



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Deputy Secretary for Opportunity and Well-Being

November 9, 2023

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: CHILD WELFARE PROGRAM ADMINISTRATORS, MANAGERS, SUPERVISORS, AND CHILD WELFARE STAFF

SUBJECT: DISCOVERY GROUPS FOR THE DEVELOPMENT OF ONGOING MODULES FOR CWIS

REQUIRED ACTION: Time Sensitive, by November 17, 2023

On September 27, 2023 NCDHHS announced that Deloitte Consulting had been selected as the vendor to accomplish the goal of bringing 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. North Carolina Department of Health and Human Services (NC DHHS) is committed to implementing a highly usable Child Welfare Information System (CWIS) in alignment with the guiding principles established through our Joint County/State governance, the Child Welfare System Governance Committee (CWSGC).

The initial phase of the development of the ongoing modules for NC's CWIS system is the Discovery Phase. The purpose of Discovery is to hear from front line social workers and supervisors/managers who will be using CWIS, to describe and validate what features and capabilities should be prioritized to allow them to complete their work effectively and efficiently.

Discovery and development of CWIS has been divided into six (6) modules. Those modules are:

1. Case Management- FSA Module- Plan (both IH and PP FSA/Case Plans)
2. Case Management In-Home Services
3. Case Management- Permanency Planning
4. Visualization Dashboards (Intake through Permanency Planning)
5. Common Person Registration
6. Ongoing Case Mgmt.- Living Arrangements/Placement Financials

Each module will require a total time commitment of between six (6) to twelve (12) hours depending on the module. These will be divided into 2 hour sessions over a two to three week period. Please see the attached chart for the dates for discovery for each module. Each module will need one (1) frontline worker and one (1) frontline supervisor or manager per region. All discovery sessions will be virtual

NC DHHS is requesting the Directors (or their designee) from each region work together to provide the names, email address and job title/position for the representatives to represent that region by **November 17, 2023**. NC DHHS will contact each participant with details for when discovery for that particular module will begin.

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

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

When selecting participants please consider the following:

- Staff who have significant knowledge in a specific subject area
- Represent a variety of counties and sizes within the region (when possible),
- Individuals who will actively participate, obtain feedback from peers, respect the opinions of others and have a goal of improving the CWIS for all users.
- Individuals who intend to remain with child welfare and would enjoy participating in future sessions focused on development and testing

Any questions regarding this information should be directed to Jennifer Oshnock, HSBIA Child Welfare Business Manager at jennifer.oshnock@dhhs.nc.gov . Jennifer Oshnock is also available to assist counties in facilitating membership decisions within the region if requested.

Sincerely,



Rob Morrell
Director
Human Services Business
Information & Analytics



Lisa Tucker Cauley,
Senior Director for Child, Family and Adult Services
Department of Health and Human Services

Attachments: Guiding Principles; Module Details Chart

Cc: Susan G. Osborne, Assistant Secretary for County Operations
Adrian Daye, Deputy Director for Child Welfare Policy and Practice
Katie Swanson, Deputy Director for County Operations
Carla McNeill, Section Chief for Permanency
Kimaree Sanders, Section Chief for Licensing and Regulatory
Kathy Stone, Section Chief for Child Protective Services and Prevention
Peter West, Section Chief for County Operations
Jennifer Oshnock, Child Welfare Business Manager

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