



North Carolina **G**overnment
Data **A**nalytics **C**enter

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

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

*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:

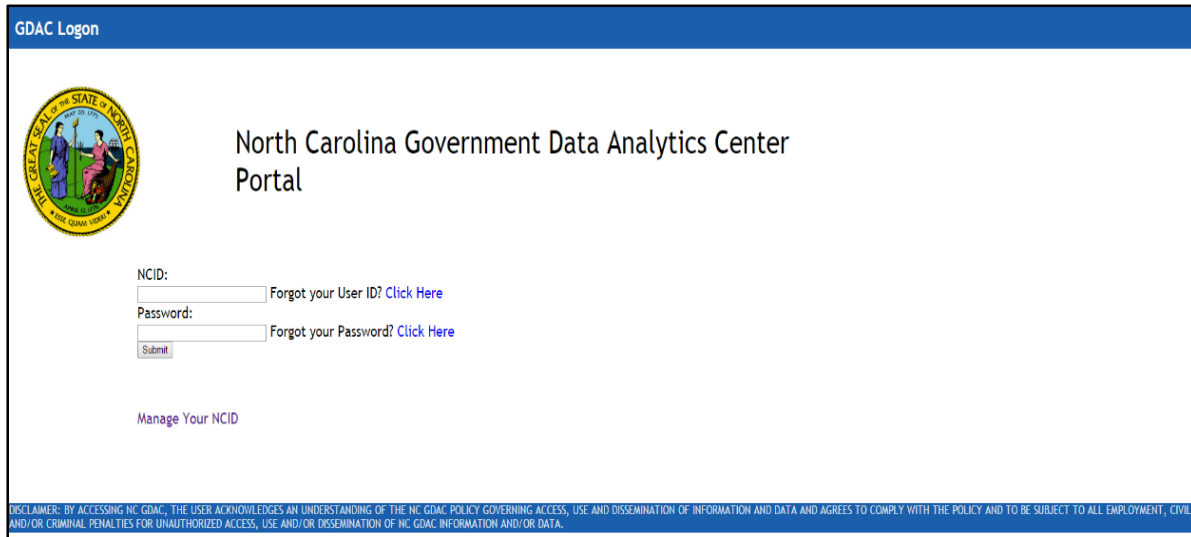
- **NCID** - NCID username
- **Password** - NCID password
- Click **Submit**

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

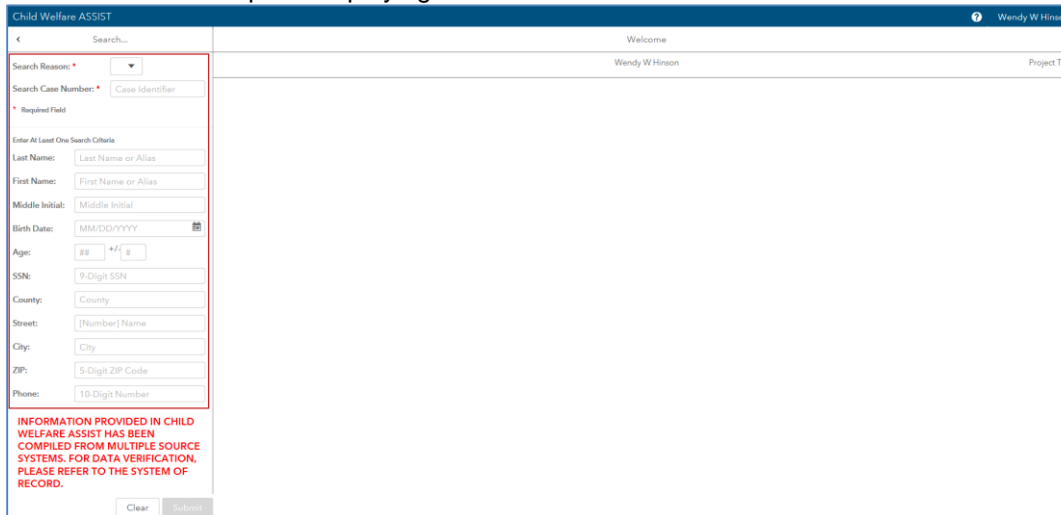
Process Date – Date data was processed for CWA

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:

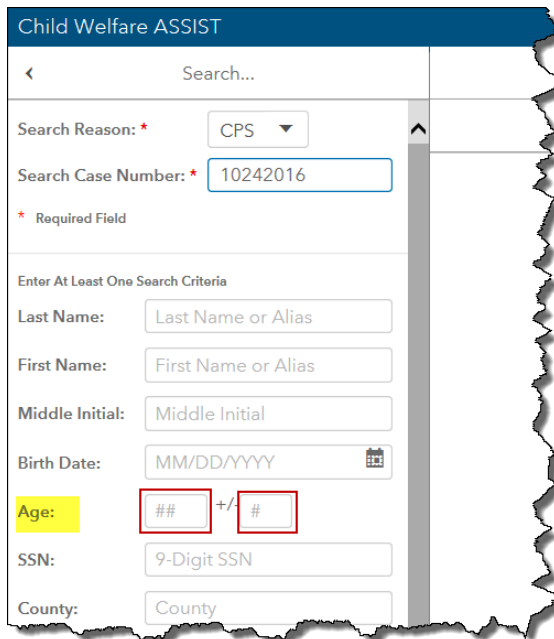
- **Search Reason** – select the reason for the search from the drop-down. Values returned will not be specific to the selected reason.
 - CPS
 - Family Services
 - Placement
 - Safety Resource
- **Search Case Number** – free form field used to enter the case number/case ID

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.



- **SSN**
- **County**
- **Street** – enter street #, street name and suite or apartment #
 - System will not search on apartment number – only street number and name.
- **City**
- **Zip**
- **Phone**



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

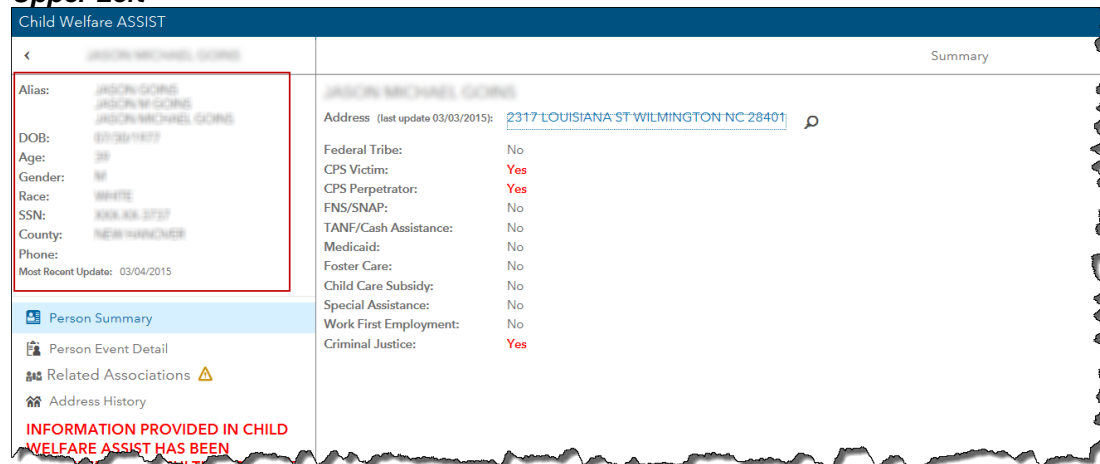
Person Event Detail

Related Associations

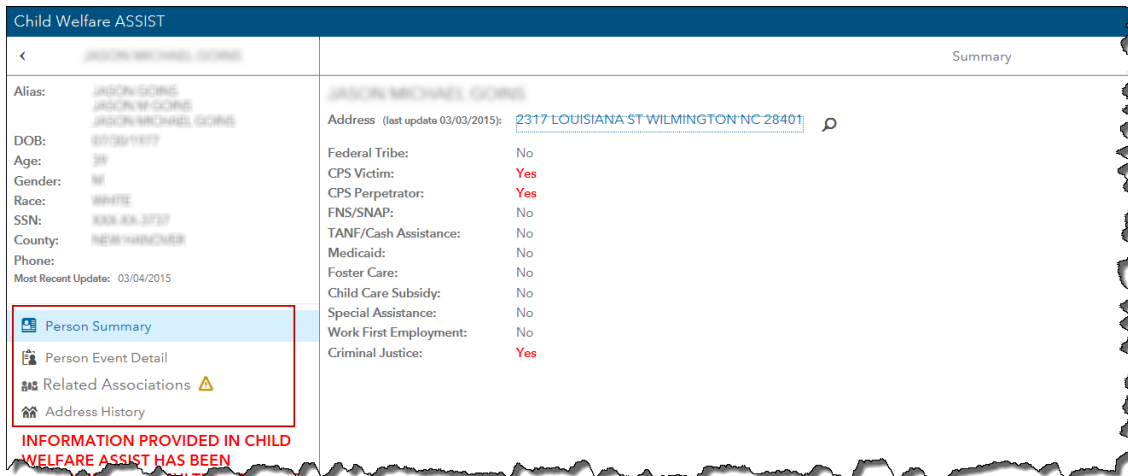
Address History

Right side will display details for the aforementioned selection.

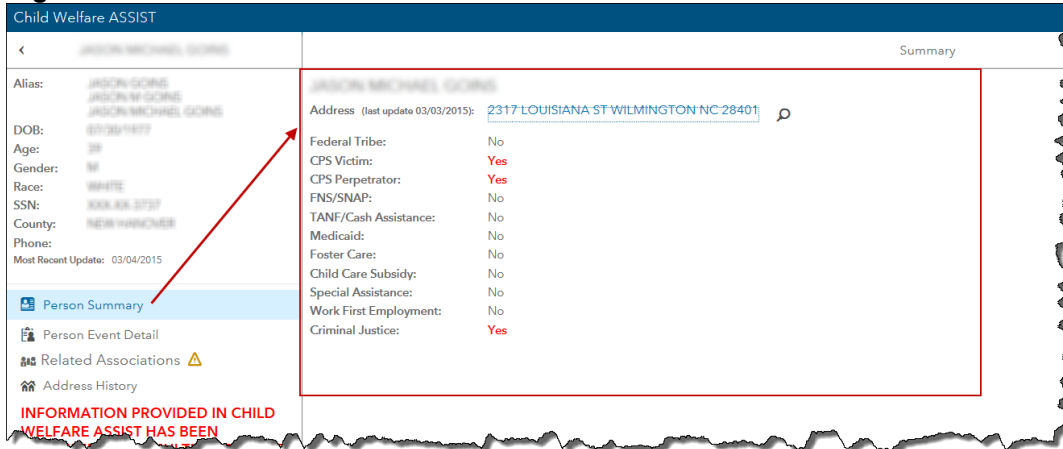
Upper Left



Lower Left



Right Side



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

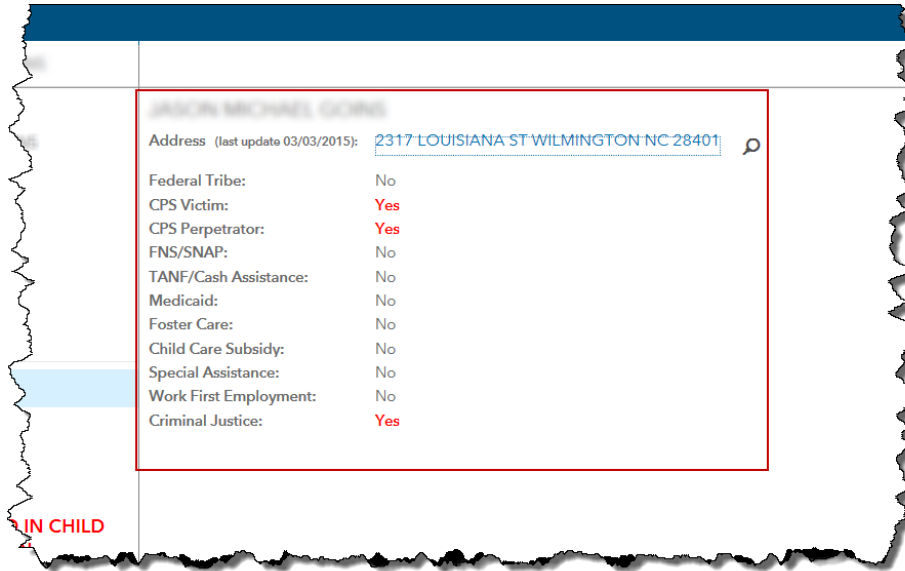
Foster Care - Yes or No

Child Care Subsidy - Yes or No

Special Assistance - Yes or No

Work First Employment - Yes or No

Criminal Justice - Yes or No

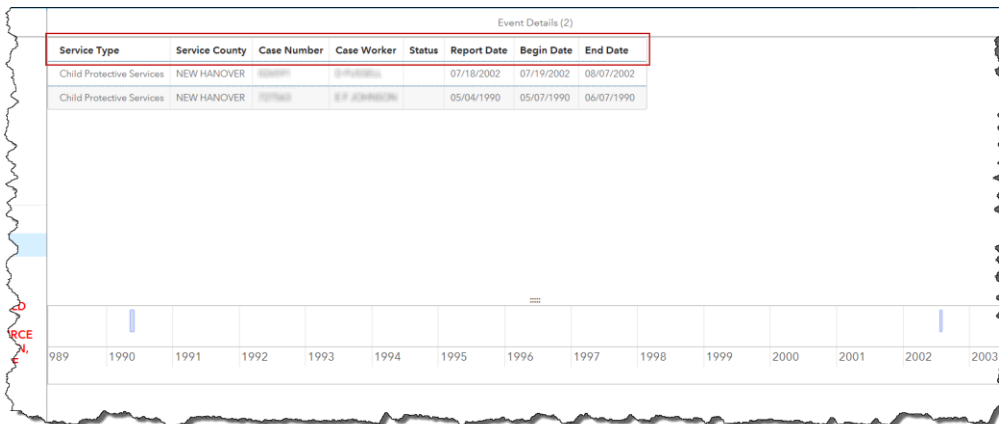


Person Event Detail

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.

Child Protective Services Event Details

County: NEW HANOVER Report Date: 07/18/2002 Case Number: [REDACTED]

07/19/2002 Case Worker: [REDACTED] Complete Date: 08/07/2002 Investigation Date:

Maltreatment Reported:
Maltreatment Found:

Victim(s):

Name	Birth Date	Age	Event Age	SSN
JACOBUS PASCAL SPENCER	04/25/1996	20	6	XXX-XX-5336
LESLIE WILSON SPENCER	11/20/1987	19	4	XXX-XX-0119

Perpetrator(s):

Name	Birth Date	Age	Event Age	SSN
JASON SCHEIDT	07/28/1977	39	24	XXX-XX-3737

Primary Contributory Factor(s):
Caretaker:
Child:
Housing:
Special Areas:

Referral(s):
Sources:
Findings:
Juvenile Petition Orders: No

Close

Timeline

Allows the user to view a timeline of a Person’s events and dates of service received.

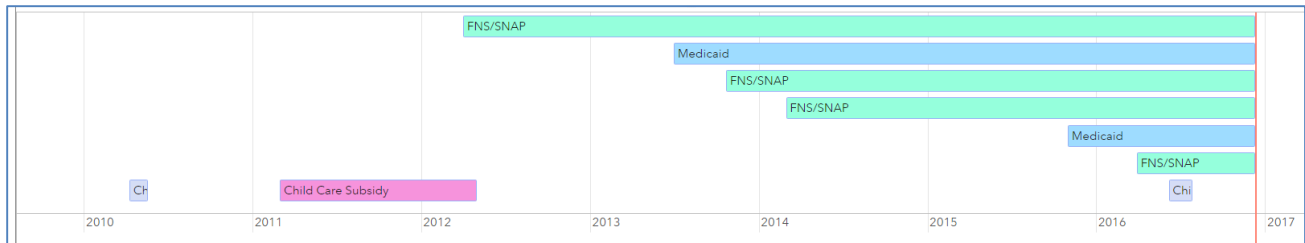
- User navigates to Timeline.
- Clicks on the selected Person Event. (A hover over displays with the name of event service, county, and begin and end dates of service received).



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).

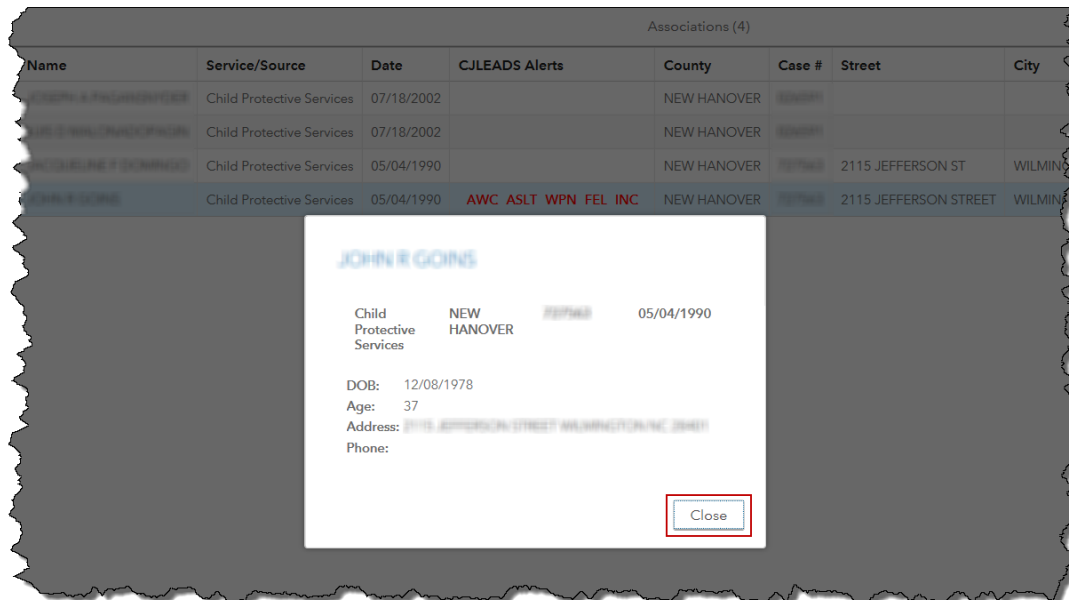
Icons notifies the user if the Person Search Record has a case association with an individual with a current or past criminal justice history. A Related Association Alert red flag will display beside Related Association Link See Appendix

The table contains the following columns of data:

- Name**
- Service/Source**
- Date**
- CJLEADS Alerts**
- County**
- Case #**
- Street**
- City**
- State**
- Zip**

Associations (4)									
Name	Service/Source	Date	CJLEADS Alerts	County	Case #	Street	City	State	ZIP
JOSEPH A PALMISTO/DEER	Child Protective Services	07/18/2002		NEW HANOVER	20794				
URSULA WALTON/DEER	Child Protective Services	07/18/2002		NEW HANOVER	20794				
JACQUELINE T DOMINGO	Child Protective Services	05/04/1990		NEW HANOVER	20794	2115 JEFFERSON ST	WILMINGTON	NC	28401
JOHN R GOINS	Child Protective Services	05/04/1990	AWC ASLT WPN FEL INC	NEW HANOVER	20794	2115 JEFFERSON STREET	WILMINGTON	NC	28401

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.



Associations (4)									
Name	Service/Source	Date	CJLEADS Alerts	County	Case #	Street	City	State	ZIP
JOSEPH A PALMISTO/DEER	Child Protective Services	07/18/2002		NEW HANOVER	20794				
URSULA WALTON/DEER	Child Protective Services	07/18/2002		NEW HANOVER	20794				
JACQUELINE T DOMINGO	Child Protective Services	05/04/1990		NEW HANOVER	20794	2115 JEFFERSON ST	WILMINGTON	NC	28401
JOHN R GOINS	Child Protective Services	05/04/1990	AWC ASLT WPN FEL INC	NEW HANOVER	20794	2115 JEFFERSON STREET	WILMINGTON	NC	28401

JOHN R GOINS

Child Protective Services NEW HANOVER 20794 05/04/1990

DOB: 12/08/1978

Age: 37

Address: 2115 JEFFERSON STREET WILMINGTON NC 28401

Phone:

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

Addresses (13)						
Service/Source	Date	Street	City	State	ZIP	Offender
CJLEADS	03/03/2015	2017 GOURBINA ST	WILMINGTON	NC	28401	
CJLEADS	12/05/2014	2017 GOURBINA ST	WILMINGTON	NC	28401	
CJLEADS	07/09/2014	2017 GOURBINA ST	WILMINGTON	NC	28401	
CJLEADS	03/09/2008	229 CAMEL CREST DRIVE	WILMINGTON	NC	28403	
CJLEADS	01/24/2008	2017 GOURBINA AVENUE	WILMINGTON	NC	28401	
CJLEADS	06/05/2003	229 CAMEL CREST DR	WILMINGTON	NC	28403	
CJLEADS	08/07/1999	305 SALTER DRIVE	WILMINGTON	NC	28403	
CJLEADS	09/19/1998	2115 JEFFERSON ST	WILMINGTON	NC	28401	
CJLEADS	08/04/1997	2115 JEFFERSON ST	WILMINGTON	NC	28401	
CJLEADS	02/15/1997	TROPICAL WINDS CT	CAROLINA BEACH	NC	28428	
CJLEADS	09/23/1995	2115 JEFFERSON ST	WILMINGTON	NC	28401	
CJLEADS	09/24/1993	2115 JEFFERSON ST	WILMINGTON	NC	28401	
NC FAST		2017 GOURBINA ST	WILMINGTON	NC	28401	

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**

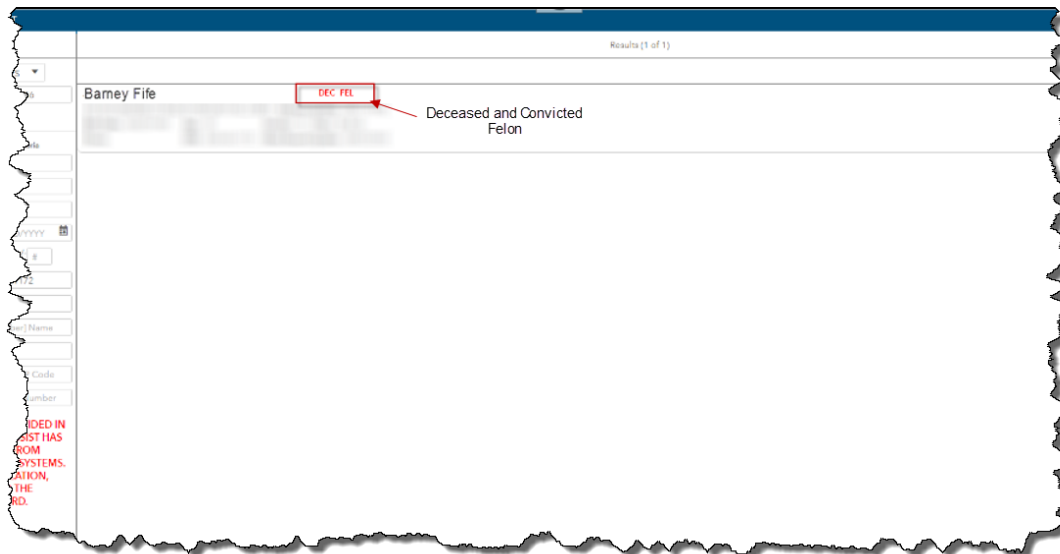
Child Welfare ASSIST Text alert icons displays as an Acronym with a hover over to display the full name and description of icon. Acronyms and hover shall display as follows:

- **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** = Absconder 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.

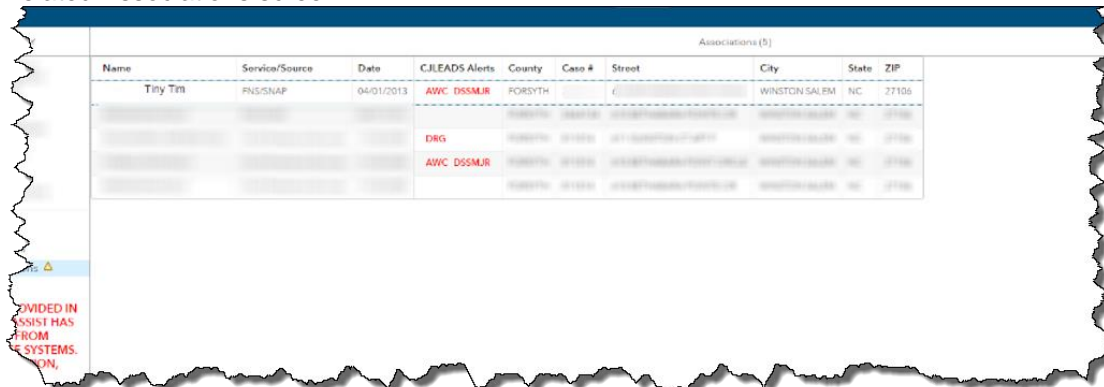
Search Results screen



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.

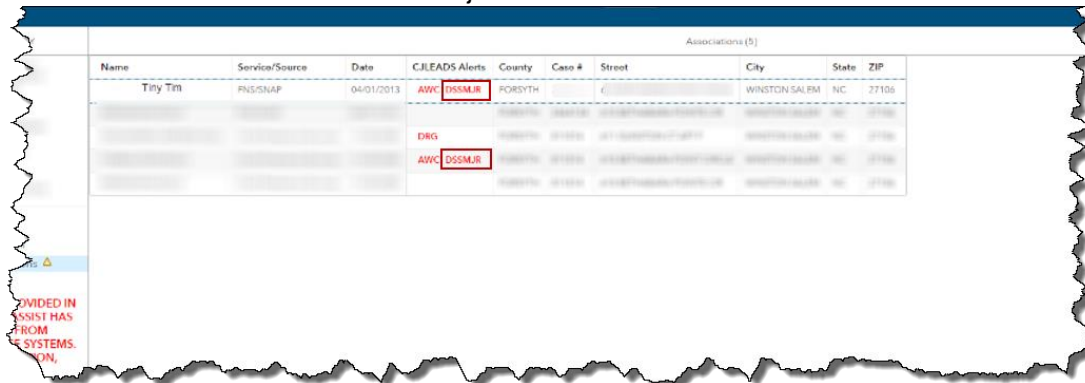
The CJLEADS DSS acronyms and hover over shall display as follows:

- **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



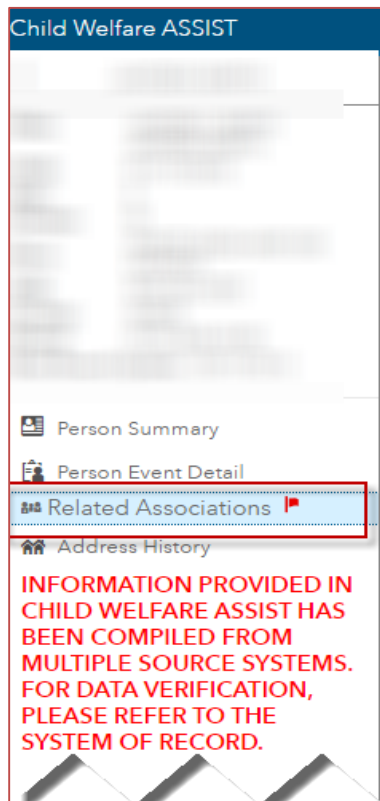
Name	Service/Source	Date	CJLEADS Alerts	County	Case #	Street	City	State	ZIP
Tiny Tim	RNS/SNAP	04/01/2013	AWC DSSMJR	FORSYTH			WINSTON SALEM	NC	27106
			DRG						
			AWC DSSMJR						

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

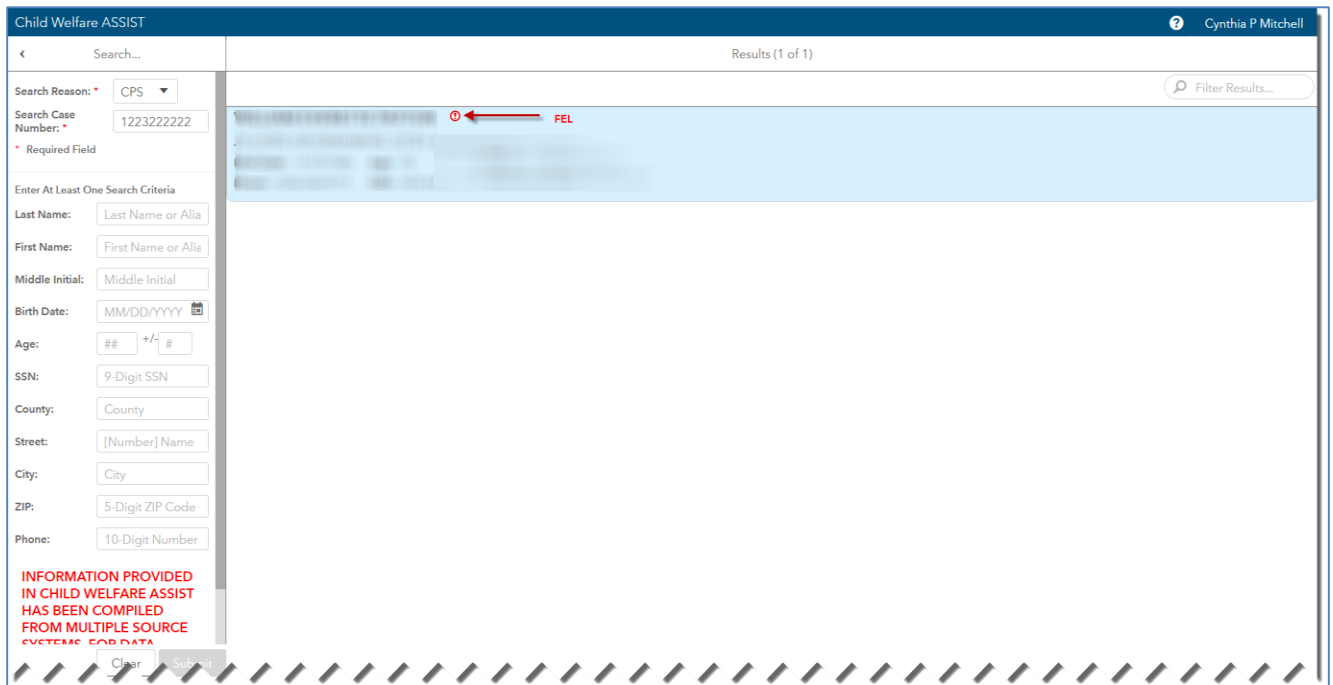
Warning Flags

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:

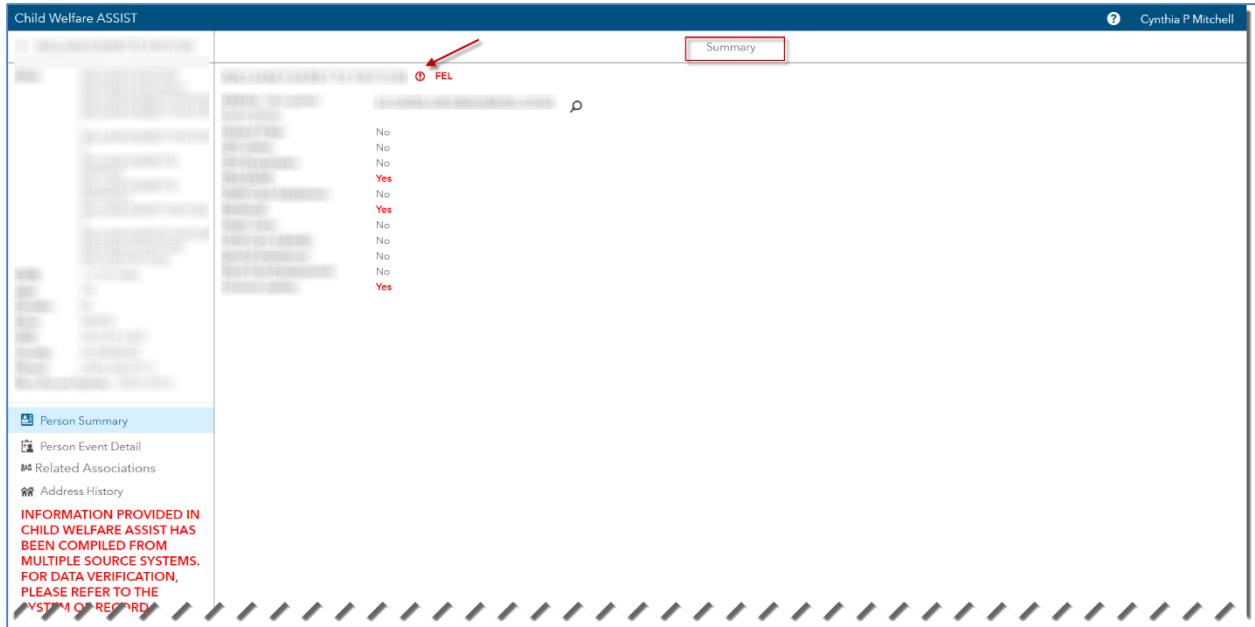
- Multiple DOBs
- Multiple genders
- Multiple SSNs
- Multiple races

Warning Flag – Search Results



The screenshot shows the Child Welfare ASSIST search interface. On the left is a search criteria panel with fields for Search Reason (CPS), Search Case Number (122322222), and various personal identifiers. On the right, a search result is displayed with a red circle and exclamation point icon next to the name, indicating a warning. A red arrow points to this icon, and the text 'FEL' is visible next to it. A red warning message is also visible at the bottom of the search panel: 'INFORMATION PROVIDED IN CHILD WELFARE ASSIST HAS BEEN COMPILED FROM MULTIPLE SOURCE SYSTEMS FOR DATA'. The user's name 'Cynthia P Mitchell' is visible in the top right corner.

Warning Flag – Person Summary



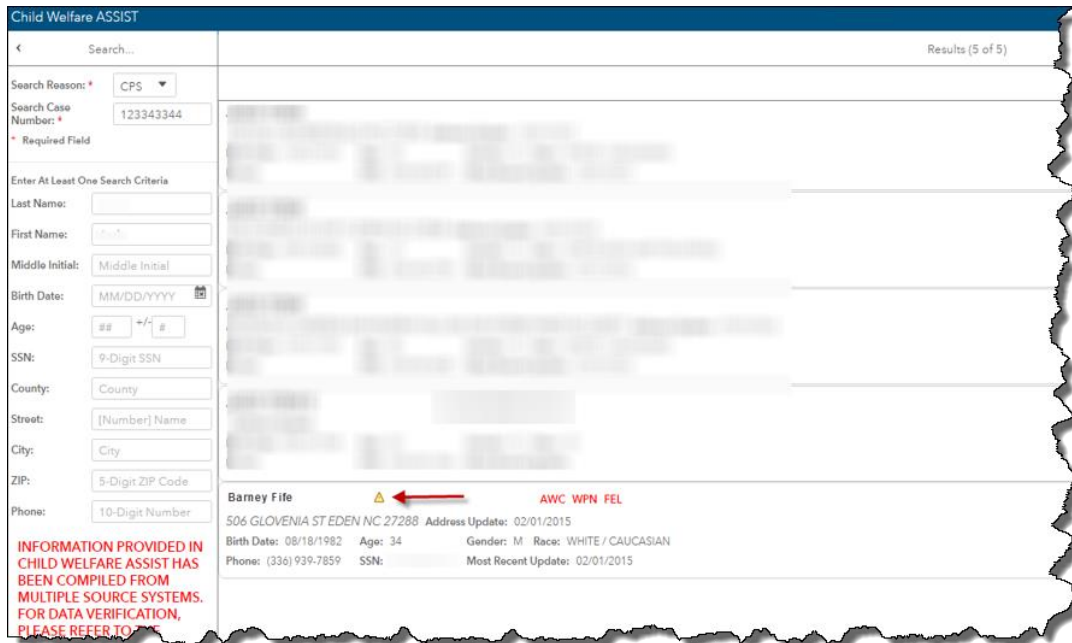
Caution Flag 

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

Caution Flag – Search Results



Child Welfare ASSIST

Search... Results (5 of 5)

Search Reason: CPS

Search Case Number: 123343344

Enter At Least One Search Criteria

Last Name:

First Name:

Middle Initial:

Birth Date:

Age:

SSN:


County:

Street:

City:

ZIP:

Phone:

Barney Fife  **AWC WPN FEL**

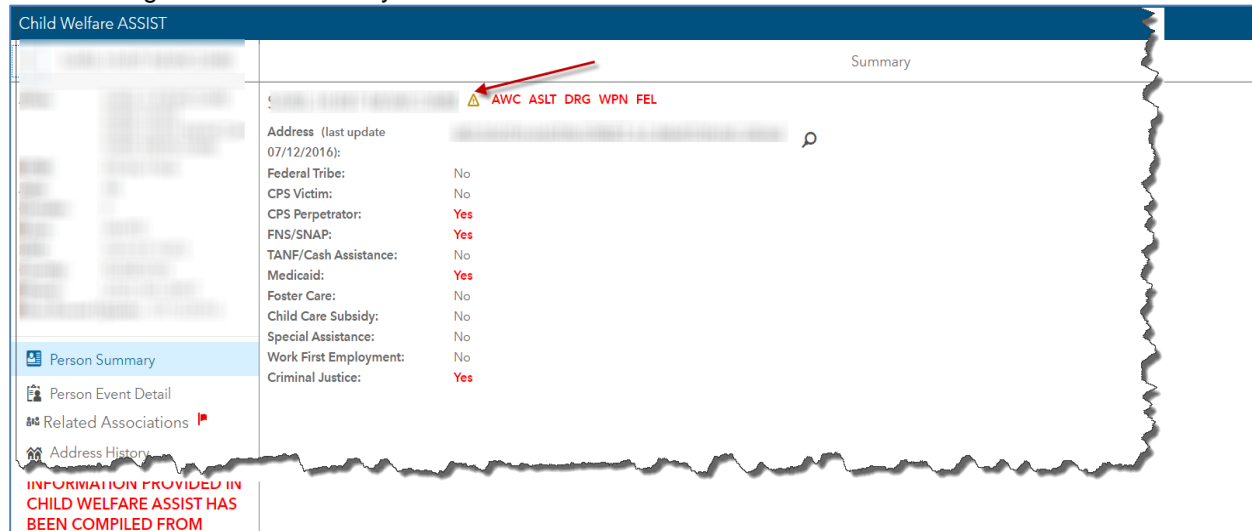
506 GLOVENIA ST EDEN NC 27288 Address Update: 02/01/2015

Birth Date: 08/18/1982 Age: 34 Gender: M Race: WHITE / CAUCASIAN

Phone: (336) 939-7859 SSN: Most Recent Update: 02/01/2015

INFORMATION PROVIDED IN CHILD WELFARE ASSIST HAS BEEN COMPILED FROM MULTIPLE SOURCE SYSTEMS. FOR DATA VERIFICATION, PLEASE REFER TO...

Caution Flag – Person Summary



Child Welfare ASSIST

Summary

AWC ASLT DRG WPN FEL

Address (last update 07/12/2016):

Federal Tribe: No

CPS Victim: No

CPS Perpetrator: **Yes**

FNS/SNAP: **Yes**

TANF/Cash Assistance: No

Medicaid: **Yes**

Foster Care: No

Child Care Subsidy: No

Special Assistance: No

Work First Employment: No

Criminal Justice: **Yes**

Person Summary

Person Event Detail

Related Associations

Address History

INFORMATION PROVIDED IN CHILD WELFARE ASSIST HAS BEEN COMPILED FROM...

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.