

## CARES 2.0: Tip sheet - CQI Specialist

### Accessing the site

CARES 2.0 can be accessed by going to [www.utc.eku.edu/cqi](http://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.

CQI-CARES 2.0

[Login](#)

[Contact](#)

[Case Automated Review and Evaluation System](#)

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

## Login

Use your email address and password to login below.

Email



Password

[Forgot 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.

The screenshot shows the CQI-CARES 2.0 main page. At the top left is the title "CQI-CARES 2.0". At the top right are links for "Sign Out" and "Contact". The page is divided into three main sections: "Cases", "Reports", and "Admin".

- Cases:** Includes a list icon and links for "Cases" and "Past Reviews". A callout box explains: "A listing of cases where reviewers will go to access the cases they've been assigned to review or have reviewed".
- Reports:** Includes a document icon and links for "Case Information Summary", "Future Maltreatment Risk Assessment Summary", "Service Planning Summary", "CPS Permanency Services Case Review Instrument Summary", and "Engagement Questions Summary". A callout box explains: "Some very basic summary reports that contain how often each response is supplied for each case review question in each section."
- Admin:** Includes a person icon and links for "Users", "Add User", and "Assign Cases". A callout box explains: "The Admin section has links for viewing/ adding users or assigning cases for review."

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](#)

### Add User

Please fill in the user's details below to add them to the system. A user can belong to more than one role.

Email Address

The email address must be a ky.gov email address

First Name

Last Name

Region

CQI TWIST ID

Only required for Supervisor Reviewers (FSOSs)

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.

#### Roles

Central Office Reviewer

Regional Reviewer

Regional Admin

Supervisor Reviewer

Clicking add will create a new account for the user specified. An autogenerated email will be sent to the user with a temporary password.

Add

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: **Wra6fTWoO!**

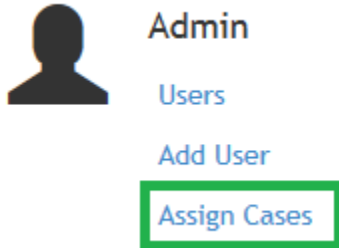
<https://www.utc.edu/cqi/account/Login>

=====

## 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.

## Cases

Below is a list of searchable cases available to you. Clicking on a case number will allow you to see users who are assigned to the case for review or allow you to assign a user to the case chosen.

Reviewer levels

**S** = Supervisor

**R** = Regional

**C** = Central Office

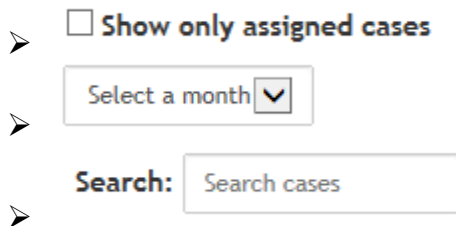
Show only assigned cases

Select a month

Search:

Case Number	Case Name	Type of Case	Program	Case Manager	Region	County	Review Month	FSOS	Levels
696905		CPS	Sexual Abuse		The Cumberland	Adair	Jan		<b>S</b> <b>R</b>
620240		CPS	Risk of Harm Neglect		The Cumberland	Adair	Jan		<b>S</b>

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: 696905  
Case Name: [REDACTED]  
Case Manager: [REDACTED]  
Case Type: CPS  
Region: The Cumberland  
County: Adair  
Month: Jan  
Level: S R

The month and levels of review the case has been assigned

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  means the user has completed the review.

[Assign a user](#)

[Assign sections to case for review](#)

Reviewers that have been assigned this case to review

Name	Role	Status	Completed Date		
[REDACTED]	Supervisor Reviewer	0%		<input type="button" value="Review"/>	<input type="button" value="Remove"/>

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 [Assign a user](#) link. Please, do NOT use the [Assign sections to case for review](#) link unless otherwise instructed by a central office admin.

#### Supervisor

#### Regional Reviewer

#### 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.*

#### Supervisor


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

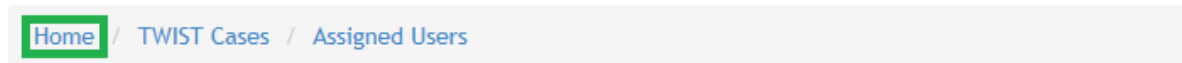
#### Regional Reviewer

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



Clicking on the  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.

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....