

Getting Started with CARES-Live Job Aid

Purpose

The purpose of this job aid is to:

- Introduce new terminology
- Highlight CARES-Live standard page elements
- Describe implementation resources
- Remind you where to find CARES-Live support



Policy and Procedure Disclaimer:

CARES-Live training materials are designed to teach you how the system works. They do not cover policies and procedures specific to your organization, or general policy from the State about child welfare practice.

New Terminology

As you get started with CARES-Live it may be helpful to familiarize yourself with the following terms and concepts.

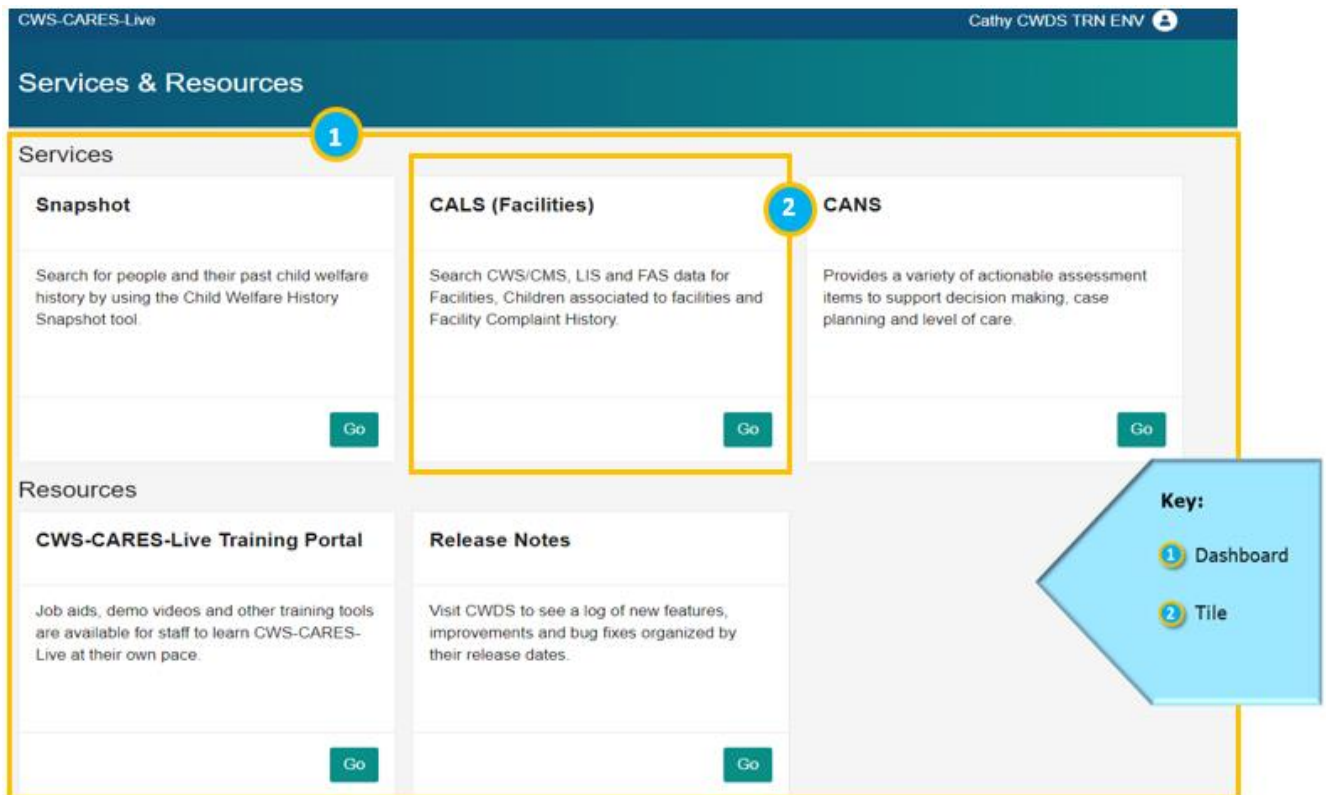
Term	Definition
Breadcrumb	These are links to easily navigate back to previous pages in the work flow. Breadcrumbs are listed at the top of the page. Just click the breadcrumb to navigate back to the previous page.
CALS	Certification, Approval, and Licensing Services (CALs) is one of the CARES-Live digital services and includes the Facility Search feature.
Card	Pages in CARES-Live organize information into sections called cards.
Card link	Card links are provided on the left side of the page for quick access to each Card.
CARES-Live 1.0	CARES-Live 1.0 is the first CARES-Live statewide release. CARES-Live 1.0 includes Secure Login, User Administration, Child Welfare History Snapshot, and Facility Search and Profile.

CARES-Live	The Child Welfare Services – California Automated Response and Engagement System (referred to as CARES-Live) is the new system that will eventually replace CWS/CMS.
Dashboard	A dashboard is a page that organizes and presents information in a way that is easy to read.
Digital services	A web-based application used to perform a specific set of tasks that makes up a functional area of CARES-Live.
Feature	A subset of a digital service with functionality required to support a core business process (e.g., Facility Search is a feature of the CALS digital service).
Global header	The Global header displays on all pages and allows users to logout using the user icon.
IDM	Identity Management (IDM) is one of the digital services within CARES-Live and includes the Secure Login and Manage Users features.
Intake	Intake is one of the digital services within CARES-Live and includes the Snapshot feature.
Legacy system	A previous or older system (e.g. CWS/CMS).
Page header	The page header displays below the global header on all pages in CARES-Live. It lists the page name and other application specific information and features.
Permissions	Assigned permissions control which CARES-Live features a user is able to access (e.g. Snapshot, Facility Search & Profile).
Tile	The Services & Resources dashboard contains a tile (e.g. Snapshot, Manage Users) for each service and resource within CARES-Live.



Services & Resources Dashboard Page Elements:

After logging in to CARES-Live, the Services & Resources dashboard appears. A user's system role and permissions determine the tiles that appear on this page. In the Services section, tiles for each digital service feature available will appear based on your permissions. Clicking GO on that tile will launch the digital service feature. In the Resources section, the CWS- CARES Training Portal and Release Notes tiles appear. The Manage Users tile will appear for users with the CARES-Live Administrator role.



CWS-CARES-Live Cathy CWDS TRN ENV

Services & Resources

Services

Snapshot

Search for people and their past child welfare history by using the Child Welfare History Snapshot tool.

[Go](#)

CALS (Facilities)

Search CWS/CMS, LIS and FAS data for Facilities, Children associated to facilities and Facility Complaint History.

[Go](#)

CANS

Provides a variety of actionable assessment items to support decision making, case planning and level of care.

[Go](#)

Resources

CWS-CARES-Live Training Portal

Job aids, demo videos and other training tools are available for staff to learn CWS-CARES-Live at their own pace.

[Go](#)

Release Notes

Visit CWDS to see a log of new features, improvements and bug fixes organized by their release dates.

[Go](#)

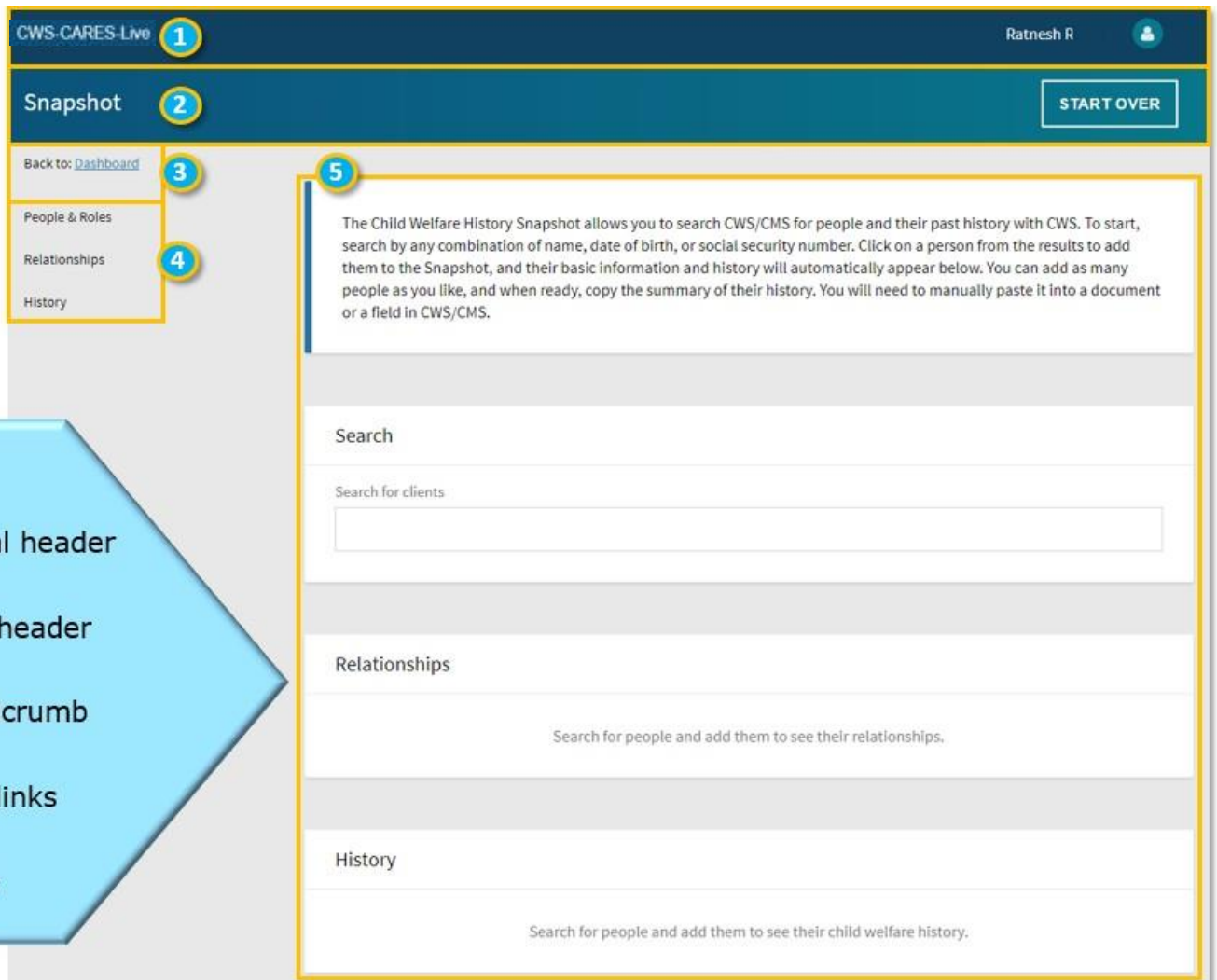
Key:

- 1 Dashboard
- 2 Tile



Standard Page Elements:

Using the Snapshot page as an example, standard CARES-Live page elements are highlighted below.



Key:

- 1 Global header
- 2 Page header
- 3 Breadcrumb
- 4 Card links
- 5 Cards

The screenshot shows the following elements:

- 1 Global header:** CWS-CARES Live (top left) and Ratnesh R (top right).
- 2 Page header:** Snapshot (top left) and START OVER button (top right).
- 3 Breadcrumb:** Back to: [Dashboard](#).
- 4 Card links:** People & Roles, Relationships, and History (left sidebar).
- 5 Cards:** The main content area containing:
 - Introduction text: "The Child Welfare History Snapshot allows you to search CWS/CMS for people and their past history with CWS. To start, search by any combination of name, date of birth, or social security number. Click on a person from the results to add them to the Snapshot, and their basic information and history will automatically appear below. You can add as many people as you like, and when ready, copy the summary of their history. You will need to manually paste it into a document or a field in CWS/CMS."
 - Search section: Search for clients (input field).
 - Relationships section: Search for people and add them to see their relationships.
 - History section: Search for people and add them to see their child welfare history.

Implementation Resources

The [CARES Implementation Portal](https://cwscms.osi.ca.gov/Portal/CARES-Implementation-Portal) (<https://cwscms.osi.ca.gov/Portal/CARES-Implementation-Portal>) contains additional helpful resources, including:

- CARES-Live Training
 - Learning On Demand
 - Job Aids
 - Desk Aids
 - Demo Videos
 - Web-based Training (WBT)
 - Organizational Change Management (OCM)
 - Implementation Management
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Note:

We recognize that not all users access these resources directly from the CARES Implementation Portal. Contact a supervisor to understand if resources are available in an organization-specific Learning Management System or intranet.

You can also access the implementation resources mentioned above by clicking **Help** within the CWS/CMS application (Help > Training Portal > Portal > CARES Implementation Portal).

CARES-Live Support

If you need help using CARES-Live, follow your organization's process for requesting assistance.

Is This Job Aid Helpful?

If you have questions or suggestions regarding this Job Aid please [send an e-mail to CWDS Implementation Training \(osicwdstraining@osi.ca.gov\)](mailto:osicwdstraining@osi.ca.gov).