

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
DIVISION OF SOCIAL SERVICES

ROY COOPER  
GOVERNOR

MANDY COHEN, MD, MPH  
SECRETARY

WAYNE E. BLACK  
SR. DIRECTOR FOR SOCIAL SERVICES  
AND COUNTY OPERATIONS

July 17, 2017

Dear County Director of Social Services:

Subject: Party of Interest/CPS History Search in both systems required by all 100 counties

As each group of counties transitions their Child Services program to NC FAST, a “snapshot” of Central Registry data will be brought over to NC FAST. However, since both NC FAST and the Central Registry are both being updated on a regular basis, all 100 counties will need to search both systems until all case management is performed on NC FAST and the Central Registry is no longer being updated. If searches are not performed in both systems, it creates a risk that important information is missed and is not considered when making important case decisions. It is anticipated that this will be the situation through at least late 2018. Starting on August 1, 2017 and until all child welfare cases are managed in NC FAST, all 100 counties will need to have at least two Child Services staff identified to perform Party of Interest/CPS History searches in NC FAST. Party of Interest/CPS History is the capability of NC FAST where workers can search for CPS information about victims, perpetrators, and RIL they currently find in the legacy Central Registry system. From August 1 onward, all 100 county DSS's will need to perform Party of Interest/CPS History searches in both Central Registry (CRCAN) and NC FAST as part of their normal child welfare case participant background check process. In counties that are live on NC FAST for Child Services, their perpetrator, victim, and responsible individual (RIL) data will only be recorded in NC FAST. In counties that are not yet live on NC FAST for Child Services, their perpetrator, victim, and RIL data will be recorded in the Central Registry (CRCAN) system.

**Steps counties are required to perform to get ready:**

1. Identify staff in your county to perform these searches in NC FAST. It is recommended that 2-5 persons be identified in each county so there is coverage in the event of staff outages. In very large counties, more than 5 persons can be identified.
2. Each identified person will need to obtain an NCID from the county NCID Administrator, if they do not have one already. If a new NCID is created, the user must activate or “claim” their NCID once it has been created and set up a unique password and challenge questions per the standard NCID creation process.
3. The NCID for each person will need to be provided to your county NC FAST System Administrator (or designee).
4. The county NC FAST System Administrator (or designee) will need to provide a consolidated list of persons and NCIDs to NC FAST by July 24, 2017. Please email the NC FAST Configuration team at

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[nfast\\_configuration@dhhs.nc.gov](mailto:nfast_configuration@dhhs.nc.gov) to provide the project with this information. The attached form must be completed for the users needed access.

5. The NC FAST Configuration team will notify each county System Administrator or designee once the users have been set up in NC FAST.
6. As the NCIDs and security roles are being set up, the identified persons who will be performing the NC FAST searches will need to complete the CPS History Search training course available in the NC FAST Learning Gateway. The course should take less than 15 minutes to complete. Below is an overview of the process to access the required training on the NC FAST Learning Gateway:
  - a. The web address of the Learning Gateway is: [www.nfasttraining.nc.gov](http://www.nfasttraining.nc.gov).
  - b. Each user must update their user profile on the Learning Gateway to include Child Services and they must select the CPS History Search item under Child Services on their Learning Gateway profile to access the training course.
    - i. Log into the NC FAST Learning Gateway
    - ii. The user will see three selections: Course Catalogue, My Dashboard, and My Profile. Click on My Profile.
    - iii. The user's Learning Gateway profile page should be displayed. Select "Edit Profile" which appears in the upper right corner of the User Details box. The User Details box appears along the left of your screen. The Edit Profile screen should appear.
    - iv. Scroll down until you see, "In which programs do you currently work? (select all that apply)". Check the Child Services checkbox.
    - v. Scroll down further until you see, "FOR CHILD SERVICES WORKERS ONLY—Not Supervisors: Your answers to the questions below will help enroll you to the correct training. Select the checkbox(es) relating to your role/work area." Click the triangle-shaped toggle icon to the left of the text. A list of additional checkboxes should appear.
    - vi. Check the checkbox next to, "I am NOT a worker in one of the Pilot counties (Franklin, Guilford, Richmond, Rockingham, or Sampson), but I am required to take the CPS History Search course".
    - vii. Scroll down to the bottom of the screen and select Update Profile. Depending on the status of your profile, you may be required to respond to additional profile questions which are required. These are designated with a red asterisk.
  - c. Once the user's Learning Gateway profile has been updated, the user should select Courses\NC FAST\Child Services under the Courses toolbar option at the top of the Learning Gateway screen. The Child Services page should be displayed.
  - d. Scroll down the page and select the NC FAST Training box. The NC FAST Training pop up window will display.
  - e. Select Child Services Courses on the pop up window. You will see a list of NC FAST training courses. The number of courses displayed will depend on the options selected as you completed your Learning Gateway user profile.
  - f. Select the Child Services CPS History Search course from the list. The Enrollment Options window will display.
  - g. Select Enroll Me. The CPS History Search course home page will display.
  - h. Review the course objectives and select the CPS History Search WBT link on the left of the screen to start the training. A certificate of completion will be able to be printed once the course is completed using the link along the left of the screen.

7. County DSS leadership will need to make sure that the NC FAST Party of Interest/CPS History search is incorporated into the county's process starting on August 1, 2017 so that it is performed in conjunction with Central Registry/RIL searches. It is important to recognize that this does not change existing policy and/or statute regarding these searches. This is merely a complimentary step to the current process. Whenever you search Central Registry and/or RIL as per policy, then you would do this step in addition to searching in the legacy system.

The NC FAST team will be monitoring individual county progress in taking the above actions. They will be tracking required training completion and the number of Party of Interest/CPS History searches performed by each county. Should you have any questions or concerns regarding user access please email the Configuration team at [ncfast\\_configuration@dhhs.nc.gov](mailto:ncfast_configuration@dhhs.nc.gov). If you have questions, regarding Learning Gateway please send an email to [ncfasttraining@dhhs.nc.gov](mailto:ncfasttraining@dhhs.nc.gov).

Sincerely,



Wayne E. Black

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