



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Assistant Secretary for Human Services

September 27, 2023

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

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

SUBJECT: CHILD WELFARE INFORMATION SYSTEM RFP CONTRACT AWARD ANNOUNCEMENT

REQUIRED ACTION: Information Only Time Sensitive Immediate

**PURPOSE: TO ANNOUNCE THE AWARD OF THE CHILD WELFARE INFORMATION SYSTEM REQUEST
FOR PROPOSAL (RFP) CONTRACT**

We are pleased to announce that NC DHHS has made an award for its Child Welfare Information System (CWIS) Request for Proposal (RFP). After much collaborative planning with County DSS leaders and staff, NC DHHS issued an RFP in August of 2022 for a Prime Contractor Systems Integrator (PCSI) vendor to bring forth the full array of technology and services needed to implement a statewide CWIS that is user-friendly, supports child welfare decision-making, and aligns with NC's unified model of practice.

After a thorough analysis of proposals received in response to the RFP, NC DHHS has moved forward with awarding the CWIS contract to **Deloitte Consulting LLC**. Deloitte's team demonstrates a clear understanding of the needs of child welfare workers, as well as knowledge and experience with county administered states. They have successfully deployed CCWIS solutions in several states and the feedback we received from those states was extremely positive. They will integrate a human-centered design approach and have included a strong plan to engage county subject matter experts (SMEs) throughout the process.

As a reminder, the scope of work includes integrating new capabilities with our existing Intake & Assessment modules, establishing entirely new Ongoing Case Management functionality, bringing end to end dashboarding and analytics, and providing services such as data conversion, data integration, change management, training, and communications.

Deloitte and the NC DHHS team will leverage **Salesforce** as the core technology platform. Deloitte is bringing forward Salesforce "Accelerators" with proven success in other States that can be leveraged and configured/customized to the needs of NC. This will provide us with a flexible no-code/low-code platform and user interface that will be user-friendly, mobile-friendly, and integration-friendly. Additionally, the mobile app through Salesforce will have offline sync capabilities so that child welfare staff can complete work in the field, even when no internet access may be available.

To provide end to end analytics, the team will use **Microsoft PowerBI, Marklogic Data Hub, and Amazon Web Services**. The team will leverage the standard Salesforce reporting features as well as PowerBI for dashboarding (across the entire life of the case from Intake to Ongoing Case Management). Additionally,

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Deloitte will include a custom tool called “**Case Comments Explorer**” that allows for free text analytics and dynamic searching across case notes/narrative.

Other technologies will be used to achieve the future state vision. These include but are not limited to:

- **Mulesoft** to build data Application Programming Interfaces (APIs), such as interfaces to bring in Medicaid claims/pharmaceuticals and information from the Administrative Office of the Courts.
- **DocuEdge** to provide Enterprise Content Management (ECM). DocuEdge is a cloud-native platform that uses a collection of cloud microservices and storage to automate document/content ingestion, processing, modification, and archival.
- **ChangeScout** and **Digital First Communications (DFC)** to support change management and tactical communications. These technologies will be leveraged to enable a strategic change management environment with ongoing feedback loops. For example, we will utilize “pulse surveys” (short surveys to measure sentiment and get regular feedback). These technologies will create efficiencies and provide actionable data to make sure that the needs of counties stay at the forefront of the work.

Here are a few other details about the Deloitte team and the solution:

- Deloitte’s key personnel bring nearly 200 years of combined experience in the child welfare arena and a lot of knowledge and experience with child welfare information systems.
- The solution provides a mobile user experience that includes mobile e-signing and offline sync.
- The training plan includes in-person options, a reasonable pace, and the establishment of a Training Advisory Council with county representation.
- The team understands county uniqueness and the need for the platform to be flexible enough to work for all counties.
- Dashboarding and analytics will be integrated across the full product life cycle.
- The federal reporting capabilities in the solution are used by other states and include data validation features that will show workers and supervisors when there is a field missing that is required for federal reporting.
- The Salesforce Accelerators have genogram technology that include not only familial/relationship-based linkages that can aid in person search and match, but also emotional genogram visualizations, and support structure focused linkages.

In the early phases, we will be working with Deloitte to finalize a “Product Roadmap” that meets the needs of counties and NC DHHS. We will continue to collaborate with you through the Child Welfare System Governance Committee, the NCACDSS, and the Unified Leadership Team (ULT) to make sure that we achieve transparency and shared accountability for the success of this work. We look forward to sharing more with you over the next few months and are excited for what’s to come!

Sincerely,



Lisa Tucker Cauley
Senior Director of Human Services



Rob Morrell
Director of Human Services Business Information & Analytics (HSBIA)

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Cc:

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Katie Swanson, Deputy Director of County Operations, DSS, Child Welfare

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