workers
- RFA Supervisors
- RSO Workers
- RSO Supervisors
- CDSS County Liaison
- CDSS RFA Oversight Staff

Please Note: While above is our intended audience, we recommend that anyone who may benefit from and/or may be assisting in performing related activities should attend.

Supporting On-Demand Learning

The following On-Demand modules are essential learning modules available in CWS-CARES and should be complete prior to attending this ILT session.

- CWS-CARES - Audit and Approval History on Records
- CWS-CARES - Creating & Managing Person Records
- CWS-CARES - Documenting Addresses
- Placements - Creating an RFH
- RSO Address Investigations
- RFA - Maintain Resource Family Home
- Resource Management Directory

Learning Objectives/Topics

Upon completion of this course, the learner will be able to:	
1.	Understand processes to create and submit a Resource Family Approval Application in CWS-CARES including: • Creating and documenting an RFA Recruitment Inquiry • Documenting and Submitting an RFA Application for Approval • Completing and documenting Background Checks • Completing and documenting the Home Health and Safety Evaluation • Documenting Pre-Approval Training • Completing and documenting the Written Report • Completing and documenting References • Uploading RFA Forms • Generating RFA Approval Certificate
2.	Understand processes to maintain Resource Family homes in CWS-CARES, including: • Monitoring and documenting Post Approval Training • Indicating Tribal Affiliation for the Resource Family Home • Completing the Resource Family Home Biennial Update • Documenting the Resource Family Home's decision for inactive status • Creating and Managing a Corrective Action Plan • Uploading verification of corrections • Closing a Resource Family Home
3.	Understand processes to create and process Resource Family Home complaints in CWS-CARES, including: • Completing a Complaint Investigation • Documenting allegations and findings • Documenting deficiencies • Creating and documenting Registered Sex Offender (RSO) Address Match Investigations • Creating and sending cross reports
4.	Understand processes to create and update Resource Family Approval Legal Action in CWS-CARES, including: • Creating and scheduling a Legal Consultation • Generating Legal Consult memo • Creating forms (RFA09, RFA09B, RFA09E, RFA09I) • Managing Administrative Action Research System (AARS) Status • Creating and processing an Appeal

Course Map – Resource Family Approval

Lesson	Estimated Duration
Welcome	5 min
Lesson 1: Review Activity	20 min
Lesson 2: RFA Application	60 min
Lesson 3: Maintain Resource Family Approval Home	30 min
Lesson 4: Resource Family Approval Complaints	20 min
Lesson 5: Resource Family Approval Legal Action	30 min
Review/Questions/Wrap-up	15 min
Estimated Total Duration	3 Hours

Financial Management – County Focused

Course Summary

This course will cover new and complex areas of CWS-CARES functionality related to Financial Management, tailored specifically for county users. This includes system features that track child-level payments, County Expense Claim Reporting Information System (CECRIS) interface data, statewide and county-specific rate tables, and service cost tracking for FFPSA.

Audience

Anyone in your county is responsible for tracking, reviewing, and approving service cost information related to FFPSA services. These users would also be able to view administrative claim information from CECRIS, assistance costs from CalSAWS and county supplemental forms, and rate tables in CWS-CARES. This functionality will be enabled in CWS-CARES through the following permissions:

- County Fiscal Workers
- County Fiscal Supervisors
- County Administrators
- CDSS Fiscal (for awareness)

Please Note: While above is our intended audience, we recommend that anyone who may benefit from and/or may be assisting in performing related activities should attend.

Supporting On-Demand Learning

The following On-Demand modules are essential learning modules available in CWS-CARES and should be complete prior to attending this ILT session.

- CWS-CARES - Audit and Approval History on Records
- CWS-CARES - Creating & Completing Tasks
- CWS-CARES - Supervisor Review and Approvals

Learning Objectives/Topics

<i>Upon completion of this course, the learner will be able to:</i>	
1.	Understand the key components and processes for viewing child-level payment data in CWS-CARES, including: • Authorization and issuance data from CalSAWS interface • Payment data from the county-specific supplemental form (CA-800CSF)
2.	Understand the key components and processes for viewing county-specific DFA600 data in CWS-CARES via the CECRIS interface.
3.	Understand the key components and processes for viewing statewide and county-specific rate tables in CWS-CARES.
4.	Understand the key components and processes for service cost tracking to support FFPSA in CWS-CARES, including: • Creating FFPSA cost-tracking reports • Reviewing and approving FFPSA Cost-Tracking Reports submitted via the portal • Reviewing and approving Ongoing/Final Federal Reports submitted via the portal • Reviewing and monitoring missing/overdue cost-tracking reports

Course Map – Financial Management – County Focused

Lesson	Estimated Duration
Welcome	10 min
Lesson 1: Review Activity	30 min
Lesson 2: Assistance Costs in CWS-CARES	20 min
Break	10 min
Lesson 3: Administrative Costs in CWS-CARES	15 min
Lesson 4: Rate Tables in CWS-CARES	10 min
Lesson 5: FFPSA Service Cost-Tracking	30 min
Review/Questions/Wrap-up	20 min
Estimated Total Duration	2.5 Hours

Financial Management – CDSS Focused

Course Summary

This course will cover new and complex areas of CWSCARES functionality related to Financial Management, tailored specifically for CDSS users. Participants will explore the financial-related features available to the state in CWSCARES, including, but not limited to viewing County Expense Claim Reporting Information System (CECRIS) interface data, maintaining rate tables, and uploading county-specific supplemental forms.

Audience

Anyone at the state level that will be responsible for viewing county administrative claim data, county assistance claim data, uploading county supplemental forms, and maintaining rate tables in CWS-CARES. This functionality will be enabled in CWS-CARES through the following permissions:

- State Fiscal Worker
- State Rates Bureau Worker
- State Rates Bureau Supervisor

Please Note: While above is our intended audience, we recommend that anyone who may benefit from and/or may be assisting in performing related activities should attend.

Supporting On-Demand Learning

The following On-Demand modules are essential learning modules available in CWS-CARES and should be complete prior to attending this ILT session.

- CWS-CARES - Audit and Approval History on Records
- CWS-CARES - Managing & Uploading Documents

Learning Objectives/Topics

Upon completion of this course, the learner will be able to:	
1.	Understand the key components and processes for uploading county-specific supplemental forms (CA-800CSF) in CWS-CARES
2.	Understand the key components and processes for viewing and gathering necessary data in CWS-CARES to support compliant CB-496 reporting, including: • Child-level assistance payments from CalSAWS and county-specific supplemental forms • County-specific CECRIS DFA600 reports
3.	Understand the key components and processes for viewing, maintaining, and approving all statewide and county-specific rate tables in CWS-CARES.

Course Map – Financial Management – CDSS Focused

Lesson	Estimated Duration
Welcome	10 min
Lesson 1: Review Activity	15 min
Lesson 2: Supplemental Form Uploads	20 min
Break	10 min
Lesson 3: Gathering Data for CB-496 Reporting	20 min
Lesson 4: Maintaining Rate Tables in CWS-CARES	30 min
Review/Questions/Wrap-up	20 min
Estimated Total Duration	2 Hours

Admin Console

Course Summary

This course will cover new and complex areas of CWS-CARES functionality used by Administrators. This includes a walkthrough of the CWS-CARES Administrator Console, user accounts and permissions, caseload, and troubleshooting.

Audience

Anyone in your organization that will be responsible for managing the help desk, Admin Console, creating users, managing permissions, that will work in CWS-CARES as:

- County Administrators
- Office Administrators
- State Administrators

Please Note: While above is our intended audience, we recommend that anyone who may benefit from and/or may be assisting in performing related activities should attend.

Supporting On-Demand Learning

The following On-Demand modules are essential learning modules available in CWS-CARES and should be complete prior to attending this ILT session.

- Admin Console – Overview

Learning Objectives/Topics

Upon completion of this course, the learner will be able to:	
1.	Understand key processes to manage County and user resources in the Administrator Console, including: • Okta • Tableau • Salesforce • Adobe Experience Manager (AEM)
2.	Understand key processes to create and update User Accounts and Permissions, including: • Provisioning users in Okta • Assigning and removing permission sets to workers • Assigning and removing Override Access permissions to users • Assigning and removing merge/duplicate records permissions to users • Creating an office/unit/caseload within the App • Adding/transferring/removing users from Caseloads, units, and offices • Disabling users • Person Merge
3.	Understand key processes to troubleshoot using Knowledge Based Articles.

Course Map – Admin Console

Lesson	Estimated Duration
Welcome	10 min
Lesson 1: Administrator Console	30 min
Lesson 2: User Accounts and Permissions	45 min
Lesson 5: Troubleshooting	30 min
Review/Questions/Wrap-up	30 min
Estimated Total Duration	2.5 Hours

Probation

Course Summary

This course will cover new and complex areas of CWS-CARES functionality used by Juvenile Probation. This will include a walkthrough on features related to probational youth receiving prevention services, managing a probation youth in placement, and eligibility/Extended Foster Care (EFC) benefits.

Audience

Anyone in your organization that will be responsible for managing probation youth receiving prevention services, in placement, eligible for Foster Care and EFC benefits. This functionality will be enabled in CWS-CARES through the following permissions:

- Case Management Worker (Probation Only)
- Case Management Supervisor (Probation Only)
- Probation Prevention Services Worker
- Probation Prevention Services Supervisor

Please Note: While above is our intended audience, we recommend that anyone who may benefit from and/or may be assisting in performing related activities should attend.

Supporting On-Demand Learning

The following On-Demand modules are essential learning modules available in CWS-CARES and should be complete prior to attending this ILT session.

- CWS-CARES - Audit and Approval History on Records
- CWS-CARES - Family Transfer Request
- CWS-CARES - Contact Log and Tribal Inquiries Basics
- CWS-CARES - Creating & Completing Tasks
- CWS-CARES - Creating & Managing Person Records
- CWS-CARES - Documenting Addresses
- CWS-CARES - Managing & Uploading Documents
- CWS-CARES - Managing Primary & Secondary Assignments
- CWS-CARES - Supervisor Review and Approvals
- Resource Management Directory
- CWS-CARES - Creating a Contact Note
- Case Management - Create a Case
- Case Management - Closing a Case
- Placements - Creating an RFH

- Placements - ICPC Incoming
- Placements - ICPC Outgoing
- Placements - Maintain Placements
- Placements - Regional Centers
- Placements - Transitional Independent Living (TIL)
- Eligibility - Foster Care Redeterminations
- Eligibility - Request Determination

Learning Objectives/Topics

Upon completion of this course, the learner will be able to:	
1.	Understand key processes to open a case in CWS-CARES
2.	- Understand key processes to create and process a prevention referral for FFPSA Probation No Case Pathway, including: - Completing a Prevention Services Request - Creating an FFPSA Candidacy Determination Request - Documenting FFPSA Ongoing & Final Federal Reports
3.	Understand key processes to create a placement in CWS-CARES, including: - Removal and Child Location Record - STRTP placement - Transitional Housing placement - Supervised Independent Living placement - Conducting Level of Care (LOC) assessment, if needed
4.	Understand key processes to maintain and monitor placement in CWS-CARES, including: - Updating Placement Stability - Creating Placement Preservation Strategy - Creating 14-day notice/exemption - Recording absences
5.	Understand key processes to gather and provide information to authorize Foster Care Eligibility, including: - Updating placement information in CWS-CARES which will create an eligibility record - Verifying information in the eligibility record - Sending a case link request to CalSAWS - Collecting and uploading vital documents to the eligibility record - Obtaining acknowledgments and signatures, if needed, on the ARC 1 - Completing and submitting the “good cause” form CW51 - Modifying information in person record, if needed - Reviewing CWS-CARES for eligibility determination, payment authorization, and issuance record
6.	Understand key processes to gather and provide information to authorize Foster Care Eligibility Redetermination, including: Reviewing and updating the eligibility record to ensure that it is accurate Sending updated information to CalSAWS
7.	Understand key processes to support Extended Foster Care (EFC), including: - Create initial/reentry into EFC and opt-out or exit from EFC - Gather and provide information to authorize EFC benefits

Course Map – Probation

Lesson	Estimated Duration
Welcome	10 min
Lesson 1: Review Activity	40 min
Lesson 2: Open a Case	25 min
Lesson 3: Prevention Services	45 min
Break	15 min
Lesson 4: Create a Placement	50 min
Questions	15 min
Lunch	1 hour
Lesson 5: Maintain Placement	20 min
Lesson 6: Foster Care Eligibility	45 min
Lesson 7: Foster Care Redetermination	10 min
Break	15 min
Lesson 8: Extended Foster Care (EFC) Benefits & Eligibility	40 min
Review/Questions/Wrap-up	30 min
Estimated Total Duration	6 Hours

Other Trainings (could be a virtual option due to audience and duration):

FFPSA Provider Portal

Course Summary

This course will introduce new CWS-CARES functionality related to Family First Prevention Services (FFPS), with a focus on the FFPSA Provider Portal. Participants will learn how counties manage portal access for contracted FFPSA service providers and Community Based Organizations (CBOs), explore Community Pathway processes, and understand model fidelity and capacity reporting within the system.

Please Note: The last 15 minutes of this session will focus on the upload of model fidelity data from providers. Counties will NOT be responsible for this functionality and will not be required to attend this portion of the training.

Audience

Anyone in your organization that will be responsible for managing the FFPSA Provider Portal, reviewing and approving Candidacy Determinations from the Community Pathway, and managing provider model fidelity uploads. This functionality will be enabled in CWS-CARES through the following permissions:

- Prevention_Services Worker
- Prevention Services Supervisor
- CDSS Oversight
- Administrator (help desk)

Please Note: While above is our intended audience, we recommend that anyone who may benefit from and/or may be assisting in performing related activities should attend.

Supporting On-Demand Learning

The following On-Demand modules are essential learning modules available in CWS-CARES and should be complete prior to attending this ILT session.

- CWS-CARES - Audit and Approval History on Records
- CWS-CARES - Creating & Managing Person Records
- CWS-CARES - Documenting Addresses
- CWS-CARES - Managing & Uploading Documents
- Resource Management Directory
- CWS-CARES - Creating a Service Provider

Learning Objectives/Topics

Upon completion of this course, the learner will be able to:	
1.	Understand the processes for managing access to the FFPSA Provider Portal, including: • Creating provider profiles for service providers • Initiating and maintaining access for portal user(s) • Reviewing, approving, and denying change(s) to provider profiles via the portal • Reviewing, approving, and denying portal access requests via the portal
2.	Understand the key processes that support the FFPSA Community Pathway, including: • Sending Prevention Services Request(s) to service providers via the portal • Providers creating Candidacy Determination Requests via the portal • Providers creating Ongoing & Final Federal Reports via the portal
3.	Understand the key processes that support FFPSA model fidelity and capacity tracking, including: • Uploading purveyor and provider model fidelity data • Entering monthly provider capacity and caseload data

Course Map – FFPSA Provider Portal

Lesson	Estimated Duration
Welcome	10 min
Lesson 1: Review Activity	20 min
Lesson 2: Managing Portal Access	30 min
Lesson 3: Community Pathway	30 min
Lesson 4: Model Fidelity & Capacity Reporting	15 min
Review/Questions/Wrap Up	15 min
Estimated Total Duration	2 Hours

RFA Portal

Course Summary

This course will introduce new CWS-CARES functionality related to Resource Family Approval (RFA), with a focus on the RFA Portal. Participants will learn how families gain access to the portal, creating and reviewing applications, how to receive and send messages via the portal, and uploading documentation via the portal.

Audience

Anyone in your organization that will be responsible for supporting and sending messages with Resource Family Homes (RFHs), reviewing applications submitting via the portal, and supporting the upload of training documentation. This functionality will be enabled in CWS-CARES through the following permissions:

- RFA Worker
- RFA Supervisor
- County Administrators
- CDSS RFA Oversight Staff

Please Note: While above is our intended audience, we recommend that anyone who may benefit from and/or may be assisting in performing related activities should attend.

Supporting On-Demand Learning

The following On-Demand modules are essential learning modules available in CWS-CARES and should be complete prior to attending this ILT session.

- CWS-CARES - Audit and Approval History on Records
- CWS-CARES - Creating & Managing Person Records
- CWS-CARES - Documenting Addresses
- Resource Management Directory
- CWS-CARES - Creating a Service Provider

Learning Objectives/Topics

Upon completion of this course, the learner will be able to:	
1.	Understand the processes families will complete to gain access to the RFA Portal.
2.	Understand the processes families will complete to create a Recruitment Inquiry.
3.	Understand the key processes that support receiving and sending messages to Resource Family Homes via the portal.
4.	Understand key processes that support reviewing applications submitted via the RFA portal.
5.	Understand key processes to upload training documentation via the RFA Portal.

Course Map – RFA Portal

Lesson	Estimated Duration
Welcome	10 min
Lesson 1: Submitting a Recruitment Inquiry and Creating a RFA Portal Account	40 min
Lesson 2: Creating and Submitting an RFA Application via Portal	25 min
Lesson 3: Viewing and Submitting Messages via Portal	45 min
Lesson 4: Uploading training documenta via Portal	15 min
Review/Questions/Wrap Up	15 min
Estimated Total Duration	2 Hours

Reports

Course Summary

This course will cover new and complex areas of CWS-CARES reports, reporting, and data functionality. Course participants will walk through Federal, State, and Ad Hoc reports.

Audience

Anyone in your organization that will be responsible for creating and generating reports in CWS-CARES. This functionality will be enabled in CWS-CARES through the following permissions:

- County Administrator
- State Administrator
- CDSS Oversight Staff
- State Fiscal Workers

Please Note: While above is our intended audience, we recommend that anyone who may benefit from and/or may be assisting in performing related activities should attend.

Supporting On-Demand Learning

The following On-Demand modules are essential learning modules available in CWS-CARES and should be complete prior to attending this ILT session.

- CWS-CARES - Audit and Approval History on Records
- Federal Reports Overview
- State Reports Overview

Learning Objectives/Topics

Upon completion of this course, the learner will be able to:	
1.	Understand key process to generate state and federal reports in CWS-CARES
2.	Understand key processes to create and generate ad hoc reports using the Tableau plug-in in CWS-CARES.

Course Map - Reports

Lesson	Estimated Duration
Welcome	10 min
Lesson 1: Review Activity	15 min
Lesson 2: State and Federal Reports	15 min
Lesson 4: Ad Hoc Reports	15 min
Review/Questions/Wrap Up	15 min
Estimated Total Duration	1 Hour

Extended Foster Care & ILP Services

Course Summary

This course will cover new and complex areas of CWS-CARES functionality related to Independent Living Services, Transitional Aged Youth, and Nonminor Dependents. Course participants will walk through program components specific to the youth population, including Independent Living Program services, assessments, and Extended Foster Care (EFC).

Audience

Anyone in your organization that will be responsible for managing work related to Independent Living Services, Non-Minor Dependents and transitional aged youth in CWS-CARES. This functionality will be enabled in CWS-CARES through the following permissions:

- ILP Coordinator
- Case Management Worker
- Case Management Supervisor

Please Note: While above is our intended audience, we recommend that anyone who may benefit from and/or may be assisting in performing related activities should attend.

Supporting On-Demand Learning

The following On-Demand modules are essential learning modules available in CWS-CARES and should be complete prior to attending this ILT session.

- CWS-CARES - Audit and Approval History on Records
- CWS-CARES - Family Transfer Request
- CWS-CARES - Contact Log and Tribal Inquiries Basics
- CWS-CARES - Creating & Managing Person Records
- CWS-CARES - Documenting Addresses
- Eligibility - Foster Care Redeterminations

Learning Objectives/Topics

Upon completion of this course, the learner will be able to:	
1.	Understand key processes to create and document Independent Living Program services, including: • Creating an ILP Referral • Initiating Life Skills Assessment (P-CIS Interface) • Texting & Email Capabilities for assessment • Creating a Transitional Independent Living Plan (TILP) • Documenting ILP Services and Incentives
2.	Understand key processes to support children in Extended Foster Care (EFC), including: • Create initial entry or opting out of EFC • Exiting from EFC • Re-entry into EFC
3.	Understand key processes to create and update other Assessments and Plans in CWS-CARES, including: • National Youth in Transition Database Survey (NYTD) • Baseline Survey • 90 Day Transition Plan • Shared Responsibility Plan

Course Map – Extended Foster Case & ILP Services

Lesson	Estimated Duration
Welcome	10 min
Lesson 1: Review Activity	15 min
Lesson 2: ILP Services	30 min
Break	10 min
Lesson 3: Extended Foster Care	25 min
Lesson 4: Assessments & Plans	45 min
Review/Questions/Wrap Up	15 min
Estimated Total Duration	2.5 Hours

Forms

Course Summary

This course will cover new areas of CWS-CARES that support county specific and statewide forms and templates. This functionality includes creating new form templates, updating existing templates, and making forms available to social workers for on-demand use.

Audience

Anyone in your organization that will be responsible for supporting the authoring of county-specific forms. This functionality will be enabled in CWS-CARES through the following permissions:

- County Form Author
- State Form Author

Please Note: While above is our intended audience, we recommend that anyone who may benefit from and/or may be assisting in performing related activities should attend.

Learning Objectives/Topics

Upon completion of this course, the learner will be able to:	
1.	Understand key processes to create and update County specific forms and templates • Creating new Templates in AEM • Creating Templates from Existing Templates in AEM • Configuring Templates for use in Salesforce

Course Map – Forms

Lesson	Estimated Duration
Welcome	10 min
Lesson 1: County Specific Forms and Templates	50 min
Estimated Total Duration	1 hr