

### **Executive Summary**

CARES 1.0 released on 9/19/2018 includes the following features:

- **Identity Management** – Secure Login and User Administration features
  - Secure Login: Enforces authentication (are you who you say you are?) and authorization (what are you entitled to do?). Includes multi-factor authentication (MFA).
  - Manage Users: Portal to manage user access to CARES; this feature is specific to staff that manage user administrative activities (i.e. system roles and permissions)
  
- **Child Welfare History Snapshot** – a read-only view of case and referral history for clients in CWS/CMS
  - Allows child welfare staff to search for clients and view their relationships, demographic information, and child welfare history (dates of referrals/cases, allegations, and dispositions)
  - Provides the ability to copy and paste the history into other documents, such as investigative narratives
  
- **Facility Search and Profile** – a thorough, at-a-glance read-only view that provides information about a facility or home on one page. This search feature retrieves children’s residential facilities and county-approved homes data from CWS/CMS, the Licensing Information System (LIS), and the Field Automation System (FAS)
  - Allows authorized users to search for and view pending and approved children’s residential licensed facilities and county-approved homes, along with contact information and the responsible licensing or approval workers
  - Reflects the number of beds, complaint history, and children currently associated to the facility or home

### **Release Description**

CARES 1.0 Release provides new system features associated to Identity Management (IDM), Child Welfare History Snapshot, and Facility Search & Profile. In addition, there are interim processes for system features not working as designed and known bugs.

## Identity Management

The following **New Features** are for **Identity Management – Secure Login**:

#	Secure Login - New Feature Description
1	<p>New Secure Login with multi-factor authentication (MFA) is available in CARES. To login for the first time, a user enters their e-mail address and a temporary password received via email. The user is prompted to create a new password for subsequent logins.</p> <p>After entering their email address and password, the user is directed to an MFA screen to trigger an email with a special 4-digit code (MFA). Note: The email address <b>is not</b> case sensitive. The temporary password <b>is</b> case sensitive. This information can be copied and pasted from the email into the <b>Email</b> and <b>Password</b> fields on the <b>Login</b> page.</p>
2	<p>Secure Login requires the use of special characters when creating a password or password reset. The following special characters are permitted: ! @ # \$ % ^ &amp; * ( ) - _ + &lt; &gt; ? [ ] { }   / ; : " ' ` ~ = \ &lt; &gt; ,</p>
3	<p>The MFA login (entry of the code received via email) is required once every 24 hours for a CARES user/device combination.</p>
4	<p>After logging into CARES, the user is directed to the <b>Services and Resources</b> page. CARES features a user can access are based on that user's permissions and role (i.e. Snapshot).</p>
5	<p>Selecting the <b>Go</b> link in the <b>Training Portal</b> or <b>Release Notes</b> tile on the <b>Services and Resources</b> page opens a separate browser window. This allows for ease of reviewing training documentation and release notes without overriding the CARES browser window.</p>

The following **New Features** are for **Identity Management – Manage Users**:

#	Manage Users - New Feature Description
1	<p>User Administrators can add new users in CARES. Note: Add User feature is dependent upon the user being active in CWS/CMS prior to being created in CARES. The IDM feature uses the CWS/CMS Login when the user is being verified prior to being added in CARES.</p>
2	<p>When adding a new user, CARES confirms the user login and email do not already exist (to avoid the creation of duplicate users). If the user exists, the User Administrator is presented with a message.</p>
3	<p>User Administrators can set users' CARES access/status to Active or Inactive.</p>
4	<p>User Administrators can assign permissions to new CARES users. Note: A user's permissions control what features that user can access within CARES.</p>
5	<p>Pagination exists at the top and bottom of the <b>Manage Users</b> page to allow for ease of navigation through the list of CARES users.</p>
6	<p>User Administrators can select the number of search results to display on the <b>Manage Users</b> page. The values are 25, 50, or 100. The default value is 50.</p>

## **Child Welfare History Snapshot**

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

#	Child Welfare History Snapshot - New Feature Description
1	If the last known address of a child is a placement home, the search results display “Placement Home” and the <b>Address Type</b> field in the <b>Person Card</b> displays Placement Home.
2	Users can add people from the <b>Relationship Card</b> to the Snapshot by clicking the <b>Attach</b> link.
3	Referrals and Cases in the <b>History</b> card are numbered (starting with 1) to make it easier for users to determine the total number of each.
4	In the <b>History</b> card, the Relationship Type displays next to the parent’s name in parentheses (e.g., Birth)
5	Users can search for clients using Middle Names and Suffixes.
6	Search results display fuzzy matches to include commonly misspelled names, typos, and alternate spellings of names. Search results are prioritized to display the best match on top and subsequently list potential alternative options for the same search.
7	Search results display diminutive and phonetic matches: <ul style="list-style-type: none"> <li>• Diminutive matching searches for nicknames and AKAs</li> <li>• Phonetic search yields similar names based on pronunciations</li> </ul>
8	Search results begin displaying with a minimum of two (2) characters (i.e. letters or numbers) with exact matches highlighted (ex. When entering ‘ME’ in the Search field, ‘ME’ is highlighted in the search results). As more characters are entered, the exact match continues to be highlighted.
9	An authorization error message displays for users without Sensitive/Sealed access when they attempt to add a client who is Sensitive or Sealed to the Snapshot.
10	The Reporter name is not copied when the Copy button is selected to copy and paste the history information.

## **Facility Search and Profile**

The following **New Features** are for **Facility Search and Profile**:

#	Facility Search and Profile - New Feature Description
1	On the <b>Facility Search</b> page, a user can filter for Active Facilities only.
2	When searching by a Facility Name or Facility Address, an exact match is not required. Results display based on partial name or address searches.
3	The <b>Facility Profile</b> page displays the assigned worker’s Email Address and Phone Number.
4	Allegations for complaints are viewable on the <b>Facility Profile</b> page for the specified facility or home.
5	The <b>Facility Profile</b> page displays complaints from FAS for Foster Family Home (FFH)/Certified Family Home (CFH)/Resource Family Home (RFH) originating in CWS/CMS.
6	On the <b>Facility Profile</b> page, the sort order for Children placed in facility field defaults to Date of Placement.

#	Facility Search and Profile - New Feature Description
7	The <b>Capacity</b> and <b>Available Beds</b> fields display the total capacity for the facility or home and the available beds left on the <b>Facility Profile</b> page.
8	The <b>Compliant History</b> list sorts by Status in the following order: Open, Returned, Approved, Closed without Investigation.

### Interim Processes

Interim processes are short-term, alternative steps for users given known system bugs or CARES features not working as designed. They may be informational only (when no workaround is available).

<[Link to Interim Processes spreadsheet](#)>