

Child Welfare Digital Services Planning Roadmap



The Child Welfare Digital Services (CWDS) Planning Roadmap is a high-level illustration of planned milestones in the following critical areas; Child Welfare Services – California Automated Response and Engagement System (CWS-CARES) Product Development, Implementation Activities and California Automated Response and Engagement System Resource Family Approval (CARES RFA), CARES-Live and Child Welfare Services/Case Management System (CWS/CMS) Releases. Due to the nature of cross-stream dependencies and reliance on various approvals, this roadmap will be updated on a regular basis and is subject to change.

Product Development Timeline

CARES Version 1

The **Extended User Scenario Testing (EUST)** period provides an opportunity for users to perform end-to-end testing of real-world scenarios in Child Welfare Services - California Automated Response and Engagement System (CWS-CARES). The purpose of this testing is to simulate the day-to-day activities that users will perform to validate the system functions in an intuitive manner. Another key component of the EUST will be validation of feedback from prior user sessions. The EUST timeframes are listed below and include the CARES Version 1 (V1) development milestones.

For more status detail regarding product development in progress, please review our latest [CWS-CARES Monthly Legislative Update](#).

EUST 1

Milestone	Month/Year	2022	2023	2024	2025	2026
Screening	May '22 – Mar '23					
Investigations: Engagement	Jun '22 – Jul '23					
Investigations: Determination	Aug '22 – Jul '23					
EUST 1 - Execution	Feb '24 – Mar '24					

EUST 2

Milestone	Month/Year	2022	2023	2024	2025	2026
Service Provider Profile	Apr '22 – Dec '22					
Services	Apr '22 – Dec '22					
Case Management: Engagement	Jul '22 – Dec '23					
Placement	Oct '22 – Mar '25					
Court Hearing Framework	Jan '23 – Mar '25					

Milestone	Month/Year	2022	2023	2024	2025	2026
Interfaces - JNET	May '23 – Dec '24					
Request Determination	Nov '22 – Mar '25					
Redetermine Eligibility & Placement/Info. Change	Jun '23 – Mar '25					
EUST 2 - Execution	Mar '25 – Apr '25					

EUST 3

Milestone	Month/Year	2022	2023	2024	2025	2026
Prevention Services	Mar '23 – Dec '25					
Case Plan	Sep '23 – Dec '25					
Interfaces - CMA	May '24 – Dec '25					
Case Management: Engagement & Services	Dec '22 – Dec '25					
Case Closures	Feb '23 – Dec '25					
Structured Decision Making (SDM)	Apr '23 – Dec '25					
Aftercare & Re-entry	Dec '23 – Dec '25					
Adoption	Apr '24 – Dec '25					
Warrants	Jan '23 – Dec '25					
Jurisdiction & Disposition Hearing	Nov '23 – Dec '25					
Status Reviews	Jan '24 – Dec '25					
Other Hearings	May '23 – Dec '25					
Interfaces - FCED	Jan '23 – Dec '25					
Eligibility Program	Apr '23 – Dec '25					
Track Admin. Costs, Track Service Delivery	Mar '24 – Dec '25					
Interfaces - CECRIS	Jul '24 – Oct '25					

Milestone	Month/Year	2022	2023	2024	2025	2026
Track Assistance Costs	Jan '24 – Dec '25					
Maintain Resource Family Home	Dec '23 – Dec '25					
Interfaces - FMS (LIS/FAS data)	Jul '24 – Nov '25					
Complaints	Mar '23 – Dec '25					
Legal Action	Feb '24 – Dec '25					
EUST 3 - Execution	Feb '26 – Mar '26					

EUST 3 – Reports/Admin Console

Milestone	Month/Year	2022	2023	2024	2025	2026
Federal Reports	Aug '24 – Jan '26					
State Reports	Sep '24 – Jan '26					
Ad-hoc Reports	Jun '25 – Nov '25					
Admin Console	Dec '24 – Dec '25					
EUST 3 – Reports/Admin - Execution	Feb '26 – Apr '26					

EUST 4

Milestone	Month/Year	2022	2023	2024	2025	2026
All Milestones Execution	May '26 – Jun '26					
CARES V1 Go Live Date	Oct '26					
EUST 4 - Execution	May '26 – Jun '26					

Implementation: Training & OCM Milestones

The CWDS Implementation Team supports state, counties, and Tribes with Title IV-E Agreements with CDSS to prepare for CWS-CARES releases. For more information, please visit the [CWS-CARES Implementation Portal](#) or email the [CWDS Implementation Team](#) with questions and feedback.

Milestone	Month/Year	2022	2023	2024	2025	2026
Conduct CWS-CARES Executive Briefings	June '23– Aug '23					
Establish County Implementation Teams	Aug '23 – Sept '23					
Initiate engagement with CDSS, Probation, and Tribes with Title IV-E Agreements	April '24 – Jan '25					
Lead Monthly Implementation Mtgs.	Jan '24 – Oct '26					
Conduct Assessments	Oct '23 – Dec '23					
Training Logistics Planning	Apr '24-Oct '24					
Establish Training Advisory Workgroup	July '22					
Establish OCM Advisory Workgroup	Oct '23					
Conduct Change Impact Assessments	Sept '23 – Oct '26					
Conduct Process Information Sessions	Feb '25 – Apr '26					
Conduct Train the Trainer (TTT)	Apr '26 – May '26					
CARES V1 Pilot	Aug '26 – Sep '26					
End User Training Delivery	Jun '26 – Sep '26					
Post Go-Live support Command Center	Oct '26 – Dec '26					

Release Dates: CWS/CMS, CARES-Live and CWS-CARES RFA

For more information, please visit our CWDS Release Notes pages for the following: [CWS/CMS](#), [CARES-Live](#), [CARES \(RFA Application Process\)](#).

Software	2022	2023	2024	2025	2026
CWS/CMS Release #	8.19 – July 16	9.0 – Jan 19 9.1 – May 10 9.2 – Sep 16	9.3 – Feb 10 9.4 – Aug 17 9.5 – Dec 14	9.6 – Jun 14	-
CARES-Live Release #	2.8.20 – Aug 25 2.8.21 – Oct 27	2.8.22 – Jan 23 2.8.23 – Mar 23 2.8.24 – May 23 2.8.25 – July 23 2.8.26 – Sep 23 2.8.27 – Nov 23	2.8.28 – Jan 25 2.8.29 – Mar 28 2.8.30 – July 25 2.8.31 – Nov 21	2.8.32 – Mar 2.8.33 – Jun 2.8.34 – Sep 2.8.35 – Dec	-
CWS-CARES RFA Release #	0.6 – Sep 21 0.7 – Dec 15	0.8 – Mar 22 0.9 – Jun 21 0.10 – Sep 20 0.11 – Dec 13	0.12 – Mar 29 0.13 – Jun 26 0.14 – Sep 18 0.15 – Dec 16	0.16 – Mar 9 0.17 – Jun 25 0.18 – Sep 17 0.19 – Dec 15	-

Milestone Descriptions

EUST

The Extended User Scenario Testing (EUST) period provides an opportunity for users to perform end-to-end testing of real-world scenarios in CWS-CARES. The purpose of this testing is to simulate the day-to-day activities that users will perform to validate the system functions in an intuitive manner. Another key component of the EUST period will be validation of feedback from prior user feedback periods. EUST periods include which CARES V1 development milestones will be included in each.

Screening

Screening delivers the functionality required to receive a Hotline request and gather initial incident, person, and allegation information. This is a groundbreaking milestone as it initiates the foundational features (shared services) for person profile, person search, and address validation that will be used by subsequent milestones. It also initiates the framework for viewing workload, work progress, and tasks.

This milestone equips workers to determine the appropriate pathway for a given request. It allows them to refer families to community-based services and document if families meet candidacy criteria for prevention services. This is a key improvement; it means that it is not necessary to create and evaluate out a referral (child welfare history) to connect families with services and supports.

Investigations: Engagement

Investigations – Engagement delivers the functionality required to determine whether the request meets criteria for investigation, determine the response time required, and then send a referral to investigations. This milestone also covers prevention pathways that connect families with prevention services and community resources.

This milestone equips workers to assess and promote referrals to investigation, assign a primary worker, and prepare for interviews by documenting joint response and consultations with agencies, Tribes with Title IV-E Agreements with CDSS, law enforcement, and a child's representative. It will also provide the functionality to capture details from interviews conducted with the family.

Investigations: Determination

Investigations – Determination delivers the functionality required to streamline and automate the use of decision-making tools to support consistent, unbiased decision-making regarding allegations of abuse and neglect. Workers can record allegation conclusions and determine an overall investigation disposition, as well as create cross reports and send them to law enforcement and the Department of Justice.

This milestone also equips workers to complete a Safety Plan for a child using the Integrated Core Practice Model (ICPM) guidelines and distribute a Safety Plan that has been approved by a supervisor.

Because of interface partner (Evident Change) readiness, the full implementation of Structured Decision Making (SDM) integration will not occur until an SDM-focused extension to Case Plan.

Service Provider Profile

The Service Provider Profile gives county users a comprehensive view of service provider organizations and locations in the Resource Management Directory, and the ability to add providers and update their information. Accurate service provider profiles enable county users to search for and compare providers and view comprehensive information, such as provider credentials, services provided, populations served (e.g., Military Families, Pregnant-Parenting), and persons (staff) at the location.

Services

Services equips users to add and update service information in a standard service array. This will give county staff across different sectors (caseworkers, fiscal/accounting, clerical, executive) the ability to easily reference available services in their county (starting with prevention services in V1). This ultimately allows for better utilization of and investment in the most effective services for children and families.

Social workers will be able to search a Service Provider Directory - created in Resource Management (Service Provider Profile & Services milestones) - based upon the identified needs/strengths of the child or family. The social worker will then match the child/family with services/providers (starting with prevention services in V1), create a service-request, obtain approval, and submit it to the provider.

Case Management: Engagement

Case Management – Engagement equips social workers to create, assign, and transfer, a case from an investigation as well as from non-investigative entry points. Case types and service components are coupled to delineate the variations and requirements across cases. Included in this milestone is the case creation for ICPC (Interstate Compact on the Placement of Children) for improved tracking and service provision.

This milestone also expands on the creation and updating of the Person Profile, delivering additional elements related to Indian Child Welfare Act (ICWA), education, health, behavioral and mental health, and Regional Center data. The broader scope of information captured allows for a more robust Health and Education Passport (HEP). Lastly, it extends the Structured Contact Note feature, which is a new guided document designed to assist the social worker in successfully capturing required information during monthly social worker in-person contacts with families, including Tribal Inquiry.

Because of interface partner readiness, full integration of the CWS-CARES Assessment Suite will not occur until the Case Plan milestone or later.

Placement

Placement delivers the functionality to equip workers to find a high-quality placement for a child or nonminor dependent in a timely manner. The milestone enables the worker to search the resource management directory for a potential placement based on the child's needs and person information. The worker can add any potential placement option to a shortlist for the child, allowing for the worker to view all placement options and their status (e.g., placement provider accepted the child) on a single screen. This milestone expedites physically placing the child in the placement by automating required forms and showing the worker the special requirements for placing a child in certain placement types (e.g., Short-Term Residential Therapeutic Program (STRTP)). This milestone also covers monitoring the child's placement, allowing the worker to document contacts with the placement provider, record absences from placement, and resolve matters of placement instability.

Court Hearing Framework

Court Hearing Framework equips workers to prepare for petition hearings which include all activities related to any petition that is filed by Child Welfare. They will be able to capture all findings and orders from the Court and receive processes, and store information regarding the court results. This milestone enables workers to submit a calendar request to the Court. Workers can create, amend, and submit a petition for supervisor approval and then to submit a petition to Court. Rulings from Court hearings can be documented in CWS-CARES and the system will assist in the preparation of a Court report and record the results.

Interfaces – JNET

This milestone is a legacy interface. The interface is being kept in place for CARES V1 at the request of San Bernardino County. The functionality in CARES V1 will be identical to the existing functionality in CWS/CMS. The interface will update the courts system with current assignments in CWS-CARES that applies to San Bernardino only.

Request Determination

Request Determination creates the Eligibility Framework upon which Eligibility Programs and Re-determine Eligibility expand on. Social workers will be able to request an initial foster care eligibility determination from the California Statewide Automated Welfare System (CalSAWS) via the Foster Care Eligibility Determination (FCED) interface.

Redetermine Eligibility & Placement/Information Change

Redetermine Eligibility equips the CWS-CARES user and the CalSAWS Eligibility Worker with the ability to collaborate and complete the eligibility re-determination process, using the Foster Care Eligibility Determination (FCED) interface. The milestone allows the CWS-CARES user to notify CalSAWS when a youth placed in residential facilities does not meet

Qualified Residential Treatment Program (QRTP) requirements or when the requirements for child's placement in a QRTP are not met.

Prevention Services

The Services and Resource Management features described above will be implemented first (in V1) for Prevention services. CARES V1 will also include dedicated features for Prevention services, including candidacy determination, support for the Community Pathway, and the Family Prevention Services Plan (FPSP). These capabilities will be designed and built alongside the Case Plan milestones to align automation design with program readiness.

Case Plan

Case Plan establishes Case Plan, the foundation and central unifying tool in child welfare services. The milestone equips the worker to partner with the child, family, and care team to develop, monitor, and provide services and case management to assure the child's best interest is met through the provision of a safe environment. Concurrent planning is accommodated to bolster the expediency of a permanent arrangement for the child if the maintenance or reunification efforts with the family of origin fail. Automation of central safety and risk assessment findings (i.e., CANS and SDM) facilitates the monitoring of the case plan and its impact on the child's safety. Other key plans include the Transitional Independent Living Plan (TILP), the 90-Day Transition Plan, the Plan of Safe Care, the Shared Responsibility Plan are also included.

This milestone seeks to unify all the plans into one Universal Case Plan, allowing the worker to provide more client-friendly, meaningful action items from one central document.

To align with program readiness this milestone also covers Family First Prevention Services Act (FFPSA), including both the Community and Title IV-E Pathways, originally scheduled for Prevention Services.

Case Management Assessment (CMA)

This milestone will provide information on completed Child and Adolescent Needs and Strengths (CANS) Assessments, National Youth in Transition Database (NYTD) Survey, Child and Family Teams (CFT) Survey, Independent Living Plan (ILP), and Supervised Independent Living Placement (SILP) using the Person-Centered Intelligence System (P-CIS) with our partner Opeeka. This interface will be accessed using a Single Sign-On (SSO) method where the worker in CWS-CARES will not need to use different credentials to log in and will rather be directed from CWS-CARES into the P-CIS tool to complete the necessary assessment.

Case Management: Engagement and Services

Case Management - Engagement and Services provides a range of capabilities to support and improve engagement with families in the context of an open case. Such capabilities include preparing for, conducting and documenting family visitations and convening the Child and Family Team (CFT).

This milestone equips workers to clearly capture the assessment of a child's visitation needs. It also captures visitor statistics to measure attendance, visitation quality, and new skills learned are being captured to provide concrete feedback to inform visitation changes, identify needs, and reflect progress. Feedback from the visitors is being sought and captured, as well as the feedback from visit monitors.

The CFT planning and execution is more closely recorded and tracked, with reminders to aid the worker in assuring successful contacts with CFT members for planned meetings. It clearly captures the members of the CFT, and each member's ability and willingness to provide support.

Case Closure

Case Closure provides social workers with the ability to assess cases for closure, finalize and close a case, and support any other areas of practice related to the ending of a child welfare case. This ultimately equips the social worker with the best practices for family engagement in transition and aftercare planning, with the goal of helping families prepare for their exit from Child Welfare and reduce the likelihood they will need services in the future.

Structured Decision Making (SDM)

This milestone is a suite of decision-support tools that promotes safety and well-being for children and adults. The SDM model combines research with best practices, offering workers a framework for consistent decision making and offering agencies a way to target in-demand resources toward those who can benefit most. The SDM Assessment Tools that will be in CWS-CARES are Hotline Assessment, Risk Assessment, Risk Re-Assessment, Substitute Care Safety Assessment, Congregate Care Safety Assessment, In-Home Safety Assessment, and Reunification Assessment.

Aftercare & Re-entry

Aftercare & Re-Entry equips the worker with a platform for intentional planning for aftercare services as a family, child, or youth approaches case closure. The structured format for capturing this planning process (i.e., CFT, case plan, family preservation, etc.) assures that those exiting child welfare case management services are doing so with services, people, and resources in place to provide ongoing support. This is inclusive of informing the family, child, or youth about Re-Entry should their needs in the future warrant even more support.

Adoptions

Adoption improves monitoring of the adoption processes and activities, including document preparation and tracking for adoption finalization. Increases compliance with State rule for Termination of Parental Rights (TPR) and other adoption-related requirements. Increases visibility in the adoption process, including adoption stability, re-entry following adoption, and post-adoption services support.

Warrants

Warrants equips the worker to submit a request within a warrant application process with the assistance and accompaniment of law enforcement officials. This milestone enables workers to request a warrant be issued by a court for a child protective custody, entry into a home, interview a child, and conduct medical examinations. It also documents the ruling on a warrant.

Jurisdiction and Disposition Hearing

Jurisdiction and Disposition Hearings equips workers to complete the noticing process, prepare for disposition hearings for both detained and non-detained youth, and conduct the necessary preparations for jurisdiction hearings of all petition types. The noticing capabilities in this milestone will overlap with many of the hearing types from Warrants, Court Hearing Framework, and Other Hearings, and ensure proper documentation for hearings are received by the relevant parties. This milestone enables workers to identify parties to send a notice to, complete a diligent search to locate the absent parent, and notice appropriate parties. The milestone also equips workers to gather and document all evidence to support the Jurisdiction hearing petition allegations, and to obtain a social history from the parents for Disposition hearings.

Status Reviews

Status Reviews equips workers to prepare for a wide variety of status review hearings. This milestone supports the reporting and the documentation outputs from Family Reunification, Family Maintenance, Non-Minor Dependent, and Permanent Plan hearings. Workers will be able to capture all findings and orders from the Court, and store information regarding the court results. This milestone also enables workers to submit case plans for a variety of review hearings, evaluate case progress and conduct Safety Assessments, create and submit Permanency Plans, and create and file letters of Guardianship.

Other Hearings

Other Hearings extends the Court Hearing Framework to cover additional hearing types, including:

366.26 Selection and Implementation. This type of hearing is set after reunification services are terminated or not offered to parents. The purpose of this hearing is to determine and order the Permanent Plan for the child, which may include a plan of Adoption, plan of Tribal Customary Adoption, plan of Legal Guardianship or plan of Another Permanent Planned Living Arrangement (APPLA).

Special or Interim Review. Examples of special/interim hearing topics include Case Plan Compliance, Placement Update, Psychotropic Medication Review, and 15-Day Review Hearing. This milestone also covers hearings related to Nonminor

Dependent Re-entry into Extended Foster Care, the 241.1 Joint Assessment with Juvenile Probation, and the Adoption Finalization Hearing. While it will equip social workers to create an Adoption Court Case separate from the Juvenile Court case, it does not cover the filing of Adoption or Adoption Assistance Program (AAP) forms.

Ex Parte Court Filings and Requests for Special Orders. Ad hoc filings may include requests for psychotropic medication, surgical procedures, other invasive medical treatment, use of general anesthesia, travel orders, paternity testing, psychological evaluation orders and requests for ICPC placement. This milestone also includes processing records requests and requests for discovery in preparation for court.

Foster Care Eligibility Determination (FCED)

The FCED interface enables collaboration between the CWS-CARES users and the CalSAWS Eligibility Worker by exchanging relevant data about a child for an Eligibility Determination Benefits Calculation (EDBC), including the request status and eligibility results.

This interface between CWS-CARES and CalSAWS/FCED will remove the need for paper-based processes that rely on the physical exchange of forms between workers. Workers will no longer need to manually enter data from one system to another via those paper forms and automate the eligibility determination process in a cost effective and efficient manner. This will also improve data accuracy, improve ability to report statistics, reduce calls to CalSAWS and CWS-CARES employees for information, and reduce staff and equipment costs.

Eligibility Program

Eligibility Programs extend the Eligibility Framework established in Request Determination to include other foster care programs. These programs include Kin-GAP (Kinship Guardianship), NRLG (Non-Related Legal Guardian), AAP (Adoption Assistance Programs) and EFC (Extended Foster Care).

Track Administrative Costs, Track Service Delivery

Track Administrative Costs covers the process of creating a directory for child welfare-related program codes. This directory will enable the tracking of costs within the system and establish a foundation for financial management tracking in CARES. With this milestone, fiscal users will have the ability to add and update Program Codes (PCs), Allocations, and Ledger pages through the CEC interface in the County Expense Claim Reporting Information System (CECRIS). This functionality will allow fiscal workers to summarize all available funding sources, which can then be used to better support child welfare programs by leveraging existing funding streams. Furthermore, this milestone extends portal services (touchpoint from milestone 23.1) to allow service providers to submit information using a standardized service specific template for reporting the costs of contracted services provided to individuals.

County Expense Claim Reporting Information System (CECRIS)

This milestone will allow users to view county-specific administrative claim information from the County Expense Claim (CEC) in CECRIS in a centralized area for financial management in CWS-CARES. This information will be fed from a unidirectional data exchange with CECRIS. This information will be read-only to all CWS-CARES users. State fiscal users will have the ability to generate report(s) by program code in CWS-CARES to support accurate reporting on state and federal reports, including the CB-496.

Track Assistance Costs

Assistance Costs covers the process of gathering child-specific assistance cost information from the California Statewide Automated Welfare System (CalSAWS) including information on aid codes, supplemental rates, dates of payment, level of care, educational travel, and any specialized care increments. The purpose of gathering this child-specific assistance cost information is to aggregate the data in a format that can be used to validate the CA-800 assistance claims. This milestone aims to facilitate the process of tracking and reporting child-specific costs that are required for state and federal reporting (such as CB 496 report). By efficiently aggregating and organizing this information, it enables users to generate accurate and comprehensive reports that meet the reporting standards mandated by CWS-CARES.

Maintain Resource Family Home

Maintain Resource Family Home covers the maintenance and support of the Resource Family Home. This milestone equips RFA Workers to monitor Resource Family Homes while increasing engagement with families to help and retain qualified Resource Families. In instances where the Resource Family Home is not meeting the standards the RFA Worker

will be able to document what needs to be corrected or follow the process to close the home. The milestone equips the RFA Worker with the tools to maintain the home by contact logs, child welfare history, training updates, and utilizing automated form generation with e-signatures.

Facility Management System (FMS)

The delivery of this interface will populate placement providers from the Licensing Information System-Facility Automation System (LIS-FAS) into the CWS-CARES provider directory. An accurate provider profile with confirmed licensure information from Community Care Licensing in the CWS-CARES provider directory will allow caseworkers to make better placement decisions. The provider directory will also organize data and track placements and the associated costs of those placements, as well as tie outcomes to the provider. For CARES V1, the FMS interface will be unidirectional and will not write back or send data back to FMS. The scope of the FMS Interface for CARES V1 is limited to LIS and FAS data only.

Complaints

Complaint covers the process of screening a complaint and investigating a complaint against a Resource Family Home. The milestone equips the RFA Worker with the ability review the complaint, add allegations as necessary, and access RFH home information in CWS-CARES. This allows the RFA Worker to make an informed decision on the best pathway for a complaint. In instances when a complaint warrants an investigation, the milestone equips the RFA Investigator with the tools to complete a thorough and timely investigation by utilizing contact logs, complaint history, allegation updates, and automated form generation with e-signature capabilities.

Legal Action

Legal Action covers the legal consultation to Resource Family Homes and handles the outcomes in a confidential manner. The RFA Worker will be equipped to schedule legal consult when there are administrative action requests. The RFA Worker will aid in the process of Legal Action with the Resource Family Home by providing resources and monitor the legal consults. The milestone equips the RFA Worker with the tools to provide timely legal consultation through contact logs, permission sets, child welfare history, and utilizing automated form generation with e-signatures.

Federal Reports

Federal Reports extends and consolidates metric development completed in previous milestones to generate required Federal Extracts (e.g., National Child Abuse and Neglect Data System (NCANDS), Adoption and Foster Care Analysis and Reporting System (AFCARS), Indian Child Welfare Act (ICWA), National Youth in Transition Database (NYTD)) and deliver interactive dashboard views of Federal Statewide Indicators and other required Federal reports, including those required to draw down Family First Prevention Services Act (FFPSA) funds. CWS-CARES dashboards will support pulling multiple populations as appropriate, including entry cohorts, exit cohorts, attribute- defined cohorts and point-in-time snapshots.

State Reports

State Reports) extends and consolidates metric development completed in previous milestones to deliver interactive thematic dashboard views of both State and Federal metrics. Thematic dashboards organize process, practice (fidelity) and outcome metrics by theme, such as Prevention, Safety and Permanency.

Ad-hoc Reports

In addition to the planned reports that will be available when CARES V1 goes live (federal and state requirements, key outcomes, and practice measures), CARES will provide data consumers with the ability to develop their own reports using Tableau. They will have access to all appropriate CARES data in close to real time, translated into the categories and terminology that are meaningful to child welfare practitioners and researchers. This will include the kinds of historical needed to perform longitudinal studies.

Administrative Services & Console

The Administrator Console will give county and state administrators of CARES access to configuration features to meet county-specific needs and to maintain CARES for new programs and policies. These Administrative Services include identity and access management to create and update user accounts and permissions, create and update county-specific forms templates, and configure workflows for assignment and supervisor reviews and approvals.

Implementation: Training & OCM Milestones

Conduct CWS-CARES Executive Briefings

Meetings with Organization Executives (Directors) to inform them of the CARES V1 implementation strategy, provide recommendations for how to structure implementation teams, and enlist their sponsorship and support for change.

Establish County Implementation Teams

Identification of people within each county to fill Implementation Coordinator (IC) roles and other disciplines (OCM, Training, Technology, and Data) to support CARES V1 Go-Live readiness tasks.

Initiate Engagement with CDSS, Probation, and Tribes with Title IV-E Agreements with CDSS

Engagement with of Implementation Teams from CDSS Divisions, Probation, and Yurok and Karuk Tribes to discuss CARES V1 readiness activities.

Lead Monthly Implementation Mtgs.

Recurring meetings between CWS-CARES project Implementation Leads (ILs) and Implementation Coordinators (ICs) to review, discuss, and prepare for Go-Live Readiness checklist activities.

Conduct Assessments

Collaboration between Implementation Leads (ILs) and Implementation Coordinators (ICs) to document organizational attributes to help with the planning and execution of CARES V1 Go-Live readiness activities.

Training Logistics Planning

Collaboration between CWS-CARES Training Team and Organizations to define approach to scheduling, delivering, and tracking the delivery of CWS-CARES end user training.

Establish Training Advisory Workgroup

Creation of a group of representatives from different organizations (Counties, Tribes with Title IV-E Agreements with CDSS, CDSS, and Probation) to review and provide input CARES V1 training strategy and training materials.

Establish OCM Advisory Workgroup

Creation of a group of representatives from different organizations (Counties, Tribes with Title IV-E Agreements with CDSS, CDSS, and Probation) to review and provide input CARES V1 OCM strategy and OCM materials.

Conduct Change Impact Assessments

Development and analysis of As-Is and To-Be business processes to identify and score change impacts to CARES V1 stakeholders.

Conduct Process Information Sessions

Virtual sessions to deliver information about As-Is and To-Be business process and CARES V1 system demonstrations to build awareness and understanding for what is changing among impacted stakeholders.

Train the Trainer (TTT)

Sessions with trainer to support the transfer of knowledge about CARES V1 system functionality and mastery of training course materials prior to end user training delivery.

CARES V1 Pilot

Operational and technical testing of CARES V1 in a production-like environment to validate the system will work as designed prior to Statewide rollout.

End User Training Delivery

Computer-based and Instructor Led training to CARES V1 users to transfer knowledge and skills to perform job responsibilities in the new system.

Post Go-Live Command Center support

Establishment of cross-functional teams to provide over the shoulder support to CARES V1 users after Go-Live.