



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN OSBORNE • Deputy Secretary for Opportunity and Well-Being

October 16, 2023

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

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

SUBJECT: UPDATED INTAKE ROLL OUT

**PURPOSE: UPDATED INFORMATION FOR GOING LIVE IN THE CHILD WELFARE INFORMATION
SYSTEM**

REQUIRED ACTION: Information Only Time Sensitive Immediate

North Carolina Division of Social Services (NCDSS) is committed to doing all we can to ensure local counties have the resources they need to effectively and efficiently do the work of supporting families in North Carolina.. NCDSS experienced unexpected issues with the roll out of the new CPS Intake Screening and Response Tool and consequently made the decision to delay the roll out.

NCDSS will roll out the new CPS Intake Screening and Response Tool on October 30th at 5:00 AM. This decision will allow time for corrections and additional rounds of testing to ensure confidence in delivering successful technology supports for the new CPS Intake Screening and Response tool.

Additionally, to assist local child welfare agencies in understanding and implementing these changes a flow chart has been attached which explains which Intake Manual a county should be using while we are implementing the Structured Decision Making Screening and Response Intake Tool.

If you have any questions, please contact Kathy Stone at Kathy.Stone@dhhs.nc.gov.
As always, we appreciate the work you do and thank you for your understanding and patience.

Sincerely,

Kathy Stone

Section Chief for Safety and Prevention
North Carolina Division of Social Services

Cc: Lisa Tucker Cauley, Senior Director for Child, Family and Adult Services
Adrian Daye, Deputy Director for Child Welfare Practice

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

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Katie Swanson, Deputy Director for County Operations
Carla McNeil, Section Chief for Prevention and Safety
Peter West, Section Chief for County Operations
Kimaree Sanders, Section Chief for Licensing and Regulatory

Attachments:

Intake Manual Flow Chart

CWS-72-2023