CARES 2.0: Tip sheet - CQI Specialist

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 CQI specialist

CQI Specialists have the ability to do things that other users cannot such as;

- Create user accounts
- Assign and reassign cases
- Reset or edit reviews that have been submitted

This tip-sheet is provided as a guide to help CQI Specialists get comfortable performing these tasks.

Upon logging in you will see the main page which is divided into 3 main sections as shown below.

Note: The view and layout of the main page is determined by the “Roles” of the user. Users with different may roles have different views, e.g., a user only assigned a supervisor reviewer role would not have access to the Admin links that a CQI Specialist does.
Creating User Accounts

To create a new user account go to the “Admin” section and -

→ Click **Add User**

Unlike the previous case review system which required multiple accounts for users that would be serving multiple functions, this version allows for a user to have multiple roles (see below) E.g., a person could be both a “Regional Admin” and a “Regional Reviewer.” Note: it is **highly recommended** to start with the fewest roles necessary.

The email address must be a ky.gov email address

Only required for Supervisor Reviewers (FSOSs)

As the prompt on the page states, clicking add will create the account and send an email to the new user with a *temporary* password and a link to the site.

**CQI-CARES**

Jane Public:

A username and temporary password has been created for you by your name@ky.gov for the CQI-Case Automated Review and Evaluation System. You must login using the link below to confirm your account. Upon doing so you will be prompted to create a new password.

------------------- ACCESS INFORMATION -------------------

Password: Wra6fTWe0!

https://www.wtc.edu/cqi/accountLogin

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Assigning Cases for Review

To assign a case for review, from the main page → Click on Assign Cases in the Admin section

This will take you to the listing of cases as shown below.

Note: All column headings are sortable and you have features to;
Select the case by clicking on the case number. This will take you to the “Assigned Users” page which displays some basic case info.

Assigned Users

Case Info

Case Number: 606005
Case Name: [Redacted]
Case Manager: [Redacted]
Case Type: CPS
Region: The Cumberland
County: Adair
Month: Jan
Level: S R

The following users have been assigned to the case. If you remove a user they will be unassigned and their review will also be deleted.

A status with a checkmark means the user has completed the review.

Assign a user

Assign sections to case for review

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
<th>Status</th>
<th>Completed Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Supervisor Reviewer</td>
<td>0%</td>
<td>Review</td>
</tr>
</tbody>
</table>

The month and levels of review the case has been assigned

Reviewers that have been assigned this case to review

In the example above you can see that the case has already been assigned to a supervisor for the supervisor review. Since this case is also flagged as requiring a regional review, you can make the regional assignment by clicking on the link. Please, do NOT use the link unless otherwise instructed by a central office admin.

Supervisor

Assign a supervisor

Regional Reviewer

Assign a regional reviewer

Central Office Reviewer

Assign a central office reviewer
The majority of the time supervisor reviewers are automatically assigned in which case you can ignore the “Assign a supervisor” dropdown. *Note: if reassignment was needed you could select a different supervisor to review the case here, just make sure to remove the other supervisor reviewer.*

To select a regional review use the “Assign a regional reviewer” dropdown.

Please do not assign a central office reviewer unless otherwise instructed.

Clicking on the **Save** button will save the assignment and take you back to the assigned users for that case. To assign another case for review return to the main page by clicking on the “Home” link located on the navigation bar at the top of the page as shown below.

**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 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....