

# WORKING IN CWS-CARES

Volume 2 | December 12, 2018

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

**CARES 2.1 (12/8/18 release)** includes:

1. Facility Search and Profile
2. Identity Management (secure login and user admin)
3. CANS: Child and Adolescent Needs and Strengths Assessment



*CARES 2.1 is now available to 25 Counties and 3 CDSS Divisions in production.*

**Welcome Wave 2 counties to CARES!! Live on December 10th**

### Who's Live on CARES?

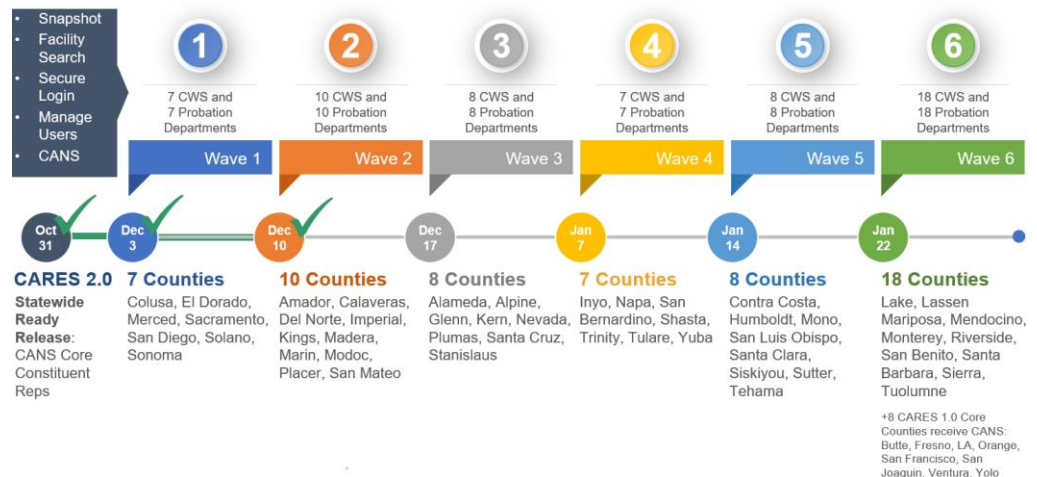
#### Counties:

Amador	Modoc
Butte	Orange
Calaveras	Placer
Colusa	Sacramento
Del Norte	San Diego
El Dorado	San Joaquin
Fresno	San Francisco
Imperial	San Mateo
Kings	Solano
Los Angeles	Sonoma
Madera	Ventura
Marin	Yolo
Merced	

#### State:

CDSS

## CARES 2.0 Statewide Implementation



## GETTING STARTED WITH CWS-CARES

Need information on current CARES features in production?

Check out the latest **CARES Release Notes for CARES 2.0 & 2.1**: [https://cwds.ca.gov/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>

## LIMITED ACCESS UPDATE

As of November 14<sup>th</sup>, **Snapshot** is only available to select Core County staff – who are actively working with the CWS-CARES Intake Development Team. Snapshot is estimated to be available to additional users in early 2019.

## NEW FEATURE HIGHLIGHT

### Changes in Identity Management

- Now includes both County and Office level Admin roles, each with unique permissions
- Now indicates when a user meets each password requirement when setting a new password
- Users are now allowed three attempts to enter MFA code
- Admins can now:
  - Resend a registration email to a user
  - View the date/time when the registration email was resent
  - View each user's role in a User List
  - Change a user's CARES status to active or inactive

## KNOWN ISSUES

### Need information on known bugs/issues and workarounds?

Check out the latest **Interim Processes for CARES 2.1**: [https://cwds.ca.gov/release\\_notes](https://cwds.ca.gov/release_notes)

### Here are three recently identified issues and their descriptions:

#### **SNAP-772: Search Result should return Real-Time Information from the CWS/CMS**

Currently, there is a delay (1-3 mins) between when updates are made to CWS/CMS and when those updates display in Snapshot Search Results. The expected behavior is when a user conducts a search the data will be an exact match of what is in CWS/CMS (in real-time), including saved changes made to client information in CWS/CMS (name, DOB, SSN, address, etc.).

#### **SEAR-484: Deleted CWS/CMS Facilities still present in CARES Facility Search**

When placement homes are deleted from CWS/CMS through online merge or batch merge processes, or through a purge process, the deletion of facilities does not occur in CARES. Consequently, the total number of facilities in CWS/CMS is different from a total number of facilities in CARES. The expected behavior is that CARES and CWS/CMS data will match.

#### **COG-927: Users accessing CARES via IE11 see a blank screen**

When accessing CARES using Internet Explorer (IE11), some users report seeing a blank screen. When they access CARES using Chrome, this is not a problem. Counties need to remove "ca.gov" from IE11 Compatibility View settings.

#### **NEED HELP WITH CWS-CARES?**

Contact the CWDS Service Desk

1-855-292-3444

[ServiceDesk@cwds.ca.gov](mailto:ServiceDesk@cwds.ca.gov)

Provide this information when you call or email:

- 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, IE11)
- Number of users affected (if known)

**WATCH CARES PROGRESS** at biweekly Sprint Review meetings: <https://cwds.ca.gov/feed>.

## CARES STATEWIDE IMPLEMENTATION

Please contact the Implementation Team at [cwdsimplementation@osi.ca.gov](mailto:cwdsimplementation@osi.ca.gov) with questions and feedback.