



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Assistant Secretary for Human Services

April 21, 2023

**DEAR COUNTY DIRECTORS OF SOCIAL SERVICES**

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

**SUBJECT: UPDATE ON THE CHILD WELFARE INFORMATION SYSTEM (CWIS) AND THE INTAKE TOOL**

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

**PURPOSE: TO PROVIDE LOCAL COUNTY CHILD WELFARE AN UPDATE ON PLANS FOR CWIS AND  
THE AUTOMATED INTAKE TOOL**

Working closely with our county partners, NCDHHS has continued to make significant progress towards a statewide CWIS that supports decision-making and prioritizes a user-friendly experience for child welfare professionals. A successful statewide CWIS is critical to the implementation of North Carolina's practice model and to ensure the safety, permanency, and well-being of children and their families.

Since the suspension of the previous CWIS rollout, 11 counties have continued to use the existing functionality for Intake, Assessment, and Ongoing Case Management, while an additional 14 counties use it for Intake and Assessment only. During that time, NCDHHS worked in partnership with county child welfare agencies to develop guiding principles and conduct an assessment to better understand what works well in the current system and what needs to be prioritized for enhancement, augmentation, or a full replacement with brand new capabilities. The Child Welfare System Governance Committee (CWSGC) was also formed to strengthen the partnership between NCDHHS and county child welfare agencies. The committee includes leaders and staff from counties and NCDHHS working to achieve consensus on the path forward with the future state CWIS.

Through a collaborative planning effort, a Request for Proposal (RFP) was issued to bring a new modern platform and technologies that will augment the current Intake and Assessment modules and replace the existing Ongoing Case Management capabilities. Final selection of the vendor is in process. To support the integration of this new technology, the existing CWIS modules were separated from NC FAST for Economic Services, and other system improvements were made. More information about CWIS is included in the power point presentation attached to this email.

In tandem with the work on CWIS, implementation of the state's practice model has continued. North Carolina's practice model has three major components: Practice Standards, Structured Decision-Making Tools (SDM) and Safety Organized Practice. In alignment with the practice model, North Carolina is currently re-validating the safety and risk assessment tools and implementing a structured Intake and Screening and Response tool. Re-validation of additional SDM tools will begin consecutively as the current work is completed. This work is being completed in collaboration with Evident Change, a nationally recognized authority in this area and the

**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: 919-855-6335 • FAX: 919-334-1018

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purveyor of structured decision-making tools. All tools must be automated and will be accessed through the child welfare information system. More information about the Intake Screening and Response Tool is also attached.

Design of the Intake Screening and Response Tool is complete and counties have provided valuable feedback throughout the design phase, leading to significant improvements. The tool is now being built into the CWIS and is expected to be completed during the Summer of 2023. Based on feedback from the CWSGC and other county partners, implementation of the new Intake tool will occur first for counties who already use CWIS for Intake and Investigations, beginning in SFY 2023-2024. NCDHHS also received feedback that the rollout of CWIS to new counties should be aligned with the practice model tool updates, beginning with Intake first. The Intake Screening and Response tool will be initially piloted with the existing 25 counties that already use CWIS for Intake and Assessment. This pilot period will help NCDHHS mitigate any issues and incorporate any priority changes before moving forward in additional counties. The Intake module will then be rolled out to the other 75 counties in a staggered timeline. As this occurs, the vendor team will be working on integrating new capabilities, and the rollout of Assessment and Ongoing Case Management modules will begin once they are ready and validated by counties.

NCDHHS is committed to keeping county child welfare agencies informed and engaged in this process including the following:

- Regional meetings will be planned for May/June to walk through the new Intake Screening and Response tool with county child welfare supervisors and program managers.
- NCDHHS will continue to engage with the CWSGC to validate readiness, training, and rollout plans.
- NCDHHS will engage with counties (via survey and email) who are interested in using an automated data service to automate the transfer of intake data from the State Intake module over to their local county assessment system. While this will only be needed for the bridge period before the county enters the CWIS for CPS Assessments, we know that limiting the rekeying of information is a priority.

Sincerely,



Senior Director of Child, Family and Adult Services  
North Carolina Division of Social Services



Director, Human Services Business Information &  
Analytics  
North Carolina Division of Social Services

Cc: Susan Osborne, Assistant Secretary for Human Services  
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  
Carla McNeil, Section Chief for Prevention and Safety  
Peter West, Section Chief for County Operations  
Kimaree Sanders, Interim Section Chief for Licensing and Regulatory  
Rob Morrell, Director, Human Services Business Information & Analytics

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