



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN OSBORNE • Deputy Secretary for Opportunity and Well-Being

October 25, 2023

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

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

SUBJECT: INTAKE SCREENING AND RESPONSE GROUP 1 IMPLEMENTATION POSTPONEMENT

**PURPOSE: TO INFORM COUNTIES THAT DHHS IS POSTPONING THE RELEASE OF THE NEW INTAKE
SCREENING AND RESPONSE TOOL FOR GROUP 1 (EXISTING CWIS COUNTIES)**

REQUIRED ACTION: Information Only Time Sensitive Immediate

NC DHHS is postponing the October 29th release of the Intake Screening and Response tool to Group 1 (Existing Child Welfare Information System (CWIS) Counties). We are working to establish a new date and are being considerate of the upcoming kinship board payment changes and the holidays as we plan. We will provide an update as soon as a new date has been identified.

Additional Details:

It is taking longer than originally anticipated to address a few of the issues discovered during the testing phase of the new Intake Screening and Response tool. DHHS is committed to implementing this new tool as designed and we appreciate your patience. While the outstanding issues are not critical or major, our team is committed to addressing all identified issues that may impact the day-to-day user experience prior to implementing any new child welfare functionality. While any new software (government or private sector) will inevitably have some minor issues that need to be addressed post-release, we are committed to ensuring the tool will meet the full needs of child welfare staff. In this case, that means taking a little longer so that the new tool's design can live up to its full potential on day one.

While we are disappointed that this tool cannot be utilized earlier, as we believe the tool will be a great benefit to child welfare staff, we also recognize that we cannot be overly driven by a timeline if we wish for the CWIS to be successful. Producing functionality that supports child welfare decision-making and processes is our number one priority.

In addition, we are identifying opportunities for learning and practice to assist staff in continuing to prepare for the use of the new tool while a new go-live date is established.

Thank you for your partnership and for your patience.

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LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603

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Sincerely,



Kathy Stone

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

Cc: Susan Osborne, Deputy Secretary for Opportunity and Well-Being
Michael Leighs, Chief of Staff, Opportunity and Well-Being
Lisa Tucker Cauley, Senior Director of Human Services
Rob Morrell, Director of Human Services Business Information & Analytics (HSBIA)
Vijay Ramanujam, Deputy Chief Information Officer, Information Technology Division (ITD)
David Schatten, Director, IT Implementation & Operations, Information Technology Division (ITD)
Adrian Daye, Deputy Director for Child Welfare Practice, DSS, Child Welfare
Katie Swanson, Deputy Director of County Operations, DSS, Child Welfare

Attachments:

None

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