



FOR YOUR INFORMATION

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Issue 26-17 (REV)

Date: 09/18/2026

Policy Changes Related to the New Child Welfare Services-California Automated Response and Engagement System (CWS-CARES) Coming 12/07/2026

The Child Welfare Services-California Automated Response and Engagement System (CWS-CARES) is the new application developed for the State of California scheduled to go live on **12/07/2026**. CWS-CARES will replace the legacy Child Welfare Services/Case Management System (CWS/CMS), which was introduced in 1997 and has served as California's primary child welfare data collection and case management system for nearly 30 years. As a result, references to CWS/CMS are embedded throughout DCFS policies and other guidance.

The Policy Institute is undertaking a comprehensive review and an update of Departmental policies and guidance to replace references to CWS/CMS with CWS-CARES, as appropriate. This effort will also involve removing outdated CWS/CMS instructions and information and directing staff to current CWS-CARES guidance, as it becomes available.

Because references to CWS/CMS are extensive, this update will be a substantial undertaking and will take time to complete. **Managers do not need to submit separate policy revision requests solely to update references from CWS/CMS to CWS-CARES.**

During the transition, some policies and guidance may continue to reference CWS/CMS. Staff should follow the most current CWS-CARES guidance and resources when available.

Additional Resources

- **CWS-CARES Microsite:** Information about CWS-CARES, including product demonstrations, training resources, newsletters, FAQs, and other updates, is available on the [CWS-CARES microsite](#) on LA Kids under *Tools for CSWs → CWS-CARES Information*.
- **CWS-CARES Production Simulation (Prod Sim) Hub:** The State of California Child Welfare Digital Services [CWS-CARES Production Simulation Hub](#) provides additional information and resources. Initial account registration is required; staff may use their County email address to register.
- **CWS-CARES 100 Enablement Training:** All CWS/CMS users have been granted access to the **CWS-CARES "Enablement" Self-Paced Training Program (CWS-CARES 100)** within the Production Simulation environment. The [Production Simulation environment](#) contains converted CWS/CMS case data as of **April 17, 2026**. Staff are encouraged to complete the available training in preparation for the CWS-CARES transition.



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Support

- **Login or Access Issues:** Staff should contact their **Regional County Office Administrator (COA)** for assistance with login or access issues.
- **Enablement Training, Converted Data, or System Issues:** Staff may submit a ticket through the [eService Portal](#) by selecting **Business Applications** → **DCFS CWS-CARES**.

Staff should continue to monitor DCFS communications and the CWS-CARES microsite for additional information, updated guidance, training opportunities, and support resources as the Department prepares for the **December 7, 2026 CWS-CARES Go-Live**.

If you have any questions regarding this release, please email your question to:
Policy@dcfs.lacounty.gov.