



FAQ Intake and RESTful Web Services

Can I build the new intake tool into my own child welfare technology system?

No, the new Intake Screening and Response is going through a certification process that includes behind the scenes programming to guide the Screening and Response for intake. The statewide tool will be a certified structured decision-making tool and its consistent use is vital to achieving our shared goals and to meeting legislative mandates.

My agency collects data from intake specific to our county, how should we manage this?

Please look at the new fields in the CPS Intake below. If those fields are part of your data collection, the data will be made available to you through the RESTful web services. If they are not available to you, your agency will have to determine another methodology to collect additional data that is not part of the CPS Intake Screening and Response. We have incorporated feedback regarding data collected by counties into the revised Intake Screening and Response tool, but if you have additional feedback or questions regarding the data collected, please reach out.

What are RESTful web services?

A technical description for web services can be found at [Web service - Wikipedia](#). However, to put our service into simpler terms, please consider the service as an electronic bridge that will help facilitate moving Intake and Screening data electronically to another system. The county's assessment system would get the Intake and Screening data by invoking the web service by case reference number as a parameter. The same information that is available in the PDF will electronically be sent as a response in JSON format. This information could be parsed and used in the place of manually keying data in the Assessment system.

How do I know if my agency should choose RESTful web services or download the PDF of the intake?

There are many considerations that go into this decision including but not limited to:

- How much effort is required of child welfare staff to upload a PDF and get the CPS Assessment case started? (Keep in mind that the number of months between your county using the statewide Intake module and implementing the improved Assessment module may vary by county but we expect to be less than 12 months).
- Is the CPS Assessment dependent on the detailed data fields from the 1402 intake tool? If yes, what are the fields that are mandatory to start the CPS Assessment case and do those fields exist on the new Intake Screening and Response?
- Is our agency/vendor technology capable of connecting with RESTful web services? If yes, what is the cost and timeline? Do other agencies use the same vendor that could work together to potentially share the cost?

If your agency needs help in determining the best approach and has specific questions, they may be submitted via the survey and NCDSS can follow up with your agency to provide the information we have.

When will my agency be able to get access to the RESTful web services?

Development is in progress. Initial connections are scheduled to be available as early as July 2023 for lower region (non-production) verifications. This will allow agencies the opportunity to work towards setting up their systems to potentially invoke the service to receive intake and screening data.

How can my agency test the RESTful web services prior to my county using the CWS for the CPS Intake Screening and Response so that we know it works correctly on day one?

NCDHHS technology staff will provide documentation that will contain the JSON schema, connection, security, verification, and usage information. There will also be meetings and verbal communications to assist along the way.

May my agency choose to go with the PDF and then later decide to use RESTful web services?

Yes, if you make that decision, we can coordinate next steps with you at that time.

What happens after we complete the survey?

Based on your responses to the survey, we will reach out for next steps.

We have decided to use RESTful web services, what do we do now to prepare?

Every county is different. Feel free to speak with your vendor and explain the changes in business policy and how the new web service is available but not required for usage. The web service will provide the Intake and Screening data for the new intake data gathered (see below for the fields that will be available through the web service). The vendor supporting the county's system will need to create a client to consume the RESTful web service that will have a JSON payload. NCDHHS technology staff will provide documentation that will contain the JSON schema, connection, security, verification, and usage information for the web service. There will also be meetings and verbal communications to assist along the way.

When can my agency expect to enter the CWS for CPS Intake Screening and Response?

The Intake Screening and Response tool will be initially piloted with the existing 25 counties that already use CWIS for Intake and Assessment in early fall 2023. 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. If your agency is not one of the existing 25 counties using the CWIS for Intake and Assessment, it is expected that you will be going live with Intake during calendar year 2024.

CPS Intake Example Fields to be Available for RESTful Web Services

****Items will only have information in the web services if they have been answered in the CWS.**

I. Reporter Information

Name Click or tap here to enter text.

Preferred Language Click or tap here to enter text.

Phone Number Click or tap here to enter text.

Relationship Click or tap here to enter text.

Address (apt/suite, street 1, street 2, city, county, state, zip) Click or tap here to enter text.

Email Click or tap here to enter text.

Notification waived? Click or tap here to enter text.

Available for additional information? Click or tap here to enter text.

Is this a Substance Affected Infant Notification? Yes No

Does a Plan of Safe Care already exist with this family Yes No Unknown

II. Mandatory Questions

Is the victim child under 18 years of age

Yes No

If no, offer Law Enforcement information or Adult Protection Services

If no, Are there any children under 18 years of age in the home? Yes No

Is the child a victim of fatality? Yes No

If yes, Are there no other children in the home Yes No

If yes, Has this been reporter to Law Enforcement Yes No

Is the child a resident of North Carolina Yes No Unknown

If no, Where are they a resident? Click or tap here to enter text.

Where did the incident occur? Click or tap here to enter text.

Is the perpetrator a parent/caretaker? Yes No

Click or tap here to enter text.

Are you aware of any relatives or kin supports for this family? Yes No

If yes, Who are the relative or kin supports for the family?

Click or tap here to enter text.

Are there concerns for Human Trafficking? Yes No

Are there concerns for Domestic Violence? Yes No

Is this a licensed facility or group home? Yes No

III. Child/Children's Information (for all children in the home)

Name Click or tap here to enter text.

Sex Click or tap here to enter text.

DOB/Age Click or tap here to enter text.

Race Click or tap here to enter text.

Ethnicity Click or tap here to enter text.

Role Click or tap here to enter text.

Address (apt/suite, street 1, street 2, city, county, state, zip) Click or tap here to enter text.

Relationship to the Perpetrator Click or tap here to enter text.

Preferred Language:

Ingenious Person and Group

Child Fatality

Living Arrangement

Current Location

Details about current location

Phone Number

Email Address

Military Branch/Active

School

School Name

Grade Level

School Address

Child Care Center

Child Care Name

Address

Employer

Employer

Employer Name

Address

IV. **Parent/Caretaker/Household Member** (for all entered in the CWS)

Name Click or tap here to enter text.

Sex Click or tap here to enter text.

DOB/Age Click or tap here to enter text.

Race Click or tap here to enter text.

Ethnicity Click or tap here to enter text.

Role Click or tap here to enter text.

Address (apt/suite, street 1, street 2, city, county, state, zip) Click or tap here to enter text.

Preferred Language

Ingenious Person and Group

Child Fatality

Living Arrangement

Current Location

Details about current location

Phone Number

Email Address
Military Branch/Active
School
 School Name
 Grade Level
 School Address
Child Care Center
Child Care Name
Address
 Employer
Employer
Employer Name
Address

Provider/Group Home

Name Click or tap here to enter text.
Type Click or tap here to enter text.
Address Click or tap here to enter text.
Phone Number Click or tap here to enter text.
Role Click or tap here to enter text.

Collaterals

Name Click or tap here to enter text.
Language Click or tap here to enter text.
Address Click or tap here to enter text.
Phone Number Click or tap here to enter text.
Email Address Click or tap here to enter text.
Collateral Type Click or tap here to enter text.

Relationships (for all relationships)

Participant is the (relationship) of participant

V. **Narrative Information**
Click or tap here to enter text.

VI. **Screening Tool Criteria**
Step I Screening Criteria

Maltreatment
Maltreatment allegation(s) selected
or
Conflict of Interest
 or
County Transfer
or
No Maltreatment allegation
No maltreatment allegation(s) selected

Step II Connect Maltreatments (Screened in only) (for all connected maltreatments)

Alleged Victim, Alleged Perpetrator, Maltreatment Type reported

Step III Response Time and Assessment Track (Screened in only)

Response Time:

- i. Response time reason(s) selected

Assessment Track:

- ii. Assessment track reason(s) selected

VII. Subsequent Notices

District Attorney
DHSR

Law Enforcement
Licensing and Regulatory

DCDEE
CMARC

Reporter Notification

RAMS Referral

Reason(s) case meets criteria for RAMS referral

VIII. Summary Information

Intake Reference Number:

County Case Number:

Case Name:

County Zone: ***This will be built into the system in the Fall, but a placeholder is necessary for Web service

Intake Received Date and Time:

Approval Date and Time:

Intake received method:

Received by: County:

Screening Decision:

This report involves: Conflict of Interest Out of Home Placement Request for Assistance
Substance Affected Infant Notification by a Healthcare Provider

Another State

County Transfer/Conflict of Interest

Referred to (County Name)

Date/Time:

Confirmed with

Screened In Reports:

Report Type: Abuse Neglect Dependency

Assessment Track: Family Assessment Investigative Assessment

Response Time: Immediate 24 hours 72 hours