The CARES Compass
An executive summary for navigating the future of CWS-CARES together.

CARES
Child Welfare Services

That's A Wrap! The First EUST Is Done

Extended User Scenario Testing (EUST) is an activity where CWS-CARES users perform end-to-end testing of real-world scenarios. The purpose of this testing is to simulate a user's day-to-day activities and for participants to give feedback on their system experiences. By directly interacting with users, the project team gained valuable insights into their needs, preferences, and how people will use CWS-CARES.

The first EUST was conducted from February 21 to March 15, 2024. It included Hotline, Screening, and Investigations functions. **51** users from **16** counties participated in EUST 1 and provided **330** feedback items. The feedback was collected and analyzed, and the next step is for the project teams to addresses the user feedback and create action plans. Special thanks to **Contra Costa, El Dorado, Fresno, Kings, Lake, Mendocino, Orange, Riverside, Sacramento, San Mateo, Los Angeles, Sonoma, Tulare, Ventura, Yolo,** and **Yuba** counties for participating in EUST 1.

User Feedback Highlights from EUST 1

Likes
- Ability to choose from an address already known in the system
- Ability to cut/paste screening templates
- ICWA inquiry information carrying forward for families over time
- Prioritizing a person's language
- Easy process for uploading documents

Needs Improvement
- Process for validating persons/ addresses
- Length of time allotted before logout due to inactivity
- Time/Date picker tool usability
- Process for documenting Tribal Inquiry & Affiliation
- Lack of automated navigation and auto-populated fields

We Asked, You Answered: Survey Results Are In!

Thank you to all that participated in our recent Communication Baseline Survey. We received **175** responses from **407** surveys sent, with **57** of **58** Counties responding. Your feedback helps us to improve your CWS-CARES communication experience. Here's a quick snapshot of what we learned:

- Respondents want communications written for humans, with less technical jargon.
- There is high interest in messaging materials, timelines, goals, data conversion, training, software, and probation.
- Respondents want to understand and prepare for the people, process, and technology changes coming with CWS-CARES.

Read the Communication Baseline Survey results summary.

Mark Your Calendars: CWS-CARES Briefing Webinar
June 26th, 8:30-10:30AM

This 2-hour webinar for Counties, Title IV-E Tribes, Probation, Directorates, and State Partners is the first in a series on increasing awareness of CWS-CARES features. It includes CWS-CARES system demonstrations, live Q&A, and project updates in a real-time, virtual, interactive format. Register and share the registration link with others that may be interested. The session will also be recorded.

Resource Links
NEW: The Latest News from CWS-CARES
CWS-CARES Meeting Matrix
CWDS Frequently Asked Questions

Give us your feedback on the CARES Compass.
We'd love to hear from you!

Subscribe to future CARES Compass issues here

Facts about FAQs

Are you aware of the CWDS Frequently Asked Questions or FAQs? It offers a self-service approach to finding answers to common questions. The CWDS FAQs are searchable, listed by the most recent responses, and organized by categories such as: Case Management, Eligibility, Data, External Systems, Policy, Training, and many more. It's on the CWDS webpage: CWDS Frequently Asked Questions.

One-Stop Shop: The CWS-CARES Meeting Matrix

Did you know that there is a place on our website where CWS-CARES recurring stakeholder meetings are listed? This quarterly-updated matrix includes the CARES Implementation Meetings, CARES Workgroup meetings, and CARES Service Area meetings with Core Constituents. It does not include ad-hoc county specific meetings. It's on the CWDS webpage: CWS-CARES Meeting Matrix.

Have You Seen the 'Why CARES? A Case for Change' Video?

The Implementation Team's new 3-minute video, Why CARES? A Case for Change, explains why the CARES modernization is important to child welfare and describes the benefits. Watch the video and share it with others: Why CARES? A Case for Change.

Upcoming Communications

Month	Item	Description	Audience
May	OCM Training Series Concludes	The Organizational Change Management (OCM) Training series educates audiences on tools and information that supports end user adoption	County Implementation and OCM Coordinators
May	CWDS Website's FAQs Refresh	Additional Frequently Asked Questions (FAQs) will be added to the existing list	All CWDS Website Visitors
June	Stakeholder Briefing Webinar	The virtual webinar includes CWS-CARES system demonstrations, live Q&A, and project updates	Counties, Title IV-E Tribes, Probation, State Partners and others
June	The CARES Explorer Newsletter	A full-length newsletter to keep audiences regularly informed on the CWS-CARES project	All staff impacted by CWS-CARES
June	Pilot Plan Socialization	The CARES V1 Pilot Plan socialization begins for feedback on scenarios, technical & operations considerations	Implementation Coordinators, Technology, Program, Business SMEs
June	Core Constituent Infographic	An infographic that explains how Counties and organizations are involved in the design and testing of CWS-CARES	Executives and Stakeholders
June	CWDS Website's Glossary Updates	The CWDS Glossary will be refreshed to include refinements and new terms.	All CWDS Website Visitors
June/July	CARES OCM Engagement Survey #1 Launch	This initial survey is the first in a series that will help gauge the level of preparedness for change across county staff	Implementation Coordinators and a Subset of End Users
June/July	Implementation Portal Demonstration	A demonstration of CWS-CARES Version 1 resources for Implementation, OCM, and Training will be shared with specific audiences	Implementation Coordinators and County Implementation Teams
July	The CARES Compass - Executive Summary	A 2-page summary for executives to build awareness of upcoming communications, reinforce delivery and messaging with staff	Executives and Stakeholders