Intake & Assessment Users and Business Team Partnership Group

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

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

• County Representation
  o **Up to** 4 representatives per region, variety of county sizes
  o CWS I&A System Users
    ▪ Caseworkers
    ▪ Supervisors
    ▪ Program Managers

• NC DHHS, HSBIA Team
  o I&A Business Analysts
  o I&A Business Owner

• NC DHHS, Child Welfare Section
  o I&A Policy Consultants
  o I&A Supervisor
  o I&A SME, Regional Child Welfare Consultants
Meeting Frequency

• Approximately 8 meetings per year via Microsoft Teams for no more than 2 hours each meeting:
  o Once Prior to each “Program Increment” quarter to discuss potential priorities for the upcoming quarter/future quarters

  o 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

• 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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