

### **Executive Summary**

CARES 2.5 released on 7/20/2019 includes the following new features and enhancements:

- **Facility Search and Profile** – Update License Status options to display new information. This update will ensure that Facility Search and Profile will display all facilities that carry the new Status Types that are being introduced with CWS/CMS Release 8.7, SCR 8749 Add New RFA License Status Options.
- **Identity Management** – Enhance activity change logs for administrators in CARES, Provide additional search criteria, Quick Filter Reporting tiles and fix bugs.
- **Child Welfare History Snapshot\*** – Search Latency has been reduced to 10 seconds or less 98.71% of the time. Order of search results have been refined to display the best matches at the top of the result set.

\***Note:** Child Welfare History Snapshot is **only available** to the Intake Core Constituents Representatives in production at this time.

### **Release Description**

CARES 2.5 Release provides new system features and enhancements associated to Facility Search and Profile, Identity Management and Snapshot.

**Facility Search and Profile**

The following **Enhancements** are for **Facility Search and Profile**:

#	Facility Search and Profile - Enhancement Description
1	<p>New License Status types are being added to CWS/CMS with the implementation of SCR 8749, Release 8.7. In support of that change the following License Status options will be added to the CARES Facility Search and Profile tool. This change will ensure that users can view facilities designated with the new type in both CWS/CMS and the CARES Facility Search and Profile tool.</p> <ul style="list-style-type: none"> <li>• RFA Ceased</li> <li>• RFA Forfeited</li> <li>• RFA Rescinded</li> <li>• RFA Surrendered</li> <li>• RFA Withdrawal will be renamed to RFA Withdrawn</li> </ul> <p><b>Note:</b> The License Status will be considered inactive for all new values (no placement allowed).</p>
2	<p>The BLANK option in County Type Search Criteria has been updated to say All Counties as an indication that you are performing a search statewide.</p>
3	<p>Issue that resulted in Approval and Licensing working information showing N/A in the search results but being seen in the actual profile view for LIS facilities has been resolved.</p>
4	<p>County License Effective Date will now properly display for County Licensed facilities.</p>

## **Identity Management**

The following **Enhancements** are for **Identity Management**:

#	Identity Management - Enhancement Description
1	Change Log – <ol style="list-style-type: none"> <li>1. Administrators have <b>access to a user’s profile</b> from within the change log</li> <li>2. <b>Account lockouts</b> will be recorded in the change log.</li> <li>3. All <b>phone number changes</b> are recorded in the change log.</li> </ol>
2	Search – <ol style="list-style-type: none"> <li>1. <b>Administrators can now search</b> by first name, last name, email, CWS login or any combination of these fields.</li> <li>2. <b>Search Results</b> will show EXACT and/or SIMILAR matches.</li> <li>3. Search must be performed before Create A New User option is available.</li> <li>4. <b>Clear button</b> has been added to start new search.</li> </ol>
3	Quick Filter Reports – <ol style="list-style-type: none"> <li>1. Administrators will have a <b>quick count</b> of users in the following areas: active users, locked users, inactive users, unregistered users.</li> <li>2. Administrators can <b>access users</b> for the above-mentioned areas.</li> </ol>
4	Edit Cell Phone Number – <ol style="list-style-type: none"> <li>1. Administrators can <b>edit cell phone numbers</b>.</li> <li>2. Cell phone numbers are <b>not required</b> in order to create/save a user.</li> </ol>
5	Unlock Users – <ol style="list-style-type: none"> <li>1. Administrator can view and unlock users from the search results screen.</li> <li>2. Administrator can <b>unlock user</b> from the quick filter list view.</li> </ol>
6	Additional Fixes – <ol style="list-style-type: none"> <li>1. Allow County Admin to <b>edit other County Admins</b></li> <li>2. Allow Office Admin to <b>edit other Office Admins</b></li> <li>3. Default list of users is no longer presented to administrator when they first access the Manager User application.</li> <li>4. Application no longer displays error message for phone or email fields while editing. If there are errors in the format, admins will be notified during the save process.</li> </ol>

### Known Issues/Limitations

The Known Issues/Limitations for this release include following:


- Users may experience a lag in entering search criteria if there is a large number (approx. greater than 75 logs) of change logs. This impacts County and Office administrators.
- Pagination controls do not have current design implemented.
- Attempting to reset password more than seven (7) consecutive times will lock users account. CWDS Service Desk will need to be contacted to release this lock.
- Password resets and completed registrations are not recorded in the Change Log.
- Search criteria fields cannot be edited if the user screen resolution is less than 640 x 480.
- User will see “No records found” message when first accessing the Quick Filter Reports. Error will go away once records are loaded.
- Changes made to user profile may not show immediately in quick filter user list. May take up to 10 minutes for changes to be seen, changes will be in effect immediately after user logs out and back into CARES.
- Changes made to pagination or sort order in quick filter user list are not retained when user revisits the page from user detail page.

## **Child Welfare History Snapshot**

The following **New Features** are for **Child Welfare History Snapshot**:

#	Child Welfare History Snapshot – New Feature Description
1	<p><b>New Search fields</b> were created to search for clients with any combination of:</p> <ul style="list-style-type: none"> <li>• First and Last Name (last name must have one character entered to initiate search)</li> <li>• Middle Name</li> <li>• DOB or Approximate Age</li> <li>• Social Security Number</li> <li>• Client ID Number</li> </ul> <p><b>Note:</b> A value must be entered in one of the four fields above to enable the search button. A search can be initiated exclusively by entering either the Social Security or Client ID Number.</p>
2	<p>The following <b>Additional Search fields</b> have been added –</p> <ul style="list-style-type: none"> <li>• Suffix</li> <li>• Sex at Birth</li> </ul>
3	<p>The capability to <b>filter</b> by County of Service Provider has been added.</p>
4	<p>The capability to <b>sort</b> search results by clicking on the corresponding columns.</p>

The following **Enhancements** are for **Child Welfare History Snapshot**:

#	Child Welfare History Snapshot – Enhancement Description
1	<p>Search results now display in a <b>grid view</b>. Including the following fields:</p> <ul style="list-style-type: none"> <li>• Name</li> <li>• Date of Birth</li> <li>• Sex at Birth</li> <li>• Service Provider County</li> <li>• Service Provider Phone Number</li> <li>• Client Address</li> <li>• Case Status</li> </ul>
2	<p>Snapshot Search –</p> <ul style="list-style-type: none"> <li>• Instructional text included on how to use certain features is now available by clicking on the information icon  and/or by clicking on the <a href="#">How to Use Snapshot</a> link</li> <li>• A new search can be completed by using the Clear button to begin a new search.</li> </ul>
3	<p>Search Results –</p> <ul style="list-style-type: none"> <li>• Maximum number of results displayed for a search is now 250 records If the search criteria match is more than 250 results, the system will now show you the first 250 as the best match and display an alert requesting the user to refine the search.</li> <li>• Search results now include the <b>client’s AKA</b> in parenthesis displayed next to the name.</li> <li>• <b>Sensitive and Sealed</b> icons display in the search results grid next to the client’s name.</li> <li>• Columns can be expanded by dragging the margins to reveal the full contents.</li> <li>• The ability to retain search results are available when viewing the person card. The bread crumb link “Search Results” allows users to go back to the search and click on another client.</li> <li>• The <b>Attach</b> functionality from the Relationship Card has been removed.</li> <li>• Left navigation links on the person summary has been removed. The data for the person summary remains the same.</li> </ul>
4	<p><b>Search results latency</b> is considerably improved. Any changes to CWS/CMS data is available in Snapshot within 10 seconds or less 98.71% of the time.</p>