

CWS-CARES Legislative Update

April 2025

Executive Summary

Highlights

- Milestone 20: Redetermine Eligibility & Placement/Information Change development was completed in April.
- Milestones 7.1: Case Management Assessment (CMA), 16: Jurisdiction and Disposition, 17: Status Reviews, and 18: Other Hearings design was completed in April.
- Milestone 21: Eligibility Programs completed design and build in April as well.
- The project started developing an As-Needed Advance Planning Document Update (APDU) as a backup plan in case the Administration of Children and Families (ACF) postponed or cancelled their annual CCWIS TA Monitoring Review in May 2025. On April 25, ACF postponed the review to an unspecified new date. At that time, we moved forward with finalizing the As Needed which provides ACF with a narrative version of the project's accomplishments, meeting their final condition, and requesting approval to return to the enhanced CCWIS admin rate of 50% state and 50% federal reimbursement.

Challenges

- 5 Milestones remain in red from March to April and 6 Milestones became red in April. Details on these delays can be found below.

Simplified Milestone Development Dashboard

The milestone chart below identifies the development progress for business requirements, design, build, vendor testing and state testing for each milestone grouped together by Extended User Scenario Testing (EUST). "Ready for User Feedback" status of 100% completion does not necessarily imply that a milestone has met all criteria for EUST inclusion. State QA still needs to complete end-to-end testing of epics which is not represented in this dashboard.

EUST 2

Milestone	Milestone Start Date	Milestone End Date	Business Requirement	Design	Build	Vendor Testing (SIT)	State Testing (QA)	Ready for User Feedback
Milestone 3: Screening	2022-05-02	2023-03-24	100%	100%	100%	100%	100%	100%
Milestone 2: Services	2022-05-02	2023-01-31	100%	100%	100%	100%	100%	100%
Milestone 1: Service Provider Profile	2022-05-02	2023-01-31	100%	100%	100%	100%	100%	100%
Milestone 4: Investigations: Engagement	2022-06-01	2023-07-14	100%	100%	100%	100%	100%	100%
Milestone 5: Investigations: Determination	2022-05-02	2023-08-11	100%	100%	100%	100%	100%	100%
Milestone 6: Case Management: Engagement	2022-07-18	2023-12-01	100%	100%	100%	100%	100%	100%
Milestone 19: Request Determination	2022-11-07	2025-02-27	100%	100%	100%	100%	100%	100%

Milestone	Milestone Start Date	Milestone End Date	Business Requirement	Design	Build	Vendor Testing (SIT)	State Testing (QA)	Ready for User Feedback
Milestone 08: Placement	2022-10-10	2024-04-19	100%	100%	100%	100%	100%	100%
Milestone 15.1: JNET	2023-05-30	2024-12-06	100%	100%	100%	100%	100%	100%
Milestone 15: Court Hearing Framework	2023-01-30	2025-02-28	100%	100%	100%	100%	100%	100%
Milestone 20: Redetermine Eligibility & Placement/Information Change	2023-06-19	2025-02-28	100%	100%	100%	100%	100%	100%

Milestone 20 - Redetermine Eligibility & Placement/Information Change

Dev Progress Health	Size	Complexity	Time
▼ Complete	▼ Small Medium Large	▼ Low Moderate High Very High Extreme	▼ Short Average Long

Description:

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

Current Status:

All work required for EUST 2 has been completed. This last requirement was associated with the Person Model that is slated for development in support of EUST 3.

EUST 3

Milestone	Milestone Start Date	Milestone End Date	Business Requirement	Design	Build	Vendor Testing (SIT)	State Testing (QA)	Ready for User Feedback
Milestone 6.1: Prevention Services	2023-03-27	2025-12-30	100%	100%	100%	100%	100%	100%
Milestone 07: Case Plan	2023-09-11	2025-12-30	100%	100%	6%	6%	6%	6%
Milestone 7.1: Case Management Assessment (CMA)	2024-04-15	2025-12-26	100%	100%	5%	5%	5%	5%
Milestone 09: Case Management: Engagement & Services	2022-12-05	2025-12-30	100%	100%	100%	100%	100%	100%
Milestone 10: Case Closure	2023-02-27	2025-12-30	100%	85%	77%	77%	77%	77%
Milestone 10.1: Structured Decision Making (SDM)	2023-04-24	2025-07-11	100%	98%	73%	60%	45%	44%
Milestone 11: Aftercare & Re-Entry	2023-12-04	2025-12-30	100%	61%	0%	0%	0%	0%
Milestone 13: Adoption	2024-02-12	2025-12-30	100%	50%	0%	0%	0%	0%

Milestone	Milestone Start Date	Milestone End Date	Business Requirement	Design	Build	Vendor Testing (SIT)	State Testing (QA)	Ready for User Feedback
Milestone 14: Warrants	2023-01-03	2024-12-30	100%	100%	100%	100%	100%	100%
Milestone 16: Jurisdiction and Disposition	2023-11-06	2025-12-30	100%	100%	10%	10%	10%	10%
Milestone 17: Status Reviews	2024-01-02	2025-12-30	100%	100%	11%	9%	9%	9%
Milestone 18: Other Hearings	2023-05-22	2025-12-30	100%	100%	42%	42%	42%	42%
Milestone 20.1: Foster Care Eligibility Determination (FCED)	2023-01-30	2025-12-26	100%	100%	100%	100%	100%	100%
Milestone 21: Eligibility Programs	2023-04-24	2025-12-30	100%	100%	100%	97%	97%	97%
Milestone 23: Track Administrative Costs	2024-03-25	2025-12-30	100%	0%	0%	0%	0%	0%
Milestone 23.1: Service Delivery Tracking	2024-03-25	2025-12-30	100%	4%	0%	0%	0%	0%
Milestone 23.2: County Expense Claim Reporting Information System (CECRIS)	2024-06-17	2025-10-31	100%	50%	0%	0%	0%	0%
Milestone 24: Track Assistance Costs	2024-01-01	2025-12-30	100%	4%	0%	0%	0%	0%
Milestone 26: Maintain Resource Family Home	2023-12-04	2025-12-30	100%	64%	0%	0%	0%	0%
Milestone 26.1: Facility Management System (FMS)	2024-03-25	2025-11-28	100%	0%	0%	0%	0%	0%
Milestone 27: Complaints	2023-06-19	2025-12-30	100%	85%	71%	71%	66%	62%
Milestone 28: Legal Action	2024-02-26	2025-12-30	100%	61%	0%	0%	0%	0%
Milestone 29: Federal Reports	2024-08-28	2026-01-30	100%	0%	0%	0%	0%	0%
Milestone 30: State Reports	2024-09-17	2026-01-27	100%	65%	54%	53%	52%	52%
Milestone 32: Admin Console	2024-08-12	2025-10-31	100%	68%	64%	63%	63%	62%

Milestone 7 – Case Plan

Dev Progress Health	Size	Complexity	Time
▼ Green Yellow Red	▼ Small Medium Large	▼ Low Moderate High Very High Extreme	▼ Short Average Long

Description:

Case Plan establishes 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.

Current Status:

Build activities continue to be in progress This milestone will be included in the EUST 3 scheduled for February 2026.

Milestone 7.1 – Case Management Assessment (CMA)

Dev Progress Health			Size			Complexity					Time		
Green	Yellow	Red	Small	Medium	Large	Low	Moderate	High	Very High	Extreme	Short	Average	Long

Description:

Case Management Assessment 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.

Current Status:

Progress health continues to be red for the month of April as build activities are planned along with Case Plan in the month of July. This milestone will be included in the EUST 3 scheduled for February 2026.

Milestone 10 - Case Closure

Dev Progress Health			Size			Complexity					Time		
Green	Yellow	Red	Small	Medium	Large	Low	Moderate	High	Very High	Extreme	Short	Average	Long

Description:

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.

Current Status:

Design and build activities continue to be in progress. This milestone will be included in the EUST 3 scheduled for February 2026.

Milestone 10.1 - Structured Decision Making (SDM)

Dev Progress Health			Size			Complexity					Time		
Green	Yellow	▼ Red	Small	▼ Medium	Large	Low	▼ Moderate	High	Very High	Extreme	Short	▼ Average	Long

Description:

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.

Current Status:

Progress health is red for the month of April due to holistic design activities in progress for the Finish A Case process area. Expected completion date for this milestone is July 2025 and will be included in the EUST 3 scheduled for February 2026.

Milestone 11 – Aftercare and Re-Entry

Dev Progress Health			Size			Complexity					Time		
Green	Yellow	▼ Red	Small	▼ Medium	Large	Low	▼ Moderate	High	Very High	Extreme	Short	▼ Average	Long

Description:

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 (e.g., CFT, case plan, family preservation,) 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.

Current Status:

Progress health is red for the month of April due to holistic design activities in progress that are expected to be complete by end of May. This milestone will be included in the EUST 3 scheduled for February 2026.

Milestone 13 – Adoptions

Dev Progress Health			Size			Complexity					Time		
Green	Yellow	▼ Red	Small	▼ Medium	Large	Low	▼ Moderate	High	Very High	Extreme	Short	Average	▼ Long

Description:

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.

Current Status:

Progress health is red for the month of April due to holistic design activities in progress that are expected to be complete by end of May. This milestone will be included in the EUST 3 scheduled for February 2026.

Milestone 16 – Jurisdiction and Disposition

Dev Progress Health	Size	Complexity	Time
▼ Green Yellow Red	▼ Small Medium Large	▼ Low Moderate High Very High Extreme	▼ Short Average Long

Description:

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.

Current Status:

Design is now complete while build activities continue. This milestone will be included in the EUST 3 scheduled for February 2026.

Milestone 17 – Status Reviews

Dev Progress Health	Size	Complexity	Time
▼ Green Yellow Red	▼ Small Medium Large	▼ Low Moderate High Very High Extreme	▼ Short Average Long

Description:

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.

Current Status:

Design is now complete while build activities continue. This milestone will be included in the EUST 3 scheduled for February 2026.

Milestone 18 - Other Hearings

Dev Progress Health	Size	Complexity	Time
▼ Green Yellow Red	Small Medium Large ▼	Low Moderate High ▼ Very High Extreme	Short Average Long ▼

Description:

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 Interstate Compact on the Placement of Children placement. This milestone also includes processing records requests and requests for discovery in preparation for court.

Current Status:

Holistic design is now complete while build activities continue. This milestone will be included in the EUST 3 scheduled for February 2026.

Milestone 21 - Eligibility Programs

Dev Progress Health	Size	Complexity	Time
▼ Green Yellow Red	Small Medium Large ▼	Low Moderate High ▼ Very High Extreme	Short Average Long ▼

Description:

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).

Current Status:

Development work is nearing completion as vendor and state testing comes to an end. This milestone will be included in the EUST 3 scheduled for February 2026.

Milestone 23 – Track Administrative Costs

Dev Progress Health	Size	Complexity	Time
Green Yellow Red	Small Medium Large	Low Moderate High Very High Extreme	Short Average Long

Description:

This milestone 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 CWS-CARES. With this milestone, state fiscal users will have the ability to add and update Program Codes (PCs), Allocations, and Ledger pages through the County Expense Claim (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.

Current Status:

Progress health is red for the month of April due to holistic design activities in progress that are expected to be complete by end of June. This milestone will be included in the EUST 3 scheduled for February 2026.

Milestone 23.1 – Service Delivery Tracking

Dev Progress Health	Size	Complexity	Time
Green Yellow Red	Small Medium Large	Low Moderate High Very High Extreme	Short Average Long

Description:

This milestone enables county workers to draft correspondence to the service providers in CWS-CARES. Using the CWS-CARES portal, service providers can log in and conveniently update their provider profile and contract information. The milestone also serves as a platform for service providers to access individual information and family prevention services plan directly and efficiently. Additionally, service providers can utilize the portal to submit cost-tracking information for the services they have provided. The milestone allows various state and county users to generate reports that aggregate service costs by program code, services, and provider. This data will help counties track and analyze spending patterns, identify areas for improvement, and make informed decisions regarding resource allocation.

Current Status:

Progress health is red for the month of April due to holistic design activities in progress that are expected to be complete by end of June. This milestone will be included in the EUST 3 scheduled for February 2026.

Milestone 23.2 – County Expense Claim Reporting Information System (CECRIS)

Dev Progress Health	Size	Complexity	Time
Green Yellow Red	Small Medium Large	Low Moderate High Very High Extreme	Short Average Long

Description:

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 Title IV-E Programs Quarterly Financial Report (CB-496).

Current Status:

Progress health is red for the month of April due to holistic design activities in progress that are expected to be complete by end of June. Expected development completion date for this milestone is October 2025 and will be included in the EUST 3 scheduled for February 2026.

Milestone 24 – Track Assistance Costs

Dev Progress Health			Size			Complexity					Time		
Green	Yellow	Red	Small	Medium	Large	Low	Moderate	High	Very High	Extreme	Short	Average	Long

Description:

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.

Current Status:

Progress health is red for the month of April due to holistic design activities in progress that are expected to be complete by end of June. This milestone will be included in the EUST 3 scheduled for February 2026.

Milestone 26 – Maintain Resource Family Home

Dev Progress Health			Size			Complexity					Time		
Green	Yellow	Red	Small	Medium	Large	Low	Moderate	High	Very High	Extreme	Short	Average	Long

Description:

This milestone covers the maintenance and support of the Resource Family Home. This milestone equips Resource Family Approval (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.

Current Status:

Progress health continues to be red for the month of April due to continued final review by service managers and product delivery leads for completed holistic design. It is anticipated these reviews will be complete in May. This milestone will be included in the EUST 3 scheduled for February 2026.

Milestone 26.1 – Facility Management System (FMS)

Dev Progress Health	Size	Complexity	Time
▼ Green Yellow Red	▼ Small Medium Large	▼ Low Moderate High Very High Extreme	▼ Short Average Long

Description:

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. The scope of the FMS Interface for CWS-CARES V1 is limited to LIS and FAS data only.

Current Status:

Design is in progress and on track to complete in June 2025. This milestone will be included in the EUST 3 scheduled for February 2026.

Milestone 27 - Complaints

Dev Progress Health	Size	Complexity	Time
Green Yellow ▼ Red	▼ Small Medium Large	▼ Low Moderate High Very High Extreme	▼ Short Average Long

Description:

Complaints 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.

Current Status:

Progress health continues to be red for the month of April due to final review by service managers and product delivery leads for the completed holistic design. It is anticipated these reviews will be complete in May. This milestone will be included in the EUST 3 scheduled for February 2026.

Milestone 28 – Legal Action

Dev Progress Health	Size	Complexity	Time
Green Yellow ▼ Red	▼ Small Medium Large	▼ Low Moderate High Very High Extreme	▼ Short Average Long

Description:

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.

Current Status:

Progress health is red for the month of April due to continued final review by service managers and product delivery leads for the completed holistic design. It is anticipated these reviews will be complete in May. This milestone will be included in the EUST 3 scheduled for February 2026.

Milestone 29 – Federal Reports

Dev Progress Health	Size	Complexity	Time
▼ Green Yellow Red	▼ Small Medium Large	▼ Low Moderate High Very High Extreme	▼ Short Average Long

Description:

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.

Current Status:

Analysis of state report data elements and CARES functionality is complete. Report development is progressing as planned and aligned with CARES functionality to capture necessary data points. The reports remain on target for inclusion within EUST 3-R scheduled for February 2026.

Milestone 30 – State Reports

Dev Progress Health	Size	Complexity	Time
▼ Green Yellow Red	▼ Small Medium Large	▼ Low Moderate High Very High Extreme	▼ Short Average Long

Description:

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.

Current Status:

Analysis of federal report data elements and CARES functionality is complete. Report development is progressing as planned and aligned with CARES functionality to capture necessary data points. The reports remain on target for inclusion within EUST 3-R scheduled for February 2026.

Milestone 32 – Admin Console

Dev Progress Health	Size	Complexity	Time
▼ Green Yellow Red	▼ Small Medium Large	▼ Low Moderate High Very High Extreme	▼ Short Average Long

Description:

Admin 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.

Current Status:

Requirements are complete and blueprint designs are proceeding as planned with milestone being on target for EUST 3 starting in February 2026.

User Feedback

Summary

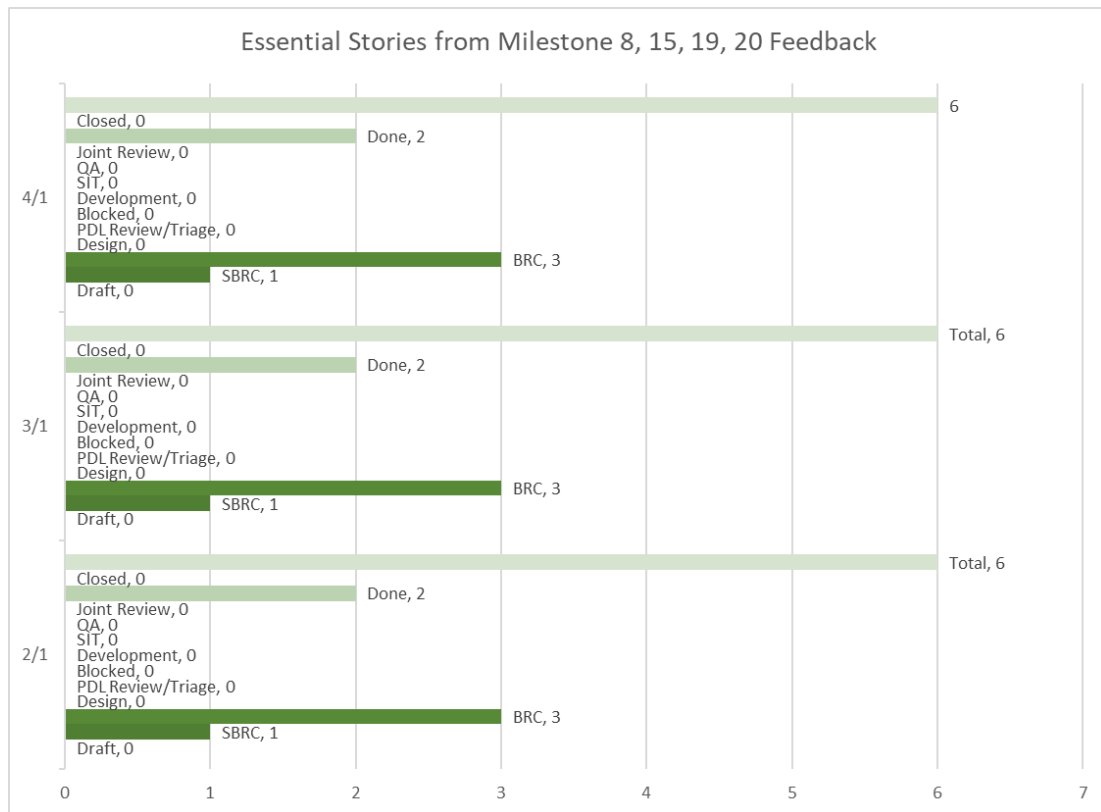
- EUST 1 was completed in March 2024 and all essential and required iteration items were resolved
- Milestone User Feedback for Milestones 8, 15, 19, and 20 was completed in January 2025 with current status provided below
- EUST 2 was completed on April 22, 2025 and preliminary status is provided below. The results will be reviewed with ELT on May 5, 2025 and the read-out to the county participants will take place on May 14, 2025
- EUST 3 and EUST 3-R is planned to start in February 2026
- EUST 4 is planned to start in May 2026

Detailed Testing Status

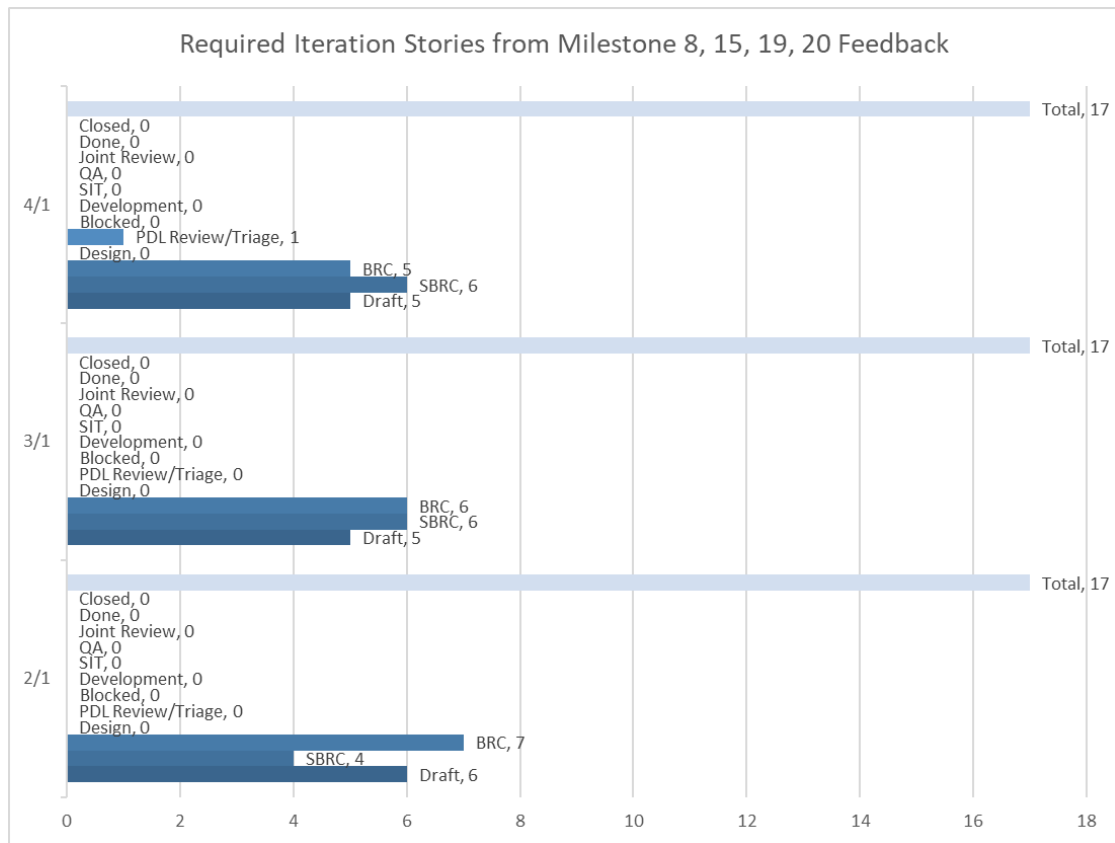
Milestone 8, 15, 19, 20 Feedback

In January 2025, the CWS-CARES project conducted a Milestone User Feedback period with internal project team members, covering Milestones 8, 15, 19, and 20. The team logged 339 raw items of feedback across five service areas: Case Management, Courts, Eligibility, Intake, and Resource Management. Of these 339 raw feedback items, 23 new stories mapped back to 36 of the feedback items. Of these new stories, 6 Essential and 17 Required Iteration stories were written and will be included in CWS-CARES V1. The remaining raw feedback items were categorized as one of the following: Design Change (112 Feedback Items), Defect (67 Feedback Items), Existing Story (49 Feedback Items), Training (38 Feedback Items), No Longer Applicable (34 Feedback Items), Out of Scope (2 Feedback Items), or Positive Feedback (1 Feedback Item). The CWS-CARES project will continue to share updates on the status of the 23 stories produced by this feedback going forward.

The following graphs reflect the breakdown of Essential and Required Iteration stories produced by feedback received during the January 2025 Milestone User Feedback Period and will be updated to include two prior months in future reports. Work on these 6 stories was paused in March to accommodate EUST 2 activities. Upon completion of EUST 2, the project will analyze, group and link the user feedback to any of the prior user feedback stories to ensure we do not duplicate efforts. Once prioritized, the stories will be added and aligned with other planned EUST 3 work.



Acronyms: Business Requirements Closed (BRC); Submitted to BRC (SBRC); Product Delivery Lead (PDL); System Integration Testing (SIT); Quality Assurance (QA)



Acronyms: Business Requirements Closed (BRC); Submitted to BRC (SBRC); Product Delivery Lead (PDL); System Integration Testing (SIT); Quality Assurance (QA)

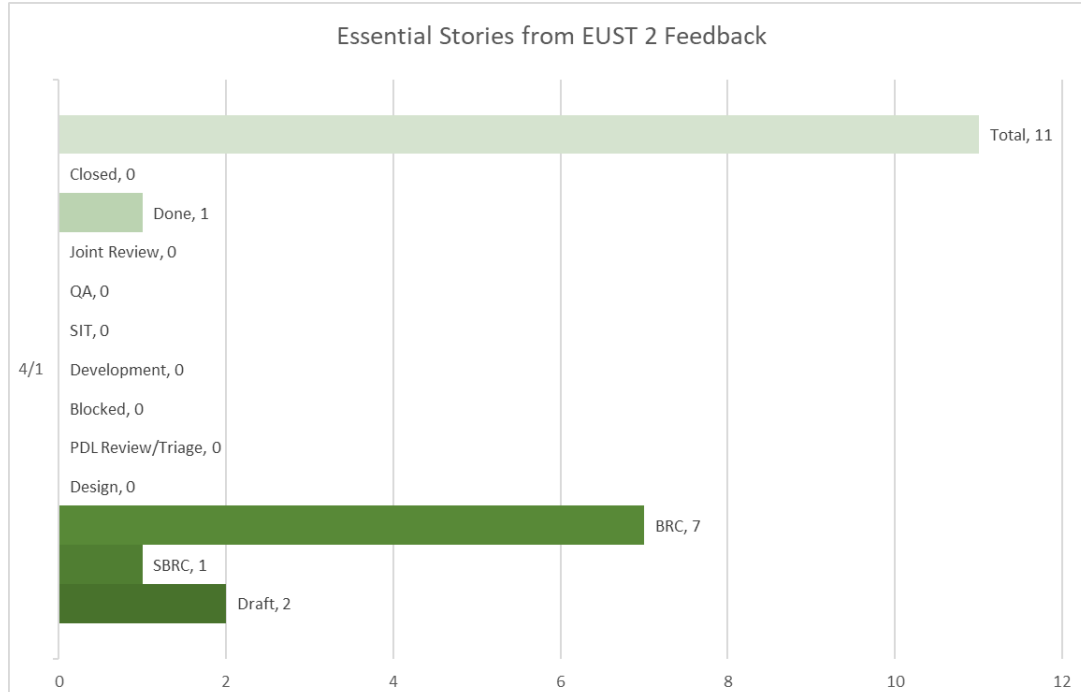
EUST 2 Feedback

EUST 2 included 198 testers with total of 977 raw feedback items that were submitted. Of those, 69 were categorized as new business requirements for CWS-CARES. The remaining feedback items reported during EUST 2 were assigned the following categories: Training/OCM (297 Feedback Items), Design Change (222 Feedback Items), Existing Story (192 Feedback Items), New Story (69 Feedback Items), Defect (56 Feedback Items), User Setup (46 Feedback Items), Feedback Planning (35 Feedback Items), Out of Scope (28 Feedback Items), No Longer Applicable (19 Feedback Items), Positive Feedback (7 Feedback Items), and External to CWS-CARES (6 Feedback Items).

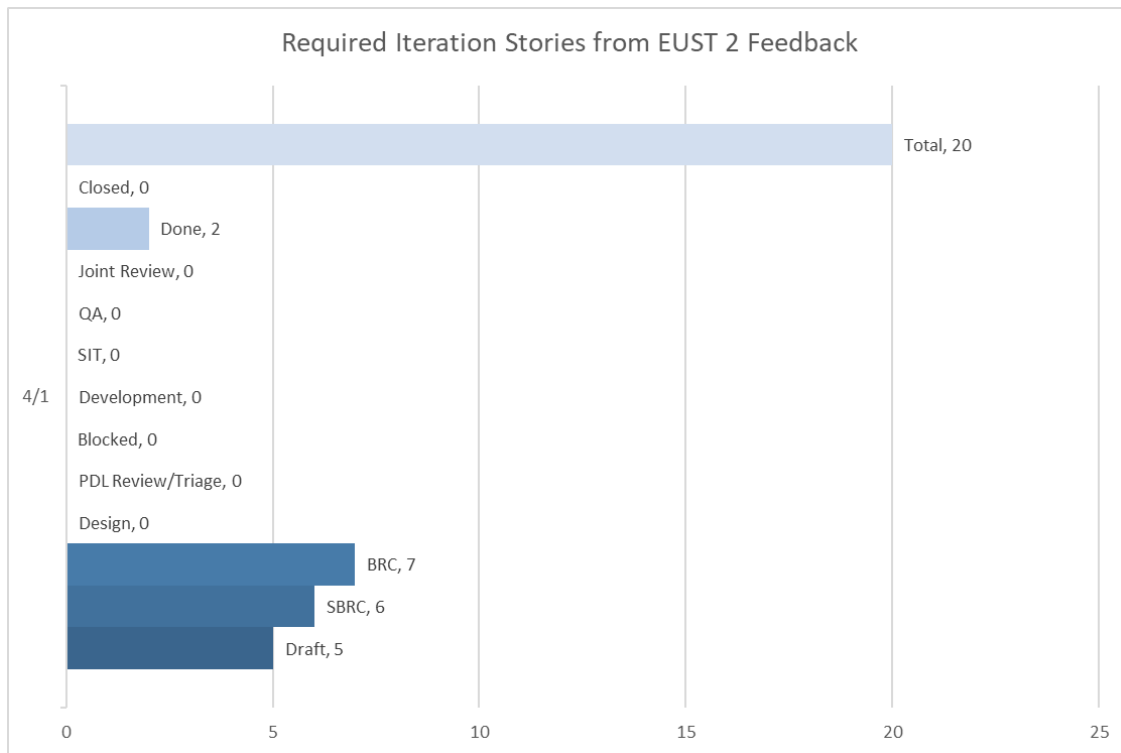
After consolidating duplicates and similar items, the final outcome resulted in 33 new stories prioritized as follows:

- 11 Essential: User is blocked from executing a necessary business process and there is no possible workaround.
- 20 Required Iteration: User can execute a business process, but the workaround is overly onerous and/or complicated.
- 2 Enhancement: User can complete the process, but the workflow or user experience could be optimized.

The following graphs reflect the breakdown of Essential and Required Iteration stories. As discussed in the March 2025 Legislative Update, EUST 2 story progress will be reported going forward. Given EUST 2 was completed on April 22, 2025, data is currently available for only portion of the month.



Acronyms: Business Requirements Closed (BRC); Submitted to BRC (SBRC); Product Delivery Lead (PDL); System Integration Testing (SIT); Quality Assurance (QA)



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Data / Document Conversion

The data conversion team continued to focus on the activities related to the active milestones listed above. Overall, the team has completed conversion of 217 out of 251 source tables from CWS/CMS to CWS-CARES. Data mapping is complete for 2,180 CWS/CMS data elements with 884 data elements still in progress. 948 CWS/CMS data elements are not expected to convert to CWS-CARES because they are from system specific tables or otherwise identified as not needed in the new system. Fields identified as likely not needed for CARES are still under review and confirmation.

Data Conversion (CWS/CMS Data Elements)

Mapping Complete	Mapping In Progress	Likely Not Needed
2,180 (54%)	884 (22%)	948 (24%)

Cycle 5 data conversion practices validation will begin in May 2025. In practices validation, data subject matter experts review data conversion Source to Target Mappings (STTM) for data elements and lists of values, aligning the conversion of data elements with business needs, County specific uses, CDSS, and state and federal reporting requirements. Cycle 5 activities are scheduled to complete by July 2025.

The data conversion team also continued to convert documents from CWS/CMS. So far, all of the historical (a total of 81.9 million) documents have been converted. Newly added/changed documents continue to be converted from CWS/CMS at a rate of approximately 100,000 per week.

User Adoption Summary

Foster Care Eligibility Determination (FCED) Introduction – California’s solution to support the Title IV-E eligibility process is known as the Foster Care Eligibility Determination (FCED) module. During the month of April, the CWS-CARES project, in collaboration with CWDA, was involved in a joint planning effort with the California Statewide Automated Welfare System (CalSAWS) to introduce FCED to counties. Together they will hold an FCED introduction webinar for counties on June 3rd. The introduction is intended for a broad county audience. The session will provide counties with information about FCED; including who is involved or impacted, when folks can expect FCED, and why and how FCED will be utilized. The FCED module will be a robust interface of data between CWS-CARES and CalSAWS.

Pilot Status Update – During April, the implementation team submitted Pilot Plan Iteration 2A for Board of Directors review and is incorporating feedback with a goal of finalizing in May. In addition, the team initiated the request for Pilot County volunteers and received 12 nominations. The Project is developing a recommendation for the Pilot selection based on the application of quantitative and qualitative evaluation measures; CWDA will review the recommendation with counties and collect feedback in advance of a CWDS Board of Directors’ decision on the Pilot counties in May. Counties will receive formal notification of Pilot Selection at the beginning of June.

Organizational Change Management (OCM) – In early April, the OCM Team delivered foundational OCM Training to CDSS. Throughout April, the OCM Team prepared for the Intake Process Information Sessions that are scheduled for regional delivery in May 2025. The finalized Process Information Session materials include a presentation with the session overview details, business process maps, change impacts, terminology changes, and an associated worksheet with next steps. The next video in the CWS-CARES Video Series, CWS-CARES 101: Intake: Screening & Investigations is on track to launch in June 2025 and will walk through a day in the life of a Hotline Worker and Emergency Response Worker. The Final OCM Plan was reviewed by State Implementation Management and will go to the Executive Leadership Team (ELT) for review in mid-May 2025, after other project team reviews. Additionally, the OCM team received ELT approval to proceed with the OCM Engagement Survey #2 launch in June 2025.

County Child Welfare Engagement – The implementation team continues to conduct monthly meetings with each county to discuss upcoming Go-Live readiness activities. During the month of April, the team focused on

confirming the use of Asana system for County Implementation Teams Go-Live Readiness Checklist tracking/management and outlining/describing upcoming Forms and Reports readiness tasks. The team also developed and distributed Go-Live Readiness Checklist Dashboards for County Child Welfare Directors and began development of a presentation to share during regional Super User Orientation Sessions in July.

CDSS Engagement - Implementation engagement efforts continued into the month of April. Key highlights include partnering with the Organizational Change Management (OCM) Team to customize the OCM Training for CDSS; and developing and delivering content related to how CDSS Implementation Teams can collaborate with the CWS-CARES Implementation Team. Other key CDSS engagement tasks completed in April included monthly meetings with RADD, CCLD, and SPEIB, collaborating with the new CDSS Training Staff to prepare for the upcoming Training Logistics Planning Session, and developing the agenda for the upcoming meeting w/CDI RE to discuss support for CDSS Research staff and end users with Snowflake/EDP.

Tribes with Title IV-E Agreements with CDSS - The Implementation Team held the Organization Assessment meetings with the two IV-E Tribes in April to gather foundational information about the Tribes' overall structure; the Implementation Lead met with the Yurok on April 22 and the Karuk on April 25. The Implementation Team also attended each monthly meeting between CDSS and each Tribe to support coordination across all parties. The Implementation Lead is scheduled to meet again with each Tribe's implementation team — May 14 for the Yurok and May 16 for the Karuk.

Juvenile Probation - The Implementation Team completed 46 Kick-Off meetings and 16 Orientation sessions and scheduled 12 assessments. We provided CPOC with a walkthrough of Asana, which is being used to track individual Probation Readiness Checklists. Additionally, we met with CPOC leadership to review training requirements for Probation and coordinated with the OCM team to discuss scheduling for the OCM Training and Process Information Sessions.

Sandbox – Throughout April, the project continued to plan for a Sandbox Environment to be used by Organizations in preparation for CWS-CARES V1 end-user readiness activities and hands-on exposure to the CWS-CARES system. Following the analysis of the Sandbox Engagement Survey (conducted in March 2025) to better understand intended Sandbox usage, the team reflected these inputs in the Sandbox support structure and refined the Sandbox associated tasks/timeline. The OCM Team drafted an introductory communication to request county inputs for the first cohort of 500 Sandbox users for July 2025 and conducted reviews with the Sandbox Workgroup. The OCM Team also partnered with the Security/DevOps/Okta teams to plan for Sandbox user setup and with the Training Team to prepare for Sandbox Training.

Training – In April, the training team continued to develop training material for EUST 3 and CWS-CARES V1 Training delivery prior to Go-Live. The Training Team participated in EUST 2 feedback reviews throughout the month and processed County user training feedback to incorporate into planning for EUST 3. The team continued to build out the Statewide CWS-CARES V1 training approach, including gathering statewide end-user feedback from county leadership. Outreach to Probation and the California Department of Social Services (CDSS) regarding training preferences and logistic planning for training delivery continued.

ACF Monthly Reporting on User Engagement & Adoption – The Strategic Communications Team submitted the Administration for Children and Families (ACF) April 2025 monthly report on user engagement and adoption. This month's ACF report included a summary of the second annual Communications Effectiveness Survey. The survey builds on the baseline Communication Effectiveness Survey #1 conducted in March 2024, allowing the Strategic Communications Team to track year-to-year progress and identify opportunities to strengthen communication efforts. This year four out of five sentiment scores improved from 2024 to 2025; one remained relatively unchanged, specifically related to understanding available project sources for questions about CWS-CARES. This month's report also included data on training sessions for Extended User Scenario Testing (EUST) 2, which occurred between March 24 and April 18. Overall, training participants reported an average of 90% positive sentiment across seven key statements used to evaluate the training's effectiveness.

External Communications & Engagement – The Strategic Communications Team supported the rollout of the [CWDS Online Meeting and Event Calendar](#) public web page view in April. This is a new CWDS webpage for Core Constituents that launched on March 28, 2025. The new online, near real-time calendar includes meeting/event name, date, and time, and is accessible through the public facing CWDS website. The CWS-

CARES Project Team expects this online calendar to further increase engagement and user feedback. The Strategic Communications Team also supported the action plan development for Core Constituent Survey #4 based on outcomes and observations from the survey. The Core Constituent Surveys are sent quarterly to capture participant sentiment, identify areas for improvement in Core Constituent Meetings, and mitigation steps. The team also added resources to the [CWS-CARES Public Library](#), a searchable repository of project information with four key categories: Product Features, Service Areas and Milestones, Teams and Roles, and Data and Interfaces.

The Strategic Communications Team also distributed the Stakeholder Briefing #3 announcement and [registration link](#) to external audiences and the project team. Stakeholder Briefing sessions are webinars for external stakeholders to promote user engagement, highlight system functionality, and share real-time project updates. The next Stakeholder Briefing is scheduled for June 25th, 2025. The Strategic Communications Team has launched its first internal CWS-CARES Project merchandise store. This initial pop-up allows CWDS staff to optionally purchase branded items (no project profit). It also provides data and informs planning for future public pop-up shops which will be open to everyone including 58 California counties, state partners, and public agencies. The online public store is slated to open three to four times before the October 2026 Go-Live.

Other Completed Work Products – The Strategic Communications Team completed the following work products and activities: supported communications for EUST 2 including user outreach, the EUST 2 Pulse Survey and Wrap-up Survey, External Systems Timeline, CWS/CMS Oversight Committee monthly updates, communication slides for Progress Reviews, and developed content for October 2025 CWDA Conference proposal.

Budget and Expenditures

2024-25 CWS-CARES Report Summary

OTSI Spending Authority Budget Item	2024/25 Budget ¹	2024/25 Expenditures
Personal Services ²	\$14,237,657	\$8,803,000
Other Operating Expenses & Equipment (OE&E) ²	\$19,223,537	\$14,651,018
Data Center Services ²	\$3,349,028	\$1,700,180
Contract Services ²	\$133,673,182	\$71,438,232
Enterprise Services ²	\$6,069,496	\$4,161,248
OTSI Spending Authority Total	\$176,552,900	\$100,753,678

CDSS Local Assistance Budget Item	2024/25 Budget	2024/25 Expenditures
CDSS Salary & Benefits ³	\$1,520,000	\$998,830
CDSS OE&E (Includes Travel and Training) ³	\$462,000	\$480
Contract Services ³	\$981,000	\$663,657
County Regional Training Academy ³	\$306,251	\$0
Core Constituent Participation Costs ⁴	\$30,822,770	\$3,154,084
CDSS Local Assistance Total	\$34,092,021	\$4,817,051

Project Totals	2024/25 Budget	2024/25 Expenditures
CWS-CARES Project Total	\$210,644,921	\$105,570,729

¹ 2024/25 budget aligns with SPR 6 plus BL 24-27 and BL 24-28 and is inclusive of CWS-CARES only costs. CARES-Live costs are not included.

² Actual expenditures through March 2025 FISCAL reports and approved invoices through May 1, 2025.

³ CDSS Local Assistance expenditures through March 2025. CDSS Salary & Benefits and OE&E expenditures through March 2025.

⁴ CDSS Fiscal Monitoring Unit confirmed two quarters of expenditures for Core Constituent Participation.

CCWIS vs. Non-CCWIS Status

Of the seven Federal Fiscal Year (FFY) 2024 Annual APDU approval conditions required by ACF prior to Comprehensive Child Welfare Information System (CCWIS) funding being reinstated retroactively for the CWS-CARES project, five conditions have been resolved and two remain in active status. For the two remaining conditions, the project submitted an as-needed APDU on May 1, 2025, responding to the outstanding questions for Itemized Accounting of CARES-Live Costs and requesting closure of this condition. The remaining condition, Monitor Project Schedule, was to be addressed in ACF's planned virtual project monitoring review scheduled for May 16-23. Based on ACF postponing the project monitoring review due to ACF reorganization activities, the project is planning to submit an as-needed APDU by end of May, to demonstrate the state's full compliance with the outstanding project condition and to request reinstatement of CCWIS funding retroactively to October 2023, the beginning of FFY 2024. Historically, ACF responds to submissions within 60 days of receipt.

Earned Value Management

CWS-CARES uses Earned Value Management (EVM), in compliance with SPR 6, to measure project progress and forecast project completion in terms of budget and schedule. Each month, a Schedule Performance Index (SPI) and a Cost Performance Index (CPI) is calculated using data sets provided by the project. An SPI of 1.0 indicates that the project is on schedule per the plan. Similarly, a CPI of 1.0 indicates that the project is on budget related to the work performed.

SPI for the month of April continues in yellow due to the challenges listed above with Milestone 20: Redetermine Eligibility & Placement/Information Change, Milestone 21: Eligibility Programs, Milestone 7.1: Case Management Assessment (CMA), Milestone 26: Maintain Resource Family Home, Milestone 27: Complaints, Milestone 28: Legal Action, Milestone 23.2: CECRIS and Milestone 26.1: Facility Management System (FMS).

Metric	4/15/2025	3/15/2025	2/15/2025	Description
Planned V1 Percent Complete	57%	55%	53%	Planned percent complete as of this date.
Actual V1 Percent Complete	55%	53%	51%	Actual percent complete as of this date.
Schedule Performance Index (SPI)	0.959	0.968	0.973	Schedule performance of 1.0 or greater is on track, less than 1.0 is off track.
Cost Performance Index (CPI)	1.220	1.255	1.233	Cost performance of 1.0 or greater is on track, less than 1.0 is off track.
Estimated to Complete (ETC, V1)	\$344,383,843	\$348,453,206	\$368,381,509	Estimated cost to complete the project.
Estimated at Completion (EAC, V1)	\$764,785,387	\$743,679,317	\$756,830,872	Estimated cost at completion of the project.
Forecast V1 Completion	1/6/2027	12/22/2026	12/13/2026	Date V1 is forecasted to complete.
Forecast V2 Completion	7/29/2028	7/9/2028	6/27/2028	Date V2 is forecasted to complete.
Earned Cost (EC)	\$512,943,982	\$495,912,601	\$478,939,650	Budget for work actual completed to date.
Actual Cost (AC)	\$420,401,544	\$395,226,111	\$388,449,363	Actual cost for work completed to date.

Legend

> 0.99	0.95 – 0.99	< 0.95
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Vendor Contracts

The following contracts or contract amendments were executed during the month of April 2025.

Contract	Purpose	Contract Cost	Term	Notes
Elyon Enterprise Strategies, Inc.	Independent Advisor Services	\$1,014,840	4/14/25 – 4/13/27	New agreement executed on 4/11/25.
Technology Management Solutions, Inc.	Independent Verification and Validation (IV&V) Services	\$4,999,999	5/1/22 – 4/30/26	Amendment to exercise the last option of the contract.

The following contracts or contract amendments were submitted to the ACF during the month of April 2025.

Contract	Purpose	Contract Cost	Term	Notes
Deloitte Consulting, LLP	Implementation Services	\$44,907,301	7/7/21 – 7/6/26	Amendment to exercise the last option of the contract.
Speridian Technologies, LLC	Quality Assurance Testing Services	\$10,739,200	9/1/21 – 8/31/26	Amendment to exercise the last option of the contract.
Infinite Solutions, Inc.	Project and Technical Management Services	\$5,980,800	9/7/21 – 9/6/26	Amendment to exercise the second of three options in the contract.
KPMG LLP	Financial Management Services	\$3,500,000	8/3/22 – 3/30/26	Amendment to extend for time only.

High Priority Risks

For the April 2025 reporting period, zero **(0)** high priority risks were opened, closed, or continuing. The PMO continues to actively mitigate the project's remaining medium and low priority risks in the bi-weekly risks and issues forum.

New High Priority Risks

There are zero **(0)** new high priority risks for the month of April.

Continuing High Priority Risks

There are zero **(0)** continuing high priority risks for the month of April.

Closed High Priority Risks

There are zero **(0)** closed high priority risks for the month of April.

High Priority Issues

For the April 2025 reporting period, zero **(0)** high priority issues were opened, and zero **(0)** high priority issue were closed. In the 04/16/25 risks and issues forum, continuing High Issue **RI-275**, *Identification of New Requirements/Scenarios Associated with Eligibility*, was lowered in severity from high to low and is no longer listed in this report. The PMO continues to actively mitigate and resolve the project's medium and low issues in the bi-weekly risks and issues forum.

New High Priority Issues

There are zero **(0)** new high priority issues for the month of April.

Continuing High Priority Issues

There are zero **(0)** continuing high priority issue for the month of April.

Closed High Priority Issues

There are zero **(0)** closed high priority issues for the month of April.

Appendix

EUST Schedule

Below is a list of all milestones, their respective scheduled EUST session and the duration of each phase.

EUST	Milestones		Duration
EUST 3	06.1 – Prevention Services 07 – Case Plan 07.1 – Interface – CMA 09 – Case Management: Engagement & Services 10 – Case Closure 10.1 – Interface - SDM 11 – Aftercare & Re-entry 13 – Adoption 14 – Warrants 16 – Jurisdiction and Disposition Hearing 17 – Status Reviews	18 – Other Hearings 20.1 – Interface – FCED (remaining) 21 – Eligibility Programs 23 – Track Administrative Costs 23.1 – Service Delivery Tracking 23.2 – Interface – CECRIS 24 – Track Assistance Costs 26 – Maintain Resource Family Home 26.1 – Interface – FMS (LIS-FAS data) 27 – Complaints 28 – Legal Action 32 – Admin Services Console	Admin Console 2 weeks Jan 2026 Milestones 8/9 weeks Feb – Apr 2026
EUST 3 – Reports/Admin	29 – Federal Reports 30 – State Reports 31 – Ad hoc Reports		6 weeks Mar – Apr 2026
EUST 4	End-to-End Validation of all Product and Interface Milestones		4 weeks May – Jun 2026