

CWS-CARES Legislative Update

April 2026

Executive Summary

Three milestones completed vendor testing of defect fixes which were delivered to state quality assurance (QA) testing in April. These include Milestones 11: Aftercare & Re-Entry, 26: Maintain Resource Family Home, and 28: Legal Action. In addition, Milestone 17: Status Reviews has completed state QA testing in April. The EUST 3 feedback period ended on April 17, 2026, and a report out was shared with EUST 3 participants on April 30, 2026. During April, the data conversion team began preparing and loading data for Mock Cycle 2, scheduled to begin in late May. In addition, the team continues to work through data conversion related defects reported during DC Cycle 6 and Mock Cycle 1. The Implementation Services team started on multiple OCM tasks during the reporting period, including reviewing the existing OCM Plan and documenting pending changes and recommendations to better align with the project's current readiness activities. Additionally, the team advanced training readiness through evaluation of current materials and drafting of the In-App Guidance Strategy, Instructor-Led Training Strategy, and Learning Management System (LMS) Strategy to support alignment between training content, system access, and learning pathways. Finally, the Monthly Readiness Meeting cadence with organizations relaunched successfully, with pre-go live data cleanup and readiness tasks updated in Asana.

Simplified Milestone Development Dashboard

The milestone chart below illustrates the CWS-CARES development progress across business requirements, design, build, vendor testing, and state testing, grouped by Extended User Scenario Testing (EUST) alignment. It is important to note that a "Ready for User Feedback" status of 100% marks the milestone complete, however user feedback testing will occur during the designated EUST period.

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%	100%	100%	75%	73%
Milestone 7.1: Case Management Assessment (CMA)	2024-04-15	2025-12-26	100%	100%	100%	100%	73%	16%
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%	100%	100%	100%	91%	91%
Milestone 10.1: Structured Decision Making (SDM)	2023-04-24	2025-07-11	100%	100%	100%	100%	97%	91%
Milestone 11: Aftercare & Re-Entry	2023-12-04	2025-12-30	100%	100%	100%	100%	87%	81%
Milestone 13: Adoption	2024-02-12	2025-12-30	100%	100%	100%	100%	63%	63%

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%	100%	100%	99%	98%
Milestone 17: Status Reviews	2024-01-02	2025-12-30	100%	100%	100%	100%	100%	98%
Milestone 18: Other Hearings	2023-05-22	2025-12-30	100%	100%	100%	100%	95%	94%
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%	100%	100%	100%
Milestone 23: Track Administrative Costs	2024-03-25	2025-12-30	100%	100%	100%	100%	50%	50%
Milestone 23.1: Service Delivery Tracking	2024-03-25	2026-02-20	100%	100%	100%	100%	7%	7%
Milestone 23.2: County Expense Claim Reporting Information System (CECRIS)	2024-06-17	2025-10-31	100%	100%	100%	100%	0%	0%
Milestone 24: Track Assistance Costs	2024-01-01	2025-12-30	100%	100%	100%	88%	46%	42%
Milestone 26: Maintain Resource Family Home	2023-12-04	2025-12-30	100%	100%	100%	100%	42%	38%
Milestone 26.1: Facility Management System (FMS)	2024-03-25	2025-11-28	100%	100%	100%	100%	29%	29%
Milestone 27: Complaints	2023-06-19	2025-12-30	100%	100%	100%	100%	73%	73%
Milestone 28: Legal Action	2024-02-26	2026-01-23	100%	100%	100%	100%	38%	35%
Milestone 29: Federal Reports	2024-08-28	2026-01-30	100%	100%	100%	100%	100%	100%
Milestone 30: State Reports	2024-09-17	2026-01-27	100%	100%	100%	100%	100%	100%
Milestone 32: Admin Console	2024-08-12	2025-10-31	100%	100%	100%	100%	99%	99%

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, and 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:

Progress health remains red for the month of April due to a high volume of defects requiring additional rework and testing. A recovery plan has been implemented that includes an increase in QA resources and expanded vendor testing efforts.

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 remains red for the month of April due to a high volume of defects requiring additional rework and testing. A recovery plan has been implemented that includes an increase in QA resources and expanded vendor testing efforts.

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:

Progress health remains red for the month of April due to a high volume of defects requiring additional rework and testing. A recovery plan has been implemented that includes an increase in QA resources and expanded vendor testing efforts.

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 remains red for the month of April due to a high volume of defects requiring additional rework and testing. A recovery plan has been implemented that includes an increase in QA resources and expanded vendor testing efforts.

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 remains red for the month of April due to a high volume of defects requiring additional rework and testing. A recovery plan has been implemented that includes an increase in QA resources and expanded vendor testing efforts.

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 remains red for the month of April due to a high volume of defects requiring additional rework and testing. A recovery plan has been implemented that includes an increase in QA resources and expanded vendor testing efforts.

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:

Progress health remains red for the month of April due to a high volume of defects requiring additional rework and testing. A recovery plan has been implemented that includes an increase in QA resources and expanded vendor testing efforts.

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:

Progress health remains red for the month of April due to a high volume of defects requiring additional rework and testing. A recovery plan has been implemented that includes an increase in QA resources and expanded vendor testing efforts.

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:

Progress health remains red for the month of April due to a high volume of defects requiring additional rework and testing. A recovery plan has been implemented that includes an increase in QA resources and expanded vendor testing efforts.

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 remains red for the month of April due to a high volume of defects requiring additional rework and testing. A recovery plan has been implemented that includes an increase in QA resources and expanded vendor testing efforts.

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 remains red for the month of April due to a high volume of defects requiring additional rework and testing. A recovery plan has been implemented that includes an increase in QA resources and expanded vendor testing efforts.

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 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 remains red for the month of April due to a high volume of defects requiring additional rework and testing. A recovery plan has been implemented that includes an increase in QA resources and expanded vendor testing efforts.

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 remains red for the month of April due to delays in CalSAWS finalizing the Tiered Rate Structure updates. The project anticipates formal confirmation from the CalSAWS teams in the first part of May.

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 does not meet 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, training updates, and utilizing automated form generation with e-signatures.

Current Status:

Progress health remains red for the month of April due to a high volume of defects requiring additional rework and testing. A recovery plan has been implemented that includes an increase in QA resources and expanded vendor testing efforts.

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 case workers 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 Version 1 (V1) is limited to LIS and FAS data only.

Current Status:

Progress health remains red for the month of April due to a high volume of defects requiring additional rework and testing. A recovery plan has been implemented that includes an increase in QA resources and expanded vendor testing efforts.

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:

Complaint milestone 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 to 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 remains red for the month of April due to a high volume of defects requiring additional rework and testing. A recovery plan has been implemented that includes an increase in QA resources and expanded vendor testing efforts.

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 monitoring 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 remains red for the month of April due to a high volume of defects requiring additional rework and testing. A recovery plan has been implemented that includes an increase in QA resources and expanded vendor testing efforts.

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:

The Admin 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.

Current Status:

Progress health remains red for the month of April due to a high volume of defects requiring additional rework and testing. A recovery plan has been implemented that includes an increase in QA resources and expanded vendor testing efforts.

User Feedback / Usability Testing

The EUST 3 feedback period ended on April 17, 2026, and a report out was shared with EUST 3 participants on April 30, 2026. EUST 3 included 852 active users, participating across 38 California counties. A total of 2,769 raw feedback items were submitted during the EUST 3 feedback window. Each item was reviewed by the Product Team and assigned a Determination Type based on its characteristics, impact, and alignment with existing requirements, design, or known system behavior.

The raw feedback items received during EUST 3 were categorized into the following Determination Types:

- Defect - 759 Items
- Training - 650 Items
- Design Change - 438 Items
- Feedback Planning - 222 Items
- Existing Requirement - 141 Items
- Out of Scope - 119 Items
- Deferred for Future Consideration - 112 Items
- User Setup - 82 Items
- New Requirement - 80 Items
- Unable to Replicate - 61 Items
- External to CWS-CARES - 35 Items
- Organizational Change Management (OCM) - 29 Items
- Feedback Retracted - 25 Items
- Positive Feedback - 13 Items

Following consolidation of duplicates and closely related items, the outcome resulted in 57 new stories, prioritized as follows:

- Essential (38): User is blocked from executing a necessary business process and no workaround exists.
- Refinement - Required Iteration (13): User can perform the business process, but the workaround is overly burdensome or inefficient.
- Enhancement (6): User can complete the workflow, but usability or clarity could be improved.

Data / Document Conversion

The data conversion team completed mapping of 251 out of 251 source tables from CWS/CMS to CWS-CARES. Data mapping is complete for 3,058 CWS/CMS data elements with 0 data elements still in progress. 955 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 CWS-CARES are still under review and confirmation. Full data loads have been completed for all CWS-CARES objects. Mock Cycle 1 completed in March. During Mock 1 Data Validation, all organizations were invited to validate production data in the CARES DCVAL environment. During April, the data conversion team began preparing and loading data for Mock Cycle 2, scheduled to begin in late May. In addition, the team continues to work through data conversion related defects reported during DC Cycle 6 and Mock Cycle 1.

Data Conversion (CWS/CMS Data Elements)

Mapping Complete	Mapping In Progress	Likely Not Needed
3,058 (76%)	0 (0%)	955 (24%)

The data conversion team also continued to convert documents from CWS/CMS. So far, all the historical documents, roughly 87.4 million, 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

Organizational Change Management (OCM) Activities - The Implementation Services team started on multiple OCM tasks during the reporting period, including reviewing the existing OCM Plan and documenting pending changes and recommendations to better align with the project's current readiness activities. The team also documented draft inputs for role-based personas. The draft Business Process Reengineering (BPR) Plan is also in progress. The BPR Plan will support Organizations in understanding their to-be business processes in CWS-CARES.

Training Activities - The Implementation Services team advanced training readiness through evaluation of current materials and drafting of the In-App Guidance Strategy, Instructor-Led Training Strategy, and Learning Management System (LMS) Strategy to support alignment between training content, system access, and learning pathways.

Implementation - The Monthly Readiness Meeting cadence with organizations relaunched successfully, with pre-go live data cleanup and readiness tasks updated in Asana. Organizations were given an overview during their monthly readiness meeting of Asana and how they will be using the dashboard to share their Go-Live readiness. The team conducted multiple interviews with internal and external stakeholders to understand what's worked well and where there are opportunities, producing a summary report upon completion. The draft Master Implementation Plan updates and Go Live Support Plan to guide planning for go-live readiness are in progress. Ongoing engagement continued across governance and coordination forums, including the Project Risk and Issues Forum, schedule management meetings, project oversight, and IV&V sessions, where the team provided updates on assigned items. The meeting schedule with recommendations was submitted and is under review.

ACF Monthly Reporting on User Engagement & Adoption – The Strategic Communications Team submitted the Administration for Children and Families (ACF) April 2026 monthly report on user engagement and adoption. This report detailed key CWS-CARES project accomplishments, finalized testing activities across the first three EUST 3 phases for Admin Console, General, and Reporting, hosted Stakeholder Briefing #6 with participants from 51 counties, with a peak of 585 attendees joining live, marking the highest attendance to date, and prepared for the Production Simulation environment that will enable users to access a production-like system with converted data, interfaces, and analytics to support validation of system functionality and business processes. The report also highlighted the county participation at monthly stakeholder and user engagement meetings led and facilitated by CWS-CARES project staff, recurring meetings, and process information sessions, and summarized the total communications were sent to CWS-CARES leaders and users during the reporting period. The types of communications varied from user feedback information, organizational change management, and technical/system information.

External Communications & Engagement – The Strategic Communications team conducted the third annual Communication Effectiveness Survey which closed on April 3, 2026. While past surveys were only open to child welfare leadership and Points of Contacts, this survey was open to everyone. A total of 120 responses were received with results to be shared in May 2026. Outreach for Family First Prevention Services Act (FFPSA) Portal testing and training was also conducted during this month, along with communications on the CWS-CARES Production Simulation environment to confirm the initial users and request review and refinement of user permissions. The Strategic Communications team collaborated with project teams to distribute the CWS-CARES Weekly Digest on April 6, 13, 20, and 27 to child welfare leadership and CARES Points of Contact. This month's updates included the April 2026 Progress and Engagement Summary, [CWS-CARES Product Demonstrations](#), [registration for Stakeholder Briefing #7](#) to be held on May 27, 2026, CWS-CARES Data Dictionary Version 0.10 now available, an updated [CWS-CARES High Level Roadmap](#) posted to the CWDS website, and an announcement that the [CARES Explorer Newsletter - Volume 3, Issue 2](#) is now available. The Weekly Digest also includes a FAQ of the week where each week, a common question from counties and partners is highlighted along with a clear, practical answer to help readers better understand CWS-CARES functionality. The Strategic Communications Team collaborated with project staff to produce the [April 2026 CWS-CARES Progress & Engagement Summary](#). This communication tool gives stakeholders a clear, concise overview of our shared progress and accomplishments. The summary highlighted key activities and fosters transparency in areas like prototype reviews, forms, reports, data conversion, and training. The summary included the fourteen communications distributed in the reporting month including Weekly Digests, individual communications, and CWDS webpage updates. The summary included Core Constituent participation in Prototype and Build Reviews. In the March reporting month, one demonstration was conducted in the Shared Services area.

Other Completed Work Products – The Strategic Communications Team completed the following work products and activities: FFPSA Portal Testing and Training outreach, CWS-CARES Pop-Up Shop, communication updates for the Monthly CWS/CMS Oversight Committee Meeting, posting session materials on the CWDS website from Stakeholder Briefing #6, the Salesforce Platform Training Preview Session support, County Advisory Committees (CACs) April presentations, presentations for two External Systems county meetings, an External Systems & Interfaces Fact Sheet, and a Binti RFA to CWS-CARES Data Conversion Fact Sheet.

Budget and Expenditures

2025-26 CWS-CARES Report Summary

OTSI Spending Authority Budget Item	2025/26 Budget ¹	2025/26 Expenditures
Personal Services ²	\$13,607,250	\$8,709,178
Other Operating Expenses & Equipment (OE&E) ²	\$63,347,877	\$38,276,761
Data Center Services ²	\$4,019,061	\$2,948,354
Contract Services ^{2 5 6}	\$207,951,742	\$70,045,476
Enterprise Services ²	\$5,889,535	\$4,971,793
Legislation ²	\$15,015,000	\$0
OTSI Spending Authority Total	\$309,830,466	\$124,951,562

CDSS Local Assistance Budget Item	2025/26 Budget	2025/26 Expenditures
CDSS Salary & Benefits ³	\$1,866,500	\$1,170,322
CDSS OE&E (Includes Travel and Training) ³	\$115,500	\$1,137
Contract Services ³	\$900,000	\$661,862
County Regional Training Academy ³	\$0	\$0
Core Constituent Participation Costs ⁴	\$35,457,147	\$9,100,978
CDSS Local Assistance Total	\$38,339,147	\$10,934,299

Project Totals	2025/26 Budget	2025/26 Expenditures
CWS-CARES Project Total	\$348,169,613	\$135,885,861

¹ 2025/26 budget aligns with SPR 6 plus Budget Letter adjustments 25-21 and 25-23 and is inclusive of CWS-CARES only costs. CARES-Live costs are not included.

² Actual expenditures through February 2026 FISCAL reports and approved invoices through May 4, 2026.

³ CDSS Local Assistance expenditures through February 2026. CDSS Salary & Benefits and OE&E expenditures through February 2026.

⁴ CDSS Fiscal Monitoring Unit confirmed two quarters of data for Core Constituent Participation and no data for Tribal Core Constituents.

⁵ Approximately \$1.4M in OnCore CDI invoices is pending invoice splits between applicable FY.

⁶ FY 2025/26 contract withhold amounts totaling \$10,253,571 for Deloitte PaaS SI and OnCore CDI were shifted to FY 2026/27.

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.

The EVM dashboard below is being provided in compliance with the SPR 6 approval condition. The project has provided data in the dashboard for schedule, cost, and scope as of April 15, 2026.

Metric	4/15/2026	3/15/2026	2/15/2026	Description
Planned V1 Percent Complete	82%	80%	78%	Planned percent complete as of this date.
Actual V1 Percent Complete	78%	76%	75%	Actual percent complete as of this date.
Schedule Performance Index (SPI)	0.945	0.952	0.955	Schedule performance of 1.0 or greater is on track, less than 1.0 is off track.
Cost Performance Index (CPI)	1.124	1.134	1.154	Cost performance of 1.0 or greater is on track, less than 1.0 is off track.
Estimated to Complete (ETC, V1)	\$183,440,178	\$193,487,061	\$202,485,805	Estimated cost to complete the project.
Estimated at Completion (EAC, V1)	\$830,355,589	\$822,586,067	\$808,854,484	Estimated cost at completion of the project.
Forecast V1 Completion	1/30/2027	1/19/2027	1/13/2027	Date V1 is forecasted to complete.
Forecast V2 Completion	8/31/2028	8/15/2028	8/7/2028	Date V2 is forecasted to complete.
Earned Cost (EC)	\$726,990,276	\$713,646,052	\$699,538,434	Budget for work actual completed to date.
Actual Cost (AC)	\$646,915,411	\$629,099,006	\$606,368,679	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 2026:

Contract	Purpose	Contract Cost	Term	Notes
Technology Management Solutions	Independent Verification and Validation (IV&V) Services	\$4,999,999.00	5/1/22 – 10/31/26	Amendment to extend for time only
KPMG	Product Value Services (PVS)	\$85,932,466.12	3/1/21 – 10/31/26	Amendment to increase contract amount to account for Prod Sim work.

There were no contracts or contract amendments submitted to the ACF during the month of April 2026.

High Priority Risks

For the April 2026 reporting period, zero high priority risks were opened, zero continuing high priority risks, and one high priority risk was closed. The project currently has zero high priority risks. The PMO continues to actively mitigate the project's medium and low priority risks in the bi-weekly Risk and Issues Forum and performs ongoing follow-up for risk mitigation with assigned owners.

New High Priority Risks: There are zero (0) new high priority issues 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: One (1) high priority risk was closed during the month of April.

Closed Risk	Impact	Status
RI-365: User Experience in EUST 3 may impact user confidence <u>Description:</u> Poor user experience for more than 1,200 testers during EUST 3 may erode confidence in CARES and lead to future adoption issues.	The delay in Build Drop 5 and the high number of open defects have put the completion of the 38 prioritized EUST 3 scenarios at risk. Early release of scenarios may expose users to excessive defects, while limiting the number of scenarios reduces testers' ability to validate full CARES V1 functionality. This may affect the overall user experience and the effectiveness of EUST 3 business testing.	This risk was formally closed on April 15, with the full mitigation plan completed and EUST 3 concluding on April 17. Sentiment survey and report-out activities are scheduled through April 30, and any essential new requirements identified will proceed through the established change control board process, leaving no remaining risk beyond EUST 3.

High Priority Issues

For the April 2026 reporting period, zero high priority issues were opened, one high priority issue was closed, and 8 high priority issues are continuing, for a total of 8. The priority for RI-260 was updated from High priority to Medium priority at the Risk and Issue Forum on 4/15/26. RI-344 was updated from Medium priority to High Priority at the 4/29/26 Risks and Issues Forum. The PMO continues to actively resolve the project's medium and low priority issues in the bi-weekly Risk and Issues Forum and performs ongoing follow-up for issue resolution with assigned owners.

New High Priority Issues: There are zero (0) new high priority issues for the month of April.

Continuing High Priority Issues: There are eight (8) continuing high priority issues for the month of April.

Continuing Issue	Impact	Status
RI-308: Delays in delivery of CARES V1 State forms <u>Description:</u> Approximately 310 forms have been identified for CARES V1 based on the current Requirements and User Stories, but about 117 of these have not yet been fully defined and their templates have not been provided.	If the remaining 117 forms and approved mockups are not provided by the end of October 2024, delivery of form designs and integration with the CARES application will be delayed, impacting the baseline project schedule.	Step 1, confirming the forms inventory and documenting user stories, is complete. Steps 2–4 remain in progress as the forms inventory is refined, testing continues, and defects are addressed. The risk will continue to be monitored monthly, with priority on completing testing, resolving defects, and finalizing remaining forms.
RI-321: Insufficient time and resources to complete the development of County forms needed for CARES V1 Go-Live <u>Description:</u> Some Counties have not started developing required forms for CARES V1 Go-Live due to various factors, which put readiness of forms for EUST 3 and Production Simulation (Prod Sim) at risk.	Some counties have begun development, while others report delays in early tasks such as form identification and prioritization. If this issue is not resolved it will negatively impact the testing efforts in EUST 3 and Production Simulation.	Counties have approved the simplified document taxonomy, with a DMF underway to baseline the approach, and guidance on AEM/WOPI/environment has been issued with ongoing support. The authoring environment was released in late March with usability improvements; monitoring continues, while environment constraints and county capacity remain key dependencies.
RI-327: Long processing time for Micro-conversion may impact Cutover and Pilot planning and implementation <u>Description:</u> If Micro-conversion cannot complete within 48 hours, CWS/CMS will need to be frozen longer than one weekend for the final delta load prior to pilot. For pilot to begin using forward and backward event-based syncing between the CWS CARES and legacy	Final conversion load would require a 72-hour freeze period for CWS/CMS.	Mock Conversion 2 activities are paused to focus on resolving MCV1 defects, with additional micro-conversions planned in DCDEV after Mock 2. The updated schedule has been issued, and current end-to-end runtime remains about 70 hours as optimization continues toward the ≤48-hour target.

Continuing Issue	Impact	Status
CWS/CMS, the data in the two systems must be fully synchronized. The estimated processing time is approximately 72 hours.		
RI-339: Automation Regression Test (ART) execution failures are poor and not showing an improvement or improving trend <u>Description:</u> The Automation Regression Test (ART) results have been showing a failing trend across majority of the Milestones that have passed a manual validation by state QA.	Successful ART is a prerequisite for going live, there is risk of undiscovered defects unstable baseline code, and delay to implementation date.	Prior validation failed due to missing data and prerequisites. PaaS SI is updating scripts to align with new user configurations after the 201 environment refresh. Full regression runs will begin once setup is complete. Pass rates remain unstable, and progress continues to depend on defect closure, environment readiness, and milestone stability.
RI-342: Issues identified by Salesforce Code Quality Review <u>Description:</u> The independent analysis of the code by Salesforce has identified quality issues such as high percentage of custom code, API versions being out of date, Apex code length and code commenting, among others.	The code quality issues must be resolved before CWS-CARES can be implemented.	Fixes were deployed in two waves on 4/10 and 4/24, and deployment to 302 is now complete. Team will rerun analyzers and compare results as part of a two-week verification window, with findings to be reviewed at the next checkpoint. This work continues to track toward confirming closure of critical items.
RI-344: Separation of Business Rules	This approach does not align with contractual requirements or CCWIS compliance, creating potential risks to both compliance and long-term system flexibility. The V1 Modularity Approach – CARES – Confluence (created 3/21/2022) specifies that business rules must be hosted in a business rules engine, separate from the code.	Mitigation activities are being tracked in the technical tracker, with the plan to transition rules from Apex to the rules engine to support modularity and align with contractual requirements. The technical tracker plan and steps will be incorporated into this record.
RI-345: Insufficient QA capacity to support Build Drop volumes <u>Description:</u> The current QA velocity of moving 26 stories per week to Joint Review, is not sufficient to complete testing of all stories and retest corrected defects in time for EUST 3	If QA capacity is not increased, there is a high likelihood of schedule delays, impacting the planned start dates of January 20, 2026 (Admin Console), and	Weekly QA velocity shows sustained rejection rates and ongoing capacity pressure, with resolution shifted from May 4 to May 13. The Risks and Issues forum endorsed pivoting QA focus toward milestone closures

Continuing Issue	Impact	Status
that begins on 1/20/2026 for Admin Console and on 2/2/2026 for functional milestones.	February 2, 2026 (functional milestones).	to stabilize throughput. QA will continue publishing weekly velocity and rejection trends.
RI-354: Non-Adherence to Best Practices in APEX Custom Code Management <u>Description:</u> The PaaS SI is not following an established, traceable process for requesting and procuring increases in Salesforce governor limits.	The absence of a structured and approved approach to requesting governor limit increases may lead to several operational, financial, and technical risks.	Fixes were delivered in two deployment waves. Deployment to 302 is now complete. Teams will rerun analyzers and compare results within the two-week verification window, with adherence metrics aligned to the May 13 cadence. Updated remediation summaries and custom-code trends will be published as part of the checkpoint.

Closed High Priority Issue: One (1) high priority issues was closed in the month of April.

Closed Issue	Impact	Status
RI-371: Performance testing environment Not Available <u>Description:</u> Poor user experience for more than 1,200 testers during EUST 3 may erode confidence in CARES and lead to future adoption issues.	Without the required environments, we cannot validate system behavior under production-like load, concurrency, and data volumes.	A dedicated performance environment is now available, and test execution has begun. Although revised timelines indicate that any performance issues identified during the window will not be remediated before Production Simulation, future hotspots will be handled as targeted follow-up items with defined thresholds and SLAs.

Appendices

EUST and Production Simulation Schedule

Below is a list of all milestones, their respective scheduled EUST session and the duration of each phase. In addition, we have renamed EUST 4 to Production Simulation and added the 6 month duration.

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	6 weeks Feb – Apr 2026
EUST 3R	29 – Federal Reports 30 – State Reports		6 weeks Mar – Apr 2026
EUST 3 Portals	Resource Family Approval (RFA) Family First Prevention Services Act (FFPSA)		2 weeks Apr 2026
Production Simulation	End-to-End Validation of all Product and Interface Milestones		6 months May – Oct 2026