

CWS-CARES

Advancing child welfare, together.

CWS-CARES supports the safety, permanency, and well-being of children and families across California through enhanced data collection and informed decision-making.

System Modernization

We're building a child welfare case management system that's faster, more connected, and more in line with Federal, State, and CCWIS requirements. **CWS-CARES will go live in October 2026!**



New Features and Benefits

Last Updated: September 2025



Connections across systems

Interfaces with CalSAWS, Structured Decision Making (SDM), Opeeka/P-CIS (Person-Centered Intelligence Solution), and other systems will streamline data sharing and workflows. MuleSoft, Snowflake, and Tableau will support better data analysis & reporting.



Modern user experience

Reusable design components and updated user interfaces will improve usability and consistency across the platform.



Accessibility and compliance

The system will meet accessibility standards and critical Federal, State, and CCWIS (Comprehensive Child Welfare Information System) requirements.



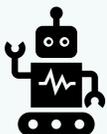
Secure cloud storage and operational resilience

Data will be hosted in a secure government cloud, ensuring safety and scalability. Disaster recovery and system continuity are built into the platform.



County-level control

Counties will have more control over form design and data entry, using tools such as Microsoft Word and Adobe Experience Manager (AEM). Counties will also be able to develop as many forms as they need.



Smarter data handling and record editing

Information entered in one part of the system will populate automatically across other areas. Cloud storage and smarter alerts will enable easier collaboration on shared records.

Gathering input and feedback at scale

To ensure comprehensive and representative input, we have worked closely with **Core Constituents** to gather input and get feedback as CWS-CARES is being built. Core Constituents were specifically identified to represent the collective interests of all counties, Probation Departments, and Tribes with California Title IV-E Agreements.

Project teams regularly hold **Prototype and Build Demonstrations**: walkthroughs of system designs where Core Constituents can provide feedback on user experience, navigation, and screen actions before and during development. During **Extended User Scenario Testing (EUST)** periods, a wider group of end users have opportunities to test specific workflows and functionality and provide comments or feedback.

Additionally, **Data Conversion and Validation** activities are critical checkpoints for counties to review county-specific practices and evaluate relevant data elements that are being converted. Feedback from these sessions is brought back to Project teams for review.

After project teams **gather feedback** from dedicated forums, they must **review and categorize** it, **prioritize** it, and consider where it fits in the long-term **development life cycle**. They must weigh the impact of global changes and ensure that any changes meet existing requirements and comply with policy and standards.

Organizations also have a designated **CARES Single Point of Contact (SPOC)**. They are the primary point of contact for the project and help us **streamline communications** to and from individuals in Organizations. We truly appreciate the continued dedication and expertise from our diverse representatives.

More Information about CWS-CARES

Stakeholder Briefings and other webinars give wider audiences the opportunity to learn more about CWS-CARES, see how it is being built, and ask questions. Project teams also hold **regular recurring meetings** with stakeholders related to Implementation, Organizational Change Management, Training, Forms, Reports, Analytics, Data Conversion, External Systems, and other functions. Meetings and events are published on the **CWDS Meetings & Events Calendar**.

We publish a monthly **Progress & Engagement Summary** that highlights Core Constituent participation in meetings, project team updates, and special topics. To find these on our website, navigate to the CWDS website and click on the "Follow Our Progress" section.

The CWS-CARES **User Resources** page includes links to many other resources, including FAQs, a Glossary, the Public Library (searchable articles on specific CWS-CARES topics), and more.

Scan to visit the
CWS-CARES User
Resources Page:



CWDS
Child Welfare Digital Services



CARES
Child Welfare Services