



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Deputy Secretary for Opportunity and Well-Being

February 12, 2024

**DEAR COUNTY DIRECTORS OF SOCIAL SERVICES**

**ATTENTION: DIRECTORS, CHILD WELFARE PROGRAM ADMINISTRATORS,  
MANAGERS, SUPERVISORS and SOCIAL WORKERS**

**SUBJECT: CWIS Intake and Assessment Announcement**

**REQUIRED ACTION:**  Information Only  Time Sensitive  Immediate

It is with great excitement and hope that we announce that NC DHHS is moving forward with exercising the optional scope of work with Deloitte to accelerate the modernization of NC's Intake and Assessment (I&A) technology.

The original scope of work for the Child Welfare Information System (CWIS) Request for Proposal (RFP) involved leveraging the existing NC FAST Cúram I&A modules (with some enhancements and practice tool changes), while procuring completely new Ongoing Case Management capabilities. Some unexpected changes to the support of our current Cúram version, along with the weighing of other costs and benefits, resulted in a proposal to accelerate the modernization of I&A using the Deloitte Salesforce solution (tailored to NC's practice model and County users' needs and expectations). That proposal was discussed with our Child Welfare System Governance Committee (CWSGC) and the NCACDSS Executive Board in December 2023. More details about this change can be found in that presentation.

What does this mean?

- NC DHHS is proceeding with the federal approvals necessary to amend its contract with Deloitte to include I&A modernization at the front end of the CWIS initiative.
- Some of the benefits of this change include, but are not limited to:
  - More mobile-friendly and offline functions available to users across the full life of a child welfare case
  - A more consistent user experience with improved case tools and dynamic search capabilities
  - Quicker turnaround times on enhancements and improvements
- NC DHHS is stopping any further rollout activities associated with the new Intake Screening and Response tool in Cúram and will work to leverage the design and workflow of that new tool to deploy it in Salesforce.

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES**

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603

MAILING ADDRESS: 2401 Mail Service Center, Raleigh, NC 27699-2401

www.ncdhhs.gov • TEL: 919-527-6431 • FAX: 919-715-0168

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

- The hard work of all of those who contributed to the design of the Intake Screening and Response tool will be leveraged in Salesforce and it will make the development process much quicker.
- An additional discovery workstream will be set up for I&A and that is planned to kick off in March 2024.
  - The experience and knowledge about what is working well with the existing Cúram modules and what is lacking will be leveraged to ensure that the new Salesforce modules will have a very high degree of usability and will support the needs of child welfare staff.
  - As we have with the other discovery sessions, we will be asking for county participation and will look to leverage the diversity of counties to make a better overall product.
  - NC DHHS will also leverage its existing workgroups, such as the Intake and Assessment User Partnership group, to help inform the system user stories and expectations.
- To make this modernization feasible, the deployment of Intake and Assessment needed to be combined. This was discussed with the CWSGC and there was consensus that this approach was the most appropriate strategy. With the additional features and capabilities available in the new platform, this approach should provide greater value to counties sooner and reduce the disruption of business processes. The impacts on change management, readiness, and training will be considered and discussed further with counties.
- The timeline of CWIS deployment will be impacted by this change. While we do not have a final approved rollout schedule, we anticipate being able to begin deployment of I&A to the first group of counties by January 2025.
  - We recognize that changes in timeline have impacts on you at the county level and apologize for any disruptions in your planning. However, NC DHHS believes strongly that the overall solution will be better received and more useful to child welfare staff as the result of these changes.

We recognize and appreciate all of the work that the 11 existing CWIS pilot counties and the 14 I&A counties have put into making the current technology work. The feedback you have provided over the past 6-7 years has been invaluable and will be leveraged to support the design and development of the new solution. We plan to convert all data entered into the Cúram CWIS modules to the new Salesforce solution. We will have additional opportunities for discussion with you along the way and will work to address any concerns you may have.

Sincerely,

DocuSigned by:

*Susan G Osborne*

45A8654FA28C41F...

Susan G. Osborne

Deputy Secretary for Opportunity and Well-Being

cc: Michael Leighs, Chief of Staff, Opportunity and Well-Being  
Lisa Tucker Cauley, Senior Director of Human Services  
Adrian Daye, Deputy Director for Child Welfare Practice, DSS, Child Welfare  
Katie Swanson, Deputy Director of County Operations, DSS, Child Welfare  
Vijay Ramanujam, Deputy Chief Information Officer, Information Technology Division (ITD)  
David Schatten, Director, IT Implementation & Operations, Information Technology Division (ITD)  
Rob Morrell, Director of Human Services Business Information & Analytics (HSBIA)

CWS-10-2024