

## LEVEL OF SERVICE / CASE MANAGEMENT INVENTORY (LS/CMI)

### FREQUENTLY ASKED QUESTIONS

The following FAQ's are based on the LS/CMI portal and covers a variety of sections and have been compiled to provide our clients with a document to answer questions related to the security of the product.

### PRODUCT DESCRIPTION

The **Level of Service/Case Management Inventory (LS/CMI)** is a fully functioning case management tool and an assessment that measures the risk and need factors of late adolescent and adult offenders. This single application provides all the essential tools needed to aid professionals in treatment planning for and management of offenders in justice, forensic, correctional, prevention, and related agencies. Please visit the URL for more information, <https://www.mhs.com/lscmi>.

Some of its key features:

- Combines risk assessment and case management in one convenient evidence-based system
- Provides all the essential tools needed to aid professionals in treatment planning for and management of offenders in justice, forensic, correctional, prevention, and related agencies
- Assesses the rehabilitation needs of offenders, their risk of recidivism, and the most relevant factors related to supervision and programming requirements
- Focuses on offender strengths and is gender informed.

### APPLICATION TYPE

- What is this application type? What cloud computing service does it run under?
  - It is a web-portal service. While MHS manages the portals, the infrastructure supported to operate these portals is managed by our vendor (Rackspace) via IaaS.
- What credentials will the LS/CMI portal require to access?
  - The only access will be required to this site will be the username and password.
- What kind of browsers are acceptable to access this application?
  - All types of browsers can support LS/CMI. At minimum it requires IE 10 or higher, Microsoft Edge, Firefox, Chrome, and Safari.
- Is the LS/CMI portal compatible with Windows 7?
  - Yes, it is compatible with Windows 7 and above. If issues do arise, please check the website's compatibility settings.
- Are there any additional software required with this portal service?
  - No, additional software or plugins are required.
- What kind of information or client data will the portal require to be populated?
  - Required information are ID, First / Last name, DOB, and Gender.

### AUTHENTICATION AND ADMINISTRATION

- To authenticate users, what credentials are required to prevent unauthorized access?
  - Web portal requires user ID / password.
- Is Single-Sign on available for this portal?
  - Single-Sign On (SSO) is not available for this platform.
- Are there Role-Based authorization access for LS/CMI portal?
  - No role-based authorization security levels are required for this portal.
- Is the LS/CMI site capable of enforcing identification security via Active Directory group memberships?
  - At this time, no such a capability exists.
- Does the LS/CMI portal leverages the Active Directory Federation Services?

- At this time, the portal does not have such a capability.
- Are 3<sup>rd</sup> party vendors provided access to client data?
  - This is a restricted site and only authorized individuals have access to client data.

## REPORTING

- Can the reports be generated from the site?
  - Yes, reports can be generated.
- Can the reports be customized from this site?
  - No. Customized reports cannot be created.
- How long the reports will be available once generated?
  - Reports will be available for 5 days only, after this point reports will be deleted. Reports can be regenerated at any time at no additional charge.
- Does the solution provide the ability to schedule reports by interval or by date?
  - No, this feature is not available on the site to create reports based on dates.
- What is the report format?
  - The Aggregate and User reports come in Excel format, while the Profile, Comparative, Case management, and Follow-Up reports come in PDF format.

## DATA STORAGE

- In which legal jurisdictions will the client's data be stored and processed?
  - Virginia, United States.
- As a service provider, do MHS allow its customers to specify the locations where their data can and cannot be stored and processed?
  - No, all data are stored in our datacenter's premises.
- What client information is stored in the datacenter?
  - All client data, PHI / PII, are stored in a secure location at our service provider's premises.

## ENCRYPTION

- At what point is the encryption applied for the LS/CMI portal?
  - Data is encrypted both at in-transit and at-rest when migrating to our vendor's datacenter. The encryption standard set is AES-256 bit.
- How are passwords encrypted?
  - The portal is using TLS 1.2 protocol which encrypts passwords prior to transmission.
- Are passwords encrypted for every user?
  - All passwords are encrypted, including for system administrators.

## PRIVACY

- How does the service provider deal with requests from government agencies to access customer information?
  - We do not have access to client information without their written consent. Client would have to provide their login credentials to access their account.
- Do they only disclose information in response to a valid court order?
  - No, it will require a written client request/permission.
- Do MHS 3<sup>rd</sup> party vendors have access to client's data?
  - No, our 3<sup>rd</sup> party datacenter does not have access, own, or retain data; MHS retains only depersonalized raw data. The client retains ownership of that data and has full control on deleting data after use.

## PRODUCT UPDATE

- When and how is the portal updated?
  - MHS will provide updates accordingly to its web portals when available.

## TRAINING

- What materials or training does MHS provides for using the LS/CMI platform?
  - MHS provides training workbooks and manuals for using the LS/CMI platform.

## SUPPORT

- Does MHS use any subcontractors to support the service? This would include any hosting/data storage sub-services?
  - MHS utilizes the services of Rackspace for its infrastructure support to maintain our web portals services'. All application level support is performed by MHS directly.
- What kind of support is available by MHS to assist its clients?
  - MHS support is available via the following methods:
    - Technical Support via Call Centre, Website or Email.
    - Via Email: [customerservice@mhs.com](mailto:customerservice@mhs.com) for client inquiries and [support@mhs.com](mailto:support@mhs.com) for Technical Support.
    - If you are in the United States, or outside of North America, please contact
      - Tel: 1-800-456-3003 or +1-416-492-2627
      - Fax: 1-888-540-4484 or +1-416-492-3343
    - In Canada, please contact,
      - Tel: 1-800-268-6011 or 416-492-2627
    - For Software Support, please contact
      - Tel: 1-800-456-3003 or +1-416-492-2627
  - For more contact information, please refer to <https://www.mhs.com/About/Contact-Us>
- What are the hours available for support?
  - For Customer Service it is between 8:00 am to 6:00 pm EST.
  - For Technical Support it is between 9:00 am to 5:00 pm EST.

## DOCUMENT CHANGE CONTROL

Date	Summary of Amendments	Changes Made by (Title)
January 3, 2019	LS/CMI FAQ inception	InfoSec Specialist
January 27, 2019	FAQ review and minor changes made	DevOps
March 4, 2019	Review by Sales team for additional input	Sales Managers
March 5, 2019	LS/CMI input made	Sales Manager
March 7, 2019	General review conducted	InfoSec Specialist
March 26, 2020	Amendments made to Application Type and Support sections.	InfoSec Specialist
January 11, 2020	Annual Review	