



Child Welfare Digital Services CARES-Live Training Environment User Guide

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1.0 CARES-Live Training Environment

1.1 Training Environment Application Overview

**Description/
Purpose** The CWDS Project created the 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, probation workers, supervisors, support staff, and other users may be trained on how to use the CARES-Live application.

This user guide is intended to be used by Orgs or individuals that have been given access to the CARES-Live Training Environment. This user guide can be used by CARES-Live Training Coordinators and end-users, CDSS staff, CWDS County Consultants, CWDS Project staff, and/or designated alternates.

Scope This user guide describes how users can access and use the CARES-Live Training Environment and how the environment operates based on user account type.

Features This user guide contains the following CARES-Live features:

Feature	See Page
Snapshot	8
Facility Search	9
CANS	10-11

User Accounts Each Org with access to the CARES-Live Training Environment is provided with org specific user accounts, including a Training Administrator (Admin) account. It is the responsibility of the Org’s Training Coordinator to maintain and manage org assigned user accounts, this includes resetting passwords and/or unlocking users. Like the CARES-Live production environment, users in the training environment will be locked out after 3 unsuccessful attempts of trying to log into the system.

Each Child Welfare Org with access to the CARES-Live Training Environment is provided with 5 user accounts:

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

Non-Admin Child Welfare user accounts can be used to enter, edit and delete CANS data. Like production, a user can only modify CANS data if the user and the client share the same county.

Each Probation Org with access to the CARES-Live Training Environment is provided with 2 user accounts:

- Probation (1)
- Training Admin (1)

Like production, Probation users can only view CANS data.

All Non-Admin user accounts have access to all 3 CARES-Live features. All Non-Admin user accounts are intended to be:

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

Target Data

The CWDS Project loaded client, case, placement, facility and facility compliant data into the CARES-Live Training Environment.

- All clients can be accessed by any Non-Admin user via the Snapshot feature.
- All facilities, placements and complaints can be accessed by any Non-Admin user via the Facility Search feature.
- Like production, only children under the age of 21 appear in the CANS feature.
- Only Non-Admin Child Welfare users in the same county can enter, modify and delete CANS data.

CANS target data is specific to a county and consists of:

- 2 caseloads per county
 - Each Case Worker user account has an assigned caseload

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- 11 clients in each caseload
 - Each case has 1 or 2 parental relationships
 - Each case is in an open status

Snapshot target data consists of:

- CANS client data from all 58 counties
- 1 client marked as deceased
- 1 client marked as CSEC
- 1 client record is sealed
- 1 client record is sensitive

Facility Search target data consists of over 100 facilities, including:

- Various Complaints
- 7 Placements

Note

Note: **Snapshot target data** - Alpine County includes the sealed and sensitive records. Alpine County is assigned to and utilized by the CWDS Project. Only Alpine County users have full and complete access to the sealed and sensitive records.

Data Refresh

To preserve data quality, maintain data security standards, and provide a controlled and standardized training user experience, data in the environment is refreshed everyday. The data refresh process takes less than 2 minutes to complete and will occur automatically at **3:40am** 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.

Note

If users continue to update data past the refresh times, their updates will remain visible until they leave and return to the screen, after which the data will be refreshed.

Intended Use The CARES-Live Training Environment was designed to support

- Classroom Settings (physically or remotely) – a trainer and multiple trainees login and perform transactions in a classroom-like setting

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- Demonstration Purposes – a single user logs in and performs transactions to demonstrate functionality to trainees
 - Individual Users – an individual user logs in and uses the environment for training purposes

Orgs may design training curriculum that leverages target data pre-loaded into the environment.

During CANS training sessions where multiple users are logged in to perform a transaction, it is suggested that Trainers assign a specific client to each trainee. In this scenario, having trainees utilize different clients will avoid overlap of data updates.

Prior to each remote training session where multiple trainees will need to login, it is suggested that the Training Coordinators have trainees test access to the environment using this link

<https://cogtraining.cwds.ca.gov/>.

2.0 CARES-Live Training Environment User Access

2.1 User Account Access Overview

Each Org with access to the CARES-Live Training Environment is provided with org assigned user accounts. County email addresses are assigned to each user account during the account creation process. The Org's Training Coordinator is to complete the initial user registration process for each new user account. The Training Coordinator is to maintain and manage all org assigned CARES-Live Training Environment user accounts.

New User Registration

The Training Admin must complete the user registration process **within 7 days** of the user accounts being created. Like production, the user registration process must be completed before logging in. When an org assigned user account is created, an email is automatically sent to the email address assigned to that user. This email includes a link and a One Time Password for registration purposes.

Note



For more detailed instruction about user registration, please refer to **CARES Secure Login Job Aid** in Exhibit A of this user guide or on the Implementation Portal.

User Management

A Multi Factor Authentication (**MFA**) code is needed to authenticate users upon login. The MFA code is sent to the county email assigned to the user account. Typically, within 24 hours of the user account being created the code is 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.

Access to the county email is only required:

- Prior to the MFA code becoming static
- To complete the initial user registration process
- To change the user password
- To reset a user password

The Org's Training Coordinator is to maintain and manage all org assigned CARES-Live Training Environment user accounts, which includes:

- Providing the password and county email to others in the Org so they can login and access the environment

- Resetting a user account password, if desired
- Unlocking a user account, when needed

There is no requirement to change the password. However, if the password is changed, the Training Coordinator should inform others to avoid account lockouts. Users will be locked out after 3 unsuccessful attempts of trying to log into the system.

The “Forgot your password?” link has been removed from the CARES-Live Training Environment login screen. To reset the password the Org’s Training Admin is to click the “**Training Admins Only**” link located at the bottom of the login screen. Red text has been added stating “Do Not Use” “Admin Use Only” to deter Non-Admin users from changing the user password.

CARES-Live Training Environment login screen:

Notice:

This system is the property of the State of California and may be accessed only by authorized users. Unauthorized use of this system is strictly prohibited and may result in, but is not limited to, disciplinary action and criminal prosecution. The State of California may monitor any activity or communication on the system and retrieve any information stored within the system. By accessing and using this system, you are consenting to such monitoring and information retrieval for law enforcement and other purposes. Users have no expectation of privacy as to any communication on, or to any information stored within the system, or to any devices used to access this system.

Do Not Use
Training Admins Only

Upon clicking the “**Training Admins Only**” link:



Admin Use Only

Enter your login email below and we will send a message to reset your password

Cancel

Reset my password

Note



For detailed instruction about how to unlock users and reset passwords, please refer to the **CARES Manage Users Job Aid** in Exhibit B of this user guide or on the Implementation Portal.

User Login

After the new user registration process is complete use this link to access the CARES-Live Training Environment login screen: <https://cogtraining.cwds.ca.gov>. This is where users enter the user account email and password to login.

Use the static **MFA** code **TRAINING** if prompted to enter an MFA code upon login.

Users are routed to the CARES-Live **Services and Resources page** after successfully logging in. From the Services and Resources page:

- Non-Admin users can select what CARES-Live feature they want to access (CANS, Facility Search, or Snapshot).
- Training Admins can access the Managed User feature required to manage user accounts.

Note



For detailed instruction about how to login, please refer to the **CARES Secure Login Job Aid** in Exhibit A of this user guide or on the Implementation Portal.

3.0 CARES-Live Snapshot Application

3.1 Snapshot Feature Overview

Search fictitious client data from CWS/CMS to create a quick Snapshot view of the client’s basic demographics, relationships, and history of involvement with CWS.

Snapshot Access

Any Non-Admin user account can access the Snapshot feature in the CARES-Live Training Environment.

Snapshot Functionality

Snapshot users have the ability to:

- Search for and view clients
- View basic client demographic information
- Review relationship information
- Attach related clients
- Remove clients
- Review History of Involvement with CWS
- Copy and paste history information elsewhere

Note



For more detailed instruction about how to use Snapshot, please refer to **CARES Snapshot Job Aid** in Exhibit C of this user guide or on the Implementation Portal.

4.0 CARES-Live Facility Search Application

4.1 Facility Search Overview

Search fictitious data from CWS/CMS, LIS and FAS for facilities, children associated to facilities, facility complaint history, and the number of beds available.

Facility Search Access

Any Non-Admin user account can access the Facility Search feature in the CARES-Live Training Environment.

Facility Search Functionality

Facility Search users have the ability to:

- Complete a Facility or Home Search
- View placement or compliant information
- View Facility or Home Profile

Note



For more detailed instruction about how to use Facility Search, please refer to **CARES Facility Search Profile Job Aid** in Exhibit D of this user guide or on the Implementation Portal.

5.0 CARES-Live CANS Application

5.1 CANS Feature Overview

Enter and/or view CANS assessment data associated to fictitious clients. At a glance Case Workers and Supervisors can view the status and due date of CANS assessments.

CANS Access

All Non-Admin user accounts can access the CANS feature in the CARES-Live Training Environment.

- Use the Supervisor user account to login and view the Assigned Staff List, also known as the Supervisor Dashboard. This list displays all staff assigned to the supervisor.
 - Use the Caseworker user account to login and view the Client List, also known as the Caseworker Dashboard. This list displays with all primary and secondary caseload assignments.
 - The Supervisor user account can also navigate to the Client List.
 - Use the Non-Case Carrying Worker or the Probation user account to login and view the CANS Search Page, also known as the Non-Case Carrying Worker Dashboard. This search feature allows users to search for a child client.
 - The Supervisor user account and the Case Worker user account can also navigate to the Client Search page.
 - Non-Admin Child Welfare user accounts can add, edit and delete CANS data. Like production, a user can only modify CANS data if the user and the client share the same county.
 - Like CARES-Live Production, Probation users can only view CANS data.
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CANS Functionality

CANS users have the ability to:

- Search and View a CANS Client Information
 - View your Assigned Staff
 - View the Client List
 - Search for a Client
 - View CANS Change Log

- Add, Edit, and Delete A CANS Assessment
 - Add a CANS Assessment
 - Add a Caregiver
 - Remove a Caregiver
 - Edit a CANS Assessment
 - Delete a CANS Assessment

- CANS Reassessment
 - Add a CANS Reassessment
 - Start New
 - Use previous ratings
 - Compare assessment over time
 - Delete a CANS Reassessment
 - Print Reassessments or assessments

Note

For more detailed instruction, please refer to **CARES Search and View Client Information in CANS Job Aid** in Exhibit E, **CARES Add, Edit and Delete a CANS Assessment Job Aid** in Exhibit F, and **CARES CANS Reassessment Job Aid** in Exhibit G of this user guide or on the Implementation Portal.

6.0 CARES-Live Training Environment Support

This CARES-Live Training Environment User Guide and related support services documentation is available on the CARES Implementation Portal.

The CWDS Project will not:

- Provide actual scenarios for training classes.
 - Reset passwords or unlock user accounts.
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Customer Relations

General inquires related to the CARES-Live Training Environment should be directed to the CWDS Customer Relations email box: CWS_CustRel@osi.ca.gov

CWS-CARES Service Desk

The CWS-CARES Service Desk is available to assist with technical issues and access problems. The Service Desk is available 8 a.m. to 5 p.m. Monday – Friday.

Contact the Service Desk by email: servicedesk@cwds.ca.gov or by phone at 1-855-292-3444

Exhibits

Each exhibit below is a hyperlink that routes to the Job Aid location on the CARES Implementation Portal.

[Exhibit A: CARES Secure Login Job Aid](#)

[Exhibit B: CARES Manage Users Job Aid](#)

[Exhibit C: CARES Snapshot Job Aid](#)

[Exhibit D: CARES Facility Search Profile Job Aid](#)

[Exhibit E: CARES Search and View Client Information in CANS Job Aid](#)

[Exhibit F: CARES Add, Edit and Delete a CANS Assessment Job Aid](#)

[Exhibit G: CARES CANS Reassessment Job Aid](#)