

**SANTA BARBARA COUNTY PROBATION DEPARTMENT
JUVENILE SERVICES DIVISION**

Policy/Procedure Directive

Subject: Probation Access to and Use of Child Welfare Services/Case Management System (CWS/CMS)	Policy Number: J-2011-03
Category: Placement	
Authority: Deputy Chief Probation Officer	
Issued: April 29, 2011	Revised:
Note: This directive is intended to provide the direction necessary for immediate access to and use of the CWS/CMS by probation staff so as to meet Federal and State reporting requirements and deadlines. It is intended to be temporary and replaced once formal procedural needs are identified and developed.	

1. The Child Welfare Services/Case Management System (CWS/CMS) is the case management system and database maintained by the State of California to store information pertaining to all child welfare referrals and cases in the State. It is the sole case management system for all county welfare departments. It contains certain information supplied by probation departments and pertaining to probation foster care cases.
2. California probation departments have been provided access to the CWS/CMS so that they are equipped to input probation data directly into the database and manage that data. This is to meet specific Federal reporting requirements pertaining to outcomes for youth placed in foster care. Complete and accurate data in the CWS/CMS insures compliance with these Federal reporting requirements and any attendant State requirements. It also provides the opportunity for certain business processes pertaining to foster care to be performed more efficiently and directly.
3. Information contained in the CWS/CMS is confidential, sensitive, and privileged. The information pertains to any matter referred to a child welfare agency for abuse or neglect, and will contain specific and identifying information regarding alleged or actual victims of abuse or neglect, and those persons responsible for that abuse or neglect. Access to and use of this database is controlled, monitored, and revocable.

4. Probation access to the CWS/CMS is limited to “read only” for any child welfare (dependent) information. That is, Probation Department employees have the capability of viewing case information entered by a child welfare agency on a child welfare case, but are not able to manipulate that data in any form. Probation Department employees have this capability for any child welfare case information entered by any California child welfare agency.
5. Probation Department employees are not presently permitted to intentionally view any child welfare agency supplied data in the CMS/CWS or perform specific searches on child welfare cases. There must exist a “right and need to know” basis for viewing such information. Because of the nature of the program, however, data supplied by child welfare agencies and pertaining to child welfare cases will be supplied and be viewable during the course of searching for and managing probation foster care cases. There is no prohibition against viewing such information in these circumstances. This section prohibits the intentional search for and viewing of non-probation foster care case information without a legitimate business need.
6. Probation access to the CWS/CMS is “read/write” for any probation foster care case supervised by the Probation Department. That is, Probation Department employees have the capability of viewing, entering, modifying, or otherwise manipulating the data in the CWS/CMS that pertains to the Probation Department’s foster care cases. Probation Department employees may do so to meet any case management need.
7. Only those Probation Department employees who have been officially granted access to the CWS/CMS and who have been trained in its use are authorized to view, enter, or modify data contained in it. For these purposes, a person is officially granted access when they are provided specific user names, passwords, and/or pass codes to enter the system by the Probation Department’s system administrator and single point of contact, currently the Santa Maria Juvenile Division Manager. Official access is limited to sworn and non-sworn Probation Department employees with direct or indirect involvement with probation foster care cases and information, and who exercise case management, support, or supervision duties with those cases. For these purposes, training in the system means minimally the three day user training provided by the State of California through the Center for Family-Focused Practice at UC, Davis.
8. Probation Department employees are to limit their access to the CWS/CMS database to circumstances where there exists a legitimate business need. This includes training purposes, accessing or searching for information, updating information, or determining outcomes. Probation Department employees are permitted to access sections of the database that provide general information on placement programs, policies, licensing, rules, statutes, or any other general information pertaining to the operation of a foster care program. Additionally,

access to information regarding education, medical, law enforcement, mental health, legal, court, or other such agency is similarly permitted.

9. Probation Department employees who are officially permitted to access the CWS/CMS database are not permitted to allow access to other persons who are not officially authorized, or look up information in the database on behalf of someone else. Exceptions to this include the Chief Probation Officer, the Juvenile Division Deputy Chief Probation Officer, and members of the Information Technology Unit who are assisting with technology or software related problems. Information from the system may be given to other Probation Department employees with a demonstrable business need. Also, authorized representatives of the California Department of Social Services or the County Child Welfare Services Department may be granted access to assist with resolving issues with technology and training.
10. Unauthorized use or misuse of the CWS/CMS may be grounds for disciplinary action and denial of access to the system. Depending on the circumstances, unauthorized use or misuse can result in criminal proceedings.
11. Probation Department employees who are officially permitted to access and use the CWS/CMS must sign a statement indicating they have viewed this directive and agree to abide by its terms. This statement follows and is to be maintained in an administrative file.

STATEMENT REGARDING THE RECEIPT OF AND AGREEMENT TO ABIDE BY THE CONDITIONS SPECIFIED IN JUVENILE DIVISION DIRECTION J-2011-03 (ACCESS TO AND USE OF CHILD WELFARE SERVICES/CASE MANAGEMENT SYSTEM)

1. I understand that I have been officially authorized access to and use of the State Child Welfare Services/Case Management System (CWS/CMS) database as part of my duties with foster care related cases.
2. I understand that such access and use is controlled by the State of California and the Probation Department.
3. I understand that unauthorized use or misuse may be grounds for disciplinary action.
4. I acknowledge receipt and understanding of Juvenile Division directive J-2011-03 (4-29-11) which describes the conditions for access and use of the CMS/CWS for Probation Department employees.
5. I agree to abide by the conditions described in the directive.

EMPLOYEE:

Printed Name

Signature

Date

WITNESS:

Printed Name

Signature

Date