

WORKING IN CWS-CARES

November 14, 2018

NEED HELP WITH
CWS-CARES?

Contact the CWDS
Service Desk

1-855-292-3444

ServiceDesk@cwds.ca.gov



CARES
Child Welfare Services

CARES: WHAT'S IN IT AND WHO'S USING IT?

CARES 2.0 includes:

1. Child Welfare History Snapshot
2. Facility Search and Profile
3. Identity Management (secure login and user admin)
4. CANS

“CARES 2.0 is used in: Butte, Fresno, Los Angeles, Orange, San Francisco, San Joaquin, Ventura and Yolo.

13 users in Merced, Sacramento and Shasta are using CANS in CARES.”

LIMITED ACCESS UPDATE

As of November 14th, **Snapshot** and **CANS** are only available to select Core County staff – who are actively working with the CWS-CARES Project.

Facility Search and Profile and Identity Management are available to all applicable staff in the counties listed above.

NEW FEATURE HIGHLIGHT

Did the user's temporary password expire?

If a user has never logged in, and their temporary password has expired, a CARES User Admin can resend the registration email from the **User Profile** page.

RESEND INVITE

Click **Resend Invite** button to send a new registration e-mail.

GETTING STARTED WITH CWS-CARES

Need information on current CARES features in production?

Check out **CARES Release Notes**: https://cwds.ca.gov/release_notes

Need a refresher on a CARES feature?

Check out **CARES Learning on Demand** for Demo videos, Job Aids, and Desk aids:

<https://cwscms.osi.ca.gov/Portal/CARES-Implementation-Portal/Getting-Started#top>

KNOWN ISSUES

Need information on known bugs/issues and workarounds?

Check out CARES **Interim Processes**: https://cwds.ca.gov/release_notes

Here are a few key recently identified issues:

COG-828: CARES Timeout: Users timed out in less than 4 hours. Sometimes within minutes of logging in

Analysis is currently in progress by the CARES development team. As a workaround, the CARES user needs to log back into CARES after being timed out.

SEAR-474: Facility Search Capacity: Facility Search and Profile capacity does not match CWS/CMS facility

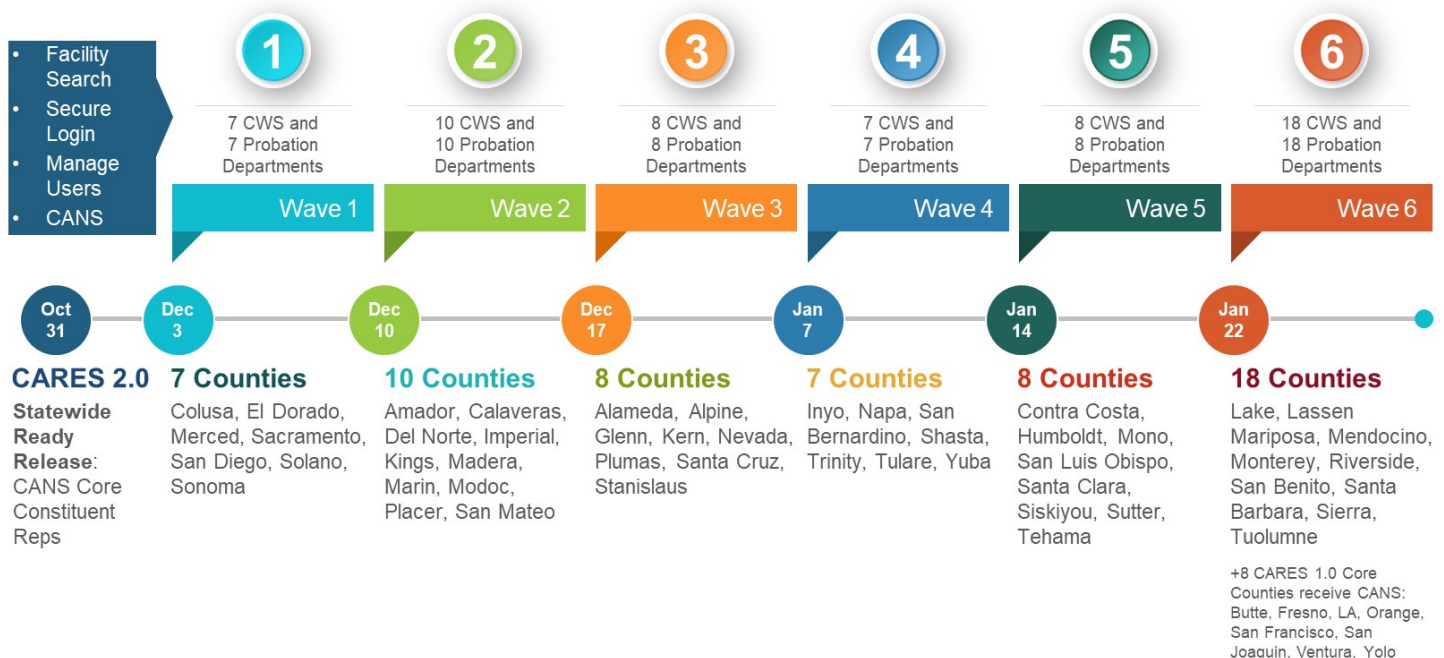
Facility Search and Profile displays capacity from the Adjusted Capacity field and not the License Capacity Field from CWS/CMS. As a workaround, validate capacity information in CWS/CMS.

NEED HELP

Call or e-mail the CWDS Service Desk. It helps if you include the following information when you contact the Service Desk:

- User's first and last name
- County
- User's e-mail & phone number
- Incident date and time
- CWS-CARES feature user was using
- Incident description (the action the user was taking and the results received)
- Internet browser (e.g., Chrome, Firefox, IE 11)
- Number of users affected (if known)

CARES STATEWIDE IMPLEMENTATION



Please contact the Implementation Team at cwdsimplementation@osi.ca.gov with questions and feedback.