CARES 2.0: Tip sheet - Reviewers

Accessing the site

CARES 2.0 can be accessing by going to www.utc.eku.edu/cqi

The link will take you to the main page which serves as a cover sheet with some information about the site, its purpose, and a brief description of the different levels of reviews.

To login, either click the Login link located at the top right of your screen or the "Case Automated Review and Evaluation System" link as shown below.

If you already have an account you can login by entering your email address and password.

The required email address will always be your ky.gov email. Passwords are case sensitive and require at least 8 characters, an uppercase letter, and special character.
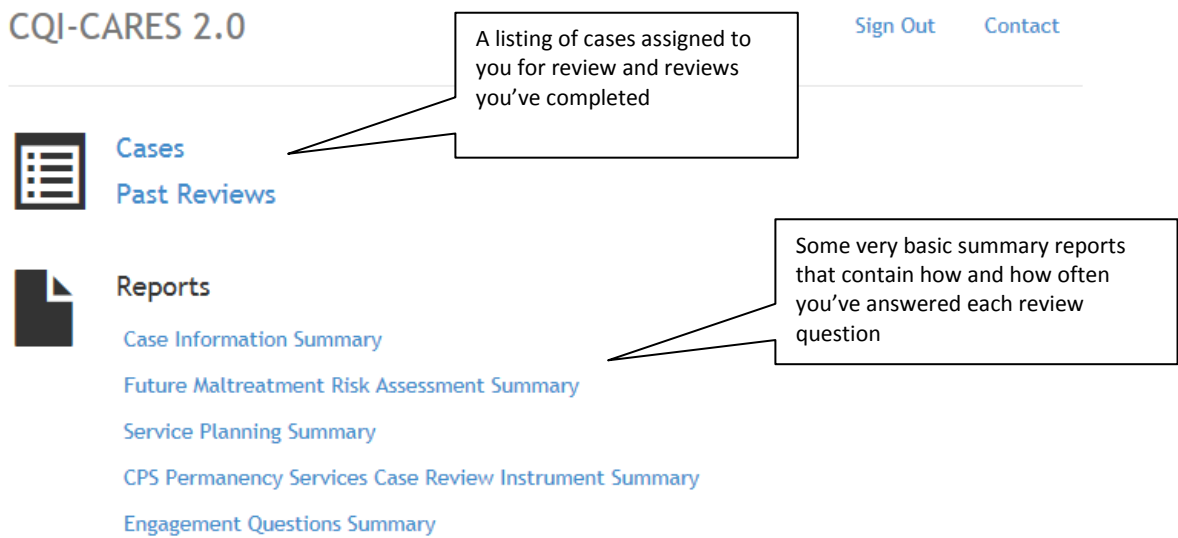
Navigating as a Reviewer

The core function of CARES is to serve as a system for case reviews and as follows; reviewers. CARES 2.0 was designed with this in mind to be;

➢ Simple
➢ Intuitive
➢ Quick and easy to use

This tip-sheet is provided as a guide to familiarize reviewers with the site.

Upon logging in you will see the main page which is divided into 2 main sections as shown below.

CQI-CARES 2.0

Sign Out   Contact

A listing of cases assigned to you for review and reviews you've completed

Cases
Past Reviews

Some very basic summary reports that contain how and how often you've answered each review question

Reports

Case Information Summary

Future Maltreatment Risk Assessment Summary

Service Planning Summary

CPS Permanency Services Case Review Instrument Summary

Engagement Questions Summary

Reviewing a Case

→Click on Cases (shown above) to view the cases that have been assigned

Cases

Below is a listing of cases that you have been assigned to review.

Case Number ⬍	Case Name ⬍	Type of Case ⬍	Region ⬍	Assigned To ⬍	Status ⬍	Month ⬍
70201		CPS	The Cumberland	chris cordell	0%	Feb

→Click on the Case Number to enter the case review

The top section shows some basic case information along with instructions

Case Review: John Q. Public

Case Number: 70201█

Case Name: ████████

Case Manager: ████████████

Case Type: CPS

Region: The Cumberland

County: Bell

Month: Feb

Level: S

Please answer the following case review questions from the sections below. After a section has been completed, the section will be highlighted in green. Once all the questions have an answer you may submit the case review.

Followed by the sections of the review

1. Case Information

2. Engagement Questions

3. Future Maltreatment Risk Assessment

4. Service Planning

5. CPS Permanency Services Case Review Instrument   ☐ N/A

Clicking on a section heading expands that section.

1. Case Information

Case Type:

○ Investigation

○ In-Home (Child in Own Home)

○ In-Home (Parent Placed Child with Relative via Prevention Plan)

○ In-Home (Child Placed in Relative Custody)

○ OOHC

○ Status

Every question in the review is mandatory (with an exception we'll touch on later). To help reviewers ensure that each question is answered and that they haven't unintentionally skipped a question, each question is marked as ✔ Completed when answered.

Once every question in a section has been answered the section heading will turn green.

1. Case Information

💡 *TIP: You don't have to click exactly in the circle or check box. You can click the text in the question response. Also, for those that prefer keyboard to mouse you can navigate a review using Tab, Spacebar, and Up and Down arrow.*

Case Type:

✔ Completed

○ Investigation

○ In-Home (Child in Own Home)

◉ In-Home (Parent Placed Child with Relative via Prevention Plan)

○ In-Home (Child Placed in Relative Custody)

💡 *TIP: You can quickly jump to the top of any page by clicking the ⌃ button located on the bottom right of your screen.*

Earlier we mentioned that every question in the review is mandatory. While the review tool was designed with this in mind to simplify the review process; we quickly realized that depending on the case some questions may not be applicable. In order to keep reviewers

from having to select N/A for every question in the last section in cases where these questions would not necessarily apply, an N/A checkbox was added at the section level.

> **5. CPS Permanency Services Case Review Instrument** ☐ N/A

Checking that box essentially marks this entire section of the review as complete.

> **5. CPS Permanency Services Case Review Instrument** ☑ N/A

If for some reason, you have to leave in the middle of a review. You can easily find where you left off upon returning to the review.

> **1. Case Information**

> **2. Engagement Questions**

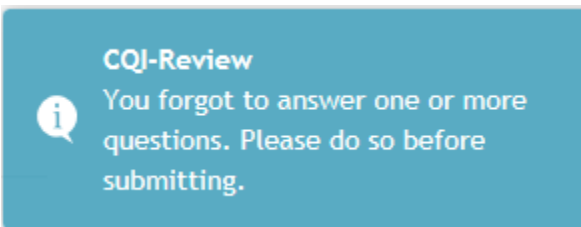> **3. Future Maltreatment Risk Assessment**

> **4. Service Planning**

> **5. CPS Permanency Services Case Review Instrument** ☑ N/A

💡 **TIP:** *To quickly identify unanswered questions you can click* [Submit Case Review]

Anytime someone attempts to submit a review with unanswered questions they will receive the following prompt.

> **CQI-Review**
> ⓘ You forgot to answer one or more questions. Please do so before submitting.

Unanswered questions are then flagged with ❗ Answer is required as shown below.

4. Service Planning

Indicate most recent service plan for your review as a:

❗ Answer is required

(Please select) ⌄

Compact Sections

There is a toggle button located above the sections called "Compact Sections." By default this is turned on so that each section is collapsed as shown below.

Compact Sections: On

1. Case Information

2. Engagement Questions

3. Future Maltreatment Risk Assessment

4. Service Planning

5. CPS Permanency Services Case Review Instrument ☐ N/A

We realize however that there may be instances when you wish to see the case review in its entirety, for example if you wanted to print a blank (or completed) case review. Or it may just be your preference to view the whole review and avoid the need to click on each section heading to expand it. This feature was added to provide the flexibility to allow the reviewers preference and/ or situation determine how the review is displayed. Clicking on the Compact Sections toggle button will turn compact sections off and expand all sections of the case review.

Reporting System Issues/ Bugs/ etc…

To report system issues, bugs, etc… click on the Contact link located at the top right of the page to bring up a contact form.

Contact

If you are experiencing a problem with the site and would like to notify the administrator, please use the form below. Please a give a detailed description of the problem and your contact info.

Submit

Please use this for technical and/or site issues only and be as detailed as possible including any error messages you may have received, which page you were on, what you were trying to do, etc....