

## Child Welfare ASSIST

Child Welfare ASSIST (Accessing and Searching Sensitive Information through Technology) is a web-based application developed to enhance coordination of services and information among county departments of social services, law enforcement, and other agencies. The application integrates minimum information from multiple data sources (social services and criminal history data) to provide a dashboard of person demographics, history of events, related associations, and address 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.

## Access to Child Welfare ASSIST

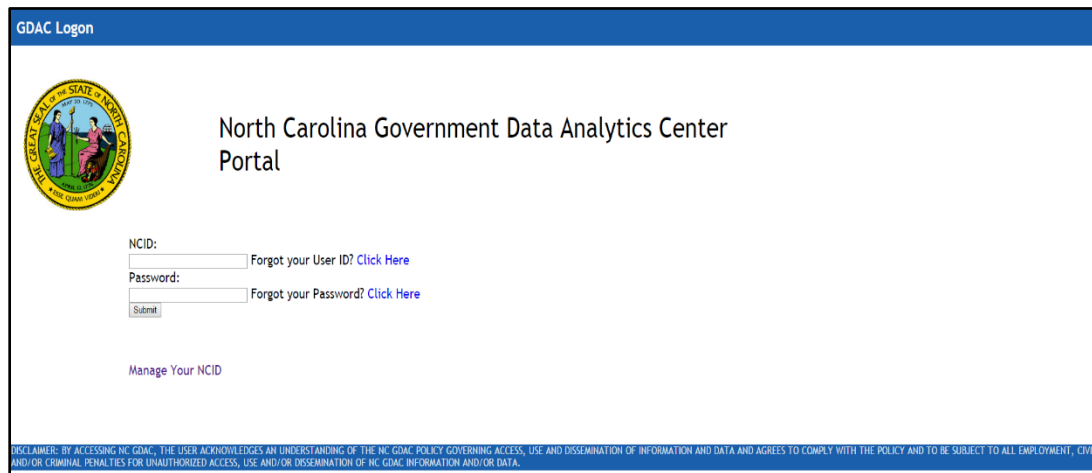
**Device:** Desktop and Mobile

**Login:** NCID user ID and password

**Authorization:** Worker's Supervisor authorizes access based on job responsibilities. Designated agency Information Security Official (ISO) requests access to the Child Welfare ASSIST application via submission of eIRAAF.

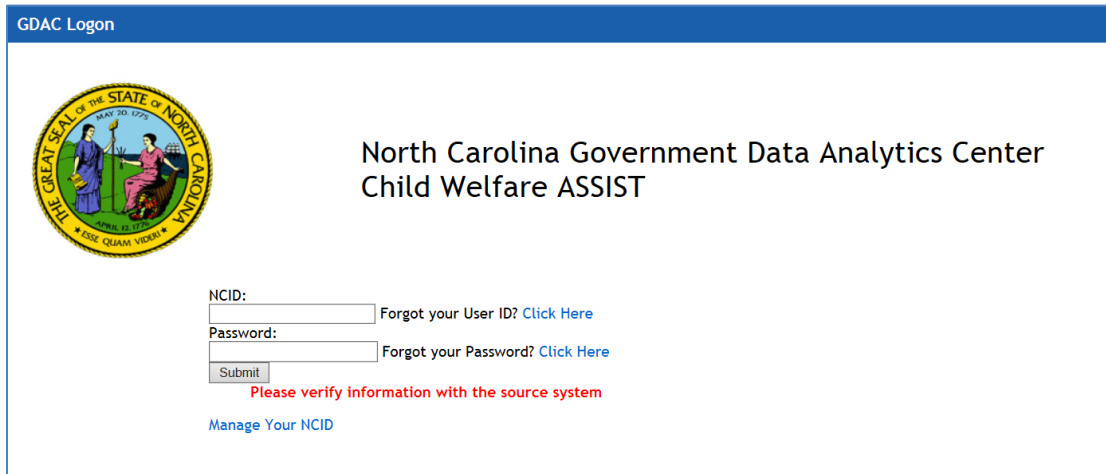
## Logging On

Child Welfare ASSIST is accessed through a Web browser with restricted access to known users. Access through the GDAC portal **URL:** <https://ncgdac.ondemand.sas.com/SASPortal>



The screenshot shows the 'GDAC Logon' page. At the top left is the North Carolina state seal. To its right is the text 'North Carolina Government Data Analytics Center Portal'. Below this are two input fields: 'NCID:' and 'Password:'. Each field has a 'Forgot your [User ID/Password]? Click Here' link. A 'Submit' button is located below the password field. Below the submit button is a link that says 'Manage Your NCID'. At the bottom of the page, there is a small disclaimer: 'DISCLAIMER: BY ACCESSING NC GDAC, THE USER ACKNOWLEDGES AN UNDERSTANDING OF THE NC GDAC POLICY GOVERNING ACCESS, USE AND DISSEMINATION OF INFORMATION AND DATA AND AGREES TO COMPLY WITH THE POLICY AND TO BE SUBJECT TO ALL EMPLOYMENT, CIVIL AND/OR CRIMINAL PENALTIES FOR UNAUTHORIZED ACCESS, USE AND/OR DISSEMINATION OF NC GDAC INFORMATION AND/OR DATA.'

Direct Application Access **URL:** <https://ncgdac.ondemand.sas.com/CPS/>



## System

### Information

System information is updated weekly from the DHHS Client Services Data Warehouse (CSDW), with the exception of CJLEADS data. The CJLEADS data is updated daily. 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 Upload Process

DHHS sends notification the files are loaded on their server for SAS to pick up. All files from DHHS are loaded on their server for pick up no later than Friday of each week by 5:00 p.m. If they are not loaded by 5:00 p.m., a notification to DHHS email group that the files are not there to pick up.

### 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.

**Service/Source** - Name of the data source

**Data Date** - Data current through date

**Process Date** - Date data was processed for CWA

Service/Source	Data Date	Process Date
CENTRAL REGISTRY	10/13/2016	10/29/2016 10:58:23
CHILD CARE SUBSIDY	09/16/2016	10/22/2016 11:16:14
CHILD PAYMENT AND PLACEMENT SYSTEM	10/13/2016	10/29/2016 10:11:48
CJLEADS	10/31/2016	10/31/2016 23:14:02
COMMON NAME DATA SERVICE	10/14/2016	10/29/2016 11:12:14
NCFAST	10/14/2016	10/29/2016 10:35:10
SERVICES INFORMATION SYSTEM	10/13/2016	10/29/2016 10:28:27

### Data Sources

- 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)

## Child Welfare ASSIST Screens

Search and Results – Performs person searches and view results.

Person Summary – Displays person demographic, summary details of services and address link.

Person Events – Display detailed view of events, services and case information

Related Associations – Display individuals associated with person by case number.

Address History – Displays most current and historical person address information.

### Person Information

Data in the CWA application cannot be modified by users.

When searching for a person, multiple search result sets for an individual may be returned.

Broad search criteria may result in several hundred or thousands of search results. The number of results will be displayed at top of screen.

A maximum of 2000 results will display on the Search Results screen. Users can scroll down to view all results. The Filter Results field can be used to enter keywords to filter within the returned search results.

CWA uses fuzzy matching during the person search, meaning it will find names that sound alike, are similar to, or are variations of a given name. The user must review the Search Results to determine if one or more of the search matches represent the person of interest. When searching for a street address results may be generated for that same address in multiple cities.

Clustering is the process by which records from different sources are combined to build a more complete picture of a person. This process produces a set of data that contains one or more records per person which will display in the Search Results window.

Clustering is only as accurate as the data that is entered into source systems. Users should review all search result matches because one cluster may exclude a record due to incomplete information and it would appear in a separate cluster.

To alert of potential mismatched data clusters, CWA evaluates all clusters and identifies any clusters that may be at risk for having multiple individual's information merged together.

Clustered records will be marked in the system with two different Alert icons to indicate the risk level of the clustered record. The risk level of records will be marked with a "high risk" or "low risk" Alert icon. Users should carefully review the information in high and low risk clusters. For data verification, of these records, users should refer to the system of record.

Records of persons with a criminal history will display a Child Welfare ASSIST Criminal Justice Indicator. If a person has any criminal justice records from CJLEADS, the Child Welfare ASSIST Criminal Justice Indicator will

display as a text alert icon beside the person’s name on the Search Results, Person Summary, Event Details and Related Association screens.

Person records with cases that are associated with individuals with criminal justice records from CJLEADS, will display a text alert icon beside the Related Association link on the Person Summary screen.

**Alert Icons:**

Icons displayed on person records are notification to alert users to carefully review information. Various alert icons display on the Search Results, Person Summary, Related Association and Address History screens.

**Potential Data Mismatch Alerts**

High risk clustered records – Person record marked with a red circle with exclamation point and hover over stating “Warning! Potential Data Mismatch” Check Data Source System”. Displays on Person Results and Person Summary

**Low risk clustered records**

Person record marked with a yellow triangle with exclamation point and hover over stating “Caution! Potential Data Mismatch – Check Data Source System”. Displays on Person Results and Person Summary

**Related Associations Alert**

Person Record marked with a red flag to notify users person searched has a case association with individual(s) with current or past criminal history. Displays on Person Summary screen. Individual record will display on the Related Associations screen with a **Child Welfare ASSIST Criminal justice Text Alert**. The alerts are generated from CJLEADS.

**Sex Offender Address Alert**

Person record is marked with a red exclamation point and hover to stating “Sex Offender Currently At This Address”. This alerts user that a registered sex offender is currently living at the address. The alert is generated from CJLEADS. Displays on Search Results, Person Summary and Address History screens.

**Child Welfare ASSIST Criminal Justice Text Alerts**

Person record display a CWA Criminal Justice indicator to notify user of individuals with current or past criminal history. The CWA Criminal Justice Alert is generated from CJLEADS and will display whether individual is charged or convicted of criminal activity. Displays on Search Results, Person Summary and Related Associations screens.

Child Welfare Alert	Hover Over	Description
AWC	Approach with Caution	Convicted or Pending Assault Charges deemed a risk to officer - Approach with Caution
ASLT	Assault	Convicted or Pending Assault Charges
ABSC	Absconder	Active Absconder from probation or parole
CC	Community Corrections	Active Community Corrections
DEC	Deceased	Deceased (died while an offender is in custody/probation)
DVPO	Domestic Violence	Domestic Violence Protective Orders
DRG	Drugs	Convicted or Pending History of Drug Charges
DWI	Driving while Intoxicated	Convicted or Pending Driving While Impaired
ESC	Escape	Escape from Prison
FEL	Felon	Convicted of a felony
HFEL	Habitual Felon	Habitual felon (multiple felony convictions)
METH	Meth	Convicted or Pending Criminal Activity involving methamphetamines
SOR	Sex Offender Registry	Active Sex Offender- adult
WPN	Weapon	Convicted or Pending History of Weapon Charges



---

<b>INC</b>	Incarcerated	Currently Incarcerated in Jail or Prison
<b>DSS Major</b>	Danger to Child	Convicted or Pending history of child related offenses
<b>DSS minor</b>	Unhealthy environment for a child	Convicted or Pending history of offenses which put a child at risk
<b>AWCDSS</b>	Assault against DHHS	Convicted or Pending history of assault on Social Worker
<b>HTRAFF</b>	Human Trafficking	Convicted or Pending history of Human trafficking offenses

### ***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](mailto:gdacadmin@nc.gov).

*Please remember that if you need assistance maintaining your user account or access you will need to work directly with the ISO within your agency*