

## Executive Summary

**Course Title:** CWS/CMS for Supervisors and Managers

6 Hour Course

### **Outline of Training:**

The course provides participants with the knowledge and skill in using the CWS/CMS tools required to perform the functions of a Supervisor/Manager.

**Target Audience:** Child Welfare Supervisors and Managers required to use the State Child Welfare Services/Case Management System.

### **Outcome Objectives for Participants:**

- Perform office administrative tasks that are typically done by supervisors or managers.
- Approvals: Respond to electronic requests for a supervisor to approve a document or an action (e.g., a case plan or a response level for a referral). A supervisor may electronically take action on the request by indicating it is approved, rejected, pending higher approval, or returned for required modification.
- Approvals in a Case: Participants will learn the skill to approve a Case Plan and also how to End a Case - both mandatory approvals in the CWS/CMS application
- Reopen a closed referral to record a DOJ grievance
- Use the Transfer Assignment command to transfer a primary or secondary assignment (responsibility) for a case or referral to another caseload in a unit, or in another unit, office, or county
- Learn Caseload Reports: These reports present data for a specific caseload or assignment unit. They include calendars of court hearings, caseload reminders, due dates to update cases in a caseload, and the visits and contacts scheduled for a caseload
- Learn how to suspend a case
- Learn how to enter a safety alert

**Ways that Supervisors/Managers/Directors can support the Transfer of Learning from the classroom to the job...**

#### **BEFORE the training**

Supervisors/Managers/Directors can review how CWS/CMS can be most useful to achieving their workload goals and what skills they need to complete their supervisor or manager tasks. Bringing this knowledge to the classroom will be helpful in the participant meeting their learning goals for the class.

#### **AFTER the training**

Use the knowledge and skills learned as quickly as possible so that they are cemented in the participant's knowledge base.