



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

# Intake & Assessment Users and Business Team Partnership Group

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9/7/22, Children's Services Committee  
Jennifer Oshnock, Child Welfare Business Manager

# Purpose

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The purpose of the 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 Intake and Assessment (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 and supervisors from across each region).

## Topics

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- Guiding Principles
- Discuss upcoming priorities
  - Considerations for usability
  - Impact on child welfare staff
  - Pain Points/Successes
- Review work in progress
  - User Stories and Acceptance Criteria
  - Demonstrations of system updates
- Feedback on items recently put in production

# Membership

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- County Representation
  - **Up to** 4 representatives per region, variety of county sizes
  - CWS I&A System Users
    - Caseworkers
    - Supervisors
    - Program Managers
- NC DHHS, HSBIA Team
  - I&A Business Analysts
  - I&A Business Owner
- NC DHHS, Child Welfare Section
  - I&A Policy Consultants
  - I&A Supervisor
  - I&A SME, Regional Child Welfare Consultants

## Meeting Frequency

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- Approximately 8 meetings per year via Microsoft Teams for no more than 2 hours each meeting:
  - Once Prior to each “Program Increment” quarter to discuss potential priorities for the upcoming quarter/future quarters
  - Once in the middle of the quarter to obtain feedback from items completed the last quarter and discuss potential user-story questions for the work currently being done.

## Next Steps Timeline

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- Mid September, DCDL –Targeted by Region to CWS Counties
- September 30, member names submitted by regions
  - If needed, attend October Regional Meetings
- Early November first meeting

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**Thank You!**

