



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Assistant Secretary for Human Services

May 30, 2023

**DEAR COUNTY DIRECTORS OF SOCIAL SERVICES**

**ATTENTION: DIRECTORS, CHILD WELFARE PROGRAM ADMINISTRATORS, MANAGERS, and SUPERVISORS, COUNTY IT**

**SUBJECT: COUNTY TECHNOLOGY FOR CPS INTAKE AND CPS ASSESSMENT**

**REQUIRED ACTION:**  Information Only  **Time Sensitive-Response June 8, 2023**  Immediate

**PURPOSE: TO ENGAGE LOCAL COUNTY CHILD WELFARE AGENCIES THAT HAVE THEIR OWN CASE MANAGEMENT SYSTEM OUTSIDE OF THE CHILD WELFARE INFORMATION SYSTEM FOR CPS INTAKE AND CPS ASSESSMENT TO PREPARE FOR NEXT STEPS TO IMPLEMENT SCREENING AND RESPONSE TOOL**

In July of 2021 NCDSS in collaboration with Evident Change, began the process of developing a Structured Intake Screening and Response tool. The new Child Protective Services Intake tool will be completed in the Child Welfare Information System (CWIS) by all 100 counties. This will begin with the 25 counties currently using the CWIS for Intake and Assessment. Once they have validated the efficiency and effectiveness of the tool, the remaining 75 counties will begin using the Intake module through a phased rollout. Please refer to DCDL CWS\_22\_2023\_CWIS and Intake Tool for more details.

In addition to meeting with many child welfare stakeholders (such as Children's Services Committee, Eastern and Western Director's meetings, Child Welfare Family Advisory Committee, ULT, CWSGC, Intake and Assessment Partnership Group and Safety Design Team) around the design of the new Intake tool in the CWIS, NCDHHS team members also met with 15 counties to discuss county child welfare technology that is currently used to support Intake and Assessments across North Carolina. These meetings were an opportunity to prepare for meeting the needs of counties that have their own child welfare technology systems. When each county begins using the CWIS for documenting intake reports, they will continue to document CPS Assessments as they do today until they enter the improved CWIS for CPS Assessments (which will include new technology and features brought forth through the CWIS RFP that is currently in progress). NCDHHS believes that counties whose technology for CPS Assessments is built off the current CPS Intake Form should have the opportunity to connect to a data exchange from the CWIS to prevent duplication of data entry to successfully begin a CPS Assessment.

There will be two options for the details of a completed intake from the CWIS to be available to county staff for use in their county CPS Assessment technology systems:

1. Download a PDF of the intake to be manually uploaded into the CPS Assessment portion of the county system, or
2. RESTful web service, where the county Information Technology team will work with NCDHHS to configure a connection allowing the county to request intake information from the CWIS using an

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

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Intake Case Reference Number. The NCDHHS web service would respond by automatically providing the intake information in JSON format that would be used to populate the county system.

**NEXT STEPS:**

For counties who have their own technology systems, please have the Information Technology staff and Child Welfare Program work together to complete this survey about county technology needs by **June 8, 2023** <https://forms.office.com/g/tAXCXFrJXM>. A copy of the survey is attached to allow agencies to prepare prior to responding to the survey on-line.

Any questions regarding this information should be directed to Jennifer Oshnock, HSBIA Child Welfare Business Manager at [jennifer.oshnock@dhhs.nc.gov](mailto:jennifer.oshnock@dhhs.nc.gov).

Sincerely,



Kathy P. Stone  
Section Chief for Safety and Prevention  
North Carolina Division of Social Services

Cc: Susan Osborne, Assistant Secretary for County Operations  
Rob Morrell, Director, Human Services Business Information & Analytics  
Lisa Tucker Cauley, Senior Director of Child, Family and Adult Services  
Adrian Daye, Deputy Director of Child Welfare Practice  
Tammy Shook, Interim Deputy Director for County Operations  
Jennifer Oshnock, Child Welfare Business Manager  
Jason Dempsey, Applications Systems Manager, CWS

**Attachments:**

DCDL\_CWS\_22\_2023\_CWIS and Intake tool  
Intake RESTful Web Services, Copy of Survey  
Intake RESTful Web Services, FAQ

**CWS-32-2023**