



EUST 2 Updates

From Classroom to CWS-CARES: The EUST 2 Training Experience

To prepare for Extended User Scenario Testing (EUST) 2, **181** county staff engaged in a two-week training period in March 2025. Across **25** sessions, individuals in worker, supervisor, probation, and CDSS/Resource Management roles received training materials and instructor-led training. Here are some quotes from the EUST 2 virtual classroom:

"I am looking forward to being a tester and giving feedback. I am glad you are offering the troubleshooting classes."

"The hands-on practice was helpful."

"Love the step-by-step [approach of] calling out every step including changing pages and closing pages."

Mission Accomplished: EUST 2 Yields Valuable Feedback



EUST 2 concluded with over **198** staff from **28** counties participating. This critical effort that spanned from March 24 to April 18, 2025 focused on testing business scenarios and providing feedback on key CWS-CARES functions including **Case Management, Resource Management, Eligibility, and Courts**. A mid-testing pulse survey yielded positive responses:

"This was a great experience, and I am thankful for the opportunity."

"EUST 2 efforts were well planned and well supported."

"The feedback site is easy to manage and use."



Get Ready to Explore: The CWS-CARES Sandbox

The CWS-CARES Project is announcing the future launch of our dedicated Sandbox Environment in July 2025. Up to 3500 users will have the opportunity for early access to hands-on exploration and in-depth learning as CWS-CARES evolves. The Sandbox will roll out in two phases of functionality:



Phase 1 (July 2025 - March 2026): Screening and Investigations, Case Management and Placement, Court Hearings, and Eligibility (initial determination and redetermination).

Phase 2 (April 2026 - July 2026): All Phase 1 functionality, plus Prevention Services, Case Planning, CMA, Case Management Engagement & Services, Case Closures, Structured Decision Making (SDM), Aftercare & Re-entry, Adoptions, Warrants, Jurisdiction & Disposition Hearings, Status Reviews, Other Hearings, additional Eligibility Programs, Cost Tracking, Service Delivery Tracking, Assistance Cost Tracking, Resource Family Home Management, LIS/FAS, Complaints, and Legal Action.

The Project will collaborate with counties to onboard county staff into the Sandbox incrementally beginning in July 2025. Stay tuned for more information.

Introducing the CWS-CARES Production Pilot

The CWS-CARES Production Pilot is a critical activity that involves a group of counties using the new system before the rest of the counties begin using CWS-CARES Version 1 in October 2026. The Pilot will involve 3 to 5 counties (including Probation) that will start using CWS-CARES for 4 to 6



weeks prior to the statewide rollout. This timeline will allow a smaller group of end-users to go-live early, learn lessons, identify and resolve business or system challenges, and help prepare for the statewide rollout.

We've been encouraged by the strong interest expressed by counties who have volunteered for consideration. The selection process is a collaborative effort between the County Welfare Directors Association of California (CWDA) and the CWS-CARES Project team. Together, we are carefully evaluating the volunteers against the established criteria to select diverse pilot counties by June 2025. We look forward to sharing more updates when pilot counties are selected!



New Look, More Resources: CWDS Website and Data Dictionary Updates

The CWS-CARES User Resources Page

Our [CWS-CARES User Resources](#) webpage has undergone a **complete redesign**, making it easier than ever to find the documents, updates, and tools relevant to you. This isn't just a facelift – we've focused on enhancing navigation and organization to ensure you can quickly locate the resources you're looking for.

The CWDS Online Calendar

Keeping track of meetings across **CWS-CARES**, **CARES RFA**, **CARES-Live**, and **CWS/CMS** just got a whole lot simpler! The new [CWDS Online Calendar](#) is

publicly accessible and designed to streamline all recurring and ad-hoc meetings into one convenient, real-time view. The old events calendar has been officially retired; please update your bookmarks accordingly.

CWS-CARES Data Dictionary: Version 0.03 Now Available

The CWS-CARES Data Dictionary has been refreshed to version 0.03, as published on April 1, 2025. See the [CWDS Bulletins](#) for details.



Upcoming Communications and Project Activities in the Next 90 Days

May Activity	Description
EUST 2 Participant Survey	EUST 2 participant survey to assess their experience in this activity and provide suggestions for improvement
Introductory Email to Super Users	Outlines Super User program and describes responsibilities
Intake Process Information Sessions & Related Communications	Review of Intake To-Be process maps, change impacts, recorded demonstrations, and instructions for completing county-specific process mapping.
External Systems Data Conversion Walkthroughs	Walkthroughs for eligible data conversion systems (Binti, RFH, RFA and EDM)
Implementation Readiness Monthly Dashboards	County-specific dashboards summarizing completion of Go-Live Readiness checklist activities
June Activity	Description
CARES Explorer: Newsletter	A full-length newsletter to keep external audiences regularly informed on the CWS-CARES Project
Tribal Advisory Council (TAC) Webinar	CWS-CARES Update for the Tribal Advisory Council
CWS-CARES OCM Video #4	A 5 minute video highlighting CWS-CARES 101: Intake: Screening & Investigations
OCM Engagement Survey #2	A survey to gauge preparedness for change across county staff
Stakeholder Briefing #3 Webinar	CWS-CARES demonstrations, live Q&A, and project updates in a real-time, interactive virtual format
July Activity	Description
CARES Compass - Executive Summary	A 2-page summary for executives to build awareness of upcoming communications, reinforce delivery and messaging with staff

Contact your County Liaison or [Customer Relations](#) if you have questions about any of these materials.

Registration Now Open!

Contact your CARES SPOC or Implementation Coordinator to register for the Stakeholder Briefing on **Wednesday, June 25th at 9 am.**



Resources:

[CWDS Bulletins](#)
[Project Newsletters](#)
[CWDS Glossary](#)
[CWS-CARES Public Library](#)
[CWDS FAQs](#)



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