



DSS Directors Webinar

**Child Welfare ASSIST
September 27, 2017**

**Department of Health and Human Services
Division of Social Services**

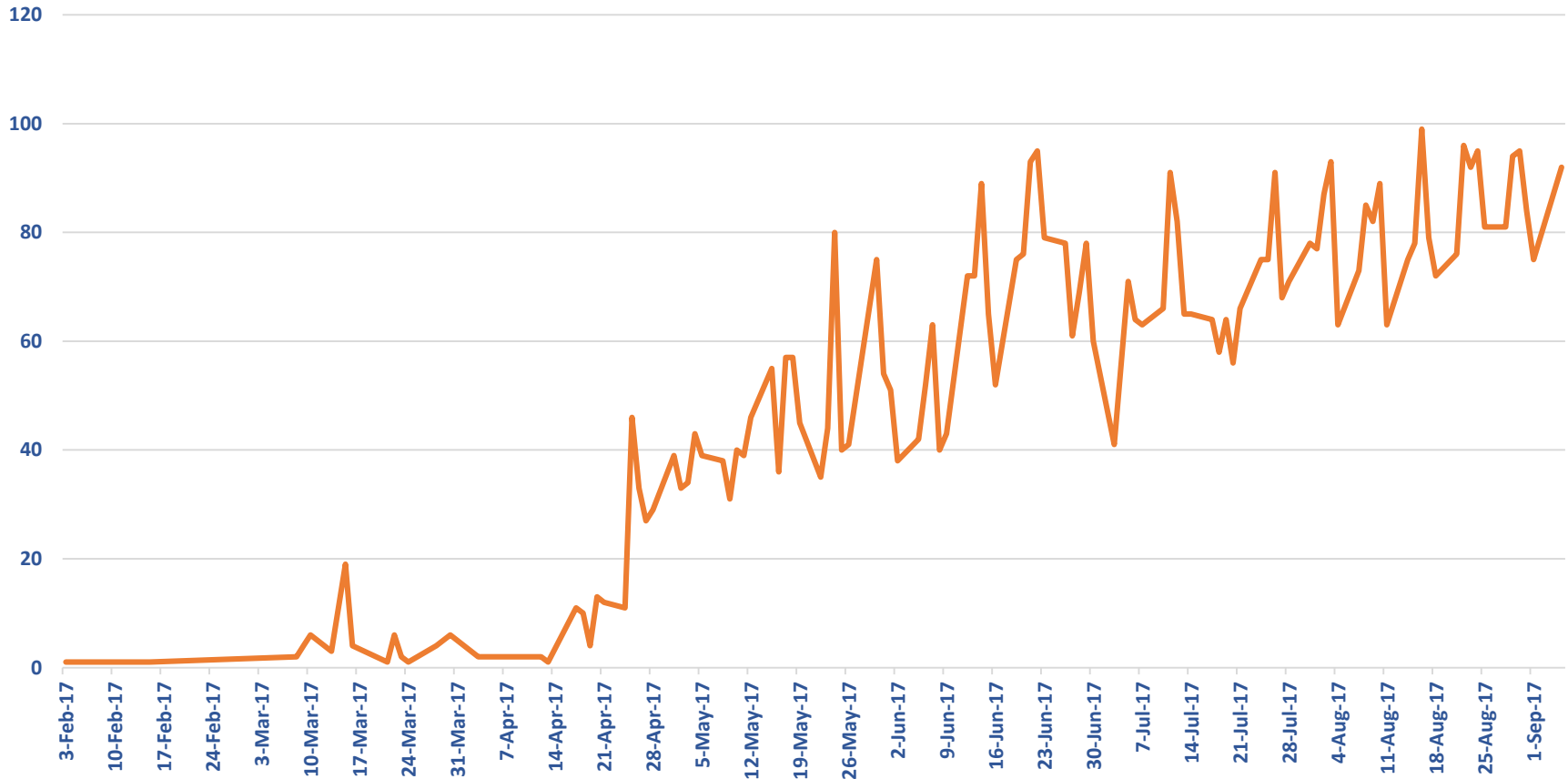


Product Implementation Timeline

- **Child Welfare ASSIST Rollout**
 - Product live – December 9, 2016
 - Product training – March 2017
 - DSS Directors and Fiscal Officers Webinar – May 24, 2017
- **NC FAST Data Integration**
 - P3 Child Care Subsidy – December 2017
 - P4 Child Welfare – April 2018

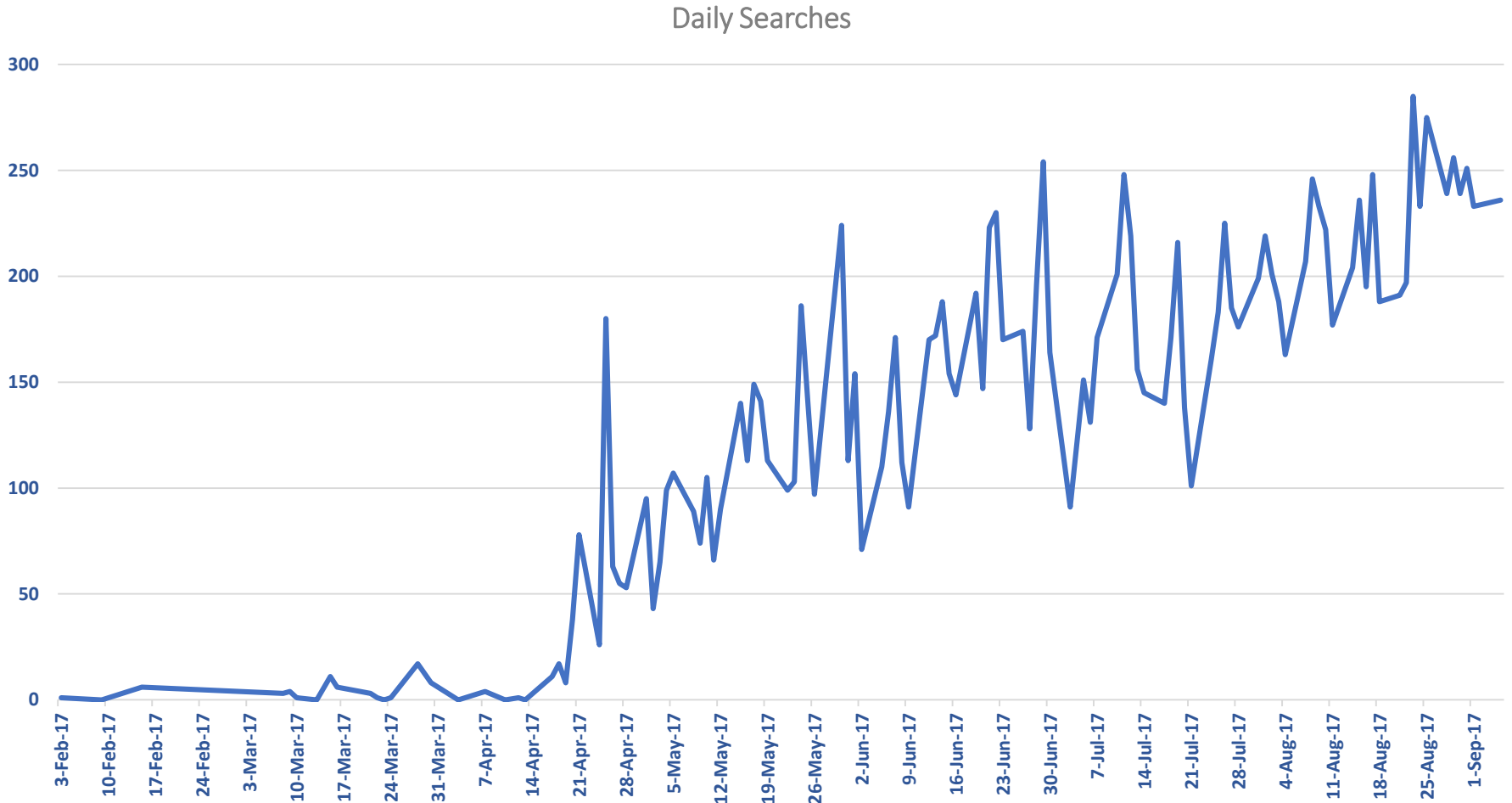
Login Activity

Daily Logins



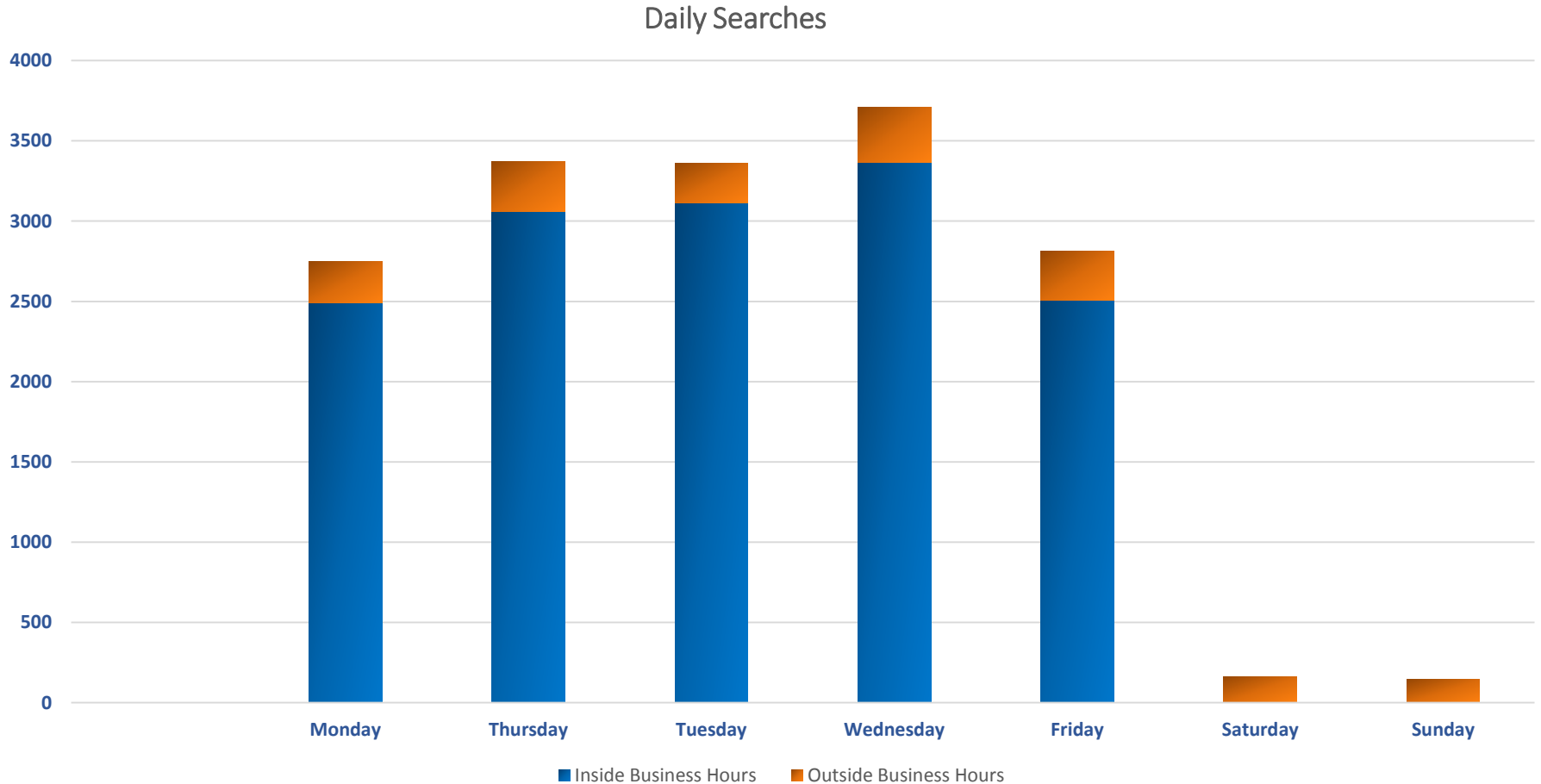
- **Daily Average: 66**
- Total logins: 6,677

Search Activity



- **Daily Average: 168**
- Total searches: 16,965

Day of the Week Usage

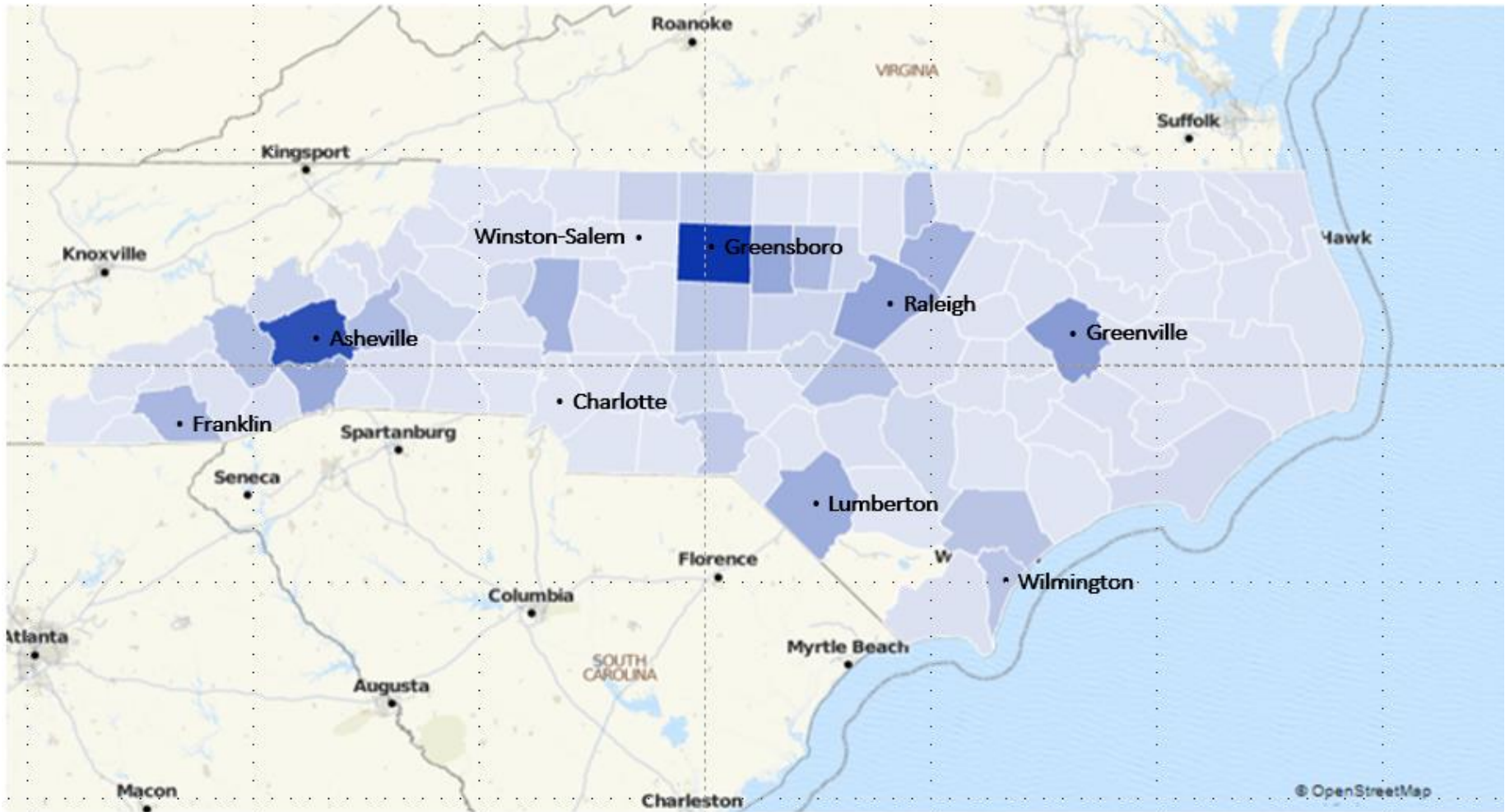


Searches during business hours: 89%

Searches outside of business hours: 11%

*Business hours: 8 a.m. – 5 p.m., Monday – Friday

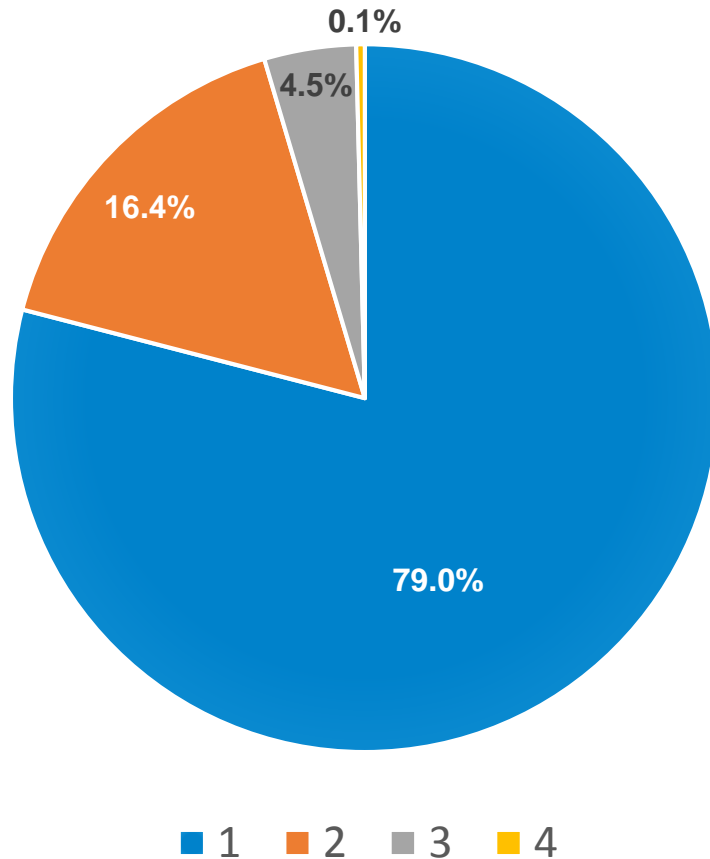
County Usage



Darker blue indicates more searches

County Usage

Searches by County Tiers



- **Tier 1:** Greater than 250 searches (20 counties) 79.0%
- **Tier 2:** Between 50 and 250 searches (24 counties) 16.4%
- **Tier 3:** Between 10 and 50 searches (28 counties) 4.5%
- **Tier 4:** Fewer than 10 searches (28 counties) 0.1%

