



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

**ROY COOPER** • Governor  
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**ZACK WORTMAN** • Assistant Secretary for Strategy and Communications  
**ROB MORRELL** • Director Human Services Business Information and Analytics

September 15, 2022

**DEAR COUNTY DIRECTOR OF SOCIAL SERVICES for CHILD WELFARE SYSTEM USERS**

**ATTENTION: CHILD WELFARE PROGRAM ADMINISTRATORS, MANAGERS,  
SUPERVISORS, AND INTAKE & ASSESSMENT CHILD WELFARE STAFF**

**SUBJECT: Intake & Assessment Technology System Users and Business Team  
Partnership Group**

**REQUIRED ACTION:**  Time Sensitive, by September 30, 2022

NC DHHS is committed to implementing a highly usable Child Welfare Information System (CWS) in alignment with the guiding principles (see attached Draft Charter) established through our Joint County/State governance, the Child Welfare System Governance Committee (CWSGC). One approach to achieving this goal is establishing a user group to provide feedback on changes to existing functionality, and input on new features and capabilities. Such a user group has been requested by multiple County DSS Directors, and a proposal for the establishment of this group was presented to the CWSGC this summer with positive feedback. This user group has been titled the "Intake & Assessment Technology Users and Business Team Partnership Group."

The purpose of the Intake and Assessment (I&A) Child Welfare Technology System Users and Business Partnership group is to develop a coordinated approach to recommended improvements to the Child Welfare Technology System for I&A. The group will include key NC DHHS CW Program and Technology program area subject matter experts and NC County DSS system users (including caseworkers, supervisors and/or program managers from across North Carolina).

The HSBJA team 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 in the workgroup for that region by **September 30, 2022**. The first meeting of this workgroup will be November 9, 8:30-10:30, with ongoing meetings approximately twice per quarter (up to 8 times per year). All meetings will be virtual. Below are considerations for the region as they make their decision for representation.

Participants should include:

- Up to 4 staff per region,
- Regular users of the CWS for Intake and/or Assessments (caseworkers, supervisors or program managers),
- Represent a variety of counties and sizes within the region (when possible),

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • OFFICE OF THE SECRETARY**

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

- Individuals who will actively participate, obtain feedback from peers, respect the opinions of others and have a goal of improving the CWS for all I&A users.

Any questions regarding this information should be directed to Jennifer Oshnock, HSBIA Child Welfare Business Manager at [jennifer.oshnock@dhhs.nc.gov](mailto: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 Cauley,



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

Attachments: Draft Charter for the Intake & Assessment Technology System Users and Business Team Partnership Group; I&A Users and Business Team Partnership Group-Children's Services Committee Presentation 9.7.22

Cc:

Susan Osborne, Assistant Secretary for Human Services  
Lisa T. Cauley, Senior Director of Child, Family and Adult Services  
Tammy Shook, Interim Deputy Director for County Operations  
Adrian Daye, Deputy Director for Child Welfare Practice  
Peter West, Section Chief for County Operations  
Kathy Stone, Section Chief for Child Protective Services and Prevention  
Jennifer Oshnock, Child Welfare Business Manager

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