



# Single Point Of Contact (SPOC) Guide

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## INTRODUCTION

### **Purpose**

This document provides a general overview about the Child Welfare Digital Services (CWDS), the CWDS Customer Relations team member's roles and the responsibilities of the county Single Point of Contact (SPOC).

In addition, it references some of the CWDS meetings, tools, functions, processes, and service offerings provided on the CWDS websites. Please refer to the COUNTY RESOURCES section on page 13 of this guide for a listing of the three (3) CWDS websites.

### **Background**

The CWS/CMS application went live in January 1997 as a result of Senate Bill 70 (SB 70) which required the development of one statewide computer system to automate the manual functions and tasks of all county child welfare offices. The CWS/CMS application allows for state and county child welfare workers and probation officers to enter, view and share information on all child abuse referrals and cases throughout the state.

CWDS was created to move the current application to a new system. 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.

We are developing the CWS-CARES incrementally, using Agile software development methods and free and open source software.

In November 2017, the new system received a new name: Child Welfare Services - California Automated Response and Engagement System (CWS-CARES).

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## COUNTIES AND REGIONS

There are 58 counties, which are divided into 5 geographic regions. These regions are:

- Northern
- Bay Area
- Mountain Valley
- Central Valley
- Southern (including Los Angeles)

Each Regional User Group (RUG) has a monthly meeting that is coordinated by a county regional chairperson(s) that has been selected by the region. Each region is also represented by an assigned CWDS Customer Relations team member. CWDS Customer Relations provides each RUG with an update on current initiatives via a presentation.

Counties can access the current month's presentation at: [http://www.hwcws.cahwnet.gov/countyinfo\\_private/default.asp](http://www.hwcws.cahwnet.gov/countyinfo_private/default.asp) under the **Regional Meeting Material** tab.

The RUGs participate in CWDS activities by nominating Subject Matter Experts (SMEs) for the Program Impact Advisory Committee (PIAC), the Technical Advisory Committee (TAC) and other groups as needed.

The primary role of the RUGs includes:

- Ensure the dissemination of information from CWDS.
- Aid in the analysis of priorities for CWS/CMS and CWS-CARES by providing statewide perspective and guidance where program, policy and practice issues arise.

### Coexistent vs. Dedicated County Models

#### Coexistent

A county that has chosen to operate CWS/CMS in a shared LAN, open system environment. Coexistent counties can install other application on CWS/CMS workstations and access county resources from a CWS/CMS workstation. Coexistent counties share responsibility for problem resolution, configuration management and other local operation and maintenance services with the state.

**There are currently 35 coexistent counties.**

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## Dedicated

A county that has chosen to operate CWS/CMS in a closed LAN, closed system environment. Dedicated counties cannot install any non-standard applications on CWS/CMS workstations and cannot access county resources from a CWS/CMS workstation. Dedicated counties must use a PC image provided by the state. Dedicated counties depend on the state for problem resolution, configuration management and most local operation and maintenance services.

**There are currently 23 dedicated counties.**

## Concurrent LAN County

Dedicated counties have the option of requesting the Concurrent LAN service offering which allows a limited amount of connection to their county network.

Contact your assigned CWDS Customer Relations team member at [CWS\\_CustRel@osi.ca.gov](mailto:CWS_CustRel@osi.ca.gov) and the CDSS APD team at [CMSAdminSvcUnit@osi.ca.gov](mailto:CMSAdminSvcUnit@osi.ca.gov) for questions related to dedicated vs. coexistent county models.

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# SPOCS AND CUSTOMER RELATIONS ROLES AND RESPONSIBILITIES

## Single Point Of Contact (SPOC)

The CWS or Probation SPOC is designated by the county as the principal point of contact for the CWDS office to communicate with the county/probation directly. This staff person will be included in the majority, if not all, of the communications that are sent by the CWDS office for informational purposes.

The SPOC is responsible for redistributing communications or sharing information with the appropriate individuals within the county that need to be aware of the information shared by the CWDS office. The SPOC also assists the CWDS office in facilitating surveys or inquiry responses that are sent by the CWDS office.

Additionally, it is preferred that any inquiry by the county to the CWDS office should be initiated by, or include the SPOC.

## Customer Relations Team Members

A Customer Relations team member is assigned to each of the counties through a statewide regional assignment. Each county's assigned Customer Relations team member can be found on the County Contacts page via the CWS/CMS web site. The Customer Relations team member should be the county's primary point of contact for CWDS related questions or inquiries. The Customer Relations team member is responsible for facilitation of county requests to ensure that the county receives a timely response. The Customer Relations team member can also assist in facilitating the escalation of county issues and can act as a liaison for the CWDS office and the county when needed.

The role of the Customer Relations team member is to help resolve customer issues, train and support county customers with system issues, answer questions, redirect or facilitate inquiries and convey information and communication regarding CWDS office activities.

The Customer Relations team member will also relay any customer perspective and feedback to the CWDS office staff and management. The Customer Relations team can be contacted at [CWS\\_CustRel@osi.ca.gov](mailto:CWS_CustRel@osi.ca.gov) or you can contact your Customer Relations team member directly via phone or e-mail.

Please refer to page 21 of this guide for a map of the **Customer Relations Regional Assignments**.

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## Specific County Roles

### State Administrator (CWS/CMS Application)

The State Administrator is authorized to set privileges and authorities, add, move, and delete staff in the CWS/CMS application.

The list of California Department of Social Services (CDSS) recognized county administrators are located on the CWS/CMS website under County Contacts.

### How be added as a CDSS recognized county administrator

To be listed as a CDSS recognized county administrator, a county must submit a letter on County letterhead to CDSS from the child welfare director/designee or Chief Probation Officer/designee .

Please note the instructions are also listed on the CWS/CMS website at: [https://www.hwcws.cahwnet.gov/countyinfo/county\\_contacts/admin\\_info.asp](https://www.hwcws.cahwnet.gov/countyinfo/county_contacts/admin_info.asp)

### Technical Contact

The Technical Contact is the staff person designated by the County to receive correspondence and communications from CWDS and vendors regarding technical issues. An example of such contacts could be requesting assistance from the County in coordinating technical refresh activities or hardware/software upgrades.

### CWS Training Contact

The CWS Training Contact is the staff person designated by the County to receive communication from CWDS and Vendors regarding training issues.

### SBC Administrator

The SBC Administrator is the staff person designated by the County to administer CWS or Probation staff access to the CWS/CMS Application via Server Based Computing (SBC).

A county also has the option to designate an alternate SBC Administrator on the Contact Page of the CWS/CMS website.

See Section CWS/CMS Server Based Computing (SBC) Application of this guide for more information.

**Resource: SBC User Guide** is available behind the County Logon page of the CWS/CMS website.

**Link:** [http://www.hwcws.cahwnet.gov/countyinfo\\_private/default.asp](http://www.hwcws.cahwnet.gov/countyinfo_private/default.asp) (Requires logon)

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### **CWS IT Emergency Contact**

The CWS IT Emergency Contact(s) are the staff person(s) designated by the County to receive or deliver communications from or to the CWDS Office and vendors regarding emergencies that involve disaster recovery issues with the CWS/CMS network infrastructure.

### **ICT Problems Contact**

The ICT Problems Contact is the staff person designated by the County as the contact person for issues related to transferring a referral or case to another County.

### **NREFM Problems Contact**

The NREFM Problems Contact is the staff person designated by the County to address issues involving a Relative or Non-Relative Extended Family Member (NREFM).

### **CAD Contact**

The CAD Contact is the staff person(s) designated by the County to receive communications from the CWDS office and Vendors regarding County Access to Data (CAD).

### **State ID Problems Contact**

The State ID Problems Contact is the staff person designated by the County to address issues involving the State ID Number. This would be the contact in addressing issues when a county issues a State ID number which prevents another county from merging duplicate clients notebooks.



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# TRAINING RESOURCES

## CWS/CMS Classroom Training for County users

All training for the CWS/CMS application is provided through the Regional Training Academies (RTA) for their respective counties.

Contact information for the 5 RTAs is located on the CWS/CMS website, under the Training tab. This will take the user to the CWS/CMS - Training Portal Site. The link to the Regional Training Academies is located under the section titled: "Member Portal".

## Online Training Center

This area is located on the CWS/CMS website, under the Training tab. It is also accessible under the section POPULAR LINKS on the left side of the CWS/CMS website. This will take the user to the CWS/CMS - Training Portal Site.

The Online Training Center provides training resources and updated information related to the CWS/CMS application.

## Classroom Training Information and Registration

The CWS/CMS Training Portal houses the latest CWS/CMS training materials, including Statewide Training Application Resource (STAR), New User Curriculum, Process Maps, Mapped Documents, FAQs, User Guides, Training for Trainers (T4T) and the CWS/CMS Glossary.

**NOTE:** To access training materials, the user must register with their county work email or state work email domain. Public domain is not allowed. If you need assistance in registering for the CWS/CMS Training Portal, please contact your assigned Customer Relations team member.

## County Training Region

The County Training Region mirrors the CWS/CMS host application code and allows a participating county to access county-specific caseload and resource data in order for training to be conducted in a production-like environment. If you need more information on County Training Region access, please contact your assigned Customer Relations team member.

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# WEB ADMINISTRATION

## SPOCs and Web Administrators

SPOCs and Web Administrators have the authority to add or delete users, change the user's password and give permissions on which CWS tools and web applications the user will be able to access.

Counties have the ability to maintain and update their own County Contacts page information and access County specific reports, documents and applications.

Every SPOC is granted Administrator privileges. Only those users with SPOC or Web Administrator rights can create or delete other users. It is the County's responsibility to assign appropriate staff access and to keep County editable information current.

If you need more information on SPOC or Web Administrator authority or privileges, please contact your assigned Customer Relations team member.

**Resource:** **County Logon Area - User Guide** on the CWS/CMS website.

**Link:** [http://www.hwcws.cahwnet.gov/countyinfo\\_private/default.asp](http://www.hwcws.cahwnet.gov/countyinfo_private/default.asp) (Requires logon)

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## CWDS MEETINGS

### CWDS Oversight Committee

The CWDS Oversight Committee (OSC) provides policy direction for CWS/CMS application and CWS-CARES so that the system supports the achievement of statutory Child Welfare Service(CWS) program goals. OSC also enacts strategic policy decisions related to the system and its operation, including the annual application maintenance budget.

OSC sponsors the Technical Advisory Committee (TAC) and the Program Impact Advisory Committee (PIAC).

Meetings are generally held monthly and will be scheduled to coincide with the Child Welfare Directors Association's (CWDA) meeting schedule when possible.

**Resources:** **Final OSC Charter** and the **CWDS Project Governance Structure** documents are available behind the County Logon page of the CWS/CMS website.

**Link:** [http://www.hwcws.cahwnet.gov/countyinfo\\_private/oversight\\_committee/default.asp](http://www.hwcws.cahwnet.gov/countyinfo_private/oversight_committee/default.asp)

### Technical Advisory Committee (TAC)

TAC is an advisory committee to the CWDS Oversight Committee (OSC). The primary purpose of TAC is to provide statewide user perspective on technical issues related to the CWS/CMS application and CWS-CARES identified at the state or county level. TAC is also a communication channel between the OSC and the Regional User Groups. It is also an information sharing opportunity for CWDS.

Meetings are currently held every second Tuesday of the month.

**Resource:** **Final TAC Charter** document is available behind the County Logon page of the CWS/CMS website.

**Link:** [http://www.hwcws.cahwnet.gov/countyinfo\\_private/oversight\\_committee/TAC/default.asp](http://www.hwcws.cahwnet.gov/countyinfo_private/oversight_committee/TAC/default.asp)

### Program Impact Advisory Committee (PIAC)

PIAC is an advisory committee to the CWDS Oversight Committee (OSC). The primary purpose of the PIAC is to aid in the analysis of proposed changes to the CWS/CMS application and CWS-CARES by providing statewide perspective and guidance where program, policy and practice issues arise. PIAC is also a communication channel between the OSC and the Regional User Groups.

Meetings are held at the discretion of the OSC.

**Resource:** **Final PIAC Charter** document is available behind the County Logon page of the CWS/CMS website.

**Link:** [http://www.hwcws.cahwnet.gov/countyinfo\\_private/oversight\\_committee/PIAC/default.asp](http://www.hwcws.cahwnet.gov/countyinfo_private/oversight_committee/PIAC/default.asp)

### Sprint Review and Demo (formerly Joint Application Development)

A Sprint Review/Demo is held to show stakeholders what the team has accomplished during the sprint.

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## **CWDS Quarterly Stakeholder Forum**

CWDS holds quarterly stakeholder forums at the CWDS Headquarters and is open to all stakeholders. Topics include a general update on the progress in developing digital services as well as specific topics focused on the individual digital service being developed, program policy, tools, testing, implementation, and other related project information.

Meetings are currently held the second Tuesday of every three months.

## **CWDS Solutions Demo**

CWDS hosts a Solutions Demo in order to provide stakeholders an update on progress completed on developing digital services. These demos are held on an as-needed basis.

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# COUNTY RESOURCES

## Website(s)

Currently, there are (3) websites that CWDS maintains that provide valuable resources to CWS social workers, probation officers and county technical staff. CWDS is working on consolidating the websites below into one website.

CWS/CMS Website

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

CWS/CMS - Portal Site

**Address:** <http://cwscms.osi.ca.gov/>

CWDS Website

**Address:** <https://www.cwds.ca.gov/>

## Business Objects (BO)

BO is used to write ad-hoc reports from CWS/CMS data. There are also other tools that are used for mandated reports and compliance (SAS, and SafeMeasures).

## Business Intelligence Portal

This area of the CWS/CMS - Portal site provides access to all Business Intelligence (BI) and County Access Data (CAD) related information, such as Documents, Tutorials and more.

**Link:** <https://www.cwscms.osi.ca.gov/Portal/Business-Intelligence-Portal>

**NOTE:** To access this area, the user must register with their county work email or state work email domain. Public domain is not allowed. If you need more information on the Business Intelligence Portal access, please contact your assigned Customer Relations team member.

## Data Quality Portal

This area of the CWS/CMS - Portal site provides access to all CWS data quality related information such as Documents, Issues Lists, Reporting and more.

**Link:** <https://www.cwscms.osi.ca.gov/Portal/CWS-Data-Quality-Portal>

**NOTE:** To access this area, the user must register with their county work email or state work email domain. Public domain is not allowed. If you need assistance in registering, please email the team at: [CWSDataQuality@osi.ca.gov](mailto:CWSDataQuality@osi.ca.gov).

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## County Logon

The County Logon area is a password protected area that allows counties the ability to maintain and update their county information, access county specific reports and access CWS/CMS web applications. County SPOCs and administrators are given administrator privileges which allow them to:

- Update county specific information
- Create user accounts
- Modify user accounts, and:
- Delete user accounts

It is the county's responsibilities to assign and manage their users in order to keep their county information current and their data secure.

**Resource:** **County Logon Area - User Guide** on the CWS/CMS website.

**Link:** [http://www.hwcws.cahwnet.gov/countyinfo\\_private/default.asp](http://www.hwcws.cahwnet.gov/countyinfo_private/default.asp) (Requires logon)

## Calendars

The Event and Maintenance calendars provide dates and times of upcoming meetings, releases, technical changes, etc.

The Event Calendar is located on the CWS/CMS website under the County Info tab. (Logon is not required).

The Maintenance Calendar can be located on the CWS/CMS website, under the County Logon, County Info tab.

**NOTE:** The user must be logged on to the County Logon page in order to view the Maintenance Calendar.

## Equipment Relocation- (Dedicated Counties)

This application is for Dedicated counties to request activation/deactivation of switch ports when moving CWS/CMS devices such as workstations or printers. This system is not used to add new equipment. The addition of new switch ports for new equipment requires a request through the Move, Add, Change (MAC) application.

**Link:** [http://www.hwcws.cahwnet.gov/countyinfo\\_private/applications/ERRS/](http://www.hwcws.cahwnet.gov/countyinfo_private/applications/ERRS/)

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## Data Deletion Request (DDR)

A Data Deletion Request (DDR) is submitted to CWDS to request that erroneous data be deleted from the database. The DDR web based application can be accessed on the CWS/CMS website, from the County Logon page, by those users that have been granted the privilege to access this information.

These requests are initiated only after a call is placed to the IBM Help Desk to determine if a data deletion request is appropriate. When appropriate, the IBM Help Desk will provide a help desk ticket number to the customer which identifies the actual deletion that must be sent to CWDS.

**Resource:** The **Data Deletion Request Guide** is available behind the County Logon page of the CWS/CMS website.

**Link:** [http://www.hwcws/cahwnet.gov/countyinfo\\_private/applications/DDR/](http://www.hwcws/cahwnet.gov/countyinfo_private/applications/DDR/)

## QLAN Reports

QLAN Reports is an application developed by CWDS for collecting data on CWS/CMS workstations. All workstations that run CWS/CMS are included in the data collection, which in turn allows for the capture and storage of workstation data for both Dedicated and Coexistent counties. This provides counties and the state with more accurate asset tracking on workstations that run CWS/CMS.

The QLAN Report is located behind the County Logon page of the CWS/CMS website.

## SAS

The SAS software allows county and state users, as well as researchers, to query the CAD database. The data is used to track CWS provisions and facilitate informed program policy and fiscal decisions.

**NOTE:** There is only a limited amount of county users currently using SAS. There are also a limited amount of SAS licenses. Therefore, if a request for a new user ID is received and there are no SAS licenses available, the request will be denied.

**Link:** [http://www.hwcws.cahwnet.gov/countyinfo\\_private/applications/SAS/](http://www.hwcws.cahwnet.gov/countyinfo_private/applications/SAS/)

## System Change Request (SCR)

Counties who want to request changes to the CWS/CMS application must submit an SCR. The county must first receive approval for the SCR from their region and then it is presented to the other regions for approval.

Once approval is received, then it is submitted to the System Oversight Committee (OSC), which reviews and submits the SCR to CWDS.

Users with access to the County Logon page of the CWS/CMS website can also view SCRs that are already in the SCR System by conducting a search.

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**Resources:** **County Specific System Change Request (SCR) Policy, SCR FAQ** and the **CWS/CMS System Change Request Form** are available behind the County Logon page of the CWS/CMS website.

**Link:** [http://www.hwcws.cahwnet.gov/countyinfo\\_private/reports/SCR/default.asp](http://www.hwcws.cahwnet.gov/countyinfo_private/reports/SCR/default.asp)

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

### Move, Add, Change (MAC)

The MAC application is used by CWDS to manage and/or respond to county requested change that will affect the CWS/CMS application or network in their county. Only authorized county staff have the ability to submit a MAC to CWDS via the County Logon page of the CWS/CMS website.

**Resource:** The **MAC Desk Guide** is available behind the County Logon page of the CWS/CMS website.

**Link:** [http://www.hwcws/cahwnet.gov/countyinfo\\_private/applications/MAC](http://www.hwcws/cahwnet.gov/countyinfo_private/applications/MAC)

### CWS/CMS Server Based Computing (SBC) Application

Server Based Computing (SBC) provides secure remote access via the Internet to the CWS/CMS application. SBC includes the hosting, management and maintenance of the CWS/CMS application on centralized server farms co-located with back-end services such as file and print. This service offering is intended for all CWS/CMS users performing general case management activities. A prerequisite for this service offering is a Broadband Internet Service Provider and Microsoft Internet Explorer (IE) Version 7 or above.

The CWS/CMS application can be accessed from any location using a two-factor authentication, which is the use of a secure token code (pass code) along with the standard User ID and strong passwords. Each county that participates in this service offering designates a county SBC administrator who will be responsible for managing the county SBC users and tokens. The county administrator utilizes this tool to submit add, delete, modify and password reset requests for county SBC users. The county administrator can also run token and usage reports to assist in managing county SBC usage.

### Virtual Private Network (VPN) accounts

VPN offers encrypted internet access to platforms, applications and data housed at the California Department of Technology (CDT) through the California State Government Network (CSGNet). As prerequisite of this service offering, county customers must be subscribed to a Broadband Internet Service Provider such as Comcast, AT&T, Frontier, etc). VPN service is not a substitute for a Dedicated county support CWS/CMS site.

There are two components to the VPN service offering: the backend components including VPN concentrator and related hardware that are supported by the state data center and the VPN client and related firewall software that are supported by the county. Counties are responsible for purchasing the firewall software, broadband or wireless cell service (air cards or via cell phones).

Documentation (test data, tips, user guide) will be made available via the CWS website. Counties who are interested in implementing a VPN solution must also submit a MAC.



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## **Optimistic Concurrency (OC) Report**

This a monthly, high-level county report, which reflects the OC errors that have occurred within a county when two people, who are in the CWS/CMS application, try to update the same case, referral, etc., at the same time. In these instances, an OC error will be received upon saving to database.

The OC reports are available behind the County Logon page of the CWS/CMS website for your specific county.

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# COUNTY FUNDING PROCESS

## **County Annual Planning Document Update (CAPDU)**

Federal regulations require the state to monitor and account for all county Electronic Data Processing (EDP) expenditures and procurements as a condition of eligibility for federal funds. In connection with this responsibility, the state requires all 58 counties to annually report 2 State Fiscal Year's (SFYs) of county CWS-related EDP planned activities and estimated expenditures. The CAPDU covers 2 SFYs and the CAPDU data will be included in the annual APDU submitted by the state to the Administration of Children and Family (ACF).

Any questions related to CAPDU should be directed to: [CMSAdminSvcsUnit@osi.ca.gov](mailto:CMSAdminSvcsUnit@osi.ca.gov)

## **Advance Planning Document (APD)**

The Advance Planning Document (APD) is a county's written plan of action that requests prior state and federal written approval in the planning and acquisition of child welfare program related EDP equipment and services. Federal regulations refer to these as Automated Data Processing (ADP) equipment and services. Counties requesting EDP equipment, software or services for any child welfare services projects or programs need to submit APDs to the state in order to obtain the prior written approval required by the Department of Social Services (CDSS) Manual of Policies and Procedures Division 28 - County Public Assistance EDP Systems Funding regulations.

Any questions related to the APD process should be directed to: [CMSAdminSvcsUnit@osi.ca.gov](mailto:CMSAdminSvcsUnit@osi.ca.gov)

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# CONTACTS

## Customer Relations Inbox

**Email:** [CWS\\_CustRel@osi.ca.gov](mailto:CWS_CustRel@osi.ca.gov)

## Customer Relations - Assigned Team Member

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

**Link:** [http://www.hwcws.cahwnet.gov/countyinfo/county\\_contacts/SSC\\_list.asp](http://www.hwcws.cahwnet.gov/countyinfo/county_contacts/SSC_list.asp)

## IBM Help Desk

**Phone:** 1-800-428-8268

The CWS/CMS IBM Help Desk should be contacted for any CWS/CMS application related problems or issues. An IBM Help Desk ticket will be generated and provided to the county when the help desk call is completed. This ticket number can help facilitate resolving or escalating your problem immediately.

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# CWS-CARES RESOURCES

## CWDS Website

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

## Follow CWS-CARES Progress

<https://www.cwds.ca.gov/posts>

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](#).

## Implementation Portal Site

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.

**Link:** <https://cwscms.osi.ca.gov/Portal/Digital-Services-Implementation-Portal>

## 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](#).

[Click here](#) to view the CWDS Roadmap, a logical model illustrating general time frames which may shift due to Agile development priorities.

## Sign-up for our Newsletter

[Sign up here!](#)

## CWDS Stakeholder Resources

<https://www.cwds.ca.gov/stakeholders>

## For general CWS-CARES questions, contact us via the CWDS Communications inbox

Email: [comms@cwds.ca.gov](mailto:comms@cwds.ca.gov)

# Customer Relations Regional Assignments

(C) = co-existent



**CWDS**  
Child Welfare Digital Services

