



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Assistant Secretary for Human Services

August 1, 2023

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

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

SUBJECT: COUNTY GROUPS FOR IMPLEMENTATION OF THE INTAKE MODULE OF THE NC CHILD WELFARE INFORMATION SYSTEM (NC CWIS)

REQUIRED ACTION: Information Only Time Sensitive Immediate

PURPOSE: TO PROVIDE LOCAL COUNTY CHILD WELFARE AGENCIES WITH AN UPDATE ON COUNTY GROUPINGS AND IMPLEMENTATION PLANS FOR THE INTAKE MODULE OF THE NC CHILD WELFARE INFORMATION SYSTEM (NC CWIS).

As we continue to work with in partnership with county child welfare agencies, NCDHHS is committed to providing updates regarding the implementation of the Child Welfare Information System (CWIS) statewide. NCDHHS received feedback from the Child Welfare System Governance Committee (CWSGC), the Unified Leadership Team (ULT), and the NCACDSS leadership regarding the best way to structure the rollout and the various considerations to ensure a successful implementation aligned with the CWIS Guiding Principles. That work has resulted in the creation of six (6) County Groups for the implementation of the Intake Module in the NC CWIS. These groups were created based on:

- County involvement with the current CWIS,
- Established DSS Support Regions,
- NCDHHS' commitment to honoring initial Volunteer Adopters,
- County intake data (including an estimated 1,100 county staff completing intakes across the state)
- Available resources to ensure counties are supported throughout readiness and training and after go-live

NCDHHS established an estimated timeline for statewide implementation of the Intake Module, starting with the 25 counties currently using the NC CWIS for Intake and Assessment. This initial group will pilot the Intake Module and provide crucial feedback to help mitigate any issues and implement any changes before moving forward with additional county groups. Once the initial counties validate the efficiency and effectiveness of the module via a sign-off process, the remaining 75 counties will begin using the Intake Module through a regional phased rollout. Please refer to the CWIS Intake Implementation Groupings attachment for grouping information and maps, as well as DCDL CWS_22_2023_CWIS and Intake Tool for more details.

The implementation of the Intake Module of the NC CWIS will include:

- Readiness Assessment – coordination with individual counties to ensure preparedness activities are completed and training plans created before training and go-live dates of the Intake Module.
- Training – including North Carolina's practice model behind the Structured Intake Screening and

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

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Response Tool and NC CWIS.

- Go-Live and Post-Go-Live Support

We will continue to communicate additional information to counties who plan to utilize the RESTful web service to automatically pull intake data from the CWIS to their local system for Assessments. Information regarding this web service has been shared through DCDL_CWS_32_2023 County Technology for CPS Intake and CPS Assessment and subsequent FAQs. As a reminder, this web service will serve to bridge the months when a county has implemented Intake in the CWIS but is not yet using the CWIS to complete CPS Assessments. Once a county has implemented the improved Assessments Module, this web service will be able to be decommissioned.

As a reminder, the CWIS Request for Proposal (RFP) will establish a Systems Integrator vendor to bring new technology and services to help NC achieve a successful statewide CWIS. The first phases of that work will be to enhance the existing Intake & Assessment Modules with new capabilities (including but not limited to dashboards and analytics, new enterprise content management, and other user-experience improvements). The new vendor will then bring on modern platform technology for entirely new ongoing case management modules, provider portal functionality, new mobile capabilities, and interfaces with stakeholder systems such as the Medicaid Enterprise System (MES), the Administrative Office of the Courts (AOC), the Department of Public Instruction (DPI), and more. NCDHHS anticipates awarding this contract by the end of the summer and more information regarding engagement and schedule will be shared at that time.

NCDHHS will continue to work with county child welfare agencies to bring forward additional modules within the NC CWIS that supports decision-making while prioritizing a user-friendly experience for child welfare professionals. We appreciate your ongoing partnership as North Carolina continues to implement technology and a practice model that ensures the safety, permanency, and well-being of children and their families.

Sincerely,



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Cc:

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Jennifer Oshnock, Child Welfare Business Manager, HSBIA
Ashley Arrington, Training Support Manager, HSBIA
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Jason Dempsey, Applications systems Manager, ITD

Attachments:

DCDL_CWS_50_2023_Child Welfare information System
CWIS Intake Implementation Groupings
DCDL_CWS_22_2023_Update on the Child Welfare Information System (CWIS) and the Intake Tool
DCDL_CWS_32_2023 County Technology for CPS Intake and CPS Assessment