



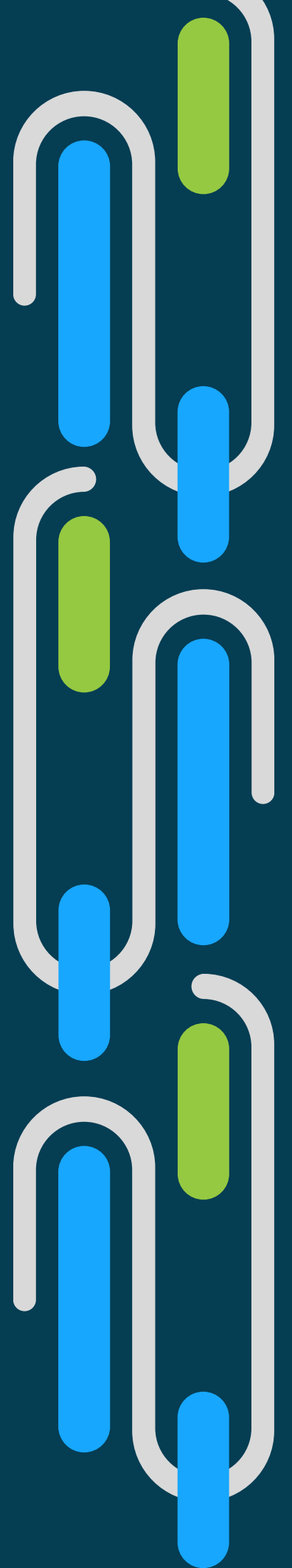
FFPSA Portal Training

CWS-CARES Instructor-Led Training
For CWS-CARES & CBOs Portal Users

April 2026

<https://cwds.ca.gov/>

Introduction





Ground Rules & Housekeeping



01

Recording Notification

This session is being recorded. If you do not consent to being recorded, you may drop and view the recording after the session.

02

Audio Muted

All participants will be **defaulted to mute and will remain on mute** to avoid disruptions.

We will have a dedicated, open forum at the end where participants are welcome to raise their questions.

03

Questions

Please use the **Microsoft Teams Q&A** to ask questions. We will address as many as possible. If we can't get to questions live, we will follow up in our post-session materials. Frequently Asked Questions (FAQs) will be developed and distributed.

04

Session Materials

A link to the recording and materials will be sent to all participants after the session, including Q&A.

Participant Guidelines & Data Privacy

How to Participate

1. Follow along with the instructor and practice if possible.
2. Avoid checking your cell phone, email, or CWS-CMS during the session.
3. Use the Q&A for live reactions, questions, technical issues, or to share resources.



Privacy and Data

Do not share any sensitive or confidential information you may encounter during the class outside of the session.

Disclaimer:

1. All names used in CWS-CARES training materials are entirely fictitious. Any similarities to actual names are completely coincidental and in no way imply an individual's involvement with the Child Welfare System in California, or with any state, nor with any other agencies in California or elsewhere.
2. These materials are approved exclusively for CWDS Project use. Any external distribution or viewing requires prior authorization from the CARES Project Management Team. For approval requests, please contact the CARES Training Team at: **OTSICWDSTraining@otsi.ca.gov**.



Session Context & Goals

A Collaborative Approach

While the Implementation vendor previously managed EUST training, this session is a cross-team effort hosted by project staff following the recent Implementation activities pause.

Our Learning Environment

Please keep in mind that we are subject matter experts, not formal trainers.

Expect a conversational, less formal experience focused on knowledge sharing.

Primary Objectives

Gain hands-on understanding of the **FFPSA Portal**.

Align on readiness for upcoming **EUST 3 testing activities**.

FFPSA Portal scenarios used in this training are intended to **provide guidance** on navigating the functionality you will be testing. They do not represent end-to-end system functionality or all possible use cases.

We Value Your Input: This is a partnership. Please share any suggestions for improvement as we walk through these materials together.

How Will FFPSA Portal Testing Work?

FFPSA Portal testing is scheduled to begin on 04/06/2026. There was a dedicated kickoff to give detailed training about the testing process on 04/01/2026, you can find the recording [HERE](#).



Below is some key information to help you prepare until then:

- All testers will be given standardized scenarios that allow you to mimic functionality using test data. Each scenario will give detailed steps of what you need to do to successfully complete the scenario.
- Each tester will have their own dedicated account in the CARES-V1 Readiness environment to complete testing.
- All data used in portal testing is fictitious and created solely for the purposes of testing.
- Dedicated CWS-CARES team members will support CBO portal testers by helping move testing scenarios forward (i.e., providing supervisor approvals when needed).
- There will be daily, non-mandatory office hours throughout testing that you can attend to get hands-on support with scenarios.

EUST 3 Portals Timeline

- EUST 3 Portals testing will occur from April 6th to April 17th.

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
April 2026						
22	23	24 RFA Portal Training Session 1	25 RFA Portal Training Session 2	26	27	28
29	30 Holiday	31 Holiday	1 Portals Kick-Off	2	3	4
5	6 FFPSA Training	7	8	9	10	11
	Portals How to Test	EUST 3 Portals Testing				
12	13	14	15	16	17	18
	EUST 3 Portals Testing					
19	20	21	22	23	24	25



Testing Approach & Support



Self-Paced Virtual Testing

Testing will be conducted virtually, with users completing scenarios in a virtual environment on their own time.



Virtual Office Hours

Users will have the opportunity to attend virtual drop-in office hours to ask questions, troubleshoot, or receive help with navigation of CWS-CARES.



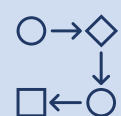
How to Test

Users will receive testing documentation including a How to Test Guide with scenarios and tasks to perform during testing come April 6th.



Feedback Teams Channel

Users will be asked to document all feedback in a dedicated, shared feedback log on the [CWS-CARES EUST 3 Feedback Teams Channel](#) where reported feedback will then be triaged and prioritized by the project team.



Feedback Processing

All feedback will be triaged and prioritized by the project team during and after the testing period with a report-out presented to users following the conclusion of this process.

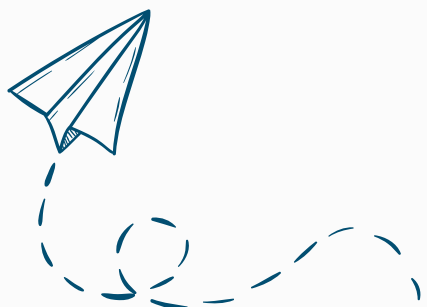


Training

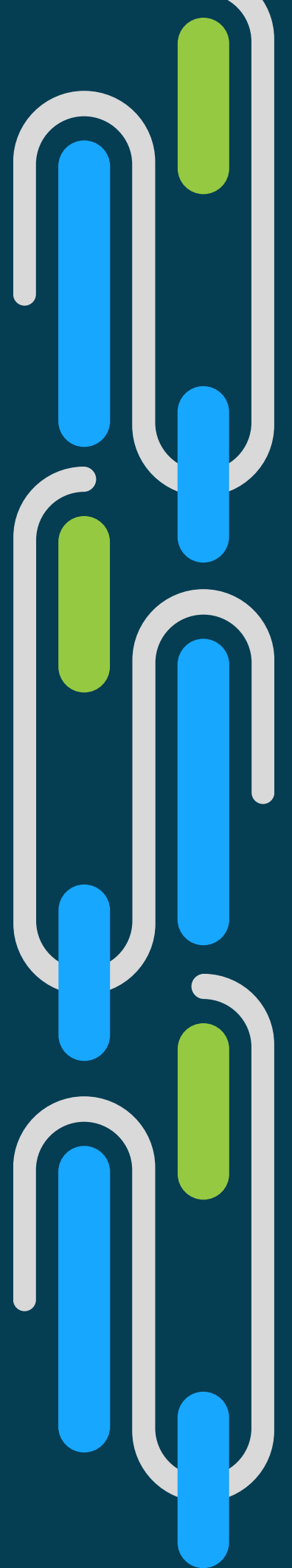
Users will be provided with training modules to navigate CWS-CARES and understand their worker profiles as they test functionalities.

Training Expectations

- FFPSA Portal scenarios used in this training are intended to provide guidance on navigating the functionality you will be testing. They do not represent end-to-end system functionality or all possible use cases.
- The FFPSA Portal scenarios build upon one another. If you choose to follow along, it is important to focus on the trainer's direction to avoid missing actions that may impact later scenarios.
- If you prefer not to follow along, you are welcome to observe and absorb the training content.
- We will try our best to answer any questions in the Q&A or they will be acknowledged and added to a list for follow-up. A Frequently Asked Questions (FAQ) document will be developed and distributed.

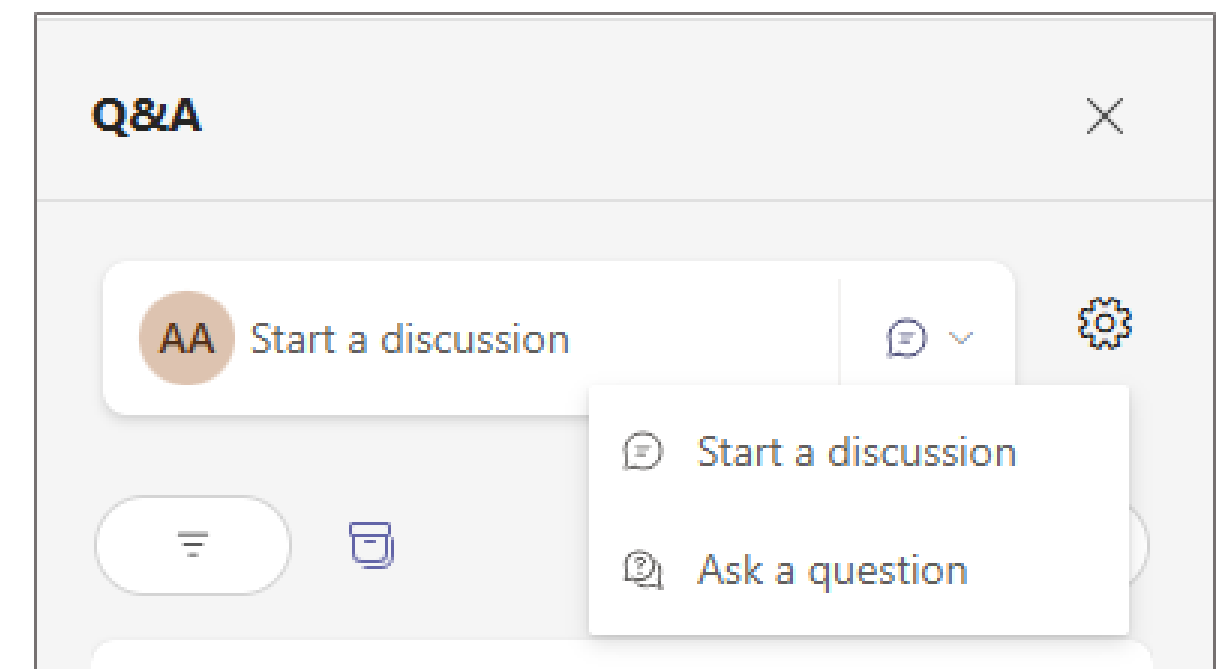
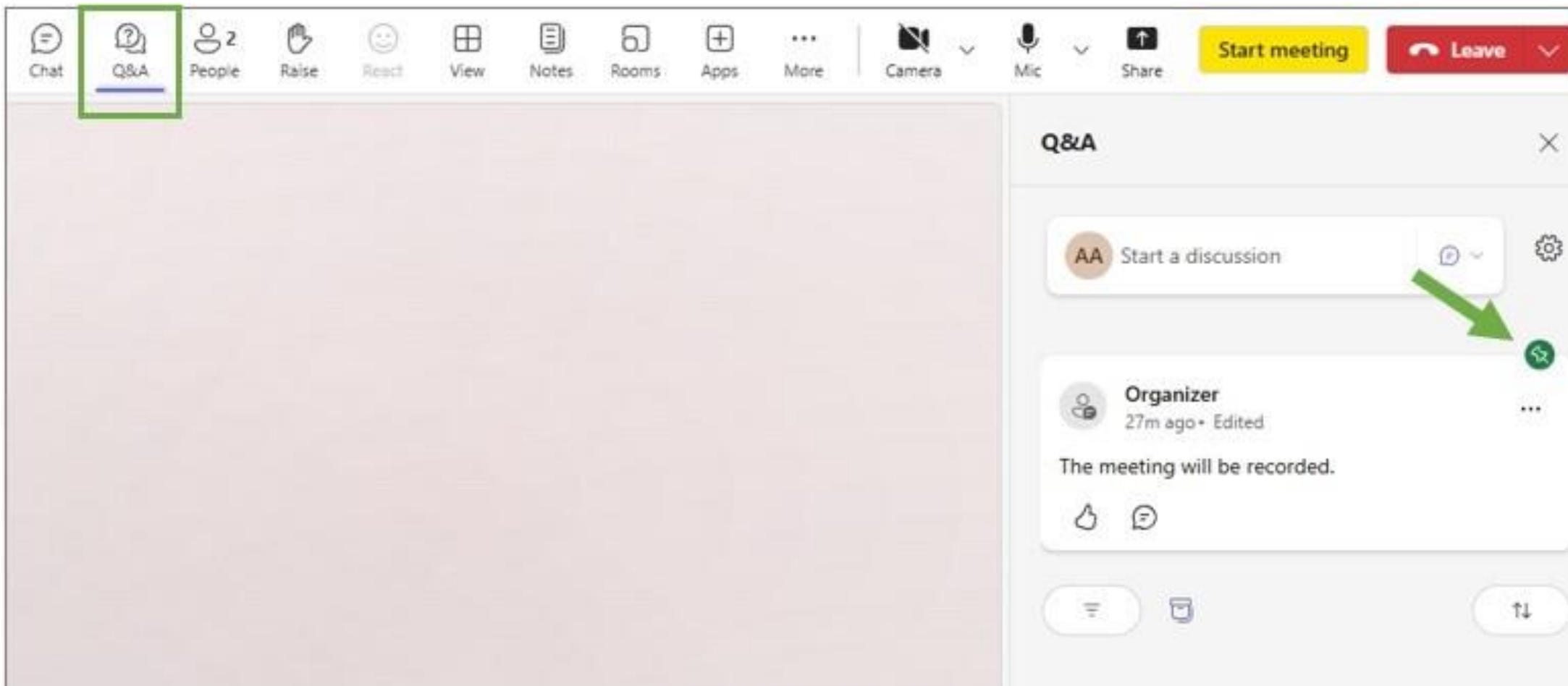


Using Teams



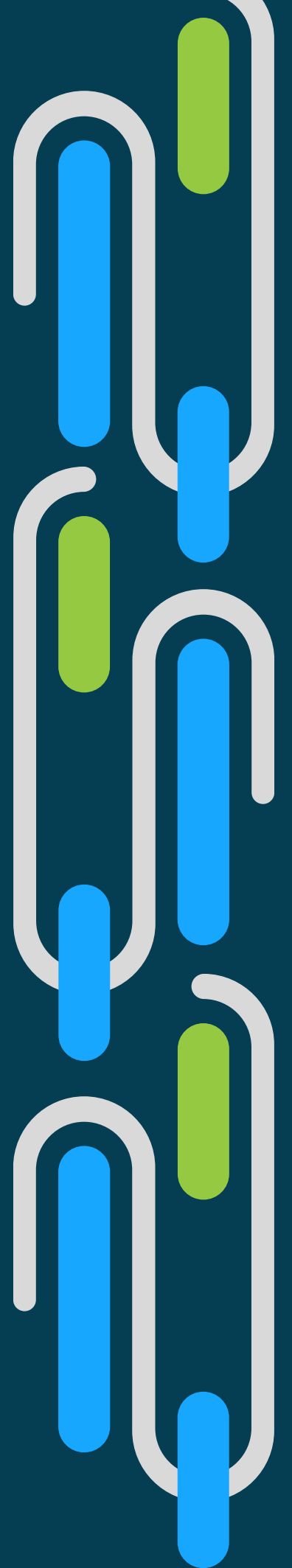
Using Teams Q&A

To ask a question, select “Ask a Question” from the dropdown, then click “Publish”. Attendees can also “Start a Discussion” to add comments that do not require a response.



[How to Use the Microsoft Teams Q&A Feature](#)

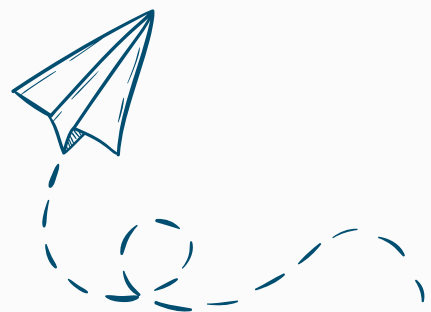
Overview & Objectives



Overview

After completing this training for the Family First Prevention Services Act (FFPSA) Provider Portal, learners will gain a comprehensive understanding of the Community-Based Organization (CBO)/Provider experience. This includes requesting additional portal access, receiving and managing service requests, documenting client-level service delivery and cost information, and navigating the Community Pathway—functionality essential to meeting federal requirements for program implementation.

The training will include high-level overviews, demonstrations, and Q&A that highlight how CWS-CARES and the FFPSA Portal work together. Attendees will be guided through the full lifecycle of a service request from both the CWS-CARES and Provider Portal perspectives, offering a clear view of how information is shared across systems and how their actions support the FFPSA service delivery process.



Learning Objectives

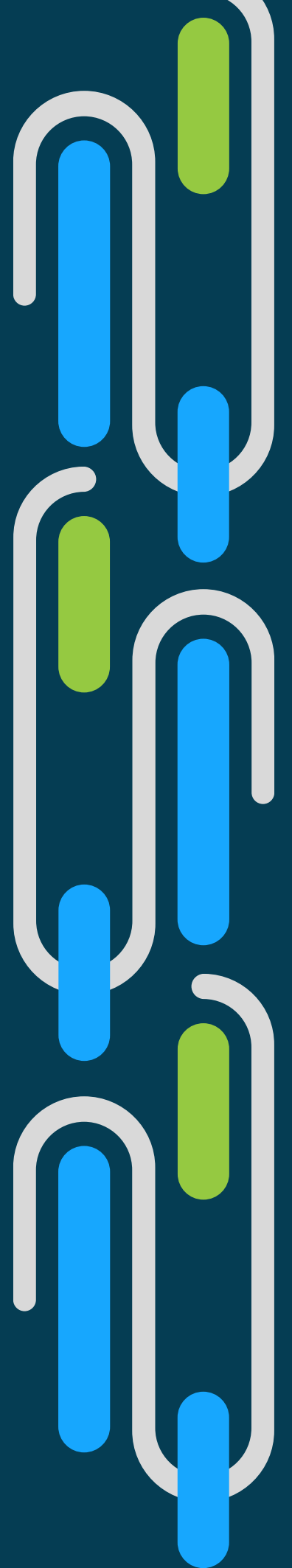
CBO Portal Users will learn more about how:

- CBOs/Providers will **gain access** to the FFPSA Portal, maintain their profiles, and request access for additional users.
- CBOs/Providers will **receive service requests** from the county via the portal.
- CBOs/Providers will **utilize the Community Pathway** via the portal to support the FFPSA Program.
- CBOs/Providers will complete **federally required cost-tracking** requirements via the portal.

CWS-CARES Users will learn more about how:

- CBOs/Providers will navigate and **perform essential tasks** in the portal.
- CWS-CARES County Users will **set up a provider profile** in CWS-CARES to initiate portal access.
- CWS-CARES County Users **send service request(s)** for children/families to a provider via the portal.
- CWS-CARES County Users will **approve records** submitted by a provider via the portal.

Introduction to the FFPSA Portal

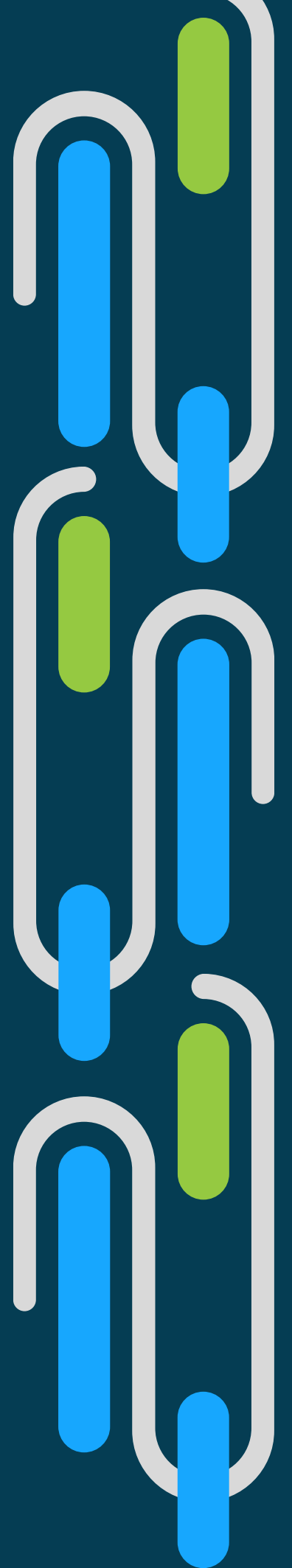


Key Terms



Term	Definition
Child Welfare System – California Automated Response and Engagement System (CWS-CARES)	California’s statewide child welfare case management system designed to help social workers track cases, manage services, and support the safety and well-being of children and families. It provides tools for documentation, data sharing, and collaboration across agencies involved in child welfare.
Community Pathway	Allows families to access prevention services directly through community-based organizations (CBOs) without needing child welfare involvement.
Provider Profile	A record in CWS-CARES containing a CBO’s essential information, including organization details, service locations, supportive services, and contacts.
Supervisor Approval	A process where information entered by a CBO in the portal is routed to a county user in CWS-CARES with the appropriate role and permissions to review and either approve or reject the record.
Cost-Tracking Template	Standardized report that providers will complete via the FFPSA Portal for child(ren) they are providing services to that are actively involved in Child Welfare (i.e., child has an open Family Maintenance case). The report tracks service delivery and cost information.
Ongoing Federal Report	Standardized report that providers will complete via the FFPSA Portal for child(ren) they are providing services to via the Community Pathway. The report tracks service delivery and cost information.

Accessing the FFPSA Portal



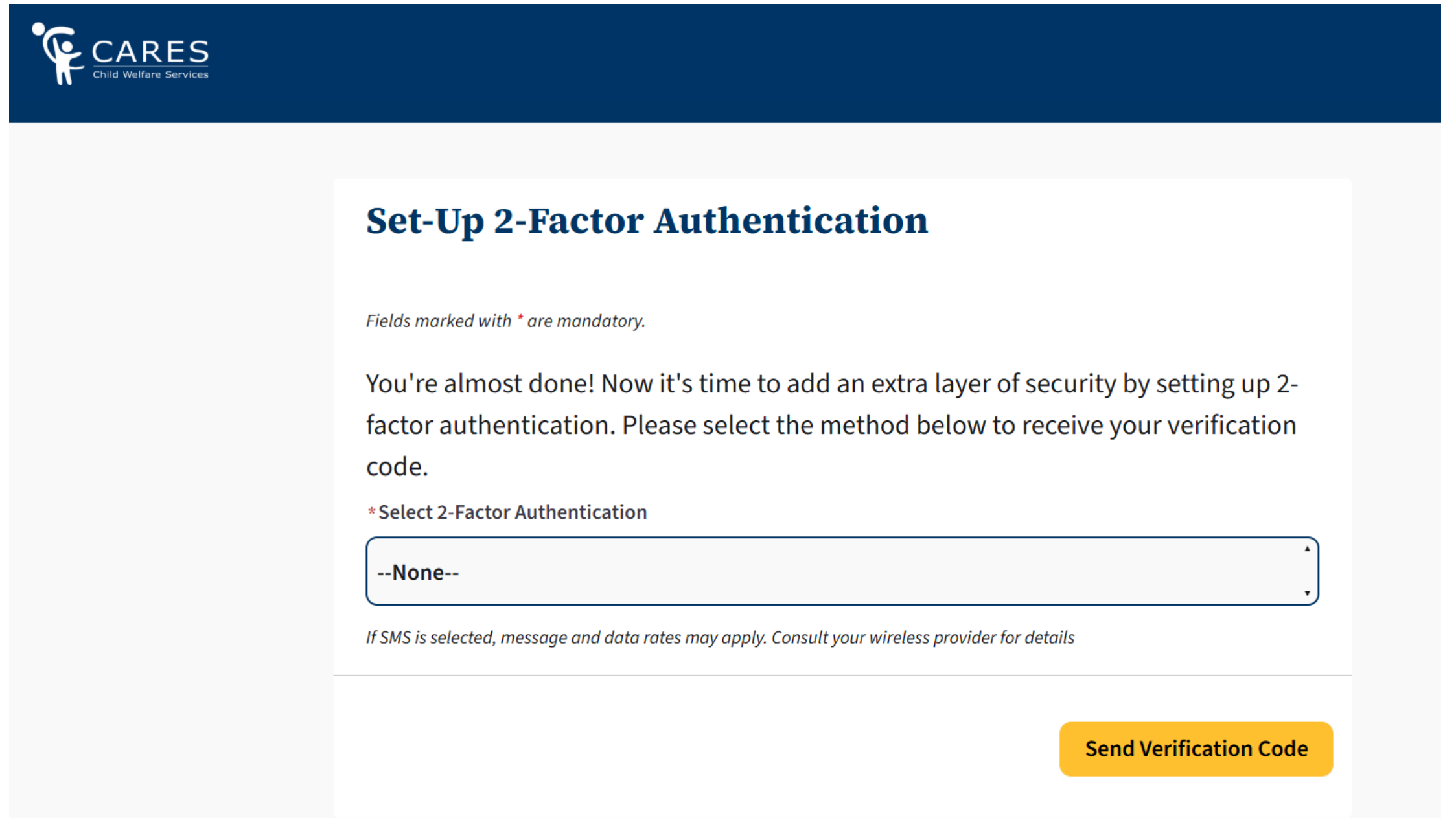
Setting up Multi-Factor Authentication

After creating your new password, you will be prompted to set up multi-factor authentication (MFA) for your test portal account.

Your MFA options will be:

- SMS
- Email
- Salesforce Authenticator App

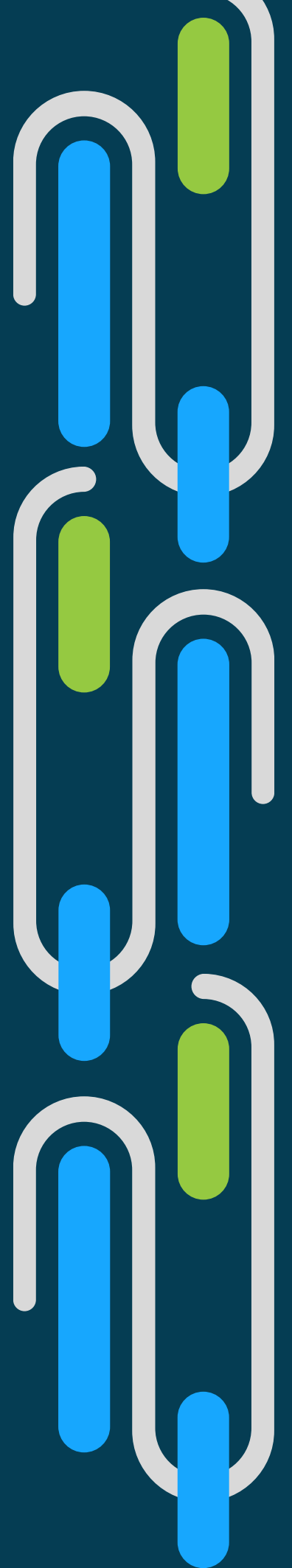
Please choose what works best for you. However, we **recommend** selecting the **Email** or **Salesforce Authenticator** MFA method.



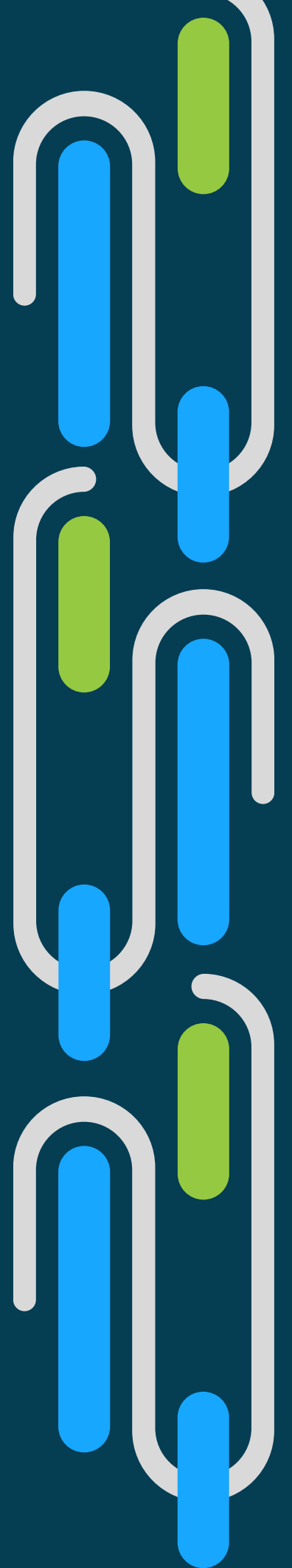
The screenshot shows the 'Set-Up 2-Factor Authentication' page for CARES Child Welfare Services. The page has a dark blue header with the CARES logo. Below the header, the title 'Set-Up 2-Factor Authentication' is displayed. A note states 'Fields marked with * are mandatory.' The main text reads: 'You're almost done! Now it's time to add an extra layer of security by setting up 2-factor authentication. Please select the method below to receive your verification code.' Below this is a dropdown menu labeled '* Select 2-Factor Authentication' with the option '--None--' selected. A disclaimer at the bottom of the dropdown area says: 'If SMS is selected, message and data rates may apply. Consult your wireless provider for details.' At the bottom right of the form is a yellow button labeled 'Send Verification Code'.

Scenario Training - *Activating FFPSA Portal User* Access

CWS-CARES Testers

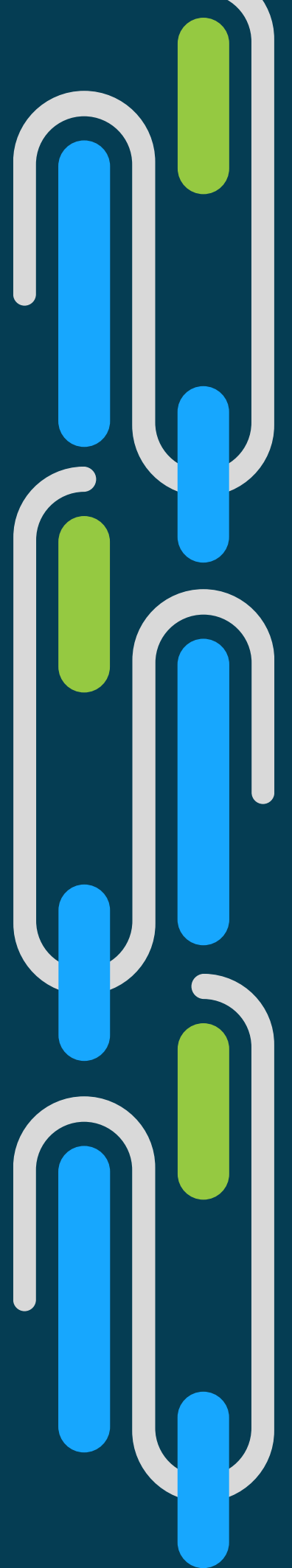


Demonstration

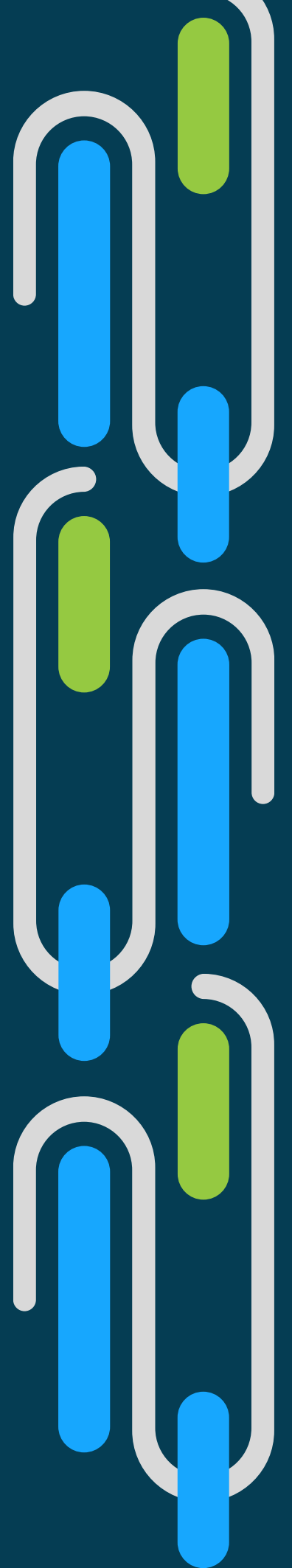


Scenario Training - *Deactivating FFPSA Portal User* Access

CWS-CARES Testers

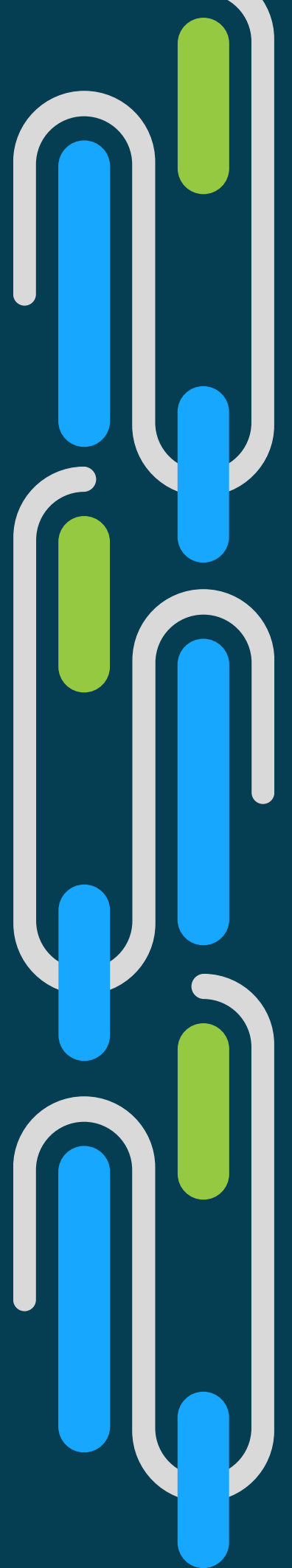


Demonstration

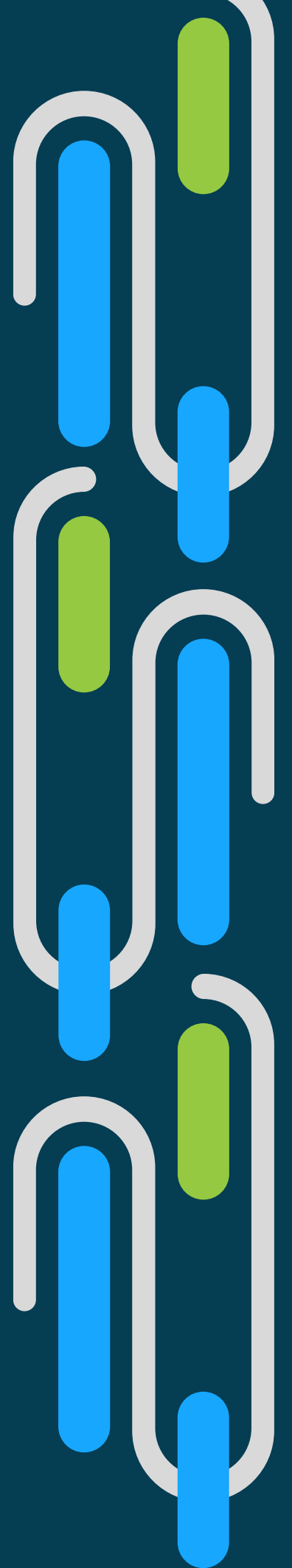


Scenario Training - *Activating & Deactivating FFPSA Portal User Access*

FFPSA Portal Testers

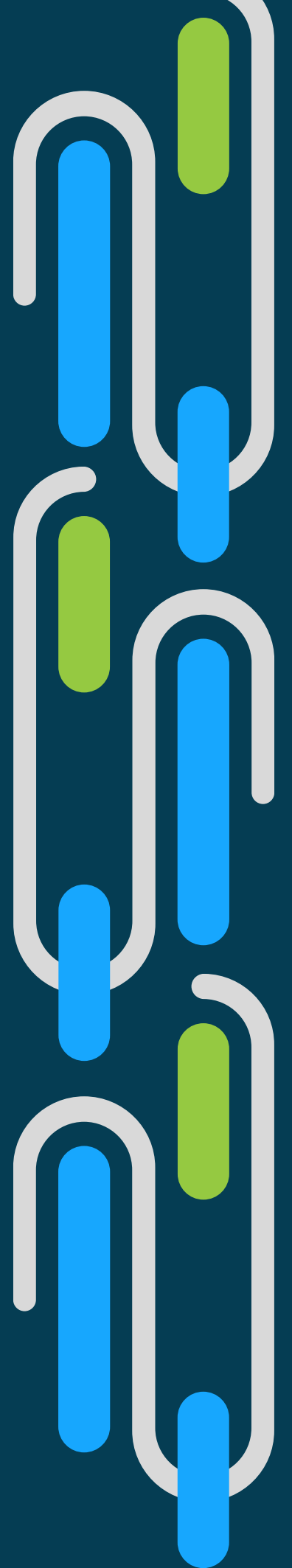


Demonstration

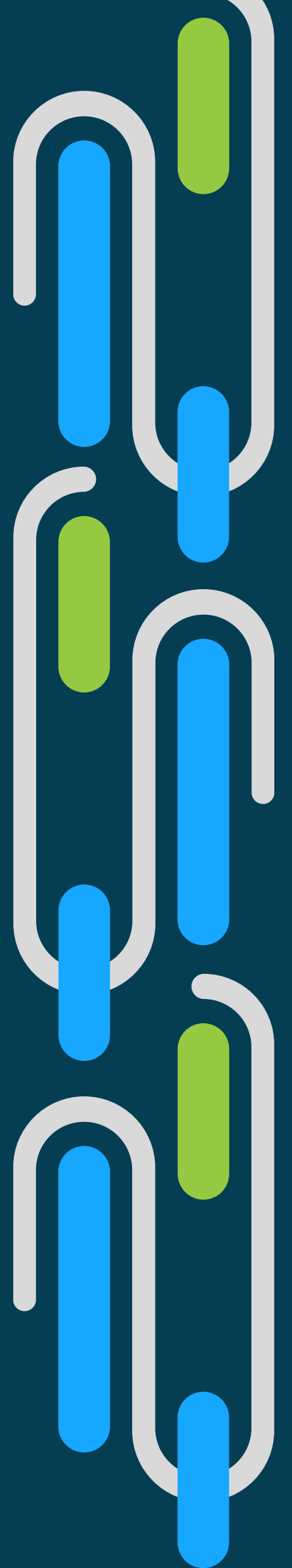


Scenario Training - *Send Prevention Services Request to FFPSA Provider*

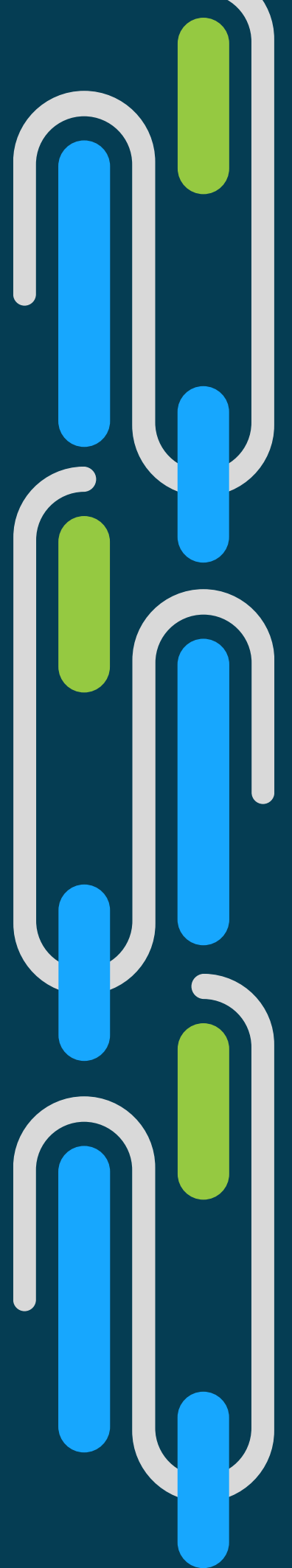
CWS-CARES Testers



Scenario Training - *Send Prevention Services Request to FFPSA Provide* *FFPSA Portal Testers*

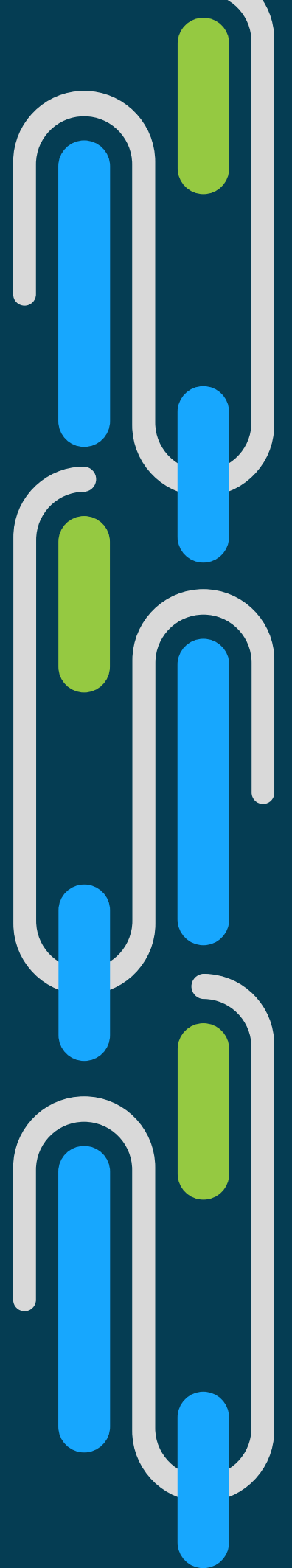


Demonstration

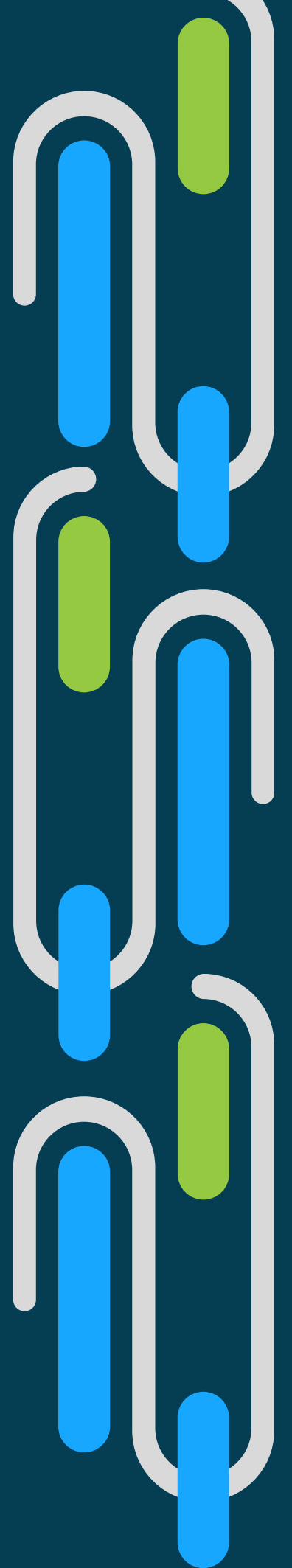


Scenario Training - Community Pathway: Candidacy Determination & Ongoing Federal Report

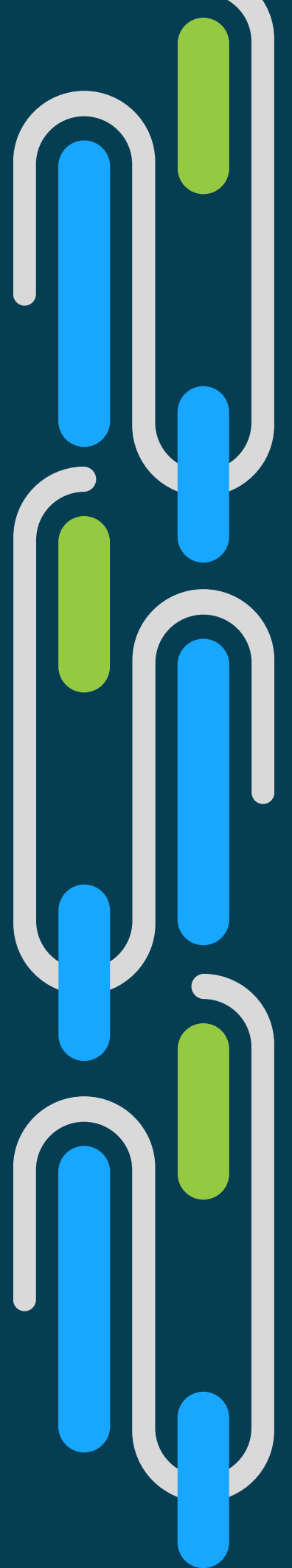
FFPSA Portal Testers



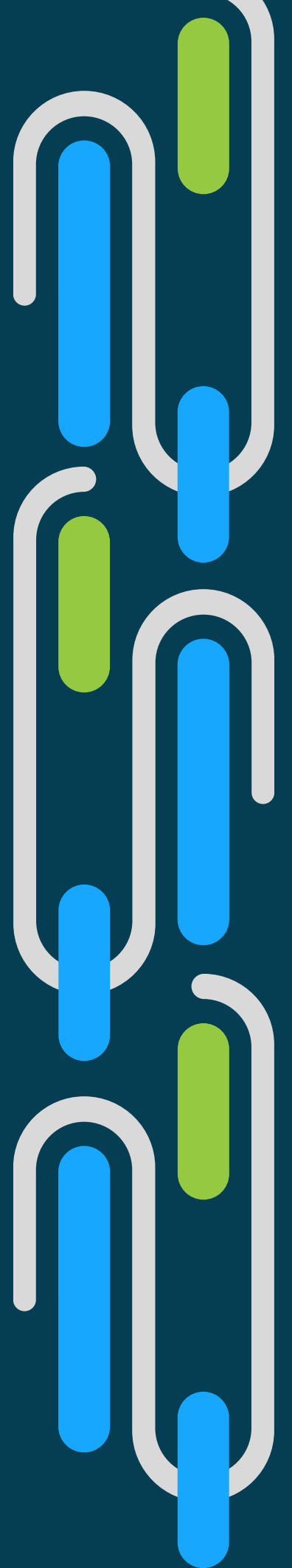
Demonstration



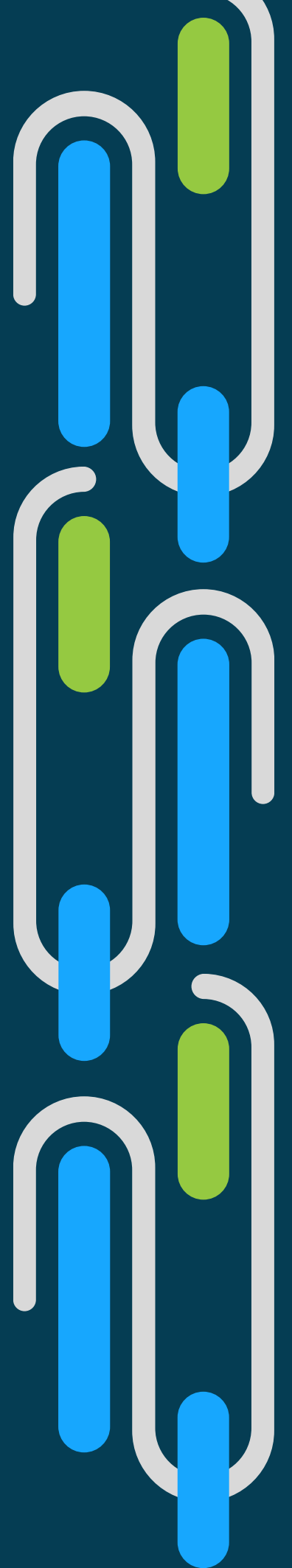
15-minute Break



Scenario Training - Community Pathway: Candidacy Determination & Ongoing Federal Report *CWS-CARES Testers*



Demonstration

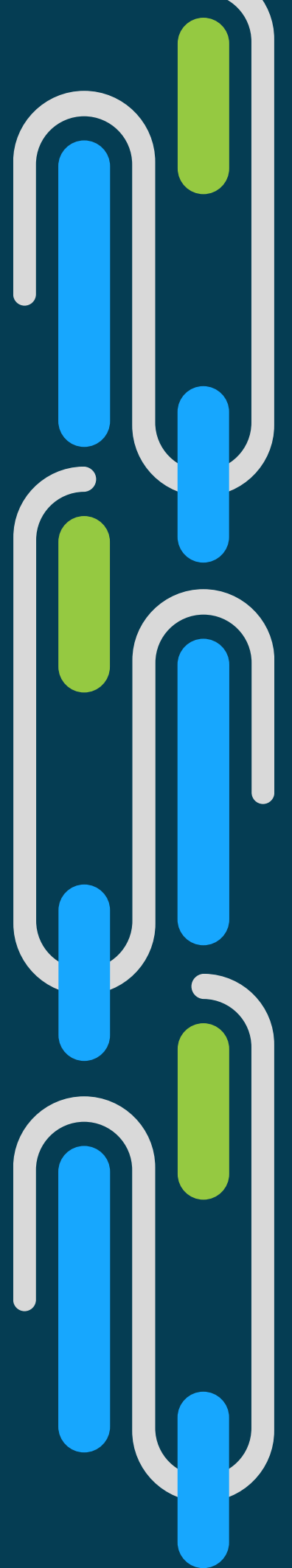


Scenario Training -

CBO Monthly Cost-Tracking –

Open Child Welfare Case

CWS-CARES Testers

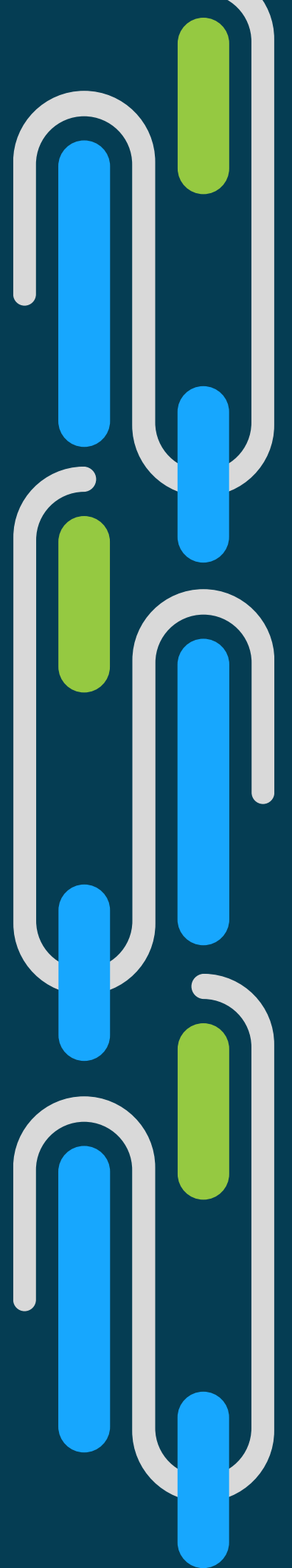


Scenario Training -

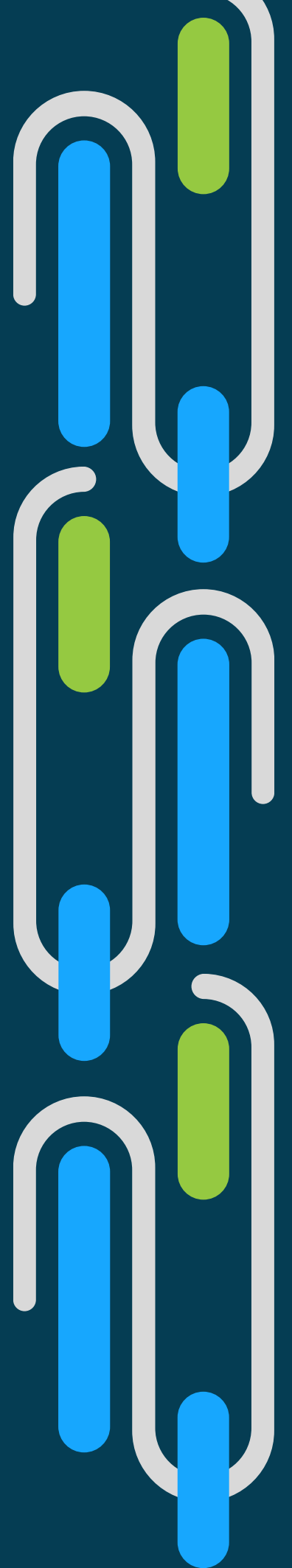
CBO Monthly Cost-Tracking –

Open Child Welfare Case

FFPSA Portal Testers



Demonstration



Recap



Introduction to the FFPSA Portal



Creating an FFPSA Cost-Tracking Template

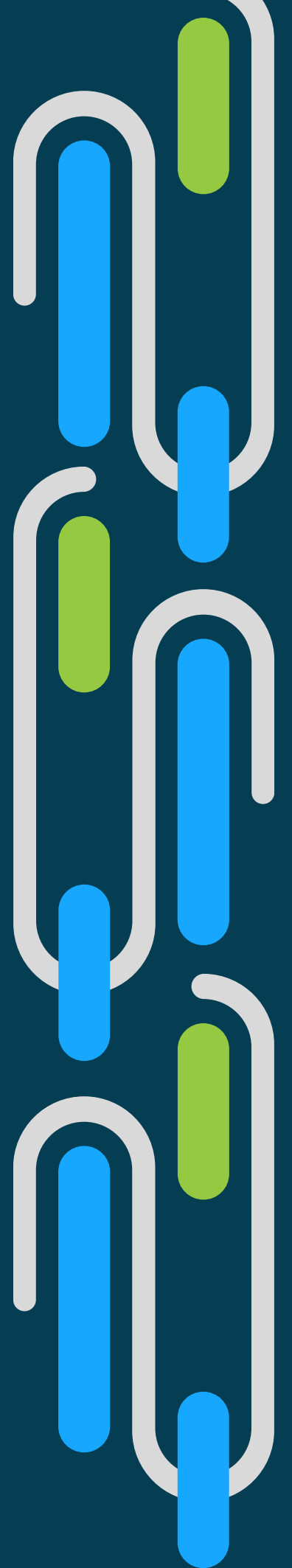


Submitting Candidacy Determination via FFPSA Portal



Sending & Viewing a Prevention Services Request via FFPSA Portal

Questions





Thank you!
