



# SPOC QUICK GUIDE

## CWDS Customer Relations

### Web Site Resources

#### CWDS Web Site

[www.cwds.ca.gov](http://www.cwds.ca.gov)

#### CWS/CMS Site

<http://www.hwcws.cahwnet.gov/>

#### CWS/CMS - Portal Site

<https://cwscms.osi.ca.gov/Portal>

### Social Media Sites

Follow us at:

#### Facebook

<https://www.facebook.com/CaliforniaCWDS/>

#### Twitter

[https://twitter.com/CA\\_CWDS](https://twitter.com/CA_CWDS)

#### YouTube Channel

<https://www.youtube.com/channel/UCdoOvrtXKH1NacC4T85sADQ>

### How to contact Customer Relations

Customer Relations Inbox:  
[CWS\\_CustRel@osi.ca.gov](mailto:CWS_CustRel@osi.ca.gov)

SBC Inbox:  
[CWS\\_SBC\\_Admin@osi.ca.gov](mailto:CWS_SBC_Admin@osi.ca.gov)

#### COUNTY CONTACT INFORMATION

→ Alameda	→ Madera	→ San Luis Obispo
→ Alpine	→ Marin	→ San Mateo
→ Amador	→ Mariposa	→ Santa Barbara
→ Butte	→ Mendocino	→ Santa Clara
→ Calaveras	→ Merced	→ Santa Cruz
→ CDSS	→ Modoc	→ Shasta
→ Colusa	→ Mono	→ Sierra
→ Contra Costa	→ Monterey	→ Siskiyou
→ Del Norte	→ Napa	→ Solano
→ El Dorado	→ Nevada	→ Sonoma
→ Fresno	→ Orange	→ Stanislaus
→ Glenn	→ Placer	→ Sutter
→ Humboldt	→ Plumas	→ Tehama
→ Imperial	→ Riverside	→ Trinity
→ Inyo	→ Sacramento	→ Tulare
→ Kern	→ San Benito	→ Tuolumne
→ Kings	→ San Bernardino	→ Ventura
→ Lake	→ San Diego	→ Yolo
→ Lassen	→ San Francisco	→ Yuba
→ Los Angeles	→ San Joaquin	→ Karuk Tribe

## How to Update the Contact Page

1. Navigate to: [http://www.hwcws.cahwnet.gov/countyinfo\\_private/default.asp](http://www.hwcws.cahwnet.gov/countyinfo_private/default.asp)
2. Log into the **County Logon** section of the web site.
3. Click on the **Web Administration** link on the left side of the web site.
4. Update contact information.
5. Click on the **Save Changes** button.

Your changes are now updated!

[Click here for CWS/CMS Bulletins](#)





## Submit a DDR

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1. Log into the **County Logon Page**.
2. Under **Applications**, select **DDR**.
3. Click the **New Request** button.
4. Complete all required fields.
5. Click the **Submit DDR** button.

**Link:** [Data Deletion Request Guide](#)

## Submit a MAC

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1. Log into the **County Logon Page**.
2. Under **Applications**, select **MAC**.
3. Click the **New Mac** button.
4. Complete all required fields.
5. Click the **Submit** button.

**Link:** [MAC Desk Guide](#)

## Find your Customer Relations Team Member!

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You can find your assigned Customer Relations Team Member by navigating to the [SSC List](#) section of the CWS/CMS web site.

## Website Resources

[Event Calendar](#)

[County Regions](#)

[Resource Guides](#)

[Data Quality Portal](#)

[Training Portal](#)

[Business Intelligence Portal](#)

[SMS Subscribe Page](#)

(Sign up for CWS/CMS outage text alert notifications.)

## CWS-CARES Resources

[Implementation Portal](#)

The Implementation Portal Site provides CWDS implementation related information and documents.

To access implementation materials, the user must register with a county work email or State work email domain.

[CWDS- Dashboard](#)

This dashboard provides details about CWDS development efforts. For information on how to provide input on each team's backlog of work, please refer to our [Stakeholder Feedback](#) page. For a description of what each status indicates, please click [here](#).

### About CWDS

CWDS is a collaboration of state and local government agencies dedicated to building a new child welfare information system that responds to users' needs while maintaining the best standards for security and data integrity. Our Child Welfare Services - California Automated Response and Engagement System (CWS-CARES) will allow child welfare workers to better ensure safety, well-being, and permanency of children at risk of abuse, neglect, or exploitation.

We are developing the CWS-CARES incrementally, using Agile software development methods and free and open source software. Our goal is to provide a system with a more intuitive user experience and new capabilities not provided by the CWS/CMS, LIS, and FAS legacy systems.

To view upcoming events, visit our [Events Calendar](#). For past event videos and presentations, visit our [Archive \(The Feed\)](#). Sign-up for the [CWDS eNewsletter](#) to [follow our progress](#).