



Child Welfare Digital Services CARES-Live Training Environment Service Offering

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Table of Contents

Overview	3
Service Offering	3
Requesting Access to the CARES-Live Training Environment.....	4
CARES-Live Training Environment Configuration Services	5
CARES-Live Training Environment Facilitation Services	5
CARES-Live Training Environment Documentation	5
Costs	5
Contact Information.....	6
Exhibit A.....	7
CARES-Live Training Environment User Accounts.....	7
Exhibit B.....	9
Ongoing Support Provided by CWDS	9
Exhibit C.....	10
Request for CARES-Live Training Environment Access	10
Exhibit D.....	11
Questionnaire - CARES-Live Training Environment Access	11

Overview

The CWDS Project created a CARES-Live Training Environment to include CANS, Facility Search, and the Snapshot features. In the CARES-Live Training Environment stakeholders can experience CARES-Live production features and functions while utilizing fictitious data. The CARES-Live Training Environment allows training to be conducted in a production-like environment where social workers, supervisors, support staff, probation, and other users may be trained on how to use the CARES-Live application. CWDS developed a CARES-Live Training Environment:

- To allow organizations (orgs) to become familiar with CARES-Live in a designated environment.
- So orgs can train users on CARES-Live without accessing real data in the production environment.
- To support the adoption of CARES-Live features statewide.
- Due to orgs expressing a need for a CARES-Live Training Environment.

CARES-Live Training Environment users can navigate through a simulated environment as they would in the production environment. Dependent upon the user type, users have the option to:

- View, enter and delete data in the CANS feature,
- Perform client searches and attach related clients in the Snapshot feature; and
- Search for facilities, view profiles and complaints in the Facility Search feature.

The Training Environment was designed to be flexible to support classroom training as well as demonstration settings. The statewide rollout of the CARES-Live Training Environment will occur between July 15, 2020 and August 5, 2020.

The CWDS Project encourages orgs to take advantage of this CARES-Live Training Environment service offering as it offers many benefits such as:

- Fictitious training data already loaded for each county, providing a real-life user experience.
- Help support Organizational Change Management and business process evaluations for usage of CARES-Live.
- Fictitious training data should model scenarios pertaining to user skill building and practice exercises.
- Providing an additional training resource to support county training programs.

This document describes how orgs can request access to the CARES-Live Training Environment and how the Training Environment operates.

Service Offering

New CARES-Live Training Environment:

The CWDS Project is prepared to provide access to the CARES-Live Training Environment. CWDS will work with orgs to ensure they have access to the environment and user accounts are set up. A detailed user guide will be provided to all participating orgs.

CARES-Live Training Environment Access:

Orgs can access the CARES-Live Training Environment from their county network or remotely using a VPN (Virtual Private Network) or Server Based Computing Service (SBCS) currently offered by the CWDS Project Office. Orgs will be granted access to the CARES-Live Training Environment through county assigned user accounts. Each org participating in this service offer will be provided with user accounts. Orgs must provide an email address for each of the user accounts they receive.

CARES-Live Training Environment Set-up:

The CWDS Project has loaded client, case, facility and facility complaint data into the CARES-Live Training Environment. Each of the 58 counties has 22 clients with open cases. These clients can be accessed by any user through the CANS and Snapshot features. Facilities and complaints can be accessed by any user in the Facility Search feature. Like production, the client and the user must share the same county in order for the user to modify the data. Specific user accounts allow CANS data to be modified. For details about user accounts reference Exhibit A, CARES-Live Training Environment User Accounts.

Data in the CARES-Live Training Environment is refreshed twice per day to maintain data security standards and provide a controlled and standardized training user experience. The data refresh process takes less than 2 minutes to complete and will occur automatically at 3:40am and 12:40pm seven days a week. The data refresh will restore data in the training environment back to the original set of fictitious data CWDS loaded. The data refresh process will undo changes made to existing data and remove any new data entered by trainers or trainees. Data refresh benefits:

- Preserves data quality
- Counties can rely on a standardized training and user experience
- Data refresh occurs during time intervals users are likely not in the environment
- Counties can leverage this environment and create training plans that incorporate the original fictitious data

Requesting Access to the CARES-Live Training Environment

All requests for access should be sent by the org's Training Coordinator. Orgs requesting access to the CARES-Live Training Environment must complete the CARES-Live Training Environment Access Request Form (Exhibit C) and a detailed questionnaire form (Exhibit D). Completed forms are to be submitted by email to the CWDS Project.

- Request forms submitted on or before July 15, 2020 should be emailed to OSICWDSTraining@osi.ca.gov for processing during the statewide rollout between July 15, 2020 and August 5, 2020.
- Request forms submitted after July 15, 2020 should be emailed to CWS_CustRel@osi.ca.gov for processing.

After the CWDS Project receives the org's request, CWDS will work to ensure the org has access to the environment. Once access to the environment is confirmed, the org will receive an email including their county assigned user accounts (user account details are in Exhibit A), a user guide, and a spreadsheet that includes the fictitious data that CWDS loaded into the environment.

This service offering, the user guide, frequently asked questions and useful information will be made available on the CARES Implementation Portal by July 10, 2020.

CARES-Live Training Environment Configuration Services

The CWDS Project will evaluate questionnaires received from orgs and work with Training Coordinators to validate connectivity to the CARES-Live Training Environment.

Orgs can access the CARES-Live Training Environment via county network or remotely using VPN (Virtual Private Network) or with the Server Based Computing Service (SBCS).

CARES-Live Training Environment Facilitation Services

The CWDS Project will confer with org Training Coordinators on the following:

- Provide documentation to describe functionality of user accounts (Exhibit A).
- Provide documentation to describe how CWDS will provide ongoing support for the Training Environment (Exhibit B).
- Provide support regarding CARES-Live Training Environment access.
- Provide orgs with a spreadsheet that includes the fictitious data available for use in the CARES-Live Training Environment.
- Assist in the identification of specific fictitious clients that may meet training objectives.

CARES-Live Training Environment Documentation

Orgs participating in this service offering are provided with the following documentation:

- CARES-Live Training Environment user guide
- Document including frequently asked questions and useful information
- Excel spreadsheet including fictitious data CWDS has loaded into the environment

The user guide and the document that contains frequently asked questions and useful information will be available on the CARES Implementation Portal on July 10, 2020.

Note: The Multi Factor Authentication (MFA) code needed to authenticate users upon login will be set to a static code to make logging into the Training Environment easy for all users. After the account is successfully registered the MFA code is automatically set to the fixed value: TRAINING. A static MFA allows users to access the CARES-Live Training Environment without a need to access the county email address associated with the user account.

Costs

- Orgs are responsible for costs associated with setting up their onsite or offsite training. This includes costs related to training vendors, training rooms, connectivity, workstations, email accounts, and any other necessary equipment.
- There is no cost to orgs to get CWDS Project support regarding the CARES-Live Training Environment.

Contact Information

Questions should be directed to:

OSICWDSTraining@osi.ca.gov on or before July 15, 2020

CWS_CustRel@osi.ca.gov after July 15, 2020

Exhibit A

CARES-Live Training Environment User Accounts

Training Environment Account Roles and Responsibilities

Each org participating in this service offering will be provided with a Training Administrator account. Orgs are to designate a Training Administrator to manage user accounts assigned to their org. The Training Administrator and the Training Coordinator may be one in the same person. Orgs are to include this designation on the Request for CARES-Live Training Environment Access form (Exhibit C). It is the responsibility of the Training Administrator to maintain and manage the user accounts which includes resetting passwords and/or unlocking user accounts when needed. Like the CARES-Live Production Environment, users in the Training Environment will be locked out after 3 unsuccessful attempts of logging into the system.

Each Child Welfare org participating in this service offering will be provided with 5 user accounts:

- Non-Case Carrying Worker (1)
- Supervisor (1)
- Case Worker (2)
- Training Administrator (1)

Each Probation org participating in this service offering will be provided with 2 user accounts:

- Probation (1)
- Training Administrator (1)

Non-Administrator user accounts are intended to be:

- Used by multiple users at the same time.
- Utilized by trainers and/or trainees.
- Used by anyone in the county needing to access the CARES-Live Training Environment.

Individual user accounts will not be provided.

Orgs must provide the CWDS Project with a county issued email address for each user account. This is required to create a user account. Training Administrators are to provide the email information in the CARES-Live Training Environment Access form (Exhibit C).

User Account Types

- **Non-Case Carrying Worker**– Trainers and trainees can use this account during training sessions to experience CARES-Live as a user without a caseload assigned to them. This user will see the CANS Search Dashboard when accessing CANS in the Training Environment. This user can enter and modify data within the CANS feature. This user account can be used to access all 3 of the CARES-Live features.

- **Supervisor**– Trainers and trainees can use this account during training sessions to experience CARES-Live as a user with staff assigned to them. This user will see the CANS Supervisor Dashboard when accessing CANS in the Training Environment. This user can enter and modify data within the CANS feature. This user account can be used to access all 3 of the CARES-Live features.
- **Case Worker**– Trainers and trainees can use this account during training sessions to experience CARES-Live as a user with a caseload assignment. This user will see the CANS Case Worker Dashboard when accessing CANS in the Training Environment. This user can enter and modify data within the CANS feature. This user account can be used to access all 3 of the CARES-Live features.
- **Probation**- Trainers and trainees can use this account during training sessions to experience CARES-Live as a worker for probation youth in the child welfare system. This user will see the CANS Search Dashboard when accessing CANS in the Training Environment. This user can search and view CANS data. This user cannot enter or modify CANS data. This user account can be used to access all 3 of the CARES-Live features.
- **Training Administrator**– Each org participating in this service offering will get one Administrator account to manage all assigned users. Training Administrators will use this account to reset or change user account passwords when needed. This account can also be used to unlock user accounts if needed.

Exhibit B

Ongoing Support Provided by CWDS

Supported

- To support org training needs the CWDS Project can assist orgs with questions related to CARES-Live Training Environment data. Direct these inquiries to:
Email: OSICWDSTraining@osi.ca.gov.
- The CWS-CARES Service Desk is available to assist orgs that experience technical issues or access problems. The CWDS Service Desk is available 8 a.m. to 5 p.m. Monday – Friday.
- Email: servicedesk@cwds.ca.gov
Phone: 855-292-3444

Not Supported

- The CWDS Project will not provide actual scenarios for training classes.
- The CWDS Project will not provide onsite assistance at this time.
- The CWS-CARES Service Desk does not reset passwords or unlock user accounts. The assigned Training Administrator for the org has the capability to do so. For instructions on how to reset a password, please refer to the CARES Manage Users Job Aid in the Accessing the User Profile Page section.

Exhibit C

Request for CARES-Live Training Environment Access

TO: CWDS Project Office

FROM:

County

DATE:

RE: Response to CARES-Live Training Environment Service Offering

After reviewing the CARES-Live Training Environment Service Offering our county is prepared to provide the following response: **YES, we want access**

County is requesting to participate in the CARES-Live Training Environment Service Offering. Our County understands the role of the CARES-Live Training Administrator as described in the service offering and we have identified a Training Administrator. We have also identified the Training Coordinator the CWDS Project is to work with regarding access to the CARES-Live Training Environment.

Training Coordinator Contact Information:

Name:

E-mail address:

Phone #:

CARES-Live Training Administrator Contact Information:

Name:

E-mail address:

Phone #:

To satisfy the email address requirement, below are county issued email addresses designated specifically for the CARES-Live Training Environment user accounts identified.

User Account Type	County Email Address
Training Administrator (Required for Probation & Child Welfare)	
Probation (Required for Probation)	
Supervisor (Required for Child Welfare)	
Case Worker 1 (Required for Child Welfare)	
Case Worker 2 (Required for Child Welfare)	
Non-Case Carrying Worker (Required for Child Welfare)	

Org Approval Signature: _____

Date: _____

Exhibit D

Questionnaire - CARES-Live Training Environment Access

(Please consult with your County IT if not known)

1. What county are you in?
2. Are you associated with Child Welfare or Probation?
3. Can the County Training Coordinator successfully access the CARES-Live Training Environment user login screen following this link <https://cogtraining.cwds.ca.gov?>
4. What method does or did the Training Coordinator use to test access to the CARES-Live Training Environment link above?

Method	Comments (Y/N, able to access or will not be using this method)
CWS workstation on County LAN	
Remotely over County VPN	
Remotely over State VPN	
CWS Server Based Computing (SBC)	
Other (provide details)	

5. If the Training Coordinator used CWS Server Based Computing (SBC) to test access, was a hard token, soft token, or tokenless (Probation) solution used?
6. As a Trainer, do you plan to use the CARES-Live Training Environment in a training setting where trainees will logon to follow along or perform a transaction in CARES-Live (multiple logins at the same time)?
7. If potential trainees plan to access the CARES-Live Training Environment, what method will they use to connect?
 - o Complete table below only if the method for trainees is different than method identified in question #4,

Method	Comments (Y/N, able to access or will not be using this method)
CWS workstation on County LAN	
Remotely over County VPN	
Remotely over State VPN	
CWS Server Based Computing (SBC)	
Other (provide details)	

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Requests forms and questionnaires submitted after July 15, 2020 should be emailed to CWS_CustRel@osi.ca.gov