



**CARES**

Child Welfare Services

**Child Welfare Services – California Automated Response and Engagement System (CWS-CARES)  
CARES V1 Scope Summary**

September 2025

### Revision History

Revision / Version #	Date of Release	Author	Summary of Changes
0.1	4/09/2024	Rachel Trusty	Initial draft for internal project team review
0.2	01/29/2025	Naomi Robledo	Added content for internal project team review
1.0	02/19/2025	Naomi Robledo	Incorporated leadership and service area feedback
2.0	03/11/2025	Naomi Robledo	Incorporated service area feedback
3.0	09/08/2025	Dwayne Thomas	Added RFA content



**TABLE OF CONTENTS**

**Overview..... 5**

**Purpose ..... 5**

**Hierarchy ..... 6**

**Service Area: Intake & Investigations ..... 7**

**Milestone 3: Screening ..... 7**

**Milestone 4: Investigations- Engagement ..... 9**

**Milestone 5: Investigations- Determination ..... 10**

**Service Area: Case Management, Placement, Adoption..... 12**

**Milestone 6: Case Management: Engagement ..... 12**

**Milestone 6.1: Prevention Services ..... 13**

**Milestone 7: Case Plan ..... 13**

**Milestone 7.1: Case Management Assessment (CMA) ..... 15**

**Milestone 8: Placement..... 15**

**Milestone 9: Case Management: Engagement & Services ..... 16**

**Milestone: 10: Case Closure ..... 17**

**Milestone: 10.1: Structured Decision Making (SDM)..... 18**

**Milestone 11: Aftercare & Re-Entry ..... 18**

**Milestone 13: Adoption ..... 20**

**Service Area: Courts ..... 21**

**Milestone 14: Warrants ..... 21**

**Milestone 15: Court Hearing Framework ..... 22**

**Milestone 16: Jurisdiction and Disposition ..... 22**

**Milestone 17: Status Reviews ..... 23**

**Milestone 18: Other Hearings ..... 25**

**Service Area: Resource Family Approval Pre and Post Approval ..... 26**

**Milestone 26: Maintain Resource Family Home ..... 26**

**Milestone 26.1: Facility Management System (FMS) (LIS/FAS Data)..... 27**

**Milestone 27: Complaints..... 27**



**Milestone 28: Legal Action..... 28**

**Service Area: Resource & Provider Management..... 29**

**Milestone 1: Service Provider Profile ..... 30**

**Milestone 2: Services ..... 30**

**Milestone 6.1: Prevention Services..... 30**

**Milestone 8: Placement..... 31**

**Service Area: Financial Management (FM) ..... 31**

**Milestone 23: Track Administrative Costs ..... 31**

**Milestone 23.1: Service Delivery Tracking ..... 32**

**Milestone 23.2: County Expense Claim Reporting Information System (CECRIS) ..... 33**

**Milestone 24: Track Assistance Costs ..... 33**

**Service Area: Eligibility ..... 34**

**Milestone 19: Request Determination ..... 34**

**Milestone 20: Communicate Information for Ongoing Eligibility ..... 34**

**Milestone 20.1: Foster Care Eligibility Determination (FCED) Interface ..... 35**

**Milestone 21: Eligibility Programs ..... 36**

**Service Area: Reporting ..... 37**

**Milestone 29: Federal Reports ..... 37**

**Milestone 30: State Reports ..... 37**

**Milestone 31: Ad Hoc Reporting..... 38**

**Service Area: Administrative Services & Console ..... 38**

**Milestone 32: Admin Console..... 38**

## Overview

The delivery of Child Welfare Services – California Automated Response and Engagement System (CWS-CARES) entails two major releases to production: Version 1 (V1) and Version 2 (V2). CWS-CARES V1 will support core child welfare administrative processes for Intake, Case Management, Resource & Financial Management, Courts, Eligibility, Resource Family Approval (RFA), Reporting and Analytics and CARES Administration. CWS-CARES V1 is intended to cover the functionality required to decommission CWS/CMS, support new policies and programs, such as Family First Prevention Services Act (FFPSA), and lay the foundation for full Comprehensive Child Welfare Information System (CCWIS) compliance in CWS-CARES V2.

It is important to note that while the project plans to deliver all the functionality described in this document, decisions may need to be made during the design and build that impact the final functionality released with CWS-CARES V1. This document will be updated periodically prior to CWS-CARES V1 implementation to reflect any changes in expected CWS-CARES V1 functionality.

## Purpose

The purpose of this document is to provide a high-level overview of the functionalities being delivered in CWS-CARES V1, organized by services areas. This will inform the determination of whether to decommission or continue operations for external systems. The document is organized by Child Welfare Service Areas and provides a narrative of the functionality in scope for CWS-CARES V1 and a summary of the value and capabilities being delivered in CWS-CARES V1.

## Hierarchy

**Service Area:** CWS-CARES Product Building Blocks are defined in multiple Process Areas that represent distinct aspects of child welfare program, practice, and procedural expertise. Examples of these areas of expertise include Intake, Case Management, and Courts.

**Milestone:** A specific focus within a Service Area. A Milestone is a body of work marking a significant change or stage in development. For the CWS-CARES Project, a Milestone consists of a set of Building Blocks grouped around distinct value themes (to be validated in Value Hypothesis work), used to track progress for oversight agencies and other stakeholders.

**Building Block:** A specific capability within a Milestone. A Building Block is a coherent testable unit of work with a clear start/end event and a result of measurable business value.

## Service Area: Intake & Investigations

Intake is the initial entry point into Child Welfare Services and includes processes to receive reports from community members and mandated reporters, who are required by law to report suspicions or knowledge of child abuse, neglect, or exploitation within their professional capacity. It includes Hotline screening, investigations, and routing to appropriate alternative response pathways. Prevention services and community resource referrals are key components.

### Milestone 3: Screening

Establishes core Hotline capabilities, allowing workers to screen calls, assess response priority, and route appropriately.

#### Key Functionalities:

- Receive Hotline reports and gather incident, person, and allegation details.
- Establishes person search, person profile, and address validation.
- Determination of appropriate response pathways and priority.
- Referral to community-based services

#### Gather Person and Initial Information and Determine Response (Building Block 1.01)

Captures the Intake Screening process where the Hotline worker gathers essential information to assess the report.

#### Functionalities:

- Identify the caller and document the reason for the call.
- Document whether callbacks are necessary to complete the screening and record callback attempts.
- Identify if the caller is a young adult re-entering extended foster care.
- Collect person attributes, relationships, and comprehensive child/family information from CWS-CARES.
- Verify addresses with SMARTY Streets.
- Gather incident information and documentation in the enhanced screener narrative, provisional harm, and provisional danger statements.
- Document potential Indian heritage and notify tribal representatives.
- Document potential social worker safety alerts with increased visibility.
- Identify any potential allegations of child abuse/ neglect with supporting allegation type definition information from Division 31 and penal codes.
- Enhanced Emergency Response Referral Document including updates such as embedded screener narrative and improved child welfare history.
- Send Emergency Response Notice of Referral Disposition letter (Mandated Reporter Letter) electronically if evaluated out in screening.
- Identify and respond to Safely Surrendered Baby reports.

### **Conduct Hotline Structured Decision Making (SDM) Assessment (Building Block 1.02)**

Supports the completion of the SDM Hotline Tool Assessment, with actions involving both the Hotline worker and supervisor.

#### **Functionalities:**

- Single sign-on interface from CWS-CARES to the SDM Hotline Tool Assessment.
- Complete the SDM Hotline Tool Assessment.
- Supervisor review and documentation of SDM approval.
- Hotline Worker documents the recommended response (Immediate Response, 10-day, 5-day, or Evaluate Out).
- Conduct and document consultation with Child Welfare Tribal Partners.

### **Supervisor Dashboard, Assess Information, Confirm Responses (Building Block 1.03)**

- Enables the Hotline Worker and Supervisor to manage information, confirm responses, and ensure proper documentation of approvals.

#### **Functionalities:**

- Send screenings and alternative response pathways for supervisor approval.
- Document supervisor approval for any work unit within screening.
- Implement business rules to ensure proper requirements before promoting a screening to a referral.
- Supervisor can enter comments to provide rationale when a referral is closed.
- Hotline Worker and Supervisor can send work back and forth for revisions.
- Ensure that tribal affiliation is visible throughout CWS-CARES, including the supervisor approval process.

### **Building Block 1.04: Send to Selected Pathway**

Allows the screener to make decisions about the next steps in the process, including closing the screening or promoting a referral.

#### **Functionalities:**

- Document and close the screening with an "Evaluate Out" response.
- Promote the referral to a specific response time (Immediate Response, 10-day, 5-day, or Evaluate Out).
- Identify and connect non-abuse/neglect calls to community resource and referrals without creating child welfare history for the family.
- Identify and connect callers for social worker's information requests.
- Identify and direct families to Prevention Services.

### **Milestone 4: Investigations- Engagement**

Focuses on assigning investigations, preparing for family interviews, and engaging community resources.

#### **Key Functionalities:**

- Determine investigation criteria and required response time.
- Assign Primary and Secondary workers to investigations.
- Connect families to prevention services and community resources.
- Review child welfare history and screening details to prepare for interviews.
- Conduct and document family interview details including joint response, using structured and unstructured contact notes.

#### **Assign Referral to Worker-Investigator (Building Block 01.05)**

Involves assigning a referral to a Worker/Investigator based on various criteria.

#### **Functionalities:**

- Determine language needs, geographic location, special needs, details of the allegation, and response time needed (immediate vs. 10-day).
- View assignment dashboard to increase visibility to workloads for workers within their unit/county.
- Make the referral investigation assignment.
- Notify worker, supervisor, Child Welfare Contributing Agencies, clerical staff, and management of the assignments.
- If an open referral or case exists, notify the assigned worker of newly received referrals or investigations.

#### **Prepare for Interview (Building Block 02.01)**

Focuses on preparing for the interview by reviewing relevant information and planning the investigation.

#### **Functionalities:**

- Review information gathered by the screener, including safety alerts and special instructions.
- Review the child's history of system involvement (mandated reporter info, history, safety alerts, etc.).
- Review background check results.
- Document consultations and initiate joint response with Tribal representatives, County Counsel, Law Enforcement, and Probation.
- Have forms available for the child/family to review and sign in the field.
- Upload and document forms, evidence, and vital records for child/family.

### **Conducting Interview (Building Block 02.02)**

Covers the interview process with the family, including documentation of details and safety assessments.

#### **Functionalities:**

- Document details of the in-person interview with the family in a structured or unstructured contact note.
- Document Tribal Inquiry and Collaboration.
- Document Commercial Sexual Exploitation (CSEC).
- Collect information from the family to assess the referral and determine the types of services needed.
- Add new persons and potential allegations.
- Confirm and update demographic information in the person profile.
- Confirm and update relationship information to improve the genogram.
- Store collected document or picture evidence securely within the referral.
- Offer/provide and document resources if applicable.
- Document Child and Family Team (CFT) meeting held with the family.
- Document consultation on the referral/case with the supervisor.

### **Associate Referrals (Building Block 02.08)**

Enables workers or supervisors to associate a subsequent referral with a prior similar referral if specific criteria are met.

#### **Functionalities:**

- Link a referral to a prior similar referral based on defined criteria.

### **Milestone 5: Investigations- Determination**

Use SDM to support social workers in completing risk assessments, abuse and neglect conclusions and creating Safety Plans.

#### **Key Functionalities:**

- Interface and streamline safety and risk decision-making tools for abuse and neglect allegations.
- Complete and distribute a Safety Plan for a child.
- Record allegation conclusions and determine investigation disposition.
- Document and notify the CDSS Critical Incident Unit via email of Fatality and/or Near Fatality incidents from within CWS-CARES.

### **SDM Risk & Safety Assessments (Building Block 02.03)**

Involves the completion of the SDM Safety Assessments and SDM Risk Assessments by the Worker and Supervisor.

**Functionalities:**

- Single sign on to the SDM tool for workers and supervisors.
- Worker completes the Safety Assessment.
- Supervisor completes, reviews and documents consultation and approval of the Safety Assessment, as needed.
- Worker creates and distributes the Safety Plan, with Supervisor review.
- Worker completes the Risk Assessment with Supervisor review.

**Determine Allegation Conclusion (Building Block 02.04)**

Allows the Worker to determine and document the allegation conclusion.

**Functionalities:**

- Worker documents the Allegation Conclusion(s) and provides justification.
- Worker determines and documents the outcome of a referral.
- Worker initiates a Petition and Detention Report if necessary.

**Determine Investigation Disposition (Building Block 02.05)**

Involves the Worker determining the outcome of the investigation.

**Functionalities:**

- Worker determines and documents the outcome of a referral.
- Worker sends an Emergency Response Notice of Referral Disposition to the mandated reporter upon approval, at the conclusion of an investigation.

**Create and Send Cross Reports (Building Block 02.06)**

Facilitates coordination between workers and agencies, particularly law enforcement, to support information exchange.

**Functionalities:**

- Create and document cross-reports sent to law enforcement and the Department of Justice.
- Create and document Child Abuse Central Index (CACI) reports for perpetrators, generating all 4 documents at one time.
- Document Administrative Grievance Hearing outcomes.
- Cross-report Resource Family Approval (RFA) complaints.
- Cross-report and generate Suspected Child Abuse Report (SCAR) document to report alleged abuse and/or neglect to external parties (i.e. Law Enforcement).

**Conduct Supervisor Review and Approval - Investigation (Building Block 02.07)**

Supports the Supervisor's review and approval process.

**Functionalities:**

- Supervisor reviews and documents approval of the investigation process and can send back and forth with the worker if modifications are required or update the investigation as needed with traceability.

### **Service Area: Case Management, Placement, Adoption**

Encompasses the comprehensive care planning and service delivery for children and families involved in the child welfare system. Key activities include case creation, assessment, placement matching, and adoption services, along with aftercare planning and re-entry support.

### **Milestone 6: Case Management: Engagement**

Enhances case creation, worker assignments, and structured documentation of in-person visits.

#### **Key Functionalities:**

- Case creation for Interstate Compact on the Placement of Children (ICPC).
- Enhanced Person Profile with additional data fields (ICWA, education, health, mental health).
- Structured Contact Notes to document in-person visits, including Tribal Inquiry.
- Integration with Case Plan milestone for CWS-CARES Assessment Suite.

#### **Open and Assign Case (Building Block 04.01)**

Addresses the activities involved in opening and assigning a case, either from a referral or other non-referral sources like probation placement or ICPC supervision. The case can either be court-involved or voluntary, and the appropriate service components are documented and followed throughout the life of the case.

#### **Functionalities:**

- Open a case from a referral or non-referral source.
- Assign a primary worker based on various factors (caseload, language, special needs, etc.).
- Notify relevant parties (worker, supervisor, family, tribe, attorneys) about the case assignment.
- Track and update service components (e.g., Emergency Response, Family Reunification, etc.) during the case life cycle.

#### **Conduct Supervisor Review and Approval (Building Block 04.02)**

Supports the supervisor's role in reviewing and approving social worker activities, such as case plans, placements, and service requests. It ensures that all changes are tracked, and approvals are documented.

### **Functionalities:**

- Submit body of work for supervisor review.
- Supervisor can make edits, additions, deletions, and track changes.
- Supervisor approval via electronic signature or returns for modification.
- Notification system to inform social worker of review outcomes.

### **Create or Update Person Profile (Building Block 05.01)**

#### **Functionalities:**

- Capture expanded data in the Person Profile fields such as education, medical, dental, mental health, and Tribal Eligibility/Member status.
- Add and update Tribal Eligibility and Membership information.
- Identify and add people to the Child and Family Team.

### **Conduct In-Person Contact Visit (Building Block 05.11)**

Facilitates the documentation of monthly in-person contact visits by social workers with children, parents, guardians, and substitute care providers, in compliance with state and federal regulations.

#### **Functionalities:**

- Identify who requires in-person visits and where they should occur.
- Document and record visits in CWS-CARES with structured visit notes.
- Automate the inclusion of in-person visit data into court reports and case plans.

### **Milestone 6.1: Prevention Services**

Integrates Services and Resource Management to provide a service provider directory supporting candidacy determination, Community Pathway services, and the Family Prevention Services Plan (FPSP).

### **Request and Provide Services (Building Block 05.04)**

- Allows social workers to search a service provider directory created in Resource Management based on child or family needs.
- Enables social workers to create, obtain approval for, and submit service or goods requests to providers via the provider portal.
- Tracks service provider capacity to ensure availability.
- Monitors inventory of goods offered by providers.
- Receives and documents progress updates from service providers.

### **Milestone 7: Case Plan**

Develops a Universal Case Plan integrating assessments, safety monitoring, and permanency decisions.

### **Key Functionalities:**

- Creation and management of the Universal Case Plan.
- Integration of various plans (Transitional Independent Living Program (TILP), 90-Day Transition Plan, Plan of Safe Care, Shared Responsibility Plan) into the Universal Case Plan.
- Automation of safety and risk assessment findings such as the Child and Adolescent Needs and Strengths (CANS) and SDM for monitoring.
- Support for concurrent planning to expedite permanency decisions.
- Inclusion of Family First Prevention Services Act (FFPSA) elements, including Community and Title IV-E Pathways.

### **Create & Update Case Plan (Building Block 05.03)**

Supports case plan development, service matching, and participatory planning with families.

#### **Functionalities:**

- Develop and update case plan templates.
- Enable mobile functionality for participatory case planning in the field.
- Collect electronic signatures for case plans.

### **Initiate and Update Concurrent Plan (Building Block 05.12)**

Facilitates concurrent planning within the Universal Case Plan and court reports.

#### **Functionalities:**

- Document and track concurrent plans.
- Record caregiver details, reasons for selecting the plan, and input.
- Reassess concurrent plans every six months or as necessary.
- Auto-populate court report sections with concurrent plan data.

### **Provide ILP Services - Early ILP and Transitional Age Youth (Building Block 05.07)**

Covers the activities for scheduling, conducting, and documenting a Transition Independent Living Plan (TILP) for dependents, age 14-21 in foster care.

#### **Functionalities:**

- Schedule, conduct, and document TILP meetings for dependents aged 14-21 in foster care.
- Complete life skills assessments at the initial TILP meeting.
- Review services and document steps to meet ILP goals.

- Update the TILP every six months or as needed (e.g., after a dependent return from runaway).
- Capture and document credit checks, including dates, outcomes, resolutions, and communication with the dependent.

### **Milestone 7.1: Case Management Assessment (CMA)**

Integrates the Child and Adolescent Needs and Strengths (CANS) Assessment, 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) in partnership with Opeeka. This interface allows workers to access these tools via Single Sign-On, eliminating the need for separate logins. Workers are redirected from CWS-CARES to the P-CIS tool to complete the necessary assessments.

### **Milestone 8: Placement**

Expedites placement processes, automates required forms, and monitors placement stability.

### **Interfaces**

The Department of Developmental Services (DDS) interface and the California Department of Education (CDE) interface.

### **Key Functionalities:**

- Search the resource management directory for placement options based on child's needs.
- Shortlist placement options for easy viewing and management.
- Automate required forms for placing a child in certain placement types such as Short-Term Residential Therapeutic Programs (STRTPs).
- Document contacts with providers and monitor placement stability.
- Record absences and resolve placement instability issues.

### **Make Placement (Building Block 06.01)**

Facilitates the identification and execution of placements from a directory of available homes, ensuring the child's needs are matched with the most appropriate placement.

### **Functionalities:**

- Place children in various placement types (e.g., Resource Family Approval (RFA) Home, Foster Family Agency Home, STRTP, Tribally Approved Homes, Regional Center Homes).
- Enable emergency placements when a home is not RFA approved, with a referral for the family to initiate the approval process.
- Send placement information to Eligibility for foster care payments and Medi-Cal processing.

- Collaborate with Tribal Representatives when placing Indian Children.

### **Monitor the Placement (Building Block 06.02)**

#### **Functionalities:**

- Ensure placements meet the child's needs and remain in their best interest. Includes tracking 14-day notices from placements requesting the child's removal and documenting placement transitions.
- Monitor placement stability and document any issues, such as a request to move the child from placement.
- End placements when a child transitions placements or returns home.
- Document incidents of youth running away from placements.

### **Make Update to Organization Directory (Building Block 18.02)**

#### **Functionalities:**

- Automatically updates the directory with new organization and location records via the Licensing Information System (LIS), California Department of Education (CDE), and Department of Developmental Services (DDS) interfaces. It enables real-time updates from the RFA application module and allows oversight staff to review and validate these updates.
- Automatically populate the organization directory with new or updated organization and location records.
- Enable county/tribe (Title IV-E Agency) Directory Oversight staff to review and validate location records.
- Allow placement and organization records to be updated based on requests from oversight staff.
- Facilitate the search of available placements based on child needs and provider capabilities.
- Improve the quality and speed of emergency placements.

### **Milestone 9: Case Management: Engagement & Services**

Supports family visitations, team planning, and progress tracking.

#### **Key Functionalities:**

- Assess visitation needs and document attendance, interventions, and progress.
- Capture feedback from visit participants and monitors.
- Plan, schedule, and track CFT meetings and member involvement.

### **Conduct Assessments (Building Block 05.02)**

- Enables completion of various assessments within CWS-CARES (e.g., CANS, Level of Care, ASQ, SDM, etc.).
- Stores results of assessments completed by Child Welfare Staff or external providers.

### **Prepare for Visitation (Building Block 05.05)**

- Covers assessing supervision needs, arranging visit details, and referring to supervised visitation monitors.
- Identifies which parties should attend visits and notifies participants if a visit cannot occur due to safety concerns.

### **Conduct & Document Visitation (Building Block 05.06)**

- Confirms visit details with parents, guardians, Indian Custodians, and substitute care providers through a portal.
- Documents attendance, supervision levels, interventions used, and participant feedback.
- Generates summary data (e.g., attendance percentages, missed visits, narrative logs).

### **Initiate and Update Family Finding (Building Block 05.08)**

- Monitors placements to ensure they meet the child's needs.
- Addresses when a placement requests a child's removal (14-day notice) and tracks placement changes or runaways.

### **Convene Child and Family Team (CFT) - (Building Block 05.09)**

- Centralizes information about relationships, roles, and connections within CWS-CARES.
- Schedules and documents CFT meetings, capturing plan details, action items, and progress notes.
- Includes potential creation of a CFT shared calendar for scheduling.

### **Milestone: 10: Case Closure**

Provides tools to assess, finalize, and document case closures, ensuring smooth family transitions and engagement.

#### **Key Functionalities:**

- Assess cases for closure
- Finalize and close cases
- Support family engagement and transition planning

### **Assess for Case Closure (Building Block 08.01)**

- Outlines the process for assessing cases for closure, using tools such as Structured Decision Making (SDM) assessments.
- The assessment must be reviewed and re-evaluated throughout the lifecycle of the case to ensure appropriateness.
- Consultation with the social worker's supervisor and the CFT is necessary to determine whether the case should proceed to closure.

### **Perform Case Closure (Building Block 08.02)**

- Guides social workers through the process of closing cases, ensuring all essential tasks are completed before finalizing closure.

- Features like back-dating closures based on court orders ensure the case is closed in accordance with official timelines.
- Automates federal and state reporting for Nonminor Dependents (NMDs) exiting foster care, improving data accuracy.
- Provides a structured case closure summary to capture essential details such as eligibility for re-entry into Extended Foster Care (EFC).

### **Milestone: 10.1: Structured Decision Making (SDM)**

Implements SDM tools to guide risk and safety assessments.

#### **Key Functionalities:**

- Provides decision-making support based on best practices and research.
- Enhances safety and well-being by ensuring targeted interventions.

#### **SDM Interface - Hotline Assessment (Building Block 10.11)**

- Complete the SDM Assessment and document supervisor approval.
- Document recommended responses and consultations with contributing agencies (e.g., Tribal Partners, Probation, Public Health).

#### **SDM Interface - Risk and Safety Assessments (Building Block 10.12)**

- Allows creation, completion, and storage of SDM assessments by Child Welfare Staff (e.g., Risk Assessment, Safety Assessments for In-home, Substitute Care, Congregate Care).
- Store assessments completed by external service providers.

#### **SDM Interface - Reunification Assessment & Risk Reassessment (Building Block 10.13)**

- Create, complete, and store SDM assessments for Reunification and Risk Reassessments by Child Welfare Staff.
- Store assessments by external contracted service providers.

### **Milestone 11: Aftercare & Re-Entry**

Equips workers with a structured platform for aftercare planning as a family, child, or youth approaches case closure. Ensures that those exiting child welfare services have ongoing support through services, people, and resources, including guidance on Re-Entry if future needs arise.

#### **Key Functionalities:**

- Facilitate aftercare planning for families, children, or youth.
- Document services, supports, and resources in place post-case closure.
- Inform families of the re-entry process if needed in the future.

#### **Conduct Initial or Re-Entry into Extended Foster Care (Building Block 05.10)**

Manages Extended Foster Care (EFC) participation, opt-out, exit, and re-entry for eligible youth and Non-Minor Dependents (NMDs), ensuring compliance and automated milestone tracking.

### **Functionalities:**

- Document and track re-entry activities.
- Automate notifications for milestones (e.g., turning 18, eligibility changes).
- Track participation in education, employment, and qualifying activities.
- Support for Non-Related Legal Guardianship (NRLG) cases and extended benefits.
- Initial EFC Entry & Ongoing Case Management: Supports tracking of eligibility and participation for youth entering EFC.
- Opt-Out & Exit: Ensures proper documentation of exit processes and tracking of housing and benefits for youth exiting EFC.
- Re-Entry: Simplifies eligibility checks and case re-opening for youth re-entering EFC, ensuring smooth transition back into the system.

### **Plan Family Maintenance CFT Meeting (Building Block 08.03)**

Supports the planning and coordination of Family Maintenance Child and Family Team (CFT) Meetings to help families transition successfully after case closure by identifying concerns, available supports, and community resources.

### **Functionalities:**

- Document potential attendees (family, extended family, service providers, CFT members, Tribal representatives, etc.), including contact information.
- Schedule the meeting by selecting a location and time, sending invitations, notifying attendees, and updating the case worker's schedule.
- Search for and provide community resources that the family may access after case closure.

### **Conduct and Document Family Maintenance Child and Family Team Meeting (Building Block 08.04)**

Supports the facilitation, documentation, and follow-up of Family Maintenance Child and Family Team (CFT) Meetings, ensuring that family progress, strengths, and aftercare planning are recorded and shared with relevant parties.

### **Functionalities:**

- Document the date, time, location, attendees, and type of meeting.
- Develop and document an aftercare plan, including future challenges, supports, and resources.
- Utilize tools like the CANS progress over time report to track progress.
- Create a plan documenting strengths, concerns, and identified supports.
- Record agreements and resources to assist the family post-case closure.

### **Milestone 13: Adoption**

Improves monitoring of adoption cases, document preparation, and post-adoption service tracking.

#### **Key Functionalities:**

- Role management allowing co-management across adoption and case management cases.
- Clear communication between adoption and case management workers.
- Leverage existing data to support the adoption process and reduce manual information retrieval.
- Reduce case backlog for Subsequent Adoption Assistance Program (AAP) requests and improve the time to resolve them.
- Complete Subsequent AAP information requests in a timely manner and reduce matching time with services.

#### **Conduct Preliminary Adoption Assessment (Building Block 07.01)**

- Conducts the Adoptability Assessment for the child or youth.
- Creates a separate adoptions case within CWS-CARES.
- Adoption social worker is assigned to complete the assessment and make a recommendation.
- Requires reassessment every 6 months, aligning with the child's Status Review Report for court.

#### **Conduct Activities to Finalize Adoption (Building Block 07.02)**

- Creates a separate adoptions case within CWS-CARES.
- Adoption social worker is assigned to complete an assessment on the child's adoptability and makes a recommendation.
- Reassessment is to be completed every 6 months, inline with the child's Status Review Report for court.

#### **Voluntary Relinquishment of Parental Rights (Building Block 07.03)**

- Ensures the accurate and timely processing of voluntary relinquishment forms.
- Enter relevant data and notify the adoption worker when relinquishment forms are ready for review.
- Store signed relinquishment documents and track timelines for submission.
- Track 30-day waiting period before forwarding signed documents.

#### **Conduct Adoption Set Aside Investigation (Building Block 07.04)**

- Document and track investigations related to adoption set aside.
- Centralize record access in CWS-CARES for better oversight and efficiency.
- Creation of a secure place for documenting adoption set aside work.
- Improved access to necessary records and tracking of investigations.

#### **Provide Post Adoption Services (Building Block 07.05)**

- Covers receiving and processing requests for Subsequent AAP services.

- Provides a statewide, consistent way to track Subsequent AAP requests, payments, and services.
- Includes processing requests, electronic signatures, tracking, and providing documents to both the requestor and Eligibility for payment adjustments.
- Requests must be approved and signed by a supervisor or higher-level staff.
- Workers can search for existing Subsequent AAP files or create a new request.
- Covers different types of Subsequent AAP requests (AAP, Services, and Information), each with a defined workflow.

### **Service Area: Courts**

Facilitates the legal processes involved in child welfare cases. Enables caseworkers to generate and submit court documents, track court orders, and ensure compliance with legal standards across hearings and jurisdictional activities.

### **Milestone 14: Warrants**

Enables workers to request, track, and document court-issued warrants for child protective actions.

### **Key Functionalities:**

- Submit various warrant requests.
- Document court rulings on submitted warrants.
- Confidential Attorney-Client contacts

### **Create Warrants (Building Block 09.10)**

There are many types of requests within the warrant application process and, if granted, are executed with the assistance of law enforcement officials.

The requests include, but are not limited to:

- Protective Custody Warrant, authorizing the removal of the child from the custody of the parent or guardian.
- Warrant authorizing the entry into the home to assess the surroundings.
- Warrant authorizing the entry into the home to interview the child.
- Warrant authorizing access to a child in a school setting for an interview.
- Warrant authorizing the child welfare staff to transport the child to a medical examination, a sexual abuse examination or a forensic interview.
- An expedited or night service warrant can be served between the hours of 10:00pm and 7:00am, if the Court deems it necessary.
- A 'Hobbs Sealed' warrant allows the court to remove the reporting party's information from the public record, to preserve confidentiality.
- AWOL or Runaway Warrant authorizes law enforcement to detain a Juvenile Court Dependent who ran away from foster care and return them to Child Welfare for placement.

### **Functionalities:**

- Establishes the creation of the court record within CARES.
- Created the process for documenting attorney client confidential information within CARES.
- Introduced the Approval process for court documents.

### **Milestone 15: Court Hearing Framework**

Enables workers to manage petition hearings, track, and document court rulings.

### **Key Functionalities:**

- Prepare and manage for petitions for court hearings.
- Document, track and store court findings, rulings, orders, and hearing notes.
- Submit calendar requests to schedule hearings.

### **Prepare for Petition Hearing (Building Block 09.01):**

- Reviewing case notes, police reports, prior court orders, medical reports, and other documentation.
- Conducting additional interviews as needed.
- Preparing petition documents and allegations.
- Creating court reports and compiling findings and orders.
- Hearings can address both detained and non-detained children and youth.

### **Process Court Results (Building Block 09.13):**

- Document all findings and orders, including Petition Hearings (detained and non-detained) and Court Officer hearing notes.
- Share processed information with relevant parties, such as eligibility workers.

### **Milestone 16: Jurisdiction and Disposition**

Manages preparation and documentation for jurisdiction and disposition hearings.

### **Key Functionalities:**

- Prepare for Jurisdiction Hearings, Disposition Status Review and Selection & Implementation Hearings.
- Generate and manage notices for all hearing types.

### **Prepare for Jurisdiction Hearing (Building Block 09.02):**

Supports the Jurisdiction Hearing process by ensuring timely filing of petitions, documenting evidence for allegations, and attaching reports for court review.

### **Functionalities:**

- Covers Jurisdiction Hearings for petition types (300, 342, 387) and for both detained and non-detained children.
- Identify timelines for filing reports or amending petitions.

- Gather, document, and attach evidence supporting petition allegations, including ruling outcomes from Jurisdiction or Jurisdiction/Disposition hearings.
- Document the Due Diligence Search.
- (CM Lead) – Record Tribal responses to the ICWA 30 – Notice.

**Prepare for Disposition Hearing (Building Block 09.03)**

- Disposition Hearings for detained and non-detained youth, including Post-18 Disposition Hearings for youth who turned 18 prior to the hearing.
- Obtaining a social history from parents.
- Assessing problems requiring intervention and recommended services.
- Develop and submit a case plan, as ordered by a court.
- Document concurrent planning efforts and visitation plans in the court report.

**Generate Notices (Building Block 09.11)**

- Covers all notices required for Juvenile Court Hearings, including:
  - Detention, Non-Detained, Jurisdiction, Disposition, Status Reviews (Family Reunification, Family Maintenance, Permanent Placement), Non-Minor Dependent Reviews, and 366.26 Selection and Implementation Hearings.
  - ICWA notices for all hearing types.
  - Noticed motions (e.g., WIC 387, WIC 388) and other notices for special or interim hearings.
  - Notices to foreign consulates and under the Hague Convention.
- Process includes:
  - Identifying parties to receive notice.
  - Completing diligent searches for absent parents.
  - Selecting, creating, and completing the notice type.
  - Sending notices according to legally prescribed methods.
  - Filing notices and proof of service with the court.

**Milestone 17: Status Reviews**

Tracks and prepares documentation for status review hearings, including Family Reunification and Maintenance.

**Key Functionalities:**

- Prepare for Status Reviews for: Family Reunification, Family Maintenance, and Permanent Plan, as well as Non-Minor Dependent Reviews.

**Prepare for Status Review: Family Reunification (Building Block 09.04):**

- Covers 366.21 (e) Six-Month Review, 366.21 (f) Twelve-Month Permanency Hearing, 366.22 Eighteen-Month Permanency Review, and 366.25 Twenty-Four-Month Permanency Review Hearings.

- Submitting case plans with goals of return home, remain home, adoption, legal guardianship, or another planned living arrangement.
- Documenting reunification services, visitation plans, concurrent planning, and services offered/provided to families.
- Reporting medical, dental, educational, developmental, and mental health information for each child.
- Documenting active efforts under ICWA if applicable.
- Includes cases where one parent is receiving Family Maintenance and the other is receiving Family Reunification services.

**Prepare for Status Review: Family Maintenance (Building Block 09.05):**

- Covers Family Maintenance hearings held every six months until the court terminates jurisdiction.
- Submitting case plans with a goal of remaining home.
- Documenting the child's placement with parents, co-parenting custody arrangements, and services provided.
- Includes cases where one parent receives Family Maintenance services while the other receives Family Reunification services.

**Prepare for Status Review: Permanent Plan (Building Block 09.07):**

- Covers Permanent Plan hearings held every six months for children and youth no longer receiving reunification services.
- Documenting the child/youth's placement, stability, sibling placement, and evaluations (medical, dental, developmental, educational, social, emotional, behavioral).
- Reviewing visitation and providing updates/recommendations on the permanency plan.
- Documenting efforts to finalize the permanent plan or stabilize youth transitioning to a permanent placement.
- Adoption Progress reports (if applicable), case plans, TILP (if applicable), and Findings and Orders in the court report.
- Documenting ICWA compliance and placement preferences if applicable.

**Prepare for Non-Minor Dependent (NMD) Review (Building Block 09.08):**

- Covers NMD (18–21 years old) Status Review Hearings held every six months until the NMD exits care or reaches 21 years old.
- Assessing extended foster care eligibility and participation criteria.
- Preparing reports, case plans, and Transitional Independent Living Plans (if applicable) for hearings.
- Calendaring WIC 391 to request jurisdiction suspension if the NMD exits care or loses eligibility.
- File court documents and distribute copies to the NMD and relevant parties.

### **Milestone 18: Other Hearings**

Expands the Court Hearing Framework to include the 366.26 hearing (permanent plan decisions), Special/Interim Reviews (e.g., compliance, placement, adoption finalization), and Ex Parte filings for ad hoc requests (e.g., medical, ICPC, travel).

#### **Key Functionalities:**

- Prepare for 366.26 Selection and Implementation Hearings
- Prepare for Special or Interim Hearings
- Prepare for Ad Hoc Activity

#### **Prepare for 366.26 Selection and Implementation Hearing (Building Block 09.06):**

- Covers hearings to determine and order the permanent plan for a child after reunification services are terminated or bypassed.
- Permanent plan options include Adoption, Tribal Customary Adoption (for Indian children), Legal Guardianship, or Alternative Planned Permanent Living Arrangement (APPLA).
- Documenting contact between the child and family, visitation analysis, and recommendations.
- Conducting child evaluations (medical, educational, developmental, emotional, mental health).
- Efforts to locate a permanent placement, assessments of guardians or adoptive parents, and recommendations for the permanent plan.
- Attach the Health and Education Passport, case plan, findings, and orders, 366.26 noticing and proof of service, and adoption reports (if applicable).

#### **Prepare for Special or Interim Hearings (Building Block 09.09):**

- Covers various Special or Interim Review Hearings calendared by the Agency, Attorney, or Court, including Case Plan Compliance, Placement Update, and Psychotropic Medication Review.
- Includes hearings for Nonminor Dependent Re-entry, 241.1 Joint Assessment, and Adoption Finalization.
- Creating an Adoption Court Case separate from the Juvenile Court case.
- Generating hearing reports based on the hearing type.
- Attaching case plans and findings and orders when applicable.

#### **Prepare for Ad Hoc Activity (Building Block 09.12):**

- Covers ad hoc filings and requests for special court orders.
- Filing requests for psychotropic medication, surgical procedures, general anesthesia, travel orders, paternity testing, psychological evaluations, and ICPC assessments.
- Preparing court reports, Judicial Council forms, and distributing to parties.

- Tracking and processing records requests and discovery for court trials, including redacting sensitive information.
- Ensuring records requests comply with county-specific processes.

### **Service Area: Resource Family Approval Pre and Post Approval**

Enables the online creation and submission of Resource Family Homes. This allows the home to be searchable in the Resource Management Directory.

Supports the approval and monitoring of Resource Family Homes, ensuring compliance with safety standards and policies. This service area also manages complaints and legal actions related to Resource Family Home operations.

### **Milestone 26: Maintain Resource Family Home**

Provides tools for creating, monitoring, updating, and ensuring compliance of Resource Family Home.

#### **Key Functionalities:**

- Online Resource Family Home application submission by the applicant.
- Monitor and maintain Resource Family Homes.
- Engage with families to support and retain qualified homes.
- Document corrections or closures of homes.
- Automated tools for tracking and form generation.

### **Update Resource Family Home Information (Building Block 16.06)**

Ensures the maintenance of Resource Family Home status in line with RFA standards.

#### **Functionalities:**

- Update Resource Family Home status.
- Document reasons for closure.
- Provide notifications when a home's status changes.
- Track changes through audit logs.
- Provides notifications for training and biennial review requirements.

### **Document Resource Family Home Interactions (Building Block 16.04)**

Supports the documentation of interactions with Resource Family Homes.

#### **Functionalities:**

- Document the process of the home environment assessment.
- To support the monitoring of resource families, document interactions and contextual reasons for home visits and how visits are directly linked to the documentation that needs to be executed.

- Document and monitor completion of annual trainings as well as any required additional trainings, administered by a County. Provide required documentation to licensees.

### **Manage Corrective Action Plan (Building Block 16.01)**

Supports the documentation and monitoring of identified deficiencies.

#### **Functionalities:**

- Develop written Corrective Action Plan for identified deficiencies. Supports both corrections required within 30 calendar days (5, 10 and 30 day) and corrections required within 24 hours or less.
- Capture documentation related to the deficiencies (i.e. photographs).
- Ability to provide written CAP to the Resource Family.
- Weekly or monthly review of the CAP.
- Documentation of a request for an extension.
- Monitoring of the CAP

### **Milestone 26.1: Facility Management System (FMS) (LIS/FAS Data)**

Integrates licensing data into CWS-CARES for informed placement decisions.

#### **Key Functionalities:**

- Populates placement provider data from LIS-FAS into CWS-CARES.
- Organizes data for tracking placements, associated costs, and outcomes.

### **FMS Interface - Licensing Information System (LIS) (Building Block 26.11)**

- Provides LIS data on licensed placement providers for use in RM and FM.

### **FMS Interface - Facility Automation System (FAS) (Building Block 26.12)**

- Transfers FAS data for resource families and licensed homes and facilities, ensuring its appropriate integration into CWS-CARES.

### **Milestone 27: Complaints**

Supports the screening, investigation, and documentation of complaints against county approved Resource Family Homes (RFH).

#### **Key Functionalities:**

- Screening and reviewing complaints against RFHs.
- Adding allegations and accessing RFH home information in CWS-CARES.
- Supports determination of the best pathway for each complaint.
- Conducting investigations and documenting findings.
- Utilizing contact logs, complaint history, and allegation updates.
- Generating automated forms with e-signature capabilities.

### **RFA Screen Complaints (Building Block 14.01)**

Record concerns reported about an RFH and the foster youth placed in that home.

**Functionalities:**

- Capture complaint details in CWS-CARES and assess if it meets investigation criteria.
- Verify if the resource family or child is already known in the system.

**RFA Investigate Complaint (Building Block 14.02)**

Provide a process for preparing and conducting RFH investigations, including joint investigations.

**Functionalities**

- Preparation for complaint investigations.
- Conducting investigations, including joint investigations with State and County.
- Documentation and submission of findings.
- Issuing corrective actions if required.
- Compiling and finalizing the complaint investigation packet.
- Ensuring investigation completion and compliance.

**RFA Send a Cross Report of a Complaint (Building Block 14.03)**

Ensure supervisor review, approval, and cross-reporting of complaints against Resource Family Homes to Child Welfare investigations and external agencies.

**Functionalities:**

- Cross-reporting to Child Welfare investigations, law enforcement, and other agencies.
- Automated population of known data into cross-report forms.
- Tracking of sent and received cross-reports.
- Reminders for workers to complete required cross-reports.
- Supervisor and QA monitoring to ensure compliance.
- Reporting and auditing tools to identify gaps and improve training.

**Milestone 28: Legal Action**

Addresses the legal consultation process for Resource Family Homes (RFH), ensuring that outcomes are managed confidentially. The RFA Worker coordinates and schedules legal consultations for administrative action requests, provides relevant resources to the Resource Family Home, and monitors the progress of consultations. Equips the RFA Worker with tools for timely legal consultations, including contact logs, permission settings, child welfare history, and automated form generation with e-signatures.

**Key Functionalities:**

- Scheduling and tracking legal consultations for RFHs.
- Handling administrative action requests.
- Providing legal resources and monitoring legal proceedings.

- Maintaining contact logs and child welfare history.
- Managing permission settings for confidential cases.
- Generating automated legal documents with e-signatures.

### **RFA Legal Actions (Building Block 12.01)**

Manages legal consultations and due process assessments for denied applications or disputes raised by applicants/approved homes.

#### **Functionality:**

- Initiates legal consultation when an application is denied.
- Generates a legal consultation memo and Notice of Action if needed.
- Conducts legal consultation with an attorney.
- Determines if further investigation or legal action is required.
- Schedules Support or Internal Resolution meetings if legal action is recommended.
- Assesses due process claims and determines next steps.
- Escalates cases for legal review or Administrative Hearing if needed.

### **Service Area: Resource & Provider Management**

Provides tools for managing service providers and resources needed for child and family services. It includes creating and maintaining a service directory, matching resources to family needs, and overseeing provider compliance.

## Milestone 1: 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 new providers and update existing information. This functionality allows counties to efficiently search, compare, and evaluate providers based on key details such as credentials, services offered, populations served (e.g., Military Families, Pregnant-Parenting), and on-site staff.

### Key Functionalities:

- Create and update service provider records.
- Provide easy reference of services offered, populations served, and provider credentials.

### Create/Update a Service Provider in Directory (Building Block 21.01)

- Provide dashboards for various user roles to view service provider and contract details.

## Milestone 2: Services

Enables users to manage and access service information, improving service coordination and utilization for children and families.

### Key Functionalities:

- Add and update service information in a standardized service array.
- Provides a centralized reference for caseworkers, fiscal staff, clerical, and executives.
- Supports better service planning and resource allocation.
- Integrates with the Service Provider Directory for efficient provider matching.

### Update/Manage Service Array (Building Block 18.03)

- Standardizes service information in a structured service array.
- Categorizes services by ranking, category, and name.

## Milestone 6.1: Prevention Services

Integrates Services and Resource Management to provide a service provider directory supporting candidacy determination, Community Pathway services, and the Family Prevention Services Plan (FPSP).

### **Request and Provide Services (Building Block 05.04)**

- Allows social workers to search a service provider directory created in Resource Management based on child or family needs.
- Enables social workers to create, obtain approval for, and submit service or goods requests to providers via the provider portal.
- Tracks service provider capacity to ensure availability.
- Monitors inventory of goods offered by providers.
- Receives and documents progress updates from service providers.

### **Milestone 8: Placement**

Expedites placement processes, automates required forms, and monitors placement stability.

### **Make Update to Organization Directory (Building Block 18.02)**

- Ensures the organization directory is automatically updated with new organization and location records via interfaces from the Licensing Information System (LIS) and Department of Developmental Services (DDS).
- Automatically populate the organization directory with new or updated organization and location records.
- Enable Title IV-E Agency Directory Oversight staff to review and validate location records.
- Allow placement and organization records to be updated based on requests from oversight staff.
- Facilitate the search of available placements.

### **Service Area: Financial Management (FM)**

Tracks and manages child welfare-related costs, including service payments, administrative expenses, and assistance costs. This service area supports transparency and accountability in financial operations.

### **Milestone 23: Track Administrative Costs**

Tracks delivery of goods and services to ensure full utilization in accordance with program budgets while tracking expenditures by allocation to measure funding availability and maximizing utilization of funding sources. Additionally, will allow for increased collaboration across organizations that serve children & families (system of care enhancement) and improve efficiency of the time spent on case claiming activities associated with each child.

### **Key Functionalities:**

- Maintain program codes, allocations, and ledgers for child welfare programs

- Summarize and manage existing funding streams for better utilization
- Enable providers to submit standardized cost information

### **Statewide Contract Management – Direct Services (Building Block 21.03)**

- Capture administrative data in CWS-CARES via information/reports from the County Expense Claim Reporting Information System (CECRIS) interface to support state and federal reporting.

### **Track Administrative Costs (Building Block 21.04)**

- Track administrative costs by activity and child.
- View county-specific administrative claim information from the CEC in a centralized location.
- Populate child welfare allocations and expenditures by program code.

### **Milestone 23.1: Service Delivery Tracking**

Allows for the collection of data that can describe the extent of prevention and then measure impact, including that which occurs outside of child welfare.

#### **Key Functionalities:**

- Portal-based collaboration cost-tracking across all FFPSA providers.
- Standardized templates for provider cost reporting to capture all state and federal Title IV-E FFPSA reporting requirements.
  - Build the Community Pathway for FFPSA providers.
  - Build client-specific cost tracking capabilities for all FFPSA pathways.
  - Build necessary reporting mechanisms for FFPSA model fidelity (performance measures) for evidence-based practices.
  - Centralized oversight of service costs, categorized by program code, service type, or provider.

### **Portal Configuration & FFPSA Provider Cost-Tracking (Building Block 21.02)**

- Create a portal that allows for account creation and credential processing for newly added providers and organizations.
  - Including correspondence functionality to service providers for activation of credentials
  - Portal will also allow for deactivation upon contract termination or change in staffing.
- Allow for IV-E agency cost tracking, entering child-specific information.
- Provide homepages to county fiscal staff responsible for cost tracking of evidence-based practices by IV-agencies with the oversight director being able to request changes submitted via the portal on their homepage.

- Allow users to run reports on aggregated service costs and outcomes for federal and state reporting.

### **Case Management: Provide Prevention Services (FFPSA – Community Provider Portal) (Building Block 18.01)**

- Enable end-to-end case management workflows for prevention services.
- Facilitate service requests, candidacy determinations, role-based dashboards, and outcome documentation.

### **Milestone 23.2: County Expense Claim Reporting Information System (CECRIS)**

Centralizes expense claim data for compliance and reporting. The interface is unidirectional, providing read-only access for most users.

#### **Key Functionalities:**

- View and generate county-specific administrative claims from CECRIS.
- Support reporting needs for state and federal compliance (e.g., CB-496).

### **County Expense Claim Reporting Information System (CECRIS) Interface (Building Block 23.20)**

- Provide a unidirectional interface compliant with CCWIS requirements.
- Allow CWS-CARES users to see available funds for better resource allocation.
- Ensure data can be used for federal financial participation and mandatory reporting.

### **Milestone 24: Track Assistance Costs**

Tracks child-specific costs, payments, and structure rates to ensure accurate financial reporting, support rate requests, and evaluate service effectiveness.

#### **Key Functionalities:**

- Collect child-specific payment data from CalSAWS.
- Aggregate assistance costs for accurate CA-800 validation.
- Generate reports needed for state and federal compliance.

### **Track/Update Assistance Payment (Building Block 21.05)**

- Gather child-specific cost information, including aid codes, supplemental rates, payment dates, level of care, and specialized care increments.
- Generate data for mandated reports like CA-800, CA-237s, FC/AAP/KG 84.
- Support supplemental county-specific forms for capturing costs that are reported on the CA-800, but not issued through CalSAWS.

## **Capture and Maintain Current and Future Rate Structures (Building Block 18.04)**

- Develop and maintain current Level of Care (LOC) rates and proposed tiered rate structures.
- Other CDSS rates (e.g., Dual Agency, STRTP, SCI, Infant Supplement, ETR).
- Allow the CDSS Rates Bureau to update and calculate rates and Cost of Living Adjustments (CNI) in CARES.

### **Service Area: Eligibility**

Integrates eligibility determinations for Foster Care, Kinship Guardianship Assistance Payment (Kin-GAP), Medi-Cal and Adoption Assistance programs. It ensures accurate and consistent evaluations through bidirectional interface with California Statewide Automated Welfare System (CalSAWS).

### **Milestone 19: Request Determination**

Establishes a bidirectional interface for requesting and receiving initial foster care eligibility determinations from CalSAWS via the Foster Care Eligibility Determination (FCED) interface.

#### **Key Functionalities:**

- Establish a foundational eligibility framework link between CWS-CARES eligibility record and CalSAWS case.
- Facilitate initial foster care eligibility determination requests via FCED.

### **Request Initial Eligibility Determination (Building Block 19.01)**

- Facilitate initial foster care eligibility determination requests via FCED.
- Provide required child/family details (court findings, placements, circumstances in the month of removal, etc.) to CalSAWS workers.
- Link cases between CWS-CARES and CalSAWS to exchange eligibility determination responses and other information such as documents, communications, and other child-specific information.
- Displays the status of Eligibility record requests to and from CalSAWS.

### **Milestone 20: Communicate Information for Ongoing Eligibility**

Facilitates ongoing eligibility verification and updates for foster care programs.

#### **Key Functionalities:**

- Notify and receive new or updated information from CalSAWS.
- Manage re-determinations for ongoing eligibility.

### **Exchange New Information Between CARES & CalSAWS (Building Block 19.02)**

- Send new or updated court orders, placement changes, rates, income & property, requests for information (RFI's) and documents to CalSAWS.
- Receive payment details, determinations, income & property updates, RFIs, and supporting documents, from CalSAWS.
- Displays eligibility tasks for CWS-CARES eligibility resources.

### **Re-determine Eligibility (Building Block 19.04)**

- Facilitates collaborative re-determinations for the following foster care programs:
  - Aid to Families with Dependent Children- Foster Care (AFDC-FC)
  - Non-Related Legal Guardian (NRLG)
  - Extended Foster Care (EFC)
  - Kinship Guardianship Assistance Payments (Kin-GAP)
  - Adoption Assistance Program (AAP)
  - Approved Relative Caregiver (ARC)
- Focuses on updating only the child/youth's circumstances at the time the re-determination is due (annually, biennially, etc.).
- Ensures shared responsibility between CWS-CARES and CalSAWS staff for eligibility re-determinations.

### **Milestone 20.1: Foster Care Eligibility Determination (FCED) Interface**

Automates eligibility determination via data exchange with CalSAWS.

#### **Key Functionalities:**

- Share child eligibility data and updates between systems in near real-time or via the nightly batch process.
- Provide data for eligibility determination, reducing reliance on manual forms.
- Improve data accuracy and minimize duplicate data entry.

### **FCED (Foster Care Eligibility Determination) Interface – Eligibility Programs (Building Block 19.11)**

- Enables the processing of initial eligibility determinations for foster care.

### **FCED (Foster Care Eligibility Determination) Interface – Re-determine Eligibility (Building Block 19.12)**

- Supports the re-determination process for ongoing eligibility.

### **FCED (Foster Care Eligibility Determination) Interface – AAP (Building Block 19.13)**

- Handles AAP-specific eligibility determinations.

### **Milestone 21: Eligibility Programs**

Extends the eligibility framework established in Request Determination to include other foster care programs. These programs include Kin-GAP, NRLG, AAP and EFC.

#### **Key Functionalities:**

- Request and manage eligibility for Kin-GAP, NRLG, AAP, and EFC.
- Handle transitions from one program to another (e.g., exiting AFDC-FC and opening a new Kin-GAP case).
- Support continuous coverage beyond age 18 under specific conditions (EFC).

### **Request Kin-GAP Eligibility Determination (Building Block 19.05)**

- Supports transitioning children in relative guardianship from AFDC-FC or ARC to Kin-GAP.
- Once dependency is dismissed, necessary data and payment information is exchanged between CalSAWS and CWS-CARES.

### **Request NRLG Eligibility Determination (Building Block 19.06)**

- Addresses eligibility for Non-Related Legal Guardian placements.
- Covers guardianships from Juvenile or Probate Court.
- Payment details can flow from CalSAWS to CWS-CARES even if child welfare involvement is minimal.

### **Request AAP Eligibility Determination (Building Block 19.07)**

- Provides financial assistance for adopted children who would otherwise remain in foster care.
- Serves children 0–21 with an AAP Agreement signed prior to completion of adoption or at adoptive placement.
- Supports necessary data and payment information exchange between CalSAWS and CWS-CARES.

### **Request Extended Foster Care (EFC) Determination (Building Block 19.08)**

- Allows foster youth to remain in care and continue receiving benefits beyond age 18 if meeting participation requirements.

- Includes extended benefits for AFDC-FC, Kin-GAP, AAP, NRLG, and ARC programs, with specific criteria for each.
- Supports necessary data and payment information exchanged between CalSAWS and CWS-CARES.

### **Service Area: Reporting**

Focuses on generating data-driven insights and compliance reports. This service area supports federal and state reporting requirements while enabling custom analytics for child welfare outcomes.

### **Milestone 29: Federal Reports**

Produces federally required reports and extracts, including AFCARS, ICWA, NYTD and NCANDS.

### **Key Functionalities**

- Generate federal data extracts for NCANDS, AFCARS, NYTD, and FFPSA.
- Produce Federal Child and Family Services Review (CFSR) measures.
- Support interactive dashboards for federal metrics and indicators.

### **Generate Federal Data Extracts (Building Block 22.01)**

- Produce Adoption and Foster Care Analysis and Reporting Systems (AFCARS) data extracts.
- Produce National Child Abuse and Neglect Data System (NCANDS) data extracts.
- Produce National Youth in Transition Database (NYTD) data extracts.
- Produce FFPSA data extracts.

### **Generate Federal (Statewide) Indicators (Building Block 22.02)**

- Create and deliver CFSR Safety Measure Reports.
- Create and deliver CFSR Permanency Measure Reports.
- Generate various State Mandated Reports (e.g., timely investigations, visits, physical/mental health, education, placement stability, youth outcomes).

### **Milestone 30: State Reports**

Develops thematic dashboards for tracking state-specific metrics.

### **Key Functionalities**

- Generate operational reports and Key Performance Indicators (KPIs) for multiple service areas.
- Deliver thematic dashboards for state and federal metrics.

- Provide ICWA-specific reports as needed.

### **Generate Operational and Key Performance Indicator (KPI) Reports (Building Block 22.03)**

- Provides operational and KPI reports for each service area (Intake, Case Management, Court, Eligibility, Financial Management).
- Adds ICWA reports (based on the ICWA AFCARS Steering Committee) to the Reports Directory.

### **Milestone 31: Ad Hoc Reporting**

Provides planned reports (e.g., federal/state requirements, outcomes, and practice measures) and allow users to create custom reports in Tableau. Users will access near real-time CWS-CARES data, translated for child welfare needs, including historical data for longitudinal studies.

### **Key Functionalities**

- Build and share ad-hoc queries, graphs, and dashboards.
- Access historical data for longitudinal analyses.
- Provide flexible visualization and reporting capabilities for advanced data consumers.

### **Provide Ability to Build and Share Ad-hoc Queries, Graphs (Visualizations), and Dashboards (Building Block 22.04)**

- Develop Ad Hoc Reporting capability.
- Users can create custom visualizations and analyses.
- Data is translated into meaningful child welfare terminology for practitioners and researchers.

## **Service Area: Administrative Services & Console**

### **Milestone 32: Admin Console**

The Administrator Console will give county and state administrators of CWS-CARES access to configuration features to meet county-specific needs and to maintain CWS-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.

### **Manage User Identity (Building Block 20.01)**

- Provides one location for the County Administrators to manage user security.
- Define the organizational structure for each county including after-hours emergency response.
  - Divide county users into different regions, physical locations, offices, units, teams, and groups to best meet the different business needs of each county.
  - Assign different create, read, edit, and delete permissions to different users in the system.
  - Monitor, log, and report on all user activity including but not limited to last log in date and time, account status, role, permissions, privileges, changes, profile.

### **Configure Organizational Structures (Building Block 20.2)**

- Enables administrators to move users between regions, physical locations, offices, units, teams, and groups
- Create, delete, and edit groupings as needed by the county to support business needs.

### **Manage Permissions and Personas (Building block 20.3)**

- Enable administrators to identify, create, edit, update, and delete permissions and personas. This is needed by counties to ensure county staff have access to information and data needed to enforce child safety in support of the ever-changing Child Welfare landscape.