

Child and Family Services Applications

CFSIS and Intake Module Presentation by
Amber Vialette

CFSA Overview

Introduction

What are the Child and Family Services Applications (CFSA)?

- Child and Family Services Information System (CFSIS) – 1993
 - Case management tool
 - Each agency has access to CFSIS cases created by its employees

What are the Child and Family Services Applications (CFSA)?

- Intake Module (IM) 2004-2005
 - For all new referrals
 - New information that causes a worker to believe that a child is in need of protection
 - Phased “go live” started in 2004
 - Went live in Winnipeg in May 2005
- Creating an intake allows worker to view all other intakes for person throughout province

Accessing the CFSA

- Available 24 hours a day - 7 days a week
- 2364 registered users in over 130 sites across the Province
- Approximately 1600 “log ins” every day
- Help desk available to assist registered users

Accessing the CFSA

- Registered Users include
 - Social Workers
 - Supervisors
 - Administrative Assistants
 - Agency Executive
 - Authority personnel
 - Child Protection Branch personnel
 - Social Worker at Children's Emergency (read only access)
 - Office of the Children's Advocate (read only)

Person Records

- Every person involved in either a CFSIS or IM case has a Person Record
- Person Records stores information about a person
- CFSIS and IM share “Person Records”

Person Records

Over 500,000

Person - Ma Presentation

Functions Details Help

Name Type	Surname	First Name	Middle Name
Known as	Presentation	Ma	
Maiden name	Smith	Ma	
Also known as	Parent	Mother	Rachel

High Risk Medical

Gender:

☐ ?
 ☐ Male
 ☒ Female

Age:
Culturally Appropriate Authority: Not Determined

Date of Birth:

 D M Y
☐ Date Confirmed

HIN1
Refresh Cases

CFSIS Cases (for a complete view of cases, choose Cases Involving this Person from the Details menu)

Status	Case Cat	Status Date	Role	Reference	Hshld/Serv.
Pending	Prt	2011 Jun 02	Client - case refer	Presentation_Ma	In home
Open	Prt	2010 Oct 17	Client - other	PRESENTATION_Girl	In home
Waiting Closd	Prt-M	2011 Jun 23	Client - case refer	PRESENTATION_Ma	In home
⚠ Pending	CIC	2012 Apr 24	Client - other	PRESENTATION_Boy	In home
🔴 Pending	CIC	2012 May 23	Client - other	PRESENTATION_Girl	In home
🔴 Pending	CIC	2012 May 23	Client - other	XFER IN-XFER OUT - PR	In home
🔴 Open	*** RESTRICTED CASE ***		CFSIS Help Desk	[REDACTED]	[REDACTED]
⚠ Waiting Closd	CIC	2012 Apr 24	Client - other	XFER OUT - PRESENTA	In home
Pending	*** CONFIDENTIAL CASE ***		CFSIS Help Desk	[REDACTED]	[REDACTED]
Open	AI	2010 Oct 17	Client - other	PRESENTATION_Girl	In home

Intakes

XFER	Intake Status	Referral Date	Intake Identifier	Case Reference
	Open	*** RESTRICTED INTAKE ***	CPSA Help Desk 945-3405/1-800-338-7405	
Out	Ready for Intake (2011 Feb 01		CFSCM002206	Presentation, Ma
In	Open	2011 Feb 01	CFSVM002825	Presentation, Ma
	Intake Concluded	2012 May 22	INTERCFS003162	Presentation, Ma
	Intake Concluded	2012 May 22	INTERCFS003165	Presentation, Ma

<
>

<
>

Save
Add Name


Prior Contact Checks

- Used to determine prior contact with Child and Family Services
- Searches based on names that are:
 - Spelled alike
 - Sound alike
 - Age alike
 - Gender alike
 - Are associated with other names used by the individual
- Returns up to 100 of the closest matches
- Person Profile and prior contact checks helps the worker find the person they are searching for by locating the person record on CFSIS

Prior Contact Check

Over 63,000 monthly

Prior Contact Check

 **Person Short List** [Minimize] [Maximize] [Close]

Details Help

% Match	Last	First	Middle	Name Type	Age	Gender	SP ?	Deceased?
	Presentation	ma		<New>	32	U		
				Known as	32	M	N	N
81	Presentation	Ma		Known as	42	F	N	N
				Known as	34	M	N	N
				Legal name	28	M	N	N
				Known as	32	F	N	N
74	Presentation	Pa		Known as	47	M	N	N
				Also known as	36	F	N	N
				Also known as	30	F	N	N
				Known as	30	F	N	N
				Known as	43	F	N	N
				Known as	25	M	N	N
				Known as	33	F	N	N
				Also known as	29	M	N	N
				Known as	28	M	N	N
				Known as	63	F	N	N
				Also known as	23	F	N	N
				Known as	32	F	N	N
				Known as	30	F	N	N
				Also known as	62	F	N	N
				Known as	62	M	N	N

Only the best 100 matches have been displayed.

Pr06

Person Profile

Person Profile - Ma Presentation [View Only] [Match 98%]

Name Type	Surname	First Name	Middle Name
Known as	Presentation	Ma	
Maiden name	Smith	Ma	
Also known as	Parent	Mother	Rachel

Ma Presentation is in a(n) Alert Case

Birthdate: Feb 3 1970 Age: 42
Gender: Female

Last Known Location Address: 2343 Easterly Street
Anywhere, Manitoba

Phone Number (s): (204) [REDACTED] Cell

Care and Caution: Front step of home is weathered and could be considered dangerous

Culturally Appropriate Authority Information:
Status : Status (Treaty)
Status # :
Unknown

Surname, First Name	Gender	Age	Birthdate	Type	Deceased	Active	Svc Pvd
Presentation, Boy	M	10	2002 Apr 04	Both	N	N	N
* Presentation, Girl	F	16	1995 Sep 05	Both	N	N	N
Presentation, Pa	M	47	1965 May 15	Both	N	N	N

[Cases Involving This Person](#)
[Previous](#)
[Next](#)
[Person](#)
[Cancel](#)
Pr35

Case Categories

- **Administrative**

- Agency Employee Management (AEM)
- Agency, Organization, Office Management (AOO)
- In-Home Support Management (IHS)
- Other Service Provider Management (OSPM)
- Outreach Services (OUT)
- Volunteer Program (VP)

- **Family**

- **Child In Care (CIC)**
- Child In Care - Supervision (CIC-Sup)
- **Family Enhancement (FE)**
- Group Treatment - Cic (GRC)
- Group Treatment - Family Services (GRF)
- **Protection (Prt)**
- **Voluntary Family Services (VFS)**

- **Central Services**

- **Adoptive Applicant (ADA)**
- **Alert (AI)**
- Paternity Registry (Pr)
- Placement Support Management (PSM)
- Post Adoption (PA)

- **Facility**

- **Foster Care Management (FCM)**
- Residential Care Management (RCM)

Case Categories

20

Cases Involving This Person

Cases Involving

Effective Date:

View
☒ By Date
 ☐ All

CFSIS cases


Status	Case Cat	Status Date	Role	Reference	Hshld/Serv.	Worker
Open	Prt	2010 Oct 17	Client - case refer	PRESENTATION, Girl	In home	Laurie Worker
Waiting Clos	Prt-M	2011 Jun 23	Client - other	PRESENTATION, Ma	CIC-Out of home	Lucy Dillily
Pending	CIC	2012 Apr 24	Client - other	PRESENTATION, Boy	CIC-Out of home	Celia Sarbit
Pending	CIC	2012 May 23	Client - case refer	PRESENTATION, Girl	CIC-Out of home	Animikii Ozosoi
Pending	CIC	2012 May 23	Client - case refer	XFER IN-XFER OUT - PR	CIC-Out of home	Animikii Ozosoi
Open	*** RESTRICTED CASE ***		CFSIS Help Des			
Waiting Clos	CIC	2012 Apr 24	Client - other	XFER OUT - PRESENTA	CIC-Out of home	Jack Grantson
Open	AI	2010 Oct 17	Client - case refer	PRESENTATION, Girl	CIC-Out of home	Laurie Worker

Intake Cases

XFER	Intake Status	Referral Date	Intake Identifier	Case Reference	Intake Worker
	Open	*** RESTRICTED INTAKE ***	CFSA Help Desk		CFS Central Manitob
	Intake Concluded	2012 May 22	INTERCFS003162	Presentation, Ma	Sheridan, Am

Cs23

Cases Involving This Person


Cases Involving

Effective Date:

View:
☒ By Date
☐ All

CFSIS cases

Worker	Phone	Agency	A of S	A of S Date
aurie Worker		Child Protection Branch		
ncy Dillily		CFS Central Manitoba	First Nations South	2009 Oct 07
elia Sarbit		CFS Western Manitoba	First Nations South	2009 Oct 07
himikii Ozoson Director		Animikii Ozoson	First Nations South	2009 Oct 07
himikii Ozoson Director		Animikii Ozoson	First Nations South	2009 Oct 07
ck Grantson		CFS Central Manitoba		
aurie Worker		CFS Central Manitoba	First Nations South	2009 Oct 07
		Child Protection Branch		

Intake Cases

Case Reference	Intake Worker	Phone	Supervisor
FSA Help Desk	CFS Central Manitoba		
62 Presentation, Ma	Sheridan, Amelia		Brush, Waylon

Cs23

Protection Case (Prt)

Prt/M - PRESENTATION, Ma

Functions Details Help

+ Agency: CFS Central Manitoba
WorkGroup: North Team

Authority of Service : **First Nations South**
☐ Service Contract

Case Status	Effective Date	Reason
Pending	2009 Oct 29	PRT created from Intake
Open	2009 Oct 29	Valid protection concerns
Waiting Closure	2011 Jun 23	PRT Resolved XFER to FE

ADP Applies	Name	Age	Role	Relation/Service	Status	CAA
<input checked="" type="checkbox"/>	Ma Presentation	42	Client - case reference	Case Reference	In home	Not Determined
<input checked="" type="checkbox"/>	Pa Presentation	47	Client - other	Legal spouse	In home	First Nation
<input checked="" type="checkbox"/>	Girl Presentation	16	Client - other	Child	CIC-Out of home	First Nation
<input checked="" type="checkbox"/>	Boy Presentation	10	Client - other	Child	CIC-Out of home	First Nation
	Lucy Dillity		Primary worker	CFS employee	Supervisor	
	Lucy Dillity		Supervisor	CFS employee	Supervisor	

Set Case Status
Check To-Do List

Information Access:

Protection cases are confidential Sec 76(3) except to another agency where reasonably required by that agency...to provide service or protect a child. The subject of a record has NO ACCESS Sec. 76(5)(b)

Save
Recordings

Cs01

Recordings

Activity Date	Recording Title	Access	Significant	Type	Created By	For
2009 Oct 01	Intake Summary Report	V	Y	INTK	Intake Module	CFSCM002195
2010 Oct 17	Birth Alert	E	N	doc	Worker, Laurie	Worker, Laurie
2010 Oct 17	Home Visit	E	N	doc	Worker, Laurie	Worker, Laurie

Created For: CFSCM002195 Significant: ☒ Yes ☐ No

Recording Title: Intake Summary Report Document Size: 0 bytes

Activity Date: 2009 Oct 01 Compressed Size: 0 bytes

Buttons: Cancel, Add, Delete, Attach File, Open New, Attach Reminder, Save, Reselect

Pt04

Recordings

- Can be accessed by those with security to access the case (read only)
- Can only be edited by the individual that created the recording
- Can be deleted only by the person who added the recording to the case
- Can be uploaded into CFSIS by administrative staff or social workers

Child In Care Case (CIC)

CIC/I - Presentation, Girl

FunctionsDetailsHelp

Agency: CFS Central Manitoba

WorkGroup: Intake and After Hours

Authority of Service : First Nations South

☐ Service Contract

Case Status	Effective Date	Reason
Pending	2009 Oct 01	CIC created from Intake
Open	2009 Oct 01	Conduct/child

ADP

Applies	Name	Age	Role	Relation/Service	Status	CAA
<input checked="" type="checkbox"/>	Girl Presentation	16	Client - case reference	Case Reference	CIC-Out of home	First Nation
<input checked="" type="checkbox"/>	Pa Presentation	47	Client - other	Parent	In home	First Nation
<input checked="" type="checkbox"/>	Ma Presentation	42	Client - other	Parent	In home	Not Determined
<input checked="" type="checkbox"/>	Boy Presentation	10	Client - other	Sibling	CIC-Out of home	First Nation
	Jack Grantson		Primary worker	CFS employee	Supervisor	
	Jack Grantson		Supervisor	CFS employee	Supervisor	

To Do List

Set Case Status

Physical Description

Refresh To-Do List

- The School-Social screen(s) must be completed for [Girl Presentation] for the Well Being year 2009-2010.
- The Social screen(s) must be completed for [Girl Presentation] for the Well Being year 2011-2012.
- There is an active FAR incident for this case. It must be resolved before this case can be closed.
- There is at least one pending issue related to this case. All issues must be addressed before this case can be closed.

Information Access:

Child in Care records are confidential Sec 76(3). Share with other agencies where reasonably required to provide service or protect a child. After age 18, closed records are sealed.

Save

Recordings

Cs01

Legal Status / Placement Info

Legal Status and Placement Information - Presentation, Girl

Child's Level of Care:

Legal Status	Facility	Start Date	End Date	Termination Date	Placement Entry Reason	Placement Exit Reason
Permanent Ward: Court		2010 Nov 07	2013 Sep 05			
	Whereabouts unknown	2010 Oct 06	2010 Oct 11		UA/Unplanned absense	UA/Unplanned absense
	Whereabouts unknown	2010 Sep 07	2010 Sep 09		UA/Unplanned absense	UA/Unplanned absense
	Whereabouts unknown	2010 Aug 12	2010 Aug 31		UA/Unplanned absense	Return to Child Care
	Whereabouts unknown	2010 Jun 25	2010 Jun 30		UA/Unplanned absense	Return to Child Care
	Whereabouts unknown	2010 Mar 03	2010 Mar 17		UA/Unplanned absense	Return to Child Care
	Whereabouts unknown	2010 Feb 25	2010 Mar 10		UA/Unplanned absense	Return to Child Care
	Whereabouts unknown	2010 Jan 06	2010 Jan 13		UA/Unplanned absense	Return to Child Care
Temporary Ward		2009 Nov 14	2010 Nov 14			
	FOSTER, Mrs.	2009 Oct 04	2012 May 23		Preferred Placement	Transfer Out
Apprehension		2009 Oct 01	2009 Nov 14			
	Hospital-Health Science	2009 Oct 01	2009 Oct 04		Entered into care	Preferred placement

Cs76

Confidentiality Settings

- Confidential and restricted settings limit access to cases
- High profile cases marked restricted
- Cases involving staff marked confidential
- Information limited in a PCC
- Contact the Help Desk for more information about the case ie. Worker/Agency

Confidentiality Settings

Cases Involving

Effective Date: Refresh View: ☒ By Date ☐ All

CFSIS cases

Status	Case Cat	Status Date	Role	Reference	Hshld/Serv.	Worker
Closed	*** RESTRICTED CASE ***		CFSIS Help Desk			
Closed	*** RESTRICTED CASE ***		CFSIS Help Desk			
Closed	*** RESTRICTED CASE ***		CFSIS Help Desk			
Open	*** RESTRICTED CASE ***		CFSIS Help Desk			
Open	*** RESTRICTED CASE ***		CFSIS Help Desk			
Closed	*** RESTRICTED CASE ***		CFSIS Help Desk			
Closed	*** RESTRICTED CASE ***		CFSIS Help Desk			
Closed	*** RESTRICTED CASE ***		CFSIS Help Desk			

Intake Cases

XFER	Intake Status	Referral Date	Intake Identifier	Case Reference	Intake Worker
	Intake Concluded	*** RESTRICTED INTAKE ***	CFSA Help Desk		Winnipeg CFS Branch

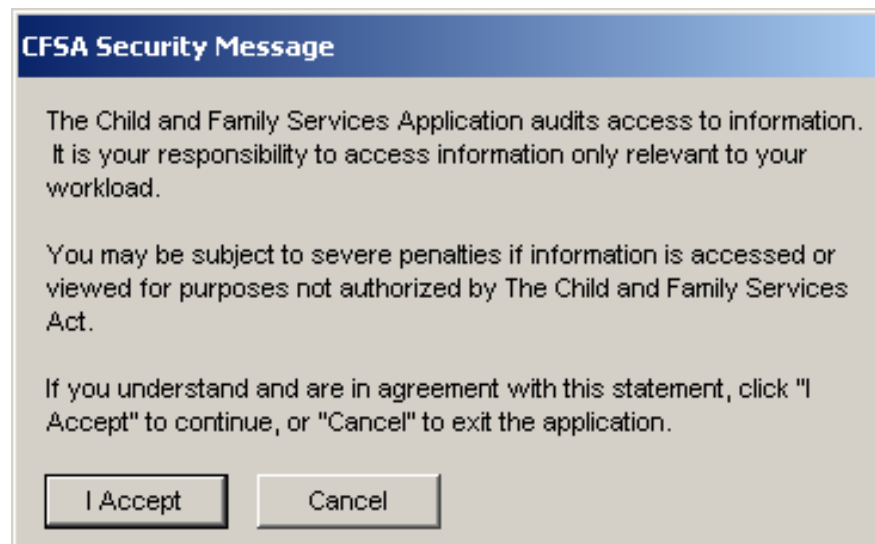
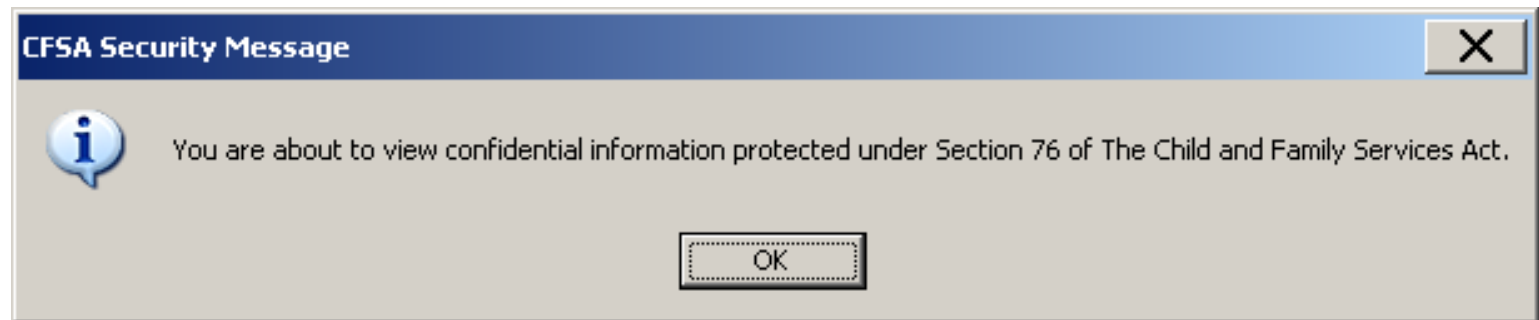
Close Intake Details

Cs23

Confidentiality Notice

- Alerts user to section 76 of the *Child and Family Services Act*
- Informs User that penalties may apply if viewing for purposes not authorized by the *Child and Family Services Act*.
- User must click “I accept” before gaining access to CFSA

Confidentiality Notice



Tracking Use

- Ability to track PCC's completed by a particular user
- Ability to track person's who searched for a particular person record



Intake Module

Intake Module

- Went “live” in Winnipeg in May 2005
- First point of entry into CFSA
- Used whenever a child is or may be in need of protection
- Logs activity for non-child-welfare & child welfare referrals
- Intake Module and CFSIS “talk” to one another
- Creating an intake allows worker to view all other intakes for person throughout province

Intake Module

Presentation, Ma - CFSCM002206

Case

- Referral
- Family Group
- Safety Assessment and Saf
- Issue Management
- Case Notes
- Alleged Maltreatment
- Unintentional/Serious Injury
- Service Planning
- Intake Management
- Supervisor Reviews

Referral Source

Referral Date: 2011-Feb-01
yyyy-mm-dd

Referral Time: 01:00 AM
enter 12 hour time i.e. 5:35

Entered on 2011-Feb-08 2:12 pm

Referral Source

Name: Mr Police Type: Anonymous/Unknown

Method: Email Client Aware of Referral: No

Referral Source Address

Location Address Mailing Address

Location Note (Land location may be entered here)

Sunnyland Police Department

Unit/Apt/ Suite No. House No./ Building No. Street Name Street Type Direction

123 12 Sunny Street S

City/Town/Municipality Province Postal Code

Sunnyland Manitoba

Is the location address the same as the mailing address? ☒ Yes ☐ No

Referral Source Contact Information

Area Code	Phone Number	Extension	Type
(204)	123-4567		Work
()	-		
()	-		
()	-		

Email:

Issues Identified By Referral Source

Category	Identified Issues	Select Issue
After Hours request from non-agenc Information only (Immediate / 24 Hr.)		

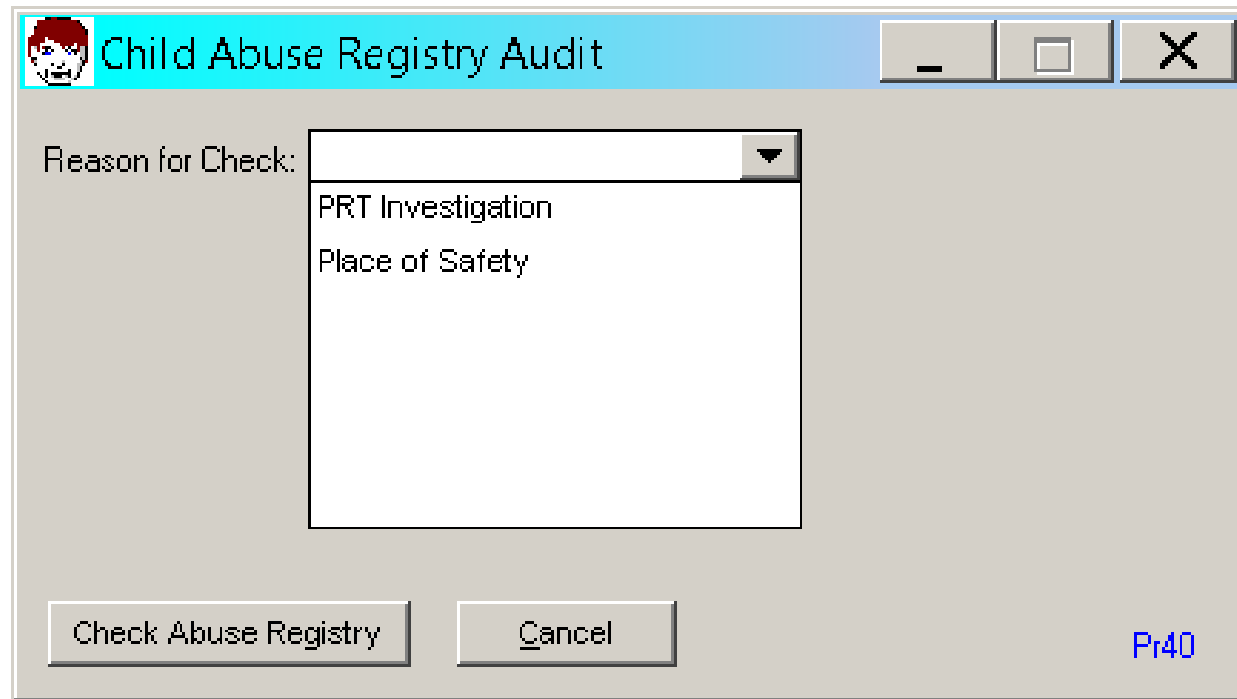
View Intake Save Intake Close Intake

Child Abuse Registry

Child Abuse Registry

- Three conditions in which a name can be entered onto the registry
 - Person found guilty of or pleaded guilty to an offence involving the abuse of a child in a court inside or outside Manitoba
 - A person has been found by a court in a proceeding under *The Child and Family Services Act* to have abused a child
 - Pursuant to the process outlined in the CFS Act, an agency child abuse committee may enter a name of person on the registry

Child Abuse Registry Check



Child Abuse Registry Audit

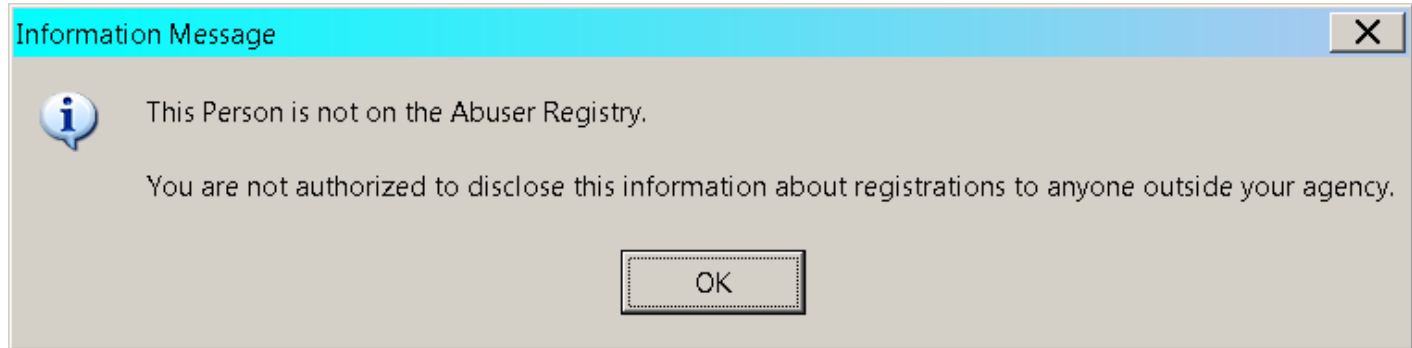
Reason for Check:

- PRT Investigation
- Place of Safety

Check Abuse Registry Cancel

Pr40

Child Abuse Registry Check



Conclusion

Monthly Activity

May, 2012

Activity	Count
Prior Contact Checks	62,942
Child Abuse Registry Checks	6,897
Recordings Added	5,809
Intakes	2,342
New Person Records	1,334
New Cases	569
CIC Transfers	39
Child Abuse Registrations	~20