

The CARES Explorer

Your newsletter and guide to discovering the world of CWS-CARES



"Always be on the lookout for the presence of wonder."

–E.B. White, author of *Charlotte’s Web*



Half-Dome, Yosemite National Park



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Looking for just the project highlights?
Check out [The CARES Compass](#) - a bimonthly two-page summary of upcoming communications and project highlights.

What's in this issue?

Welcome back for another adventure through the world of Child Welfare Services - California Automated Response and Engagement System (CWS-CARES)! This issue includes the following articles:

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Buckle up! Our Summer 2025 issue takes you on a road trip through California’s scenic natural landscapes.

On the Horizon

Learn more about the CWS-CARES project through leadership messages, new resources, and timely updates to help you find success.



Leadership Corner: The Child Welfare Systems Branch (CWSB)

As the days grow longer and the summer season unfolds, I'm excited to shine a light on the vital work of our Child Welfare Systems Branch (CWSB) at the California Department of Social Services (CDSS). CWSB plays a crucial role in shaping and supporting child welfare initiatives across the state, particularly in the context of the CWS-CARES project.

CWSB's Core Functions

The CWSB serves as a cornerstone for effective child welfare system operations. Their responsibilities are broad and impactful, including:

- **Policy Interpretation:** Providing clear guidance to the project on child welfare policies for accurate implementation in the Child Welfare System.
- **Funding Allocation Information:** Disseminating critical information regarding funding allocations to support various child welfare automation programs.
- **Analyzing Legislation:** Translating complex legislative changes for automation impacts in the Child Welfare System.
- **Approving APDs (Advance Planning Documents):** Overseeing and approving essential planning documents for projects and initiatives.
- **Biennial Data Quality Reviews:** Conducting regular reviews to ensure the accuracy and integrity of child welfare data.

CWSB's Enduring Role in CWS-CARES

It's important to recognize that the CWSB's involvement with CWS-CARES extends far beyond its initial Version 1 (V1) implementation. This dedicated team will continue to be integral during the **Maintenance and Operations (M&O)** phase and will remain a key player through all **subsequent versions** of CWS-CARES. Their ongoing presence ensures continuity, expertise, and strategic oversight.

The CWSB's expertise and commitment are invaluable as we continue to enhance and evolve our child welfare systems. I am grateful for their ongoing dedication to supporting our mission and the CWS-CARES project, and we look forward to a productive and impactful summer ahead.

- Rachel Trusty

Bureau Chief, Child Welfare Systems Branch at the California Department of Social Services

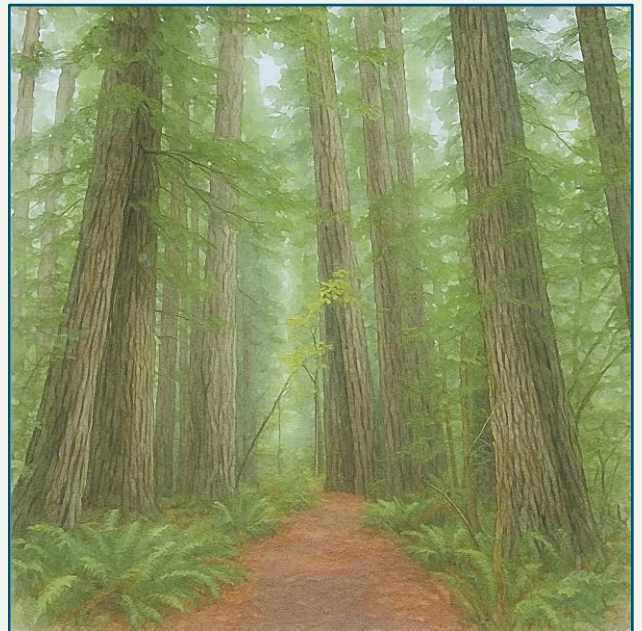
Meet the CWSB Service Managers

A dedicated group of five CDSS staff members, under the leadership of **Jessica Rougeux** (Chief, Child Welfare System Branch), are serving in a larger group of CWS-CARES Service Managers that represent the state and counties. These individuals are deeply involved in the design process, collaborating directly with our Core Constituents to ensure the system meets the needs of its users. CWSB Service Managers are:

- **Amber Presidio**, Case Management and Adoptions
- **Jeff Dent**, Resource Family Approval and Resource Management
- **Tyler Green**, Financial Management
- **Jayson Hunt**, Data Management

Additionally, **Naomi Robledo** serves as the External Stakeholder Coordination Service Manager, supporting child welfare partners in understanding how CWS-CARES impacts their systems and ensuring that the CWS-CARES project is shaped by stakeholder needs.

We look forward to highlighting other Service Managers in future issues!



Redwood National and State Parks



Lassen Volcanic National Park

Letters and Notices Updates Underway at CDSS!

The California Department of Social Services (CDSS) Child Welfare System Branch (CWSB) is undertaking a significant project to update its official letters and notices. This initiative is vital for ensuring all information system guidance is consistent with CARES V1 in preparation for its statewide implementation in October 2026.

Timeline: May 2025 - October 2026

The primary goal is to identify and revise all County Letters (ACLs) and All County Information Notices (ACINs) that currently contain instructions or guidance related to the legacy CWS/CMS system. We have reviewed and planned next steps for 300 ACLs and ACINs published between 2000 and 2024. This ensures a smooth transition when CWS-CARES Version 1 goes live.

These updates will directly impact our county partners, who are responsible for putting state child welfare policies into practice locally. We will continue to provide updates as this initiative progresses.



Join us for the June CWS-CARES Stakeholder Briefing!

Registration is still open for the next Stakeholder Briefing – a live webinar featuring CWS-CARES demonstrations and timely project updates. Join us virtually on **Wednesday, June 25th, 2025 from 9 AM to 12 noon**, using this [registration link](#). Registration is required for everyone who would like to attend. Please note, this webinar will be recorded. There will be an opportunity to ask questions during the webinar using the Microsoft Teams Q&A feature. [Learn more about this tool, here](#). All questions and answers will be documented and published on the [CWDS website](#) after the webinar.

Agenda

This session is divided into two 90-minute parts: Team Updates and Product Updates and Demonstrations. The recorded demonstrations will cover the Court Hearing Framework and Case Management service areas in CWS-CARES. In the Case Management demonstration, we will walk through how to promote a case from an Investigation and how to document a Removal and a Placement in CWS-CARES. The Court Hearing Framework demonstration will provide an overview of the Court Record in CWS-CARES, as well as show how petitions, hearings, and court reports are created and related information is documented.

Topic	Time
Part 1 – Team Updates	9:00 AM – 10:20 AM
Leadership Welcome	9:00 – 9:15
Implementation, OCM, & Training	9:15 – 9:35
External Systems	9:35 – 9:55
Technology	9:55 – 10:20
Break	10:20 AM – 10:30
Part 2 – Product Updates & Demos	10:30 AM – 12:00
EUST 2 Update	10:30 – 10:45
Case Management Demo	10:45 – 11:20
Court Hearing Framework Demo	11:20 – 11:55
Resources & Closing Remarks	11:55 – 12:00

Register Now for the June 25th Stakeholder Briefing!

Introducing The CWS-CARES Progress and Engagement Summary

We're excited to announce a new tool designed to inform our external stakeholders about the progress and collaborative efforts surrounding CWS-CARES: **the CWS-CARES Progress and Engagement Summary**. This monthly summary will provide a clear overview of the joint achievements of our counties, organizations, and the CWS-CARES project. It will highlight key activities undertaken with our external partners, ensuring everyone has the same picture of what we've accomplished together.

Each summary will showcase tangible progress across various critical areas, including county participation in prototype and build reviews, forms, reports, data conversion, external systems and interfaces, implementation, Organizational Change Management (OCM), and training. By providing regular updates in these diverse areas, our external stakeholders will gain a realistic understanding of the project's trajectory and our collective progress.

We believe this new CWS-CARES Progress and Engagement Summary will be a valuable communication tool, strengthening our partnerships and ensuring everyone stays informed as we continue to move forward together. The first edition was released on June 4, 2025, with an email announcement to child welfare leadership and CWS-CARES Points of Contacts. This will be a monthly update, posted to the CWDS website and shared in various meetings that contain project updates.

FAQs

Who is this for?

This summary is specifically designed for our external stakeholders, including child welfare leadership and CWS-CARES Points of Contact, who are seeking a high-level understanding of our progress.

How will it be used?

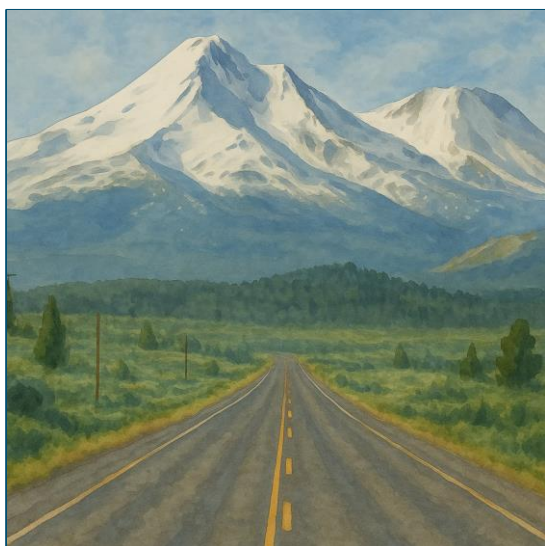
This information will be shared in various forums, such as the Monthly CWS/CMS Oversight Committee meetings, Regional User Group (RUG) meetings, Regional Chair meetings, CARES Implementation meetings, and CWDA meetings.

What's included in each summary?

- **Progress & Engagement Updates:** Narrative and visual updates on achievements in key areas.
- **Resources:** Links to relevant documents and information.
- **Timeline:** A visual representation of key project milestones starting June 2025.

Explore CWS-CARES

In this section, you will discover CWS-CARES through its service areas, system functionality, workgroups and interfaces, content management, data conversion, and external systems.



Shaping CWS-CARES with Tribal Input

At the June 13, 2025 Tribal Advisory Council (TAC) meeting, the CWS-CARES project provided an update on Tribal engagement and future planning. The team shared how input from the Indian Child Welfare Act Adoption and Foster Care Analysis and Reporting System (ICWA AFCARS) Steering Committee played a vital role in shaping the design and priorities of CWS-CARES V1. As planning begins for Version 2, the project is seeking additional Tribal input to help guide future functionality and ensure meaningful engagement continues. Council members were invited to share feedback on how best to structure ongoing collaboration and ensure the right voices are at the table moving forward.

Your Feedback in Action: EUST 2 Summary

Overview

Thanks to the valuable feedback we received from Extended User Feedback Testing (EUST) 2 participants, the CWS-CARES team is making updates to improve the system experience. Below is a summary of what we heard and how your input is driving changes.

From March 24 to April 18, 2025, the CWS-CARES project held its second round of EUST with **198** staff from **25** counties and CDSS participating. This critical effort provided the opportunity to test real-world scenarios and provide feedback on key system areas including **Case Management**, **Resource Management**, **Eligibility**, and **Courts**.

Compared to EUST 1, EUST 2 saw a significant increase in participation and feedback – 198 testers submitted **977** feedback items, up from **51** testers and **330** raw feedback items in EUST 1.

What's Next?

A feedback summary report was shared with all EUST 2 participants on May 14, 2025. The CWS-CARES team is now incorporating high-priority feedback. Looking ahead, the project is preparing for the next round of feedback:

- **EUST 3R** – January 2026
- **EUST 3** – February 2026

Specific dates for the next testing period will be shared in the coming months. We thank all EUST 2 participants for their thoughtful contributions. Your feedback is shaping a better, more effective CWS-CARES for everyone.

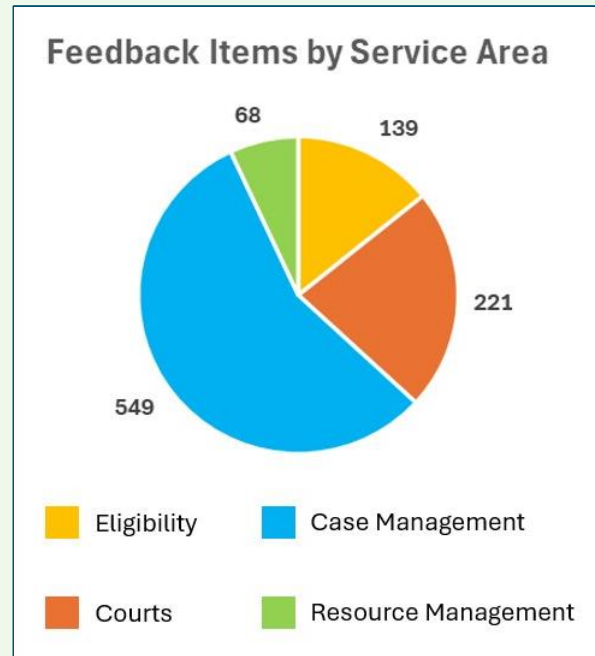


Wildflowers at Pinnacles National Park

Feedback Highlights and Themes

CWS-CARES Feedback

The chart below shows how feedback was distributed across the service areas. **Case Management** received the most input, followed by **Courts**, **Eligibility**, and **Resource Management**.



Testers shared positive impressions of the system's improved design, ease of use, and overall user experience. Of the 977 feedback items received, **33** resulted in **new functional requirements for development into CWS-CARES**.

EUST 2 Process Feedback

Support resources – such as training videos, the feedback site, check-in meetings, and office hours – were cited as helpful.

Participants also identified opportunities for improvement:

- Clearer, more detailed instructions
- Better alignment and coordination with CalSAWS
- More targeted training for new users

These suggestions are being used to improve materials and prepare for future testing efforts.

Please contact the EUST team at careseust@otsi.ca.gov for more information about system and process feedback.

Insights from Recent CalSAWS & CWS-CARES Testing

We're pleased to share some key takeaways and progress from our recent EUST 2 efforts involving the CalSAWS and CWS-CARES interface, **called Foster Care Eligibility Determination (FCED)**.

It's encouraging to report that many testers successfully replicated the core functionality of the interface, establishing case links and exchanging data and documents effectively. A significant achievement was the observed real-time data exchange between the systems. This demonstrates the responsiveness and efficiency of the current integration. We truly value all feedback received, as it indicates that we are providing a functioning product for our users to interact with and evaluate. We acknowledge that some users experienced initial login difficulties during the first few days of testing. We have addressed these issues and are continuously working to ensure a seamless user experience.

Testers gave important feedback about how the CalSAWS test scripts and instructions needed to better match those for CWS-CARES EUST 2. To address this, we are committed to closer collaboration with CalSAWS during scenario preparation and will conduct thorough reviews of CalSAWS steps to ensure better synchronization.

In response to testers' requests for increased visibility into CalSAWS processes and steps, we are exploring opportunities for CWS-CARES testers to attend CalSAWS kickoffs and training sessions, and vice versa. We are also considering integrating relevant CalSAWS scenario materials into our CWS-CARES materials to provide a more comprehensive view.

Based on the feedback received in EUST 2, a new requirement was identified for the Eligibility Resource area. We learned that clearer error messaging is needed to notify users of any data fields that are

incomplete before submitting to CalSAWS.

Eligibility testers said they need to better understand what happens in CalSAWS after data is sent from CWS-CARES. Additionally, testers expressed challenges in understanding the technical error messages received. To improve user experience, we're making it easier to see what's happening behind the scenes and understand error messages. We are actively implementing this enhancement prior to V1 Go-Live.

This collaborative testing effort with CalSAWS has provided valuable insights, and we are committed to acting on this feedback to further refine and strengthen the integration between our systems. We appreciate the valuable feedback from our EUST 2 testers and remain dedicated to continuous improvement.

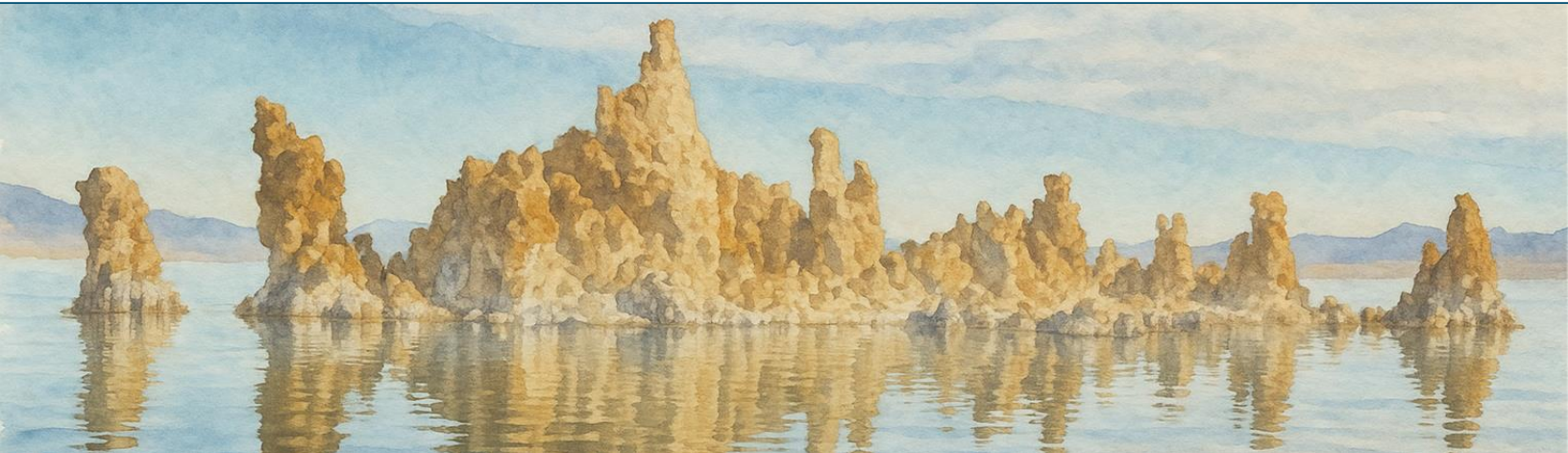
Interested in learning more about FCED?

On June 3, 2025 the project hosted an Introduction to FCED for Counties webinar. The session provided county staff with a foundational overview of FCED in CWS-CARES, covering the Who, What, When, Why, and How of the foster care eligibility determination process. The webinar also included a detailed demonstration of FCED functionality and live Q&A. For those who couldn't attend, a [recording of the session](#) is available on the CWDS website.

Stay tuned for more learning opportunities as we continue to roll out FCED support. Thank you to everyone who attended the session!



Mono Lake Tufa State Natural Reserve



The Court Hearing Framework: What's New in CWS-CARES?

In CWS-CARES, the *Court Record* section will house all court work items, hearings, hearing outcomes, and active and closed cases. CWS-CARES will also facilitate the preparation and automation of documents and reports to ensure timely delivery.

CARES Version 1 will include the following functionality in the Court Record:

Petitions

Petitions under WIC 300, 342, and 387, which pertain to removal and custody of children through the Dependency Court, can be created in CWS-CARES. WIC 388 petitions, Request to Change Court Order, will also be available. Petition allegations and counts will now be available for selection and the appropriate JV forms (120 – 129) will then auto generate based on the allegations in the petition. Petition statuses will also be tracked and modified once ruled on by the court to create the final petition.

Hearings

Hearing types, dates, and times will be documented in CWS-CARES, as well as the status of each hearing. As hearing dates are entered, noticing guidelines, timeframes, and details will be automatically generated in CWS-CARES, per WIC codes, for each hearing type.

Court Reports

Court Reports will look familiar; they are patterned after the INI templates used in CWS/CMS. Each county will be able to select the template that meets their court's requirements and make alterations if needed. Unlike CWS/CMS, Court Reports can be created using Adobe (AEM) or Word, using prepopulated information from CWS-CARES. To create the Hearing Packet, users will have the ability to merge any documents, such as Case Plans, Service Provider Reports and/or other documents, with the Court Report. Electronic signatures will be available in CWS-CARES to make document signing more efficient for case workers.



More information on Courts in CWS-CARES, will be provided in the June 25th, 2025, Stakeholder Briefing demonstration – [register here!](#)



Pfeiffer Big Sur State Park

Warrants (New!)

Each County will be able to upload their own Warrant templates into CWS-CARES to comply with their practice and court preferences. Later updates of CWS-CARES may include an interface that supports sending and receiving Warrants in the system, along with many other court work items and documents.

Discovery Requests (New!)

Discovery requests can be easily processed and documented in CWS-CARES. The documents selected for the request can now be merged into a PDF and automatically stored in the system. The status of the Discovery Request can be tracked or assigned to another user. Once complete, the Discovery documents can be provided to parties via secure email, hard copy or flash drive, based on County policy.

Court Officer Notes (New!)

Documenting important case information has never been easier; child welfare workers will now be able to immediately enter the court's findings and orders in the Court Officer Notes section. These notes can be entered in the Hearing Results section of CWS-CARES and emailed to relevant parties (social worker, supervisor, eligibility). A signed copy of the Minute Order can also be uploaded into the system for easy reference once it is available.

Confidential Client Attorney Contacts (New!)

Confidential Client Attorney Contacts is a new feature in CARES V1. It will allow consultations between staff and County Counsel to be documented in a secure contact that, due to their legally confidential nature, will not be subject to discovery requests or any type of records request. They will only be viewable by those assigned to the case, the supervisor, and the manager.

State and County Forms in CWS-CARES

Goals and Objectives

A critical goal for CWS-CARES is making forms and documents efficient for workers to generate and manage, and to standardize statewide forms in one system. The CWS-CARES project understands that counties have their own custom forms and may have unique document generation requirements; CWS-CARES will support document generation for both Microsoft Word and Adobe Experience Manager (AEM) templates. Due to state requirements, all forms must adhere to the ADA guidelines as a development best practice.

Training for Forms Authors

Training for County forms authors consists of self-paced training and hands-on virtual training sessions. Self-paced training covers 12 lessons that focus on understanding and building PDF forms. Hands-on training covers Document Generation Solution components, eSignature, Forms Workspace access, template design considerations and development, testing, migration, and deployment. Hands-On Training for Cohorts 2 and 3 is scheduled for July 2025. Training for Cohort 4 will begin in August 2025.



Sequoia National Park

Improvements from CWS/CMS

In CWS/CMS, counties were limited to 200 forms. CWS-CARES does not have a limit on the number of forms that counties can build and make available to their county workers. County Forms Authors will be able to map data fields from CWS-CARES to forms so that data is automatically populated when the related document is generated by a worker. County Forms Authors will also be able to download any statewide form built in CWS-CARES, customize it for their county's requirements, and save it for their workers to use.

Progress Updates

- All counties have been given an inventory of their county specific forms which are available in CWS/CMS.
- A tracker, 'CARES Forms Tracker' is available in the CARES Forms Workgroup Team(s) channel containing the state forms for CARES V1 development.
- A Forms Workgroup was created to support counties with forms management. Please contact them at otsicwdscareforms@otsi.ca.gov with questions.
- The Project has provisioned a new environment specifically to support county forms development activities.



Point Lobos State Natural Reserve

From Scope to Strategy: Preparing for External System Decommissioning

To support efficient and effective child welfare business practices, the project is working with each county to identify external systems that are duplicative of CWS-CARES V1 functionality. For example, CARES V1 will include resource family approval, placement, and family finding - functions currently managed in county systems external to CWS/CMS. By completing External Systems Scope Assessments and engaging in Gap Analysis discussions with the CWS-CARES project, counties will identify which systems fully duplicate CARES V1 functionality.



Red Rock Canyon State Park

The scope assessment process helps identify external systems eligible for decommissioning when CARES V1 goes live and what preparations are needed. Decommissioning planning includes confirming a system has duplicative functionality, developing realistic steps and timelines to take the system off-line, identifying system dependencies, and ensuring business continuity throughout the transition. This work is the foundation for long-term planning and informed decision-making.

Counties will have opportunities to validate CARES V1 functionality, identify any gaps, and adjust their decommissioning plans based on Extended User Scenario Testing (EUST) validation, practice in the Sandbox Environment, and real-time use. Decisions will be finalized after validation confirms CARES V1 meets required functionality and operational needs. No systems will be required to be fully decommissioned at CARES V1 Go-Live in October 2026.

By approaching this work collaboratively and with clear validation checkpoints, we aim to support counties in creating decommissioning plans that are practical, phased, and aligned with both policy and operational needs. We'd like to thank all counties and organization partners for their ongoing collaboration on this effort!

For more information, please join us on Thursday, July 10th from 10 – 11 AM for the External Systems Monthly Meeting Kickoff! This online meeting series will be held on the second Thursday of each month.

Implementation Corner

Learn about how stakeholders are transitioning to CWS-CARES and find information on implementation, training, and change management.



The CARES Connection: OCM Engagement in Sacramento County

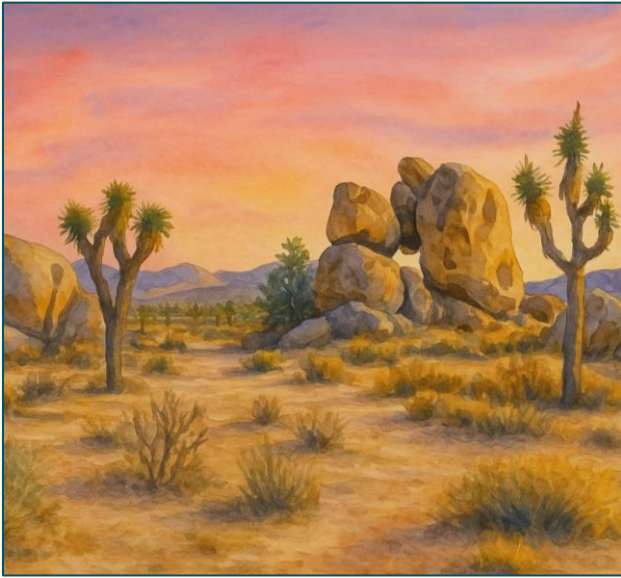


In an effort to connect stakeholders with project information, Sacramento County has created a public intranet site dedicated to CWS-CARES! The webpage, titled [*The CARES Connection*](#), is part of the Sacramento Department of Child, Family and Adult Services website.

The CARES Connection includes an overview and timeline of the system, links to project newsletters and CWS-CARES 101 videos, as well as many other resources. In future updates, Sacramento's Implementation team hopes to incorporate short-form interviews and promotional videos to boost enthusiasm for CWS-CARES.

Feedback on the new webpage has been overwhelmingly positive, with one child welfare worker saying, "This is amazing. I love how it answers so many questions on one page. It's short, sweet and to the point while offering links to more information." Thank you to the **Sacramento County Implementation Team** for providing a great platform to engage and inform our stakeholders!

Process Information Sessions: What's Changing for Intake?



Joshua Tree National Park

Overview

In May 2025, the CWS-CARES Implementation Team held Process Information Sessions for Intake (Screening and Investigations). These sessions walked organizations through the new Intake processes and terminology they can expect to see in CWS-CARES; they also highlighted the ways CWS-CARES is different from CWS/CMS. Session participants are sharing what they've learned with their organizations to help prepare for CWS-CARES Go-Live.

New Terminology in CWS-CARES

Here are a few new terms CWS-CARES users will see across different areas of the new system:

Client → Person

Individuals who play a role in a Screening, Referral, or Case are captured as 'Persons' in CWS-CARES. Persons categorized as Core Participants can include the focus child, parent, CFT Member, and more.

Client Abstract/Notebook → Person Profile/Record

The 'Person Record' in CWS-CARES holds details about the Person depending on their role. The Person Record for a focus child includes comprehensive details and demographics including date of birth, address, education, health information, and more.

New Features and Updates in CWS-CARES

Two-Step Referral Process

Hotline Workers will document information from the reporter into a **Screening** record in CWS-CARES. If an investigation is required, the Hotline Supervisor will promote this Screening to an Investigation and a new **Referral** record will be created. The assigned Emergency Response Worker will then document the details from the Investigation in the Referral record.

Streamlined Non-Abuse and Neglect Calls

Hotline Workers will be able to indicate the reason for calls not related to abuse and neglect, including prevention services requests, community resources, social worker information requests, and prospective young adult re-entry requests. CWS-CARES will prompt the worker to collect only the information needed and generate reports on the different types of calls.

Data Integration

Workers conducting assessments can easily access SDM by clicking a link within CWS-CARES. After they've completed an assessment in SDM, that data will populate back into CWS-CARES to eliminate duplicate data entry.

Dashboards

Dashboards in CWS-CARES will organize Screenings, Referrals, assessments, and other work items to give workers and supervisors visibility to pending work. Supervisors can see a list of Screenings and Referrals that have been submitted for approval and how much work is assigned to each of their workers. Workers can see a list of Screenings and Referrals assigned to them and track unsubmitted items.

Address Validation

CWS-CARES will have address validation software that checks entered addresses against the United States Postal Service records to help prevent incorrect or incomplete addresses. Workers will have the option to override a suggested address.

Autogenerated Email Responses

A Mandated Reporter may now choose to receive the Emergency Response Notice of Disposition by email. CWS-CARES will automatically send this document to the email address provided to the Hotline Worker and evaluate at the disposition of a screening or an investigation.



Process Information Sessions for **Placement, Eligibility, and Courts** will be held in **July and August 2025**.

Announcing the CWS-CARES Pilot Counties!

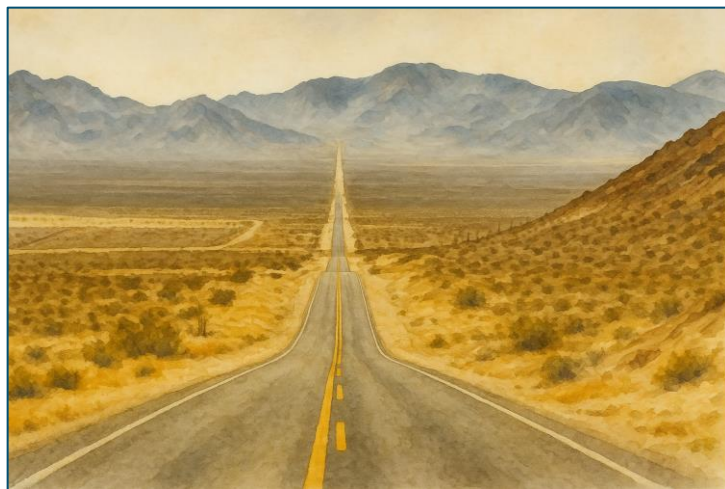
Prior to CARES V1 Go-Live in October 2026, the CWS-CARES project will pilot the new system with a small number of counties (including Child Welfare and Probation) with the goal of gathering lessons learned for supporting all Organizations during statewide rollout. In April 2025, the CWS-CARES project invited counties to volunteer to volunteer for the Pilot Program, resulting in twelve responses. In May, the CWS-CARES project applied approved qualitative and quantitative evaluation criteria to score top County candidates for Pilot participation.

The CWS-CARES project in partnership with County Welfare Directors Association of California (CWDA), is pleased to announce the counties that were selected to participate in Pilot. **Congratulations to Butte, Fresno, San Diego, San Mateo, and Tuolumne Counties!** Counties were selected based on the criteria and process defined as part of the approved *CWS-CARES V1 Pilot Plan*.

As Pilot participants, these counties will help inform the development of interim business processes, exercise and sign-off on business functions in CWS-CARES and provide feedback throughout the Pilot period. The project has also selected counties to serve as Pilot alternates, which will be prepared to join the Pilot in the case that one or more of the selected counties is unable to do so. The CWS-CARES Pilot will launch in August of 2026 – thank you to all counties who volunteered to participate!



Anza-Borrego State Park



Death Valley National Park

Coming soon: The CWS-CARES Sandbox Environment

The CARES V1 Implementation Team is preparing to launch a CWS-CARES Sandbox Environment, an online platform where users can practice using CWS-CARES functionality! The Sandbox is scheduled to launch in Summer 2025. Questions can be directed to your CWS-CARES Implementation Lead and more information will be shared as part of monthly Implementation Readiness Meetings via the Implementation Lead for your organization.

How will organizations use the Sandbox?

The Sandbox will be used in preparation for CARES V1 readiness activities and will provide early hands-on system exposure prior to Go-Live. Individuals in Organizations with access to the CWS-CARES Sandbox Environment will gain in-depth knowledge and familiarity with the system as it evolves.

Who will have access to the Sandbox?

Counties are responsible for identifying users that will participate in the Sandbox Environment. Those with access to the Sandbox will be better equipped to help provide support to end-users within their organization before, during, and after statewide Go-Live.

What functionality will be available?

The Sandbox will include the functionality covered through Extended User Scenario Testing (EUST 2) which includes Intake (screening and investigations), Case Management (placement, court hearings), and Eligibility (request initial determination and re-determination).



Yosemite Valley

What is the CWS-CARES Super Users Program?

The CWS-CARES Super Users Program aims to facilitate the successful implementation, adoption, and ongoing utilization of CARES V1 within Organizations. It is voluntary for all Organizations. The Supers Users Program is integral in successfully implementing CWS-CARES by providing post Go-Live support and assisting with worker onboarding.

Key Roles and Responsibilities of Super Users

Super Users are organization staff members that support end users with expertise, coaching, and first-level support during critical project phases and at Go-Live. Super Users will be instrumental during the Go-Live phase by partnering with the project's implementation team to provide over-the-shoulder support to CWS-CARES users within their organization.

How many Super Users are there?

As of May 2025, there are just over 800 Super Users that have been identified across 53 Child Welfare counties, tribes, and CDSS. The project's implementation team will continue to collect names of Super Users.

Orientation Sessions for CWS-CARES Super Users

Orientation will provide participants with an in-depth overview of the Super Users Program. This will include the functions of a Super User and strategies for success when implementing CWS-CARES in their Organization. Orientation sessions will also provide more information on the opportunities that Super Users can participate in and what support is offered. The table below highlights dates and times for the upcoming CWS-CARES Super Users Program Orientation Sessions:

Region	Date
Bay Area	July 17 th 9 am – 11 am
Northern & Tribes	July 18 th 2 pm – 4 pm
Central	July 24 th 1 pm – 3 pm
Los Angeles	July 29 th 10 am – 12 pm
Southern	July 30 th 2:30 pm – 4:30 pm
Mountain Valley & CDSS	July 31 st 8:30 am – 10:30 am

Project Resources

[CWS-CARES Progress & Engagement Updates \(New!\)](#)

[CWDS Events & Meetings Calendar](#)

[CWS-CARES Public Library](#)

[Frequently Asked Questions \(FAQs\)](#)

[CWDS Glossary](#)

[CWDS Bulletins](#)



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