Child Welfare ASSIST User Guide

12/05/2016
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Introduction

Pursuant to legislation, the North Carolina Department of Health and Human Services partnered with GDAC to develop an application to enhance coordination of services and information among county departments of social services, law enforcement and other agencies.

Child Welfare ASSIST (Accessing and Searching Sensitive Information through Technology) is a web-based application which integrates minimum information from multiple data sources (social services and criminal history data). The application provides a dashboard view of person demographics, history of events, related associations, address and criminal history.

Child Welfare ASSIST provides a more comprehensive view of a person, and all their associated services and cases regardless of which county is the service provider. The application is another tool to assist social services professionals in making better and more informed decisions in delivery of appropriate services for individuals and families. The purpose of this guide is to familiarize users with the functionality of the application.

Features

<table>
<thead>
<tr>
<th>Features</th>
<th>Production System</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flexible application web design (for use on any device, phone, tablet, laptop, desktop)</td>
<td>✓</td>
</tr>
<tr>
<td>Accessible through NCID integration</td>
<td>✓</td>
</tr>
<tr>
<td>Dashboard to link child to persons in the household and addresses</td>
<td>✓</td>
</tr>
<tr>
<td>Criminal history from CJLEADS data</td>
<td>✓</td>
</tr>
<tr>
<td>Ability to track DHHS services provided to children across counties</td>
<td>✓</td>
</tr>
<tr>
<td>Timeline for events *</td>
<td>✓</td>
</tr>
<tr>
<td>Indicators or flags for eligibility for programs**</td>
<td>✓</td>
</tr>
<tr>
<td>Tracking mechanism to support user access audits</td>
<td>✓</td>
</tr>
</tbody>
</table>

*Events such as CPS, Foster Care, Child Care Subsidy, Medicaid, FNS and TANF
**Eligibility information limited to – FNS, TANF, Medicaid and Subsidized Child Care
Accessing the Application

Supported Browsers
Internet Explorer 10 or higher, Mozilla Firefox or Google Chrome can be used to access the Child Welfare ASSIST application.

Window Size
It is recommended that users run the application in a full screen browser. Minimizing the window reduces the amount of information visible on the screen and can cause issues with scroll bars.

Logging On
Child Welfare ASSIST is accessed through a Web browser with restricted access to known users. The URL for direct access to the application is: https://ncgdac.ondemand.sas.com/CPS/.

Using the link listed above, users access the screen and input their NCID information to gain access to the application:
- **NCID** - NCID username
- **Password** - NCID password
- Click **Submit**

Click the appropriate **Click Here** link to access the NCID website where users can reset User IDs, Passwords, or retrieve information about their account. Also on the logon screen is a help link, **Manage Your NCID**, which opens the NCID website where users can manage user accounts and passwords.

User authentication is based upon North Carolina's standard identity management, NCID. Users are granted access to Child Welfare ASSIST by their agency security administrators using the NCSEAT administration tool.

GDAC Portal
The URL to access application through GDAC Portal is: https://ncgdac.ondemand.sas.com.
Using the link listed above, users access this GDAC portal screen and input their NCID information to gain access to GDAC portal: • User ID - NCID username • Password - NCID password • Click Submit

Once in the portal, users will have access to the GDAC Home page. Users can select the Child Welfare ASSIST tab to navigate to Child Welfare ASSIST. To manage user accounts, use GDAC Administrative Access NC SEAT link. This link is only displayed for users who are assigned NCSEAT administrators for their agency. To manage passwords, use NC Identity Management NCID link.

Users should not log into more than one session at a time, as this may adversely affect usability. Session will time out with 30 minutes of inactivity – users will be prompted with a pop up several minutes prior. Additionally, the system logs all user activity.

Child Welfare ASSIST User Security Roles
It is important that users are aware of the significance of security. The Child Welfare ASSIST application has safety mechanisms built into the application; however, it is critical that users maintain the security of their own information. Please review the following critical security considerations:

• User ids and password may not be shared. Do not give out password information. The username and password serve to identify individual users. Users are responsible for all action taken in the CWA application on behalf of their user ID. System audit functionality will track and log all system usage by user id.
• Individual CWA sessions terminate after 30 minutes of inactivity. Users will receive an inactivity warning message 5 minutes before the session is logged out of the application. This provides protection for a user’s account and reduces the risk of unauthorized access to CWA. Users must choose to stay logged on or log back into the application if they are automatically logged off.
The CWA application is a safe and secure internet site. It encrypts transactions when they are transmitted through the Internet so that there is no tampering with the data or user account information.

Automatic screen savers with a password lock helps to maintain the security of the workspace and are highly recommended.

All information displayed is confidential. Users must be sure to maintain the security of any information generated in the CWA application.

- Logout of the application when finished searching.
- You will be prompted via e-mail to change your NCID password every 90 days.

User Security Roles determine the level of access to the sensitive information available in CWA.

Sensitive data is defined as:

Personal identifying information, such as the name, social security number, address, date of birth, criminal justice information, alone or when combined with personal identifying information which is linked or is linkable to a specific individual(s) such as the date of birth of the parent or individuals associated with a case record.

User Roles will be defined as one of the following:

- Child Welfare ASSIST Viewer
- Child Welfare ASSIST Demo
- Child Welfare ASSIST Project Team

Agencies will assign the user’s role for their end users based on the allowed access to CJLEADS data from one of the roles listed above. The role assigned will determine access to the information that user will view as the chart below indicates

Frequency of Data

*Child Welfare ASSIST receives weekly uploads of all DHHS data from the Client Services Data Warehouse (CSDW) and a daily upload from the Criminal Justice Integrated Automated Data Services (CJLEADS).*

*DHHS data is available for the CSDW for to GDAC for processing no later than Friday of each week by 5:00 p.m. Updated data is available for viewing on Monday morning of each week.*

*Due to the time delay between receiving data and the processing schedule from CSDW, data may be up to a week or more old. For data verification, users should refer to the system of record.*

Data Sources

Sources of data, as well as what data is included from each source, in the Child Welfare ASSIST application are listed below.

- **Child Placement and Payment System (CPPS)**
  - Demographics including address and caretaker information
- **Child Care Subsidy**
  - Demographics, address, caretaker, sibling and other people living in the same household, facility and provider information

- **CJLEADS**
  - Criminal Justice information

- **Common Name Data Service (CNDS)**
  - Person CNDS ID, person demographics and address

- **Central Registry (CR)**
  - Child assessments, demographics, maltreatment, contributory factors and case worker information

- **Service Information System (SIS)**
  - Client’s demographics and case worker information

- **NCFAST**
  - Demographics, address, caretaker, sibling and other people living in the same household (Medicaid and SNAP)

**Viewing System Information**

On the landing page click **Information**. The System Information screen opens displaying the data sources along with the Data Date and Process Date for each data source.

- **Service/Source – Name of the data source**
- **Data Date – Data current through date**
- **Process Date – Date data was processed for CWA**

**Searches**

To begin entering search criteria, click on **Search** in the upper left side of the screen.

The master screen opens displaying the search criteria fields.
Performing Searches
On the landing page click Search. The master screen opens displaying the search criteria fields.

1. Required fields:
   - **Search Reason** – select the reason for the search from the drop-down. Values returned will not be specific to the selected reason.
     - CPS
     - Family Services
     - Placement
     - Safety Resource
   - **Search Case Number** – free form field used to enter the case number/case ID

2. Enter desired search criteria fields:
   - **Last Name** – not case specific – can use all lower case if desired
   - **First Name** – not case specific - can use all lower case if desired
   - **Middle Initial**
   - **Birth Date** – must enter month, day and 4-digit year (format mm/dd/yyyy)
   - **Age** – both fields must be entered (age and how many years +/-)

   Either Birth Date or Age may be filled in, but not both.
Name and Street fields use fuzzy matching when returning search results, all other fields are exact matches. Can search for an alias such as Last Name=Ray, First Name=X.

3. Click Submit to begin search or Clear to clear all fields and start over. Results will be returned based on entered search criteria. The number of results will be displayed at top of screen. Scroll down to view results. Filter Results field can be used to enter keywords to filter within the returned search results.

4. Click on desired record to open.

Search Results
The selected record will open with information displayed in 3 areas:

Upper left will display basic information about the person such as Alias, DOB, Age, Gender, Race, SSN, Address Update, County and Phone
Lower left will allow user to click on areas for more detailed information:
Person Summary
Person Event Detail
Related Associations
Address History
Right side will display details for the aforementioned selection.

Upper Left

[Image of the upper left section of the record]

Lower Left
Person Summary

Selecting Person Summary will display summary details on the right side of the screen. The list will contain the following fields:

Address
Clicking on the address will open Google maps in another tab/window.
Click on the magnifying glass to the right of the address to generate a search based on that address.
Federal Tribe – Yes or No
CPS Victim – Yes or No
CPS Perpetrator – Yes or No
FNS/SNAP – Yes or No
TANF/Cash Assistance – Yes or No
Medicaid - Yes or No
Foster Care - Yes or No
Child Care Subsidy - Yes or No
Special Assistance - Yes or No
Work First Employment - Yes or No
Criminal Justice - Yes or No

Person Event Detail
Selecting Person Event Detail will display a table and timeline.

The table will contain the following columns of data:

- Service Type
- Service County
- Case Number
- Case Worker
- Status
- Report Date
- Begin Date
- End Date

Clicking on a table row will open a pop up containing additional details about that record. The pop up can be closed by clicking the Close button.
Timeline
Allows the user to view a timeline of a Person's events and dates of service received.

- User navigates to Timeline.
- Clicks on the selected Person Event. (A hover over displays with the name of event service, county, and begin and end dates of service received).

Information displayed corresponds with the table of Person Events displayed above the Timeline.

Timeline scrolling capability allows users to view the selected Person of record entire timeline of service events.

- User navigates to Timeline.
- Click on selected Event or any area of screen.
- Scroll Timeline from left to right or from right to left to view entire timeline of events.
Related Associations

Selecting *Related Associations* will display a table showing information for anyone related by case number. If the related Association has a criminal history, a Child Welfare ASSIST Criminal History Text Alert Icon will display on the individual’s record. (See Appendix A: CJLEADS Text).

Icons notifies the user if the Person Search Record has a case association with an individual with a current or past criminal justice history. A Related Association Alert red flag will display beside Related Association Link See Appendix

The table contains the following columns of data:
- **Name**
- **Service/Source**
- **Date**
- **CJLEADS Alerts**
- **County**
- **Case #**
- **Street**
- **City**
- **State**
- **Zip**

<table>
<thead>
<tr>
<th>Name</th>
<th>Service/Source</th>
<th>Date</th>
<th>CJLEADS Alerts</th>
<th>County</th>
<th>Case #</th>
<th>Street</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child Protective Services</td>
<td>07/18/2002</td>
<td></td>
<td></td>
<td>NEW HANOVER</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Child Protective Services</td>
<td>07/18/2002</td>
<td></td>
<td></td>
<td>NEW HANOVER</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Child Protective Services</td>
<td>05/04/1990</td>
<td></td>
<td></td>
<td>NEW HANOVER</td>
<td></td>
<td>2115 JEFFERSON ST</td>
<td>WILMINGTON</td>
<td>NC</td>
<td>28401</td>
</tr>
<tr>
<td>Child Protective Services</td>
<td>05/04/1990</td>
<td></td>
<td></td>
<td>NEW HANOVER</td>
<td></td>
<td>2115 JEFFERSON STREET</td>
<td>WILMINGTON</td>
<td>NC</td>
<td>28401</td>
</tr>
</tbody>
</table>

*Clicking on a row in the table will open a pop up window for the selected record. Press the ESC key to close the pop up.*
**Address History**

Selecting Address History will display a table showing any other known addresses for the searched person.

The table contains the following columns of data:

- **Service/Source**
- **Date**
- **Street**
- **City**
- **State**
- **Zip**
- **Offender**

![Address History Table]

**Customer Support**

Should you need assistance with Child Welfare ASSIST, contact GDAC Customer Service Monday – Friday, 8:00 a.m. to 5:00 p.m., 919-754-6950 or gdacadmin@nc.gov.

*Please remember that if you need assistance maintaining your user account or access you will need to work directly with the NCSEAT User Administrator within your agency.*
Appendix A: CJLEADS Text Icons
Child Welfare ASSIST application is integrated with criminal history data from CJLEADS. CJLEADS Alerts shall display as Text alert icons. Text alert icons may appear beside an offender's name in the retrieved search to alert the user if they should approach that offender with caution or take action as noted by the icon. The Text alert icons display on the following screens:

- Search Results
- Person Summary
- Related Association

Child Welfare ASSIST Text alert icons displays as an Acronym with a hover over to display the full name and description of icon. Acronyms and hover shall display as follows:

- AWC = Approach with Caution
- ASLT = Assault (Simple)
- DRG = History of Drug Charges
- DWI = Driving While Impaired
- CC = Community Corrections
- METH = Criminal Activity involving methamphetamines
- WPN = History of Weapon Charges
- ABSC = Abscorder from probation or parole
- DEC = Deceased (died while in custody/probation)
- DVPO = Domestic Violence Protective Orders
- ESC = Escape from Jail
- FEL = Convicted of a felony
- HFEL = Habitual felon (multiple felony convictions)
- SOR - Sex Offender Registry (Already implemented)
- INC = Currently Incarcerated

Business Rules:
- The triggers for all flags to display, with the exception of SOR records, is based on the records of the associated person.
- The trigger for flags to display for SOR records is based upon the current name and address. The SOR displays as a red exclamation point on the Search Results, Person Summary and Address History screens.
- The INC flag to display is triggered based upon the associated record of individuals who are currently in jail or prison.
- Flags will be generated from pending and convicted charges.
- The DVPO icon will display if record has matched with a CJLEADS offender record and the CJLEADS offender records matches to the DHHS case record.
- CJLEADS text alert icons displays on Search Results, Summary and Related Association screens.
Search Results screen

Person Summary screen

Related Associations screen
Appendix B: Department of Social Services CJLEADS Text Icons

Four new CJLEADS alerts are integrated into the Child Welfare ASSIST application. These alerts are based on criminal history associated with a Department of Social Services case or worker. The CJLEADS DSS text alert icons also display as an **acronym** with a hover over to display the description of icon.

The CJLEADS DSS acronyms and hover over shall display as follows:

- **DSS major** - (Danger to Child) primarily offense code that puts a child at risk
- **DSS Minor** - (Unhealthy Environment Issues) offenses related to children, but not an immediate risk
- **HTRAFF** - Human Trafficking
- **AWCDSS** - (Assault On a Social Worker) Crimes against a social worker

**Business Rules:**

- The triggers for flags to display are based on the CJLEADS records of the associated person.
- Flags will be generated from both pending and convicted charges.
- DSS CJLEADS text alert icons Displays on Search Results, Summary and Related Association screens.

Related Associations screen – DSS Major alert
Appendix C: Related Association Alert Indicator

Related Association Criminal Warning Notification Icon

Not all individuals in the Child Welfare ASSIST application have a criminal history, but there may be individuals associated with their case record who do. When a record of a child or adult with no criminal history is opened, the Related Associations link will display an indicator if there are any individuals associated with the case who have a criminal history. The icon that displays is a red flag.

Related Associations link - Case Association Notification Icon
Appendix D: CVI Warning Indicator (Cluster Data Warnings)

Child Welfare ASSIST does not change any data provided by the source systems. In some cases, issues with the data used in the clustering process may cluster two different individuals together. For example, if a father and son have the same first and last name, live at the same address and the father’s birth date has erroneously been entered in the son’s record; information for those two individuals will be clustered together. To alert users of records that have potential mismatched data clusters, the clusters will be marked with two different levels of alert icons – Warning or Caution flag.

Potential Data Mismatch

Warning Flags

A Warning flag will appear with an individual’s information if the record is part of a high risk cluster. The flag will appear as red circle with exclamation point and hover over stating “Warning! Potential Data Mismatch” Check Data Source System”. Users should carefully review this file. Displays on Person Results and Person Summary

High risk clusters are clusters that have 3 or more of the identified data risk characteristics:

- Multiple DOBs
- Multiple genders
- Multiple SSNs
- Multiple races

Warning Flag – Search Results
Warning Flag – Person Summary

Caution Flag

A Caution flag will appear if the Person record is part of a low-risk cluster. The flag will appear as an orange triangle with an exclamation point. Users should carefully review this file.

Low risk clusters are clusters that equal to 2 or the cluster contains one CJLEADS cluster greater than 3 of the identified data risk characteristics.

- Multiple DOBs
- Multiple genders
- Multiple SSNs
- Multiple races
Business Rules:
- The CVI Indicator flags shall display beside the individual’s record as an enclosed exclamation point.
- The CVI indicator flags shall display on the Search Results, Summary and Related Association screens of all individuals with suspect records.
- The CVI indicator flags shall display to notify users that a suspect record displays for an individual associated with the child’s case record.
- Hovering over the flag shall display a description of the CWA CVI Indicator.
- Caution and Warning CVI indicators displays on Search Result, and Person Summary screens.