



BREAKOUT SESSION 1

# LEARNING THE ARRANGEMENT: FCED AND ALL THAT JAZZ!





CLUB  
CalSAWS



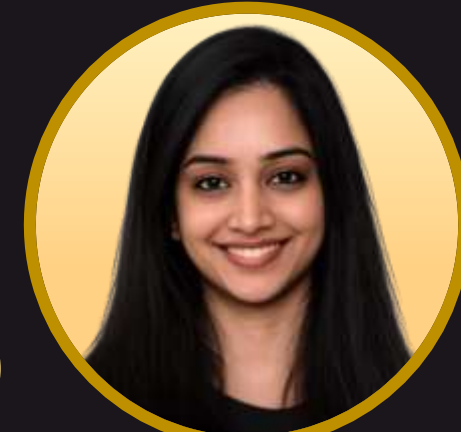
**MICHELE PETERSON**  
CalSAWS Release and Test Director  
Band Leader/Rhythm



**COREY MORRIS**  
CalSAWS Policy Design Lead  
Lead Singer



**RACHEL HERNANDEZ**  
ClearBest QA Cross-Functional Lead  
Keyboard



**RAMYA RAGHUNATHAN**  
Deloitte FCED Lead  
Saxophone



**FEAT: TRISHA MIURA**  
Santa Clara County  
Vocals (Special Guest)



**FEAT: AYANA ALVAREZ**  
Los Angeles County  
Vocals (Special Guest)

BREAKOUT SESSION 1: PRESENTER ENSEMBLE

**THE FCEDS**



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**Welcome & Session Overview**

**FCED Background**

**High-Level Overview of Changes**

**FCED Timeline**

**Organizational Change Management**

**Production Simulation**

**County Participation**

**Resources and Close**

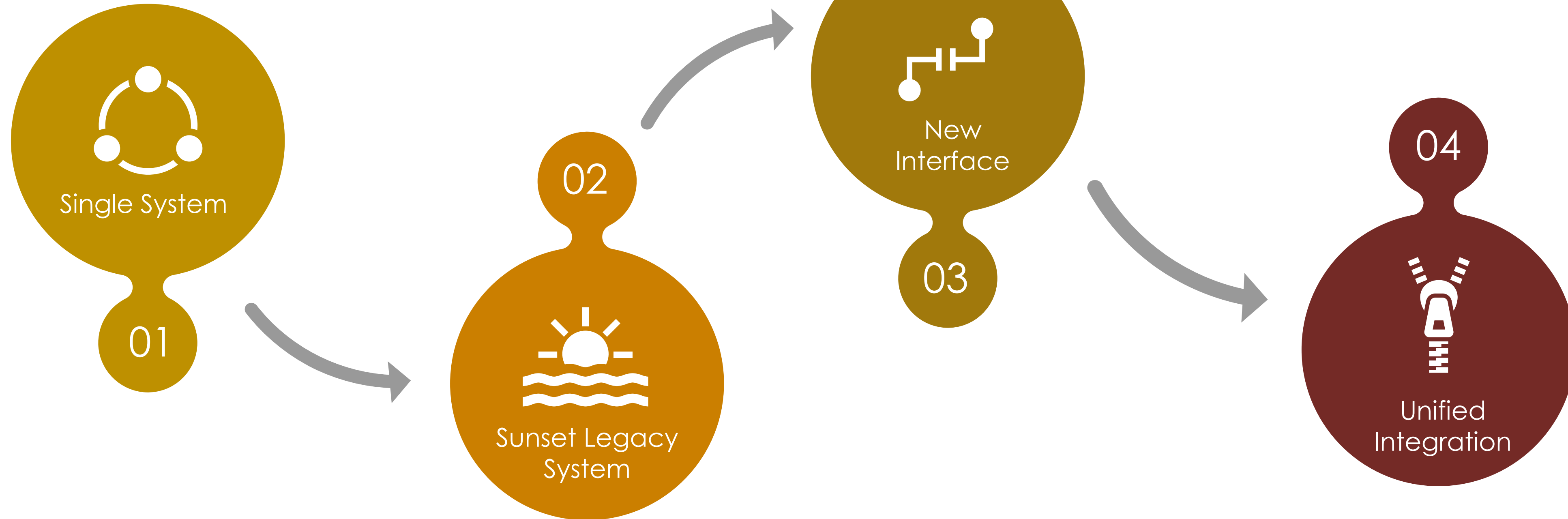


FCED BACKGROUND

# FCED BACKGROUND

## Origins of Music

Federal mandate for single, integrated eligibility system for child welfare programs



New data interface, FCED, is being developed

Legacy Child Welfare CWS/CMS system is being retired  
New System: California Automated Response and Engagement System (CARES)

Through FCED integration, CARES and CalSAWS will operate as unified solution



# WHAT IS FCED?

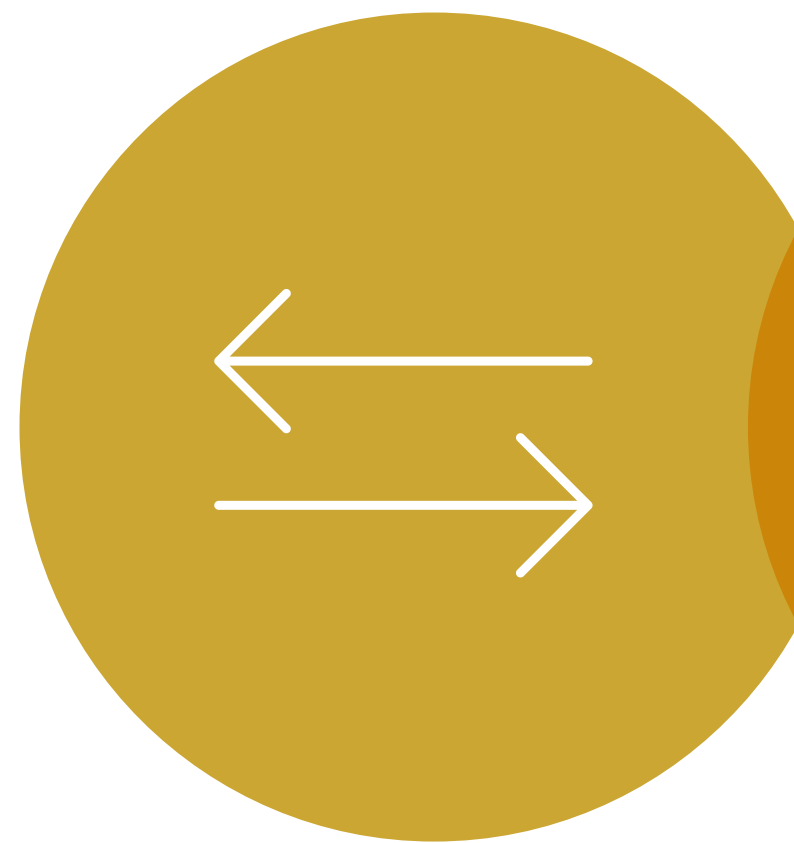
## Booking the Gig

## APIs

Data will be grouped into structured sets (APIs) based on key business areas.

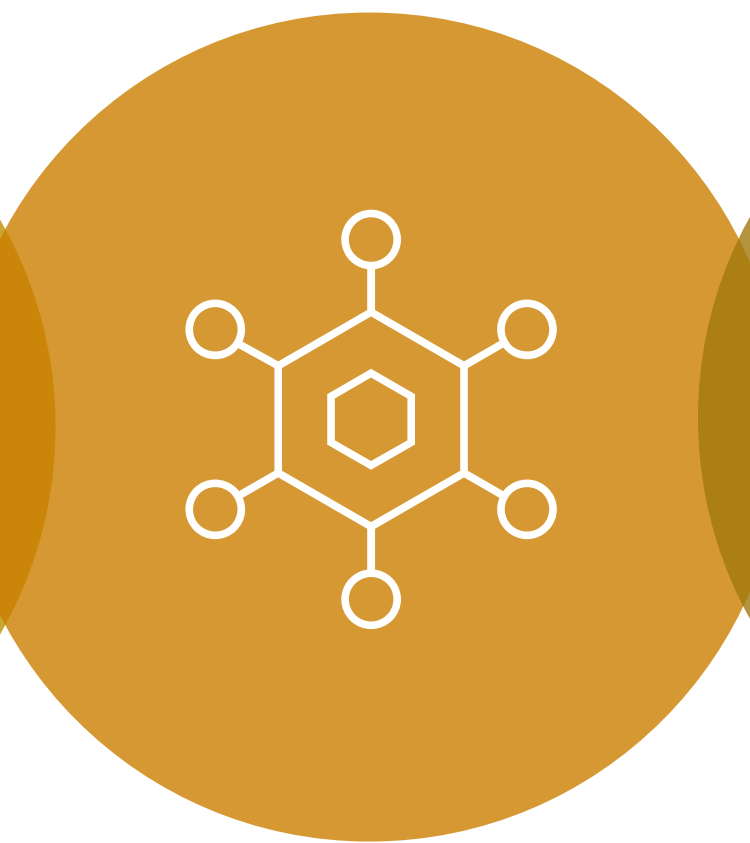
## Data Exchanges

Data exchanges will support both one-way and two-way communication between CARES and CalSAWS



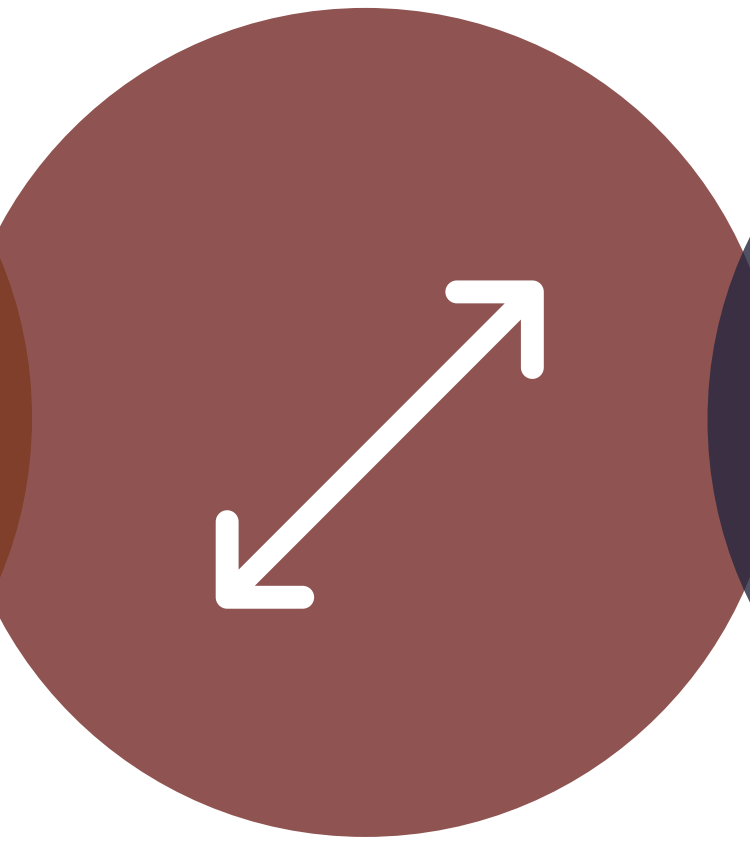
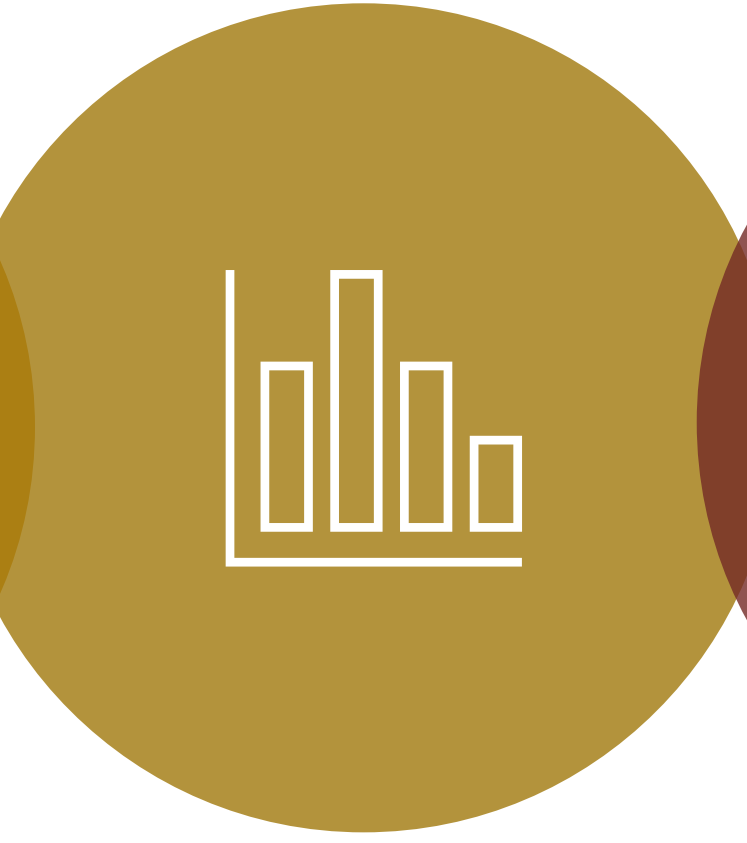
## Electronic Exchange

Information shared manually between Child Welfare and Eligibility staff through forms and documents will now be exchanged electronically



## Data by Category

APIs will send specific data by category, such as demographics, placement, and eligibility.



## Near Real Time & Batch

Most data will be shared in near real-time, with some processes handled in batches.



## FCED: Perfecting the Harmony

### CARES

- ♪ Child Demographics
- ♪ Placement Information
- ♪ Rate Details
- ♪ Home of Removal
- ♪ Parent Information
- ♪ Court Records
- ♪ Social Worker reports
- ♪ Investigation Records
- ♪ Stores data sent from CalSAWS via the FCED APIs
- ♪ Issue applicable child welfare correspondence

Sends **Bold** Information

*(Near real time)*

Correspondence



*(Viewable in both systems)*

### CaLSAWS

- ♪ Stores child demographics, placement information, and rate details sent via the CARES APIs
- ♪ Determines Eligibility & Aid Code and benefit amount
- ♪ Issues benefits, clothing allowances and other eligibility related payments
- ♪ Generates data for State reports
- ♪ Issues eligibility & benefit Correspondence

Eligibility Determination-Aid Code/Benefit Amt.



*(Auto and manual Push)*





**NEW NOTES:  
WHAT IS REALLY CHANGING WITH FCED**

# RELIABILITY

## WHAT IS NOT CHANGING

### Keeping The Rhythm for Adoption Assistance, Foster Care and Kin-GAP

- ♪ **Data Collection Elements**  
No additions or changes to data being collected.
- ♪ **Issuances and Overpayments**  
No changes to how these are calculated, generated and issued
- ♪ **Eligibility Determination Benefit Calculation (EDBC)**  
No changes to the eligibility determinations
- ♪ **Reports**  
No new or changes to reports available in CalSAWS
- ♪ **Forms and Notices**  
No new or updates to forms and Notices

## SAME SONG-NEW AUDIENCE



# WHAT'S CHANGING

01

## Paperless

Eligibility and supportive information previously provided via forms will be provided through the interface

02

## Data Collection Pages

E-Data indicators display on corresponding data pages

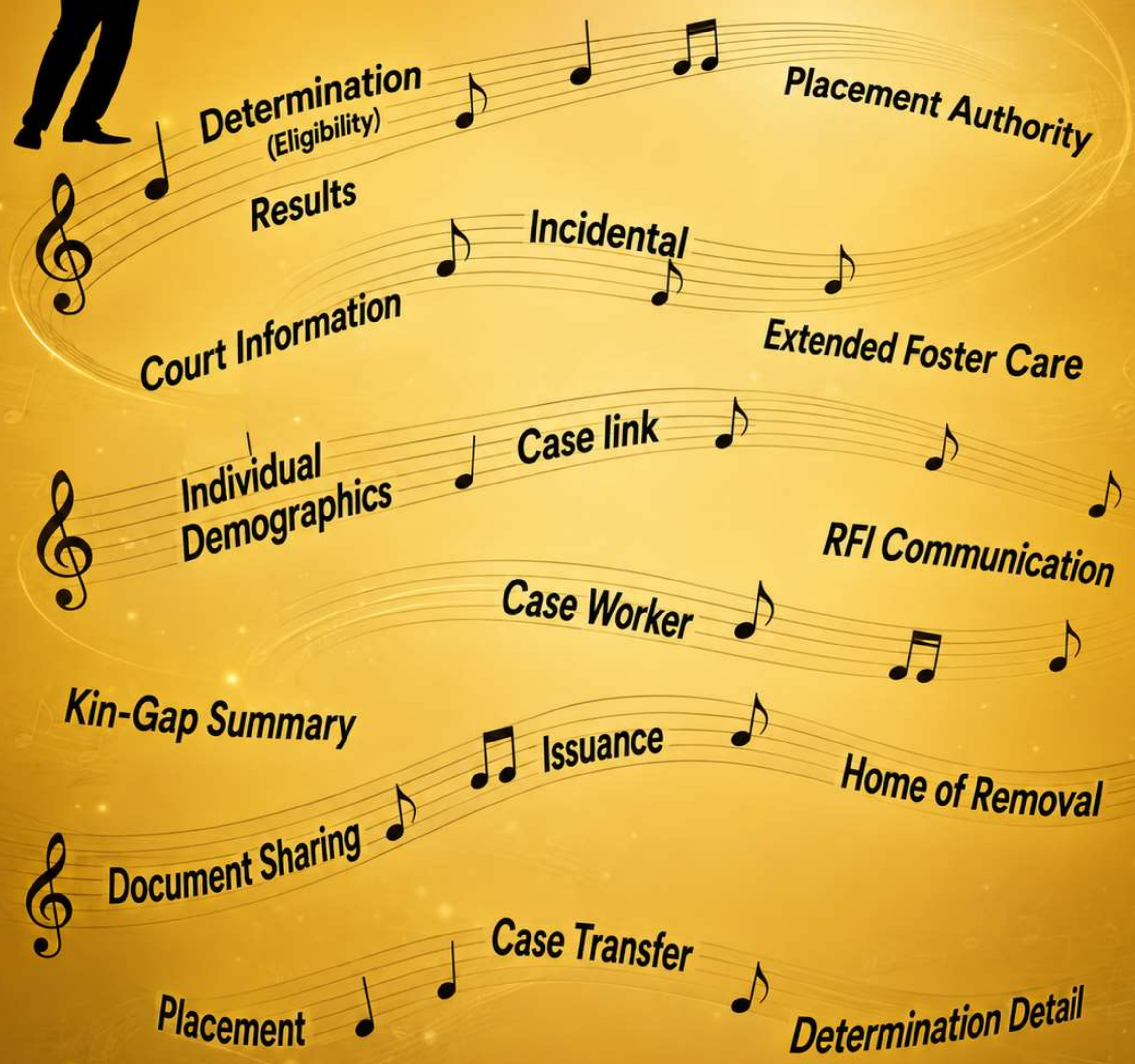
03

## Record Management

Documents, forms and notices are pulled from the source system and made viewable to users in the other system



# Electronic Data



# EVOLUTION OF THE MUSIC

## Application Registration

### CURRENT STATE ACTIVITIES

- County receives application paperwork from child welfare staff
- County does file clearance and logs the application into CalSAWS
- Creates Program Block in CalSAWS
- Case is assigned to a worker
- Application packet is sent to the worker

### FUTURE STATE ACTIVITIES

- County Receives Case Link Request through e tools
- County completes Case Link/ Data mapped from Case Link Request to complete File Clearance
- Creates Program Block in CalSAWS
- Assigns Worker (EW) to Case



# EVOLUTION OF THE MUSIC

## Application & Maintenance



### CURRENT STATE ACTIVITIES

- EW Receives Paper Application Packet
- Manually Enters all Data into CalSAWS
- Images all paperwork into CalSAWS
- Runs EDBC
- Issues Benefit



### FUTURE STATE ACTIVITIES

- EW Receives API Data from CARES through e tools
- Data is mapped to CalSAWS Data Collection Pages
- EW reviews e-data and Imports
- Runs EDBC
- Issues Benefit



VIDEO:  
FCED & E-TOOLS DEMO



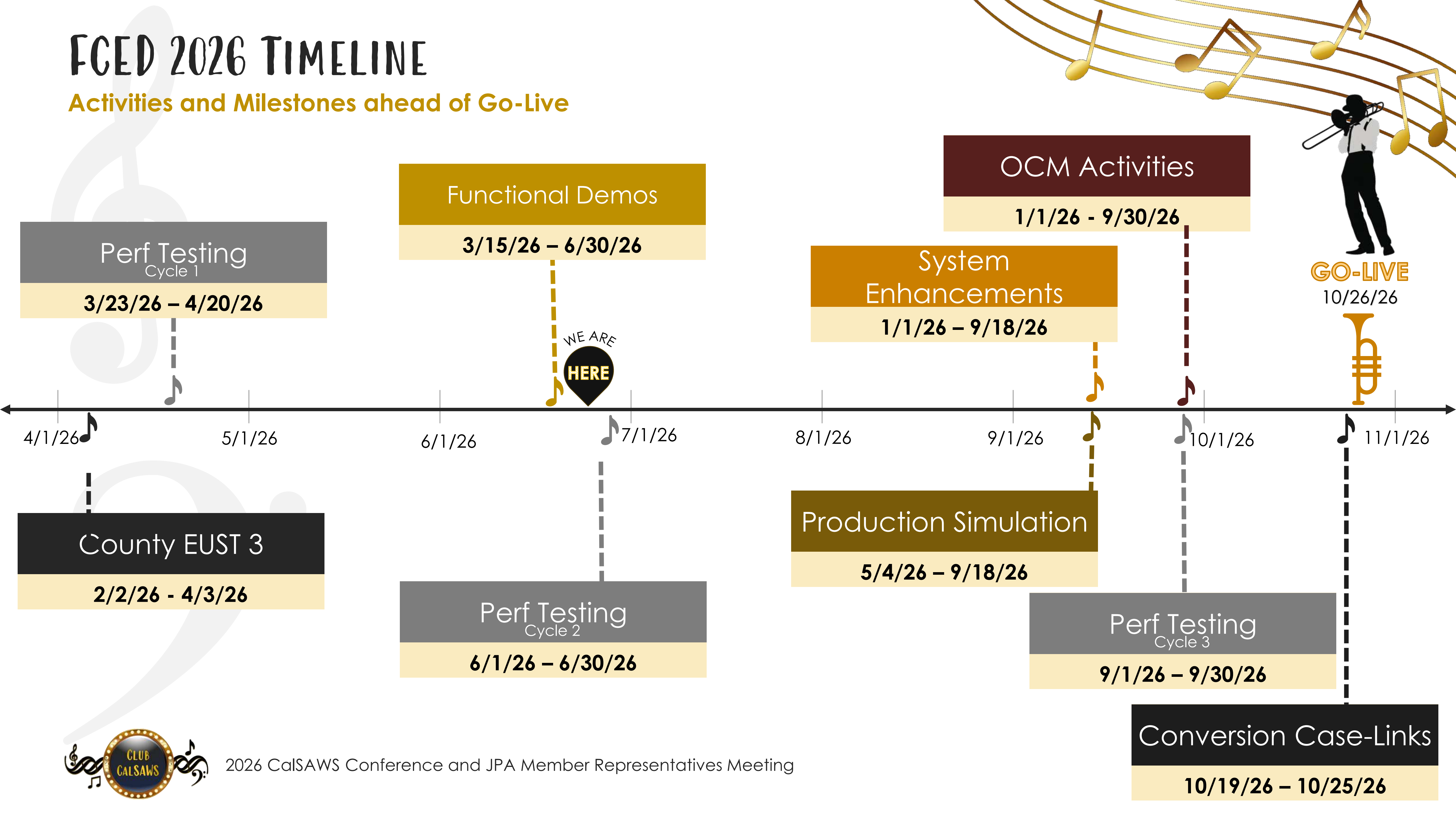




# TIMELINE: MARCHING TO THE BEAT

# FCED 2026 TIMELINE

Activities and Milestones ahead of Go-Live

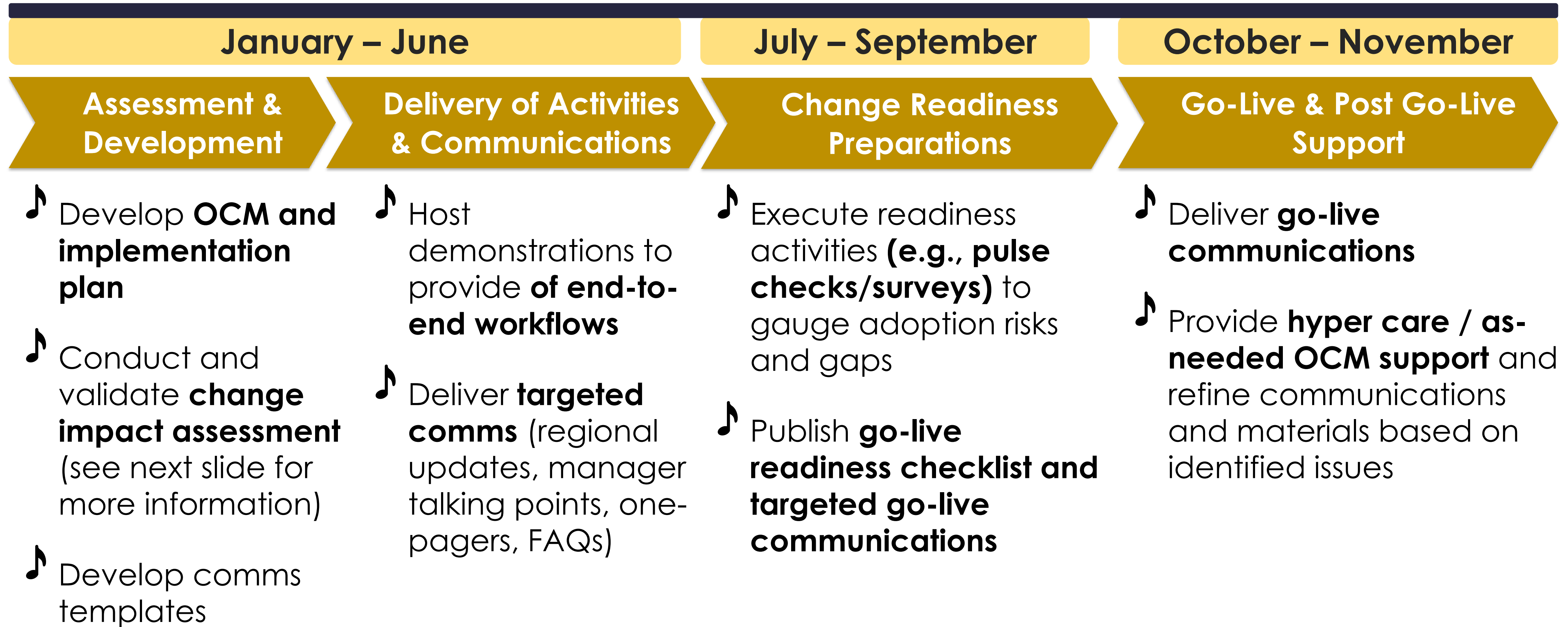


2026 CalSAWS Conference and JPA Member Representatives Meeting



**REHEARSALS:  
PREPARING FOR THE SHOW ( OCM )**

# Upcoming FCED Changes and Staff Preparation



# RESOURCE MATERIALS

Below are the planned FCED resources to prepare end users for Go-Live.

## Job Aids

Updating existing and creating new will be uploading to LMS and CalSAWS by Release 26.11

## Online Help Pages

Updating 40 existing and creating 27 new pages will be ready and made available by Release 26.09

## Quick Guides

Six New Quick guides will be created and will be shared via CIT. Two completed and posted.

## Web Based Trainings (WBTs)

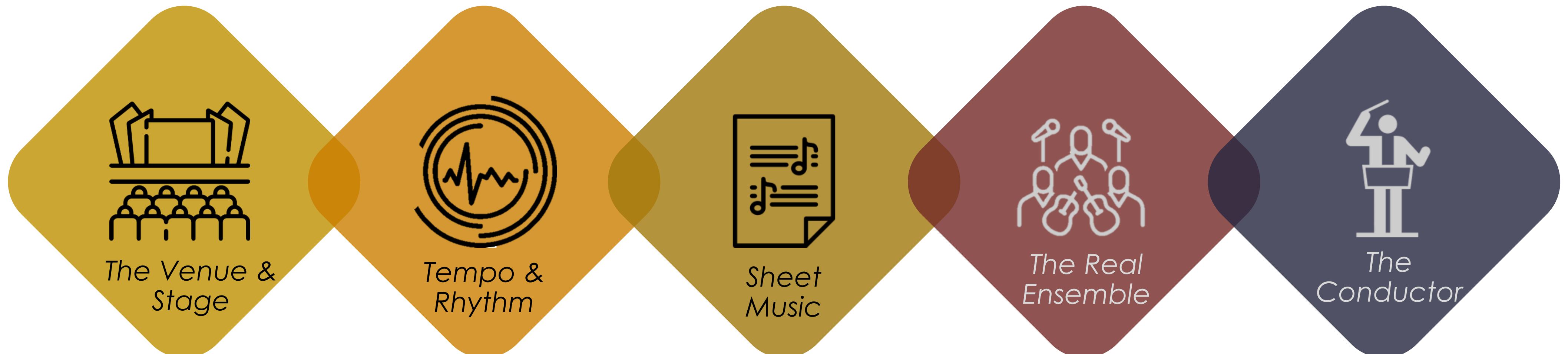
Updates to existing and new WBTs being created and will be shared via Broadcast and posted in LMS prior to go-live.





PRACTICE RUN:  
LAST MINUTE JAM SESSIONS  
( PRODUCTION SIMULATION)

Provides county users with an opportunity to get a hands-on **rehearsal experience** with CARES-FCED functionality prior to the October 2026 go-live!



### Environment

- ♪ Production like environment
- ♪ Security Profiles mimic CalSAWS production
- ♪ Login process mirrors CalSAWS production

### Timeline

- ♪ Jun 22 – Oct 2026
- ♪ County Recruitment CRFI 26-020

### Data

- ♪ Copy of Foster Care (FC), Kin-GAP (KG), and AAP active cases within the CalSAWS production
- ♪ CalSAWS cases will be linked to the applicable CARES

### Participation

- ♪ Participating Counties: 58
- ♪ Participation Statistics: **User Volume #**

### Support

- ♪ Kick Off
- ♪ Demos
- ♪ Scheduled Office Hours
- ♪ LA automation support hours
- ♪ Findings disposition support like EUST3





**STAGE CREW:  
SETTING UP THE SHOW – LOS ANGELES**

# COUNTY PARTICIPATION

LA Jazz All the Way

  
Lessons



  
Composing



  
Orchestrating



# COUNTY PARTICIPATION

## LA County Jazz Lessons from EUST3



# COUNTY PARTICIPATION

## Composing a New Tune



### *Setting up the Harmonies*



Forward OCM materials to all CalSAWS users

Loaded FCED demo videos to our training site (Talent Work)

Established bi-weekly leadership meeting to discuss process change impacts

Eligibility Division (RED) created an FCED strike team

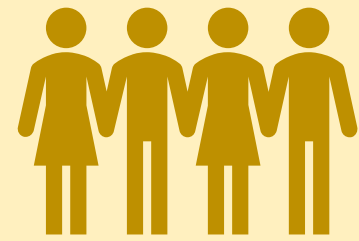
Updated our CalSAWS Intranet site to have an FCED section to post newsletters & videos

Conducting cross-system change impact assessment sessions to create to-be process maps for each program



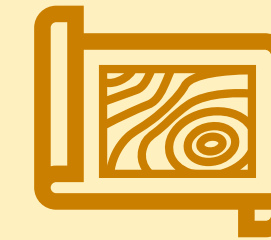
## Change Impact Assessment Session Format

### Attendees



- ♪ SME
- ♪ Policy
- ♪ Training
- ♪ SME Leadership

### Format

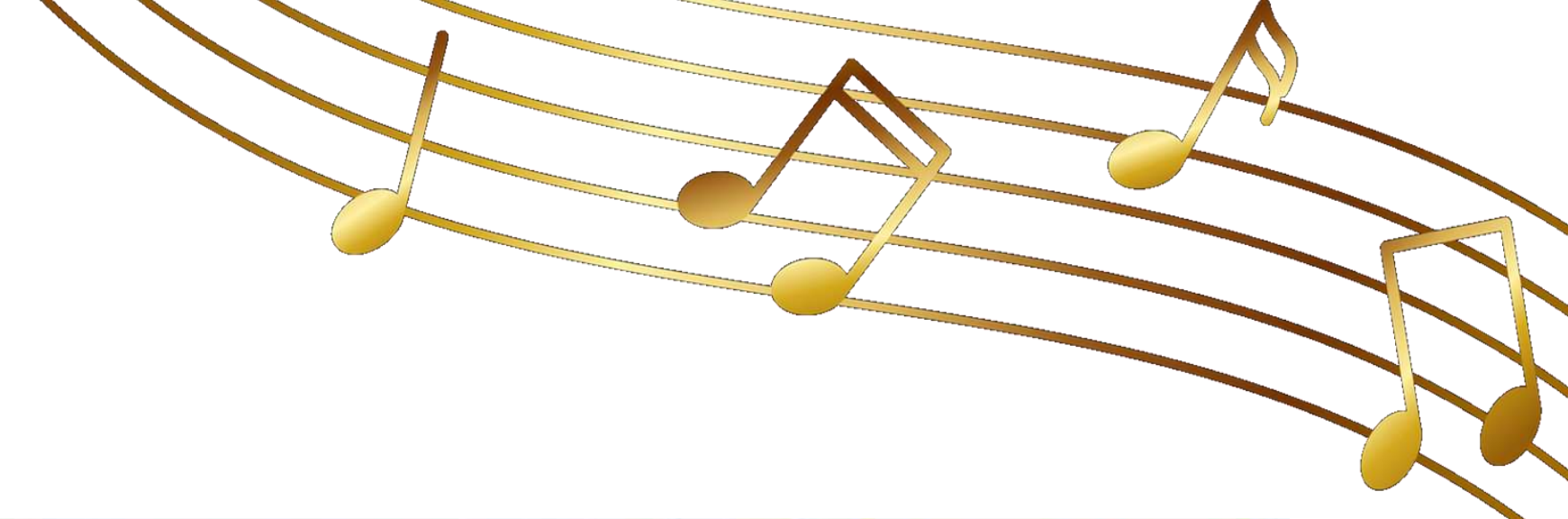


- ♪ Identify the scenario
- ♪ Execute the scenario in the production simulation environments
- ♪ Document decision points
- ♪ Get approval from impacted units' leadership
- ♪ Pass findings to policy and training to document and create communication plans



# COUNTY PARTICIPATION

## Composing a New Tune



L. A. County Department of Children & Family Services

**CalSAWS LRS** [Login to CalSAWS/LRS](#)

HOME NEW FCED SYSTEM LEARNING LIBRARY LRS RELEASES TRAINING ABOUT LRS GET HELP

You must complete all the [required training](#) for your task area before you can access CalSAWS/LRS.

### FCED Foster Care Eligibility Determination System

[Newsletters](#) [Quick Guides](#) [Demos](#)

Hello DCFS CalSAWS Users, as we are 8 short months away from the implementation of the CWS-CARES & FCED, CalSAWS has created a monthly newsletter to share information and give insight into exciting changes.

#### What is FCED?

- CWS/CMS system is being retired, and a new system is being created to be used by Child Services Staff called **CARES**.
- Along with the implementation of the new **CARES** system the Federal Government has required an interface be built between the **CARES** system and the **CalSAWS System**. This interface is called **FCED**
- This interface model will replace the current paper sharing processes utilized between Social Worker staff and Eligibility Staff to determine eligibility for their customers.

"Please take the time to get familiar with the "Intro to FCED" presentation and other materials below."

- [Intro to FCED](#)
- [CWS-CARES FCED Hub](#)
- Newsletters: [January 2026](#) - [February 2026](#) - [March 2026](#)
- Quick Guides:
  - Demos:
    - [FCED Demo Q&A Log](#)
    - [CWS-CARES Eligibility Demonstration Short](#)
    - [CWS-CARES FCED Demo - Full Hour](#)
    - [CalSAWS FCED Demonstration - Case Link - 03-18-26 Meeting Recording](#)
    - [CalSAWS FCED Demonstration - FC Application Processing- 04-01-26 Meeting Recording](#)
    - [Case Link Process Demo](#)
    - [Foster Care Application Processing Demo Apr 1st 2026](#)

lacounty.gov | DCFS Internet Site

LAKIDS dcfs intranet site

Organizations Web Applications Services Resources Program Websites Help

LAKIDS \ MEGA BUREAU \ BUSINESS INFORMATION SYSTEMS \ CWS-CARES INFORMATION

Search with CWS-CARES website

### CWS-CARES

**NAVIGATION MENU**

- Home
- CWS-CARES Super Users
- Product Demonstrations
- FCED**
- OCM Materials
- News & Updates
- Frequently Asked Questions
- CWS-CARES Live
- Meet The Team
- Archive

## FCED

### Foster Care Eligibility Determination System

**What is FCED?**

The CWS/CMS system is being retired, and a new system is being created to be used by Child Services Staff called **CARES**.

Along with the implementation of the new **CARES** system the Federal Government has required an interface be built between the **CARES** system and the **CalSAWS System**. This interface is called **FCED**.

This interface model will replace the current paper sharing processes utilized between Social Worker staff and Eligibility Staff to determine eligibility for their customers.

[Click here for the FCED site page](#)



# COUNTY PARTICIPATION

Orchestrating a New Tune



61 of the 1,054 super users are CalSAWS users and will be utilized for post-implementation support in CalSAWS



Centralized command center  
(CARES & CalSAWS Implementation Teams)



Over-the-shoulder support (in-person & virtually)



Hiring vendor to assist implementation activities

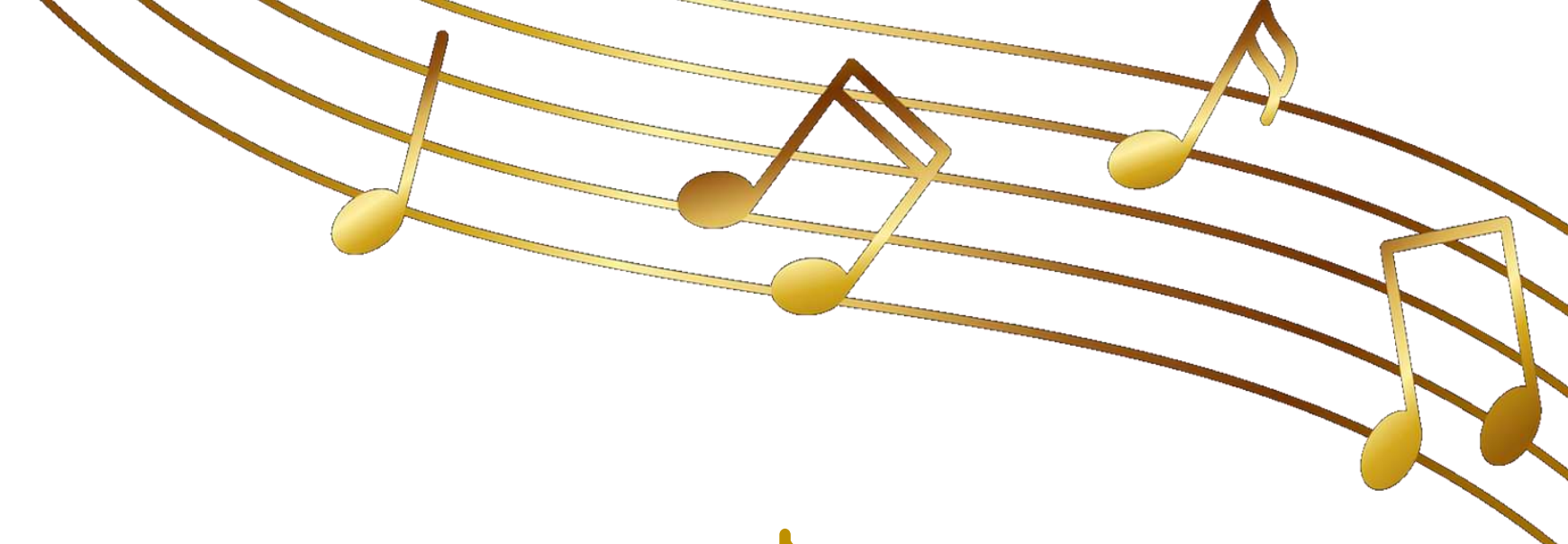




STAGE CREW:  
SETTING UP THE SHOW – SANTA CLARA

# SANTA CLARA COUNTY RHYTHM & LYRICS

Santa Clara Jazz Ensembles



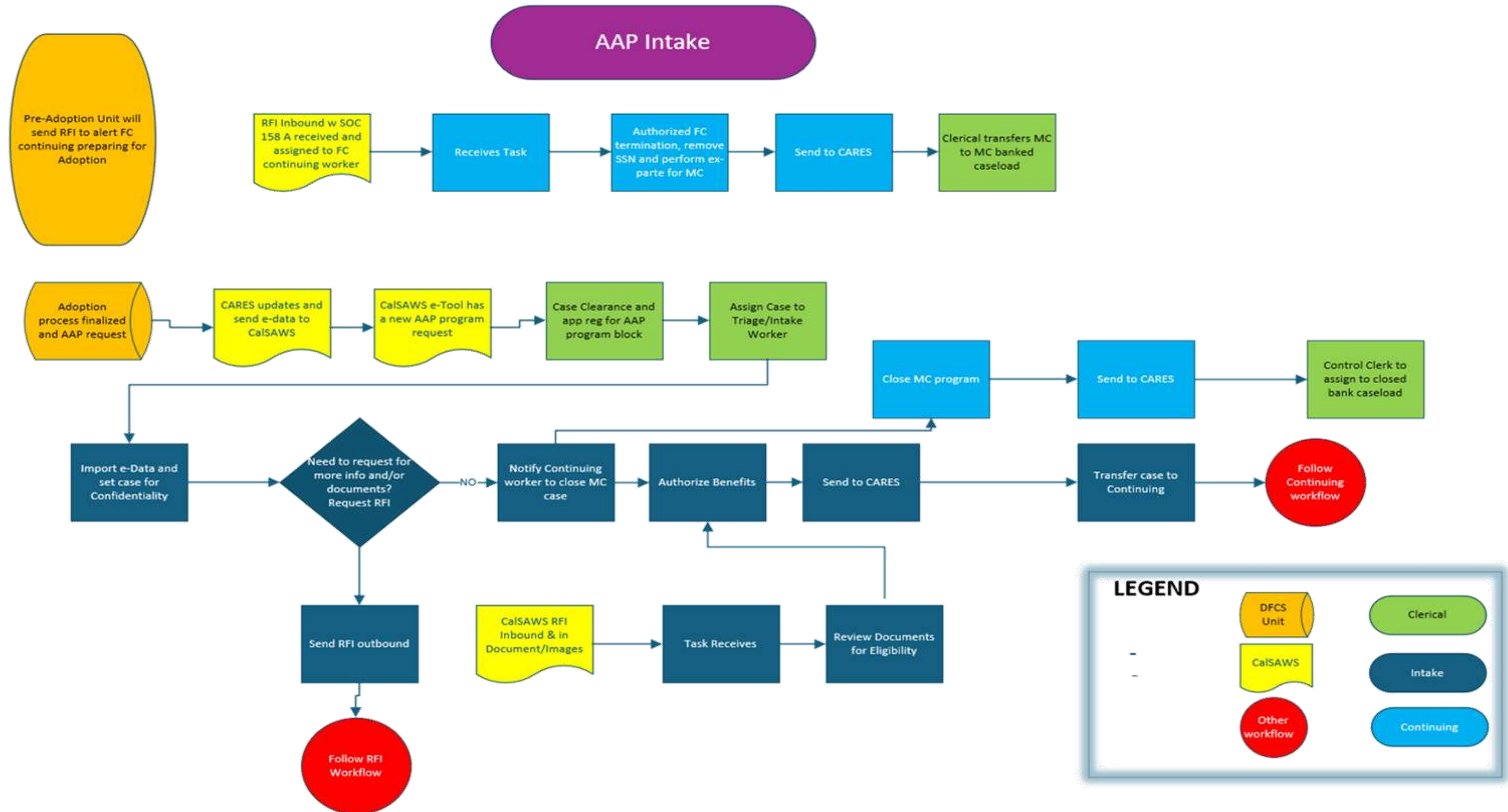
*Business Process Flows*

*Chewable Bytes*

*Workshops*



Santa Clara uses business process flows to provide staff with clear guidance on various program processes.



# SANTA CLARA COUNTY RHYTHM & LYRICS

## Business Process Flows Developed for FCED

### INTAKE

- ♪ Intake AAP
- ♪ Intake Kin-GAP
- ♪ Intake NMD Re-Entry
- ♪ Intake Medi-Cal only
- ♪ Intake FC from Juvenile Probation Department (JPD)
- ♪ Intake NRLG (dependency dismissed)

### RE-DETERMINATION

- ♪ Re-determination for FC
- ♪ Re-determination for KG
- ♪ Re-determination for AAP

### MISCELLANEOUS

- ♪ Request For Information
- ♪ ICT & ICPC



# SANTA CLARA COUNTY RHYTHM & LYRICS

Santa Clara utilizes *Chewable Bytes* as concise, one-page guides for specific CalSAWS actions, featuring step-by-step instructions and screenshots to support clear, visual learning.



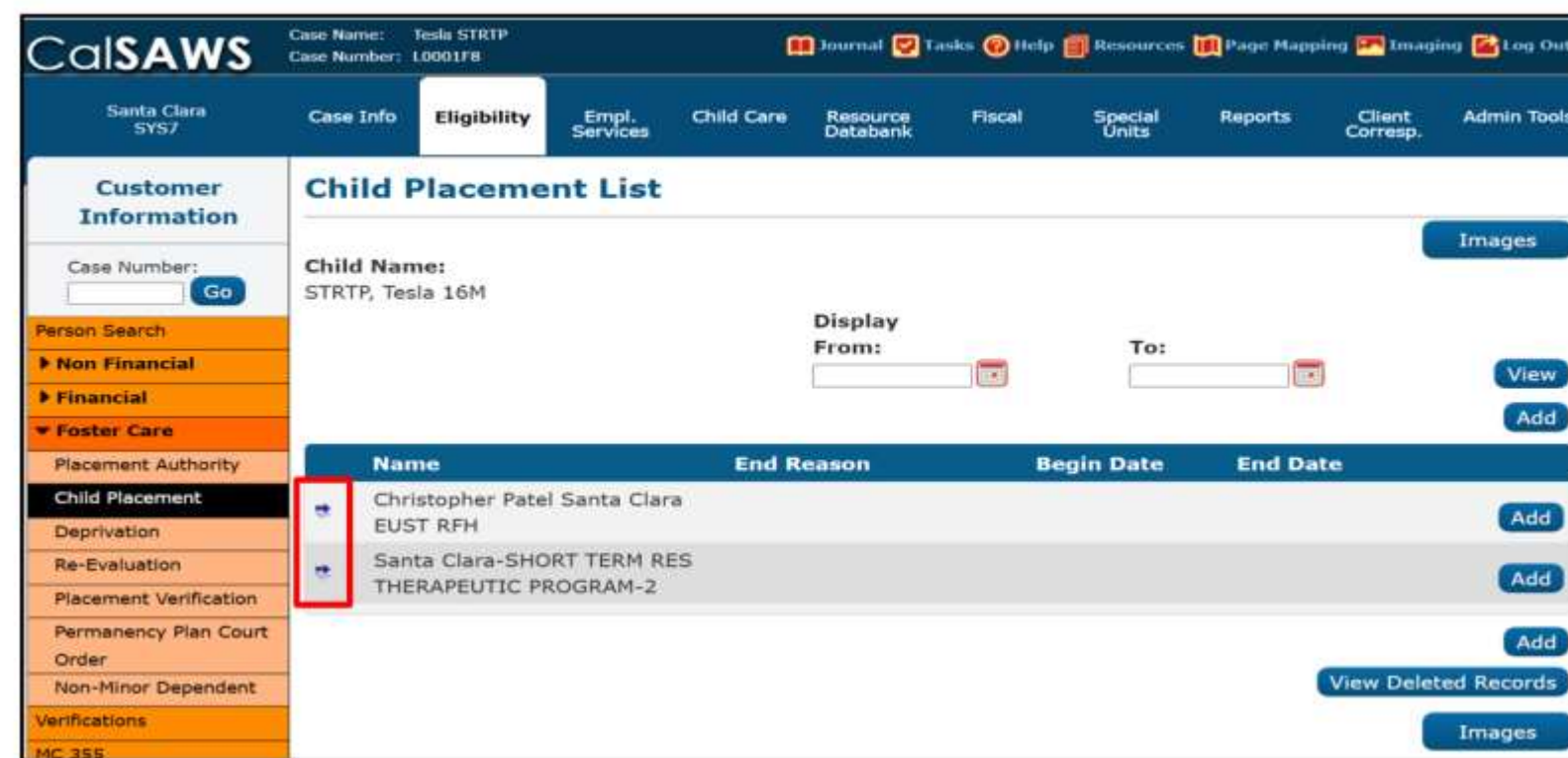
CB 2025  
10/2026

## How to Clear Application Program Interface (API) e-Data

When CMS/CARES makes updates, the data will be sent to CalSAWS. An automated task will be assigned to the worker.

**Note:** Not all information sent via API is sent as e-data to CalSAWS pages.

- Workers will need to review pages in CalSAWS. The symbol indicates there is new e-data for that page.
- Click **[Add]** button.



- Review the **e-Data Comparison**, uncheck any e-data that you don't want to import into the page.
- Click the **[Import Selected Data]** button.
- After importing e-Data, check the **Page Reviewed/Update Status** option at the bottom of the page and click the **[Save and Return]** button.



- The symbol should be cleared from CalSAWS page.



# SANTA CLARA COUNTY RHYTHM & LYRICS

## Business Process Flows | Chewable Bytes



Chewable Bytes Santa Clara is developing in preparation for FCED changes



**Linking a Case from Cares**

**How to Review & Update New Data Received from CARES**

**How to Clear API e-data**

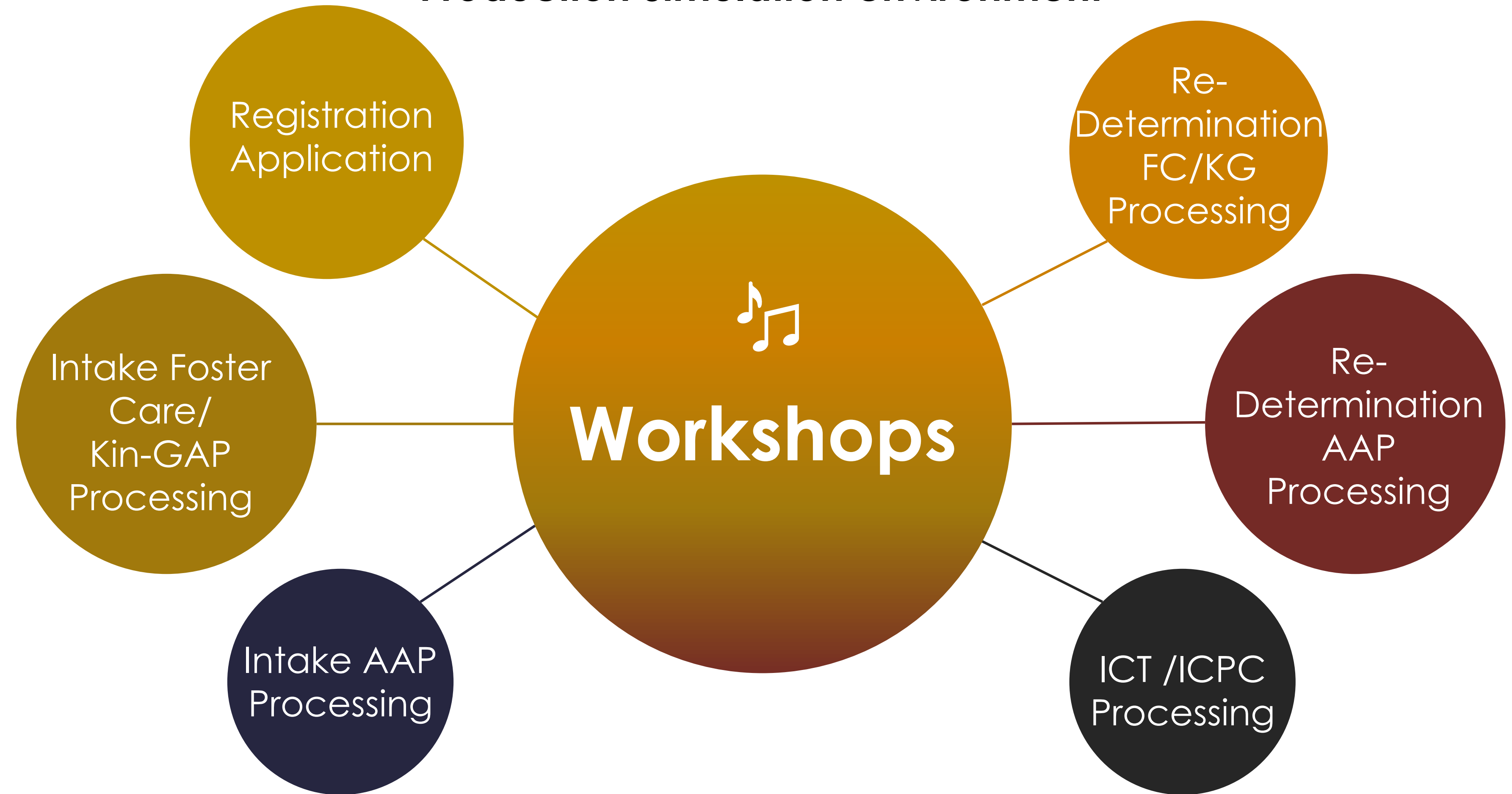
**Request for Information (RFI) Functionality**

**Unlink a Case**



# SANTA CLARA COUNTY RHYTHM & LYRICS

Workshops will offer hands-on classroom training through real-world, program-specific FCED scenarios executed in the Production Simulation environment





**BE PREPARED:**

REMEMBER YOUR INSTRUMENTS AND SHEET MUSIC  
( RESOURCES AND TOOLS )

# FCED RESOURCES

Don't Forget Your Sheet Music

Resources available on the CalSAWS Communication Portal

## Communication/Resources for FCED:

- ♪ Demos
- ♪ Glossary
- ♪ Newsletters
- ♪ Readiness Resources



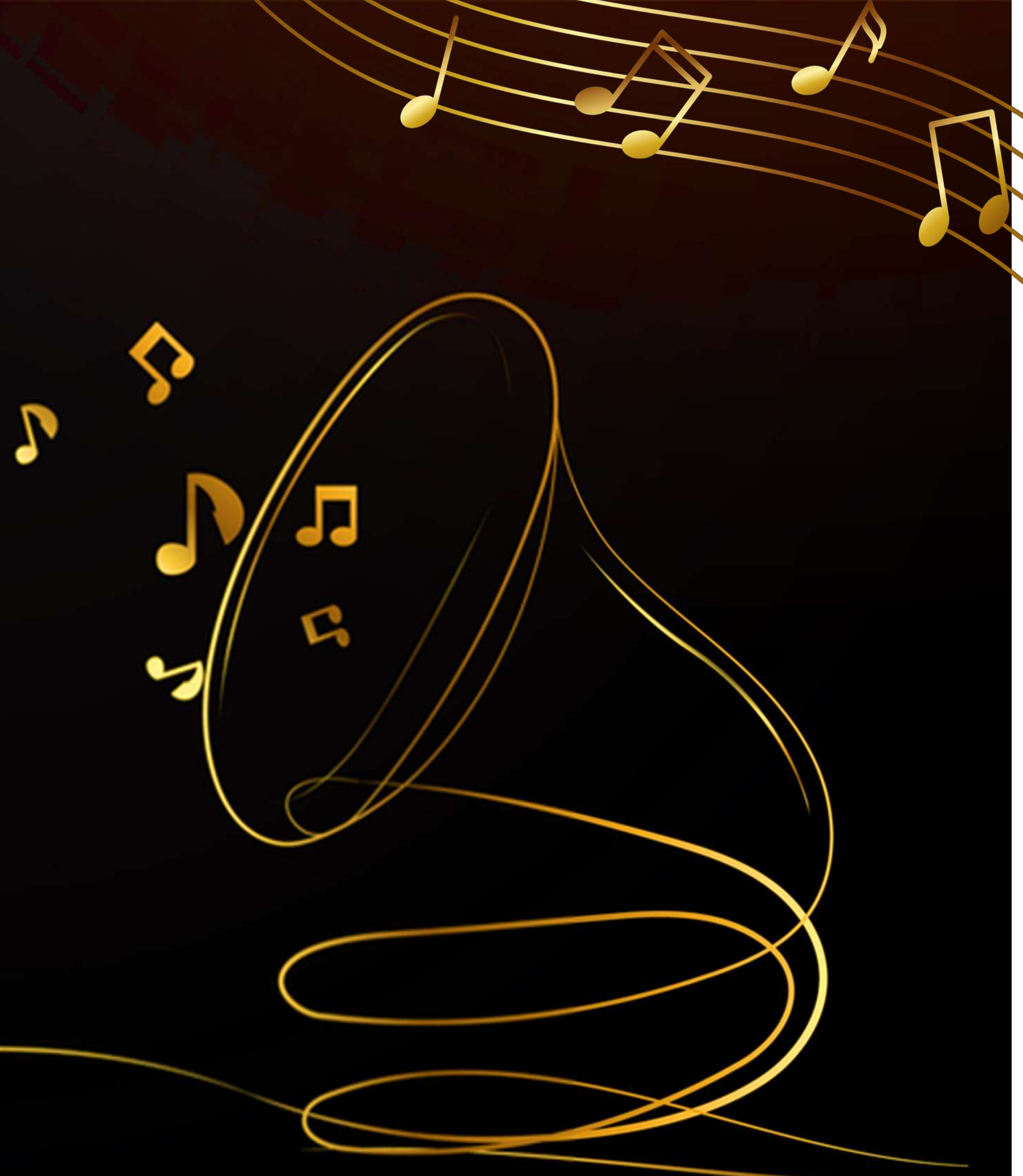
**The CARES website ([cwds.ca.gov](http://cwds.ca.gov)) also includes CARES and FCED resources available to the counties**



WE'D LOVE TO JAM WITH YOU!



ANY QUESTIONS ON  
FCED IMPLEMENTATION?





CLUB  
CALSAWS

THANK YOU FOR  
ATTENDING!

# MENTI

Instrument and Performance Tuning

**The Menti  
Survey  
Results  
Are In!**

**Which session  
are you  
most interested  
in attending?**



Join at [menti.com](https://menti.com) | use code **9119 9918**

1. Breakout 4 - ABAWD in Tune: Navigating Policy, Systems, and County Impact
2. Breakout 3 - Managing the Lineup: Workload Assignment (R 26.05)
3. Breakout 5 - Harmonizing Medi-Cal HR 1: Policy, Systems, and County Practices
4. Breakout 6 - Tightening the Tempo: Practical Strategies for Error Rate Reduction
5. Plenary 1 - Data in Harmony: How Analytics is Helping Us Hear the Whole Story
6. Breakout 2 - Rhythms of the Frontline: Contact Center Innovation
7. Breakout 1 - Learning the Arrangement: FCED and All That Jazz!
8. Plenary 2 - Listening Smarter: How GenAI is Supporting Better Service Outcomes
9. Plenary 3 - Remixing the Customer Experience: Truv in BenefitsCal
10. Keynote
11. Plenary 4 - 58 Arrangements, One Song: Transforming Lives



# LUNCH BREAK!

We will return at 1:45 PM  
with Plenary Session 2

