

North Carolina Department of Health and Human Services Division of Social Services

MSC 2408 • Raleigh, North Carolina 27699-2408
Courier # 2408

Michael F. Easley, Governor
Carmen Hooker Buell, Secretary

E. C. Modlin, ACSW, Director
(919) 733-3055

May 15, 2001

Dear County Director of Social Services or County IT Director:

Subject: Information Network for the Success of the Young in North Carolina (INSYNC)

Attention: Children's Services Supervisors, Adult Services Supervisors, and Work First Supervisors

The purpose of this letter is to announce the initial release of INSYNC on July 1, 2001. This release will implement a number of technical changes that may not be visible to users but which will prepare the way for future enhancements including web access, case management, and secured transactions. While INSYNC is a Children's Services information system, the technical changes that are being made to implement it will also impact the systems that support Adult Services and Work First Services. The INSYNC system is comprised of the following components: Services Information System (DSS-5027), the Child Placement and Payment System (DSS-5094 and DSS-5095), and the Central Registry (DSS-5104).

All users of the INSYNC information system should be informed that effective July 1, 2001 the following changes will occur

- The process to log onto the system will change. Instead of entering "CICSNC25", all users must specify "CICSNC16" to log onto the system.;
- The online screens will use a standard 8-character date format (MMDDYYYY). All input fields that require a "full date" will use the new format. This change will not affect other date input fields that require a "partial date", for example those that require only a month and a year; and
- There are minor formatting differences in the online screens. This release of INSYNC will not incorporate any new functions or change any existing functions, but users may notice small changes to the online screens.

As always, any user experiencing problems accessing or using INSYNC during normal business hours should contact the DIRM Customer Support Center help desk at (919) 733-9100. Outside of normal business hours, assistance is available at the ITS Customer Service Center help desk at (919) 872-8841.


The INSYNC project is being implemented in concert with the DHHS statewide initiative to utilize the Internet for delivery of services and information to employees and citizens. The single most challenging aspect of this initiative is to secure all transactions and data in order to meet legal and regulatory security requirements. The INSYNC project worked with the Office of Information Technology Services (ITS, formerly SIPS), the DHHS Division of Information Resource Management (DIRM), and the HAPP Council Technical Architecture Committee (TAC) to fashion a security approach that is acceptable to all parties.

Although a firm schedule for future INSYNC enhancements cannot be announced today, the following points will help to clarify the general direction and time frame:

- No hardware or software changes are necessary now. The July 1, 2001 release is the first of a series of releases that will implement an entire suite of INSYNC enhancements. At this time no hardware or software changes are required to use the new system.
- Web access will be phased in. In order to ensure that sufficient capacity is available to support the required workload, DIRM will be phasing in web access, probably on a county-by-county basis. Look for more information to be published on using this new method of access.
- Case management will be implemented as part of the Business Process Improvement (BPI) program. A significant portion of the new functions defined by the SACWIS requirements involve case management. North Carolina's child welfare business processes for these requirements have been documented and are ready for system development; however, because there are many aspects of "case management" common to all programs, DHHS has tasked the BPI project with defining and implementing a comprehensive and consistent case management capability for the entire department. This will assure that the case management functions identified during the INSYNC Project will be available to all county staff.
- Web access will not initially be required. When the web browser based user interface is implemented its use will be encouraged but not required. Note that this user interface may affect both hardware and software components for some counties. When the case management capability is delivered by BPI it is anticipated that it will only be available via a web browser.
- The TAC will guide decisions about enhancements that affect county budgets. In order to avoid creating an unmanageable situation for counties, the Technical Architecture Committee of the HAPP Council will play a key role coordinating and communicating the scheduled implementation of enhanced security for INSYNC transactions.

We believe that it is important to reiterate the position of the State and the Department of Health and Human Services on the use of Internet technologies. INSYNC represents only the first of many projects that will utilize this technology to bring new levels of accessibility and functionality to our business systems. ITS, DIRM, the HAPP Council TAC, and the INSYNC project have created an implementation plan that balances our goal of Internet access to business systems with the need for high levels of security and the ability of counties to accommodate changes to their computing infrastructures. Should you have questions about this initial release of INSYNC, contact Tony Tschopp (919.850.2902 or Tony.Tschopp@ncmail.net).

Sincerely,


E. C. Modlin, ACSW, Director


William Cox, DIRM, Director

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CS-11-2001