FISCAL RESEARCH DIVISION
A Staff Agency of the North Carolina General Assembly

Central Management and Support Overview

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Joint Senate and House Appropriations Committees
on Health and Human Services
February 25, 2025

Outline

1. DHHS Central Management and Support (CMS) Overview

2. CMS budget

3. NC Comprehensive Child Welfare Information System (CCWIS)

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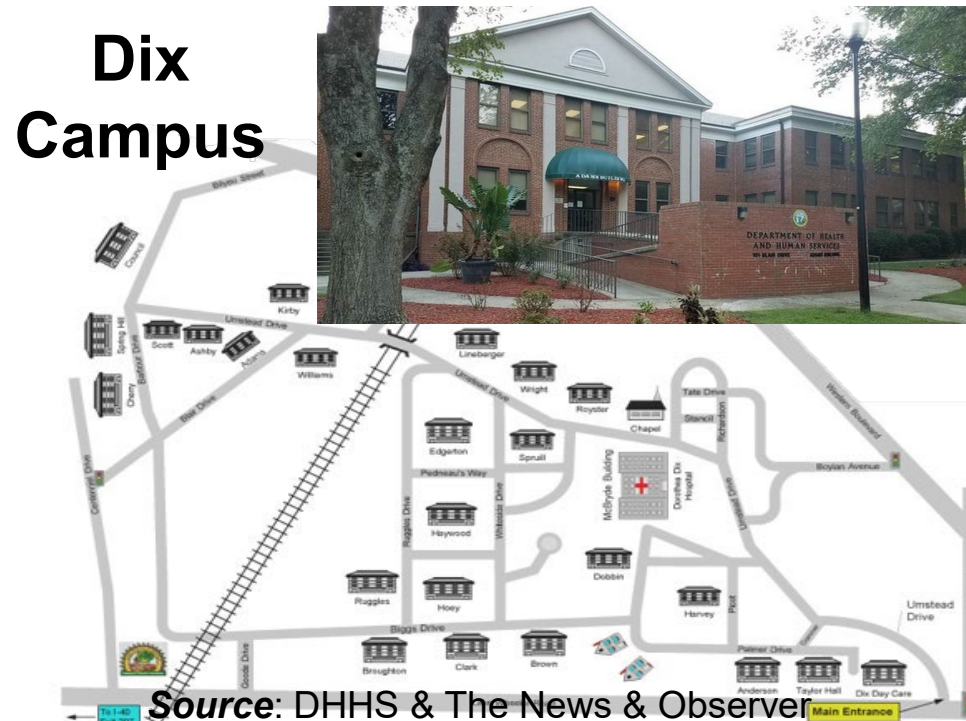3. NC Comprehensive Child Welfare Information System (CCWIS)

CMS Overview

Provides agency-wide administrative and support services for the Department of Health and Human Services (DHHS). CMS houses the following offices/divisions:

- Office of the Secretary*
- Office of General Counsel
- Office of Government Affairs
- Office of Communications
- Budget & Analysis Division
- Office of the Controller
- Property & Construction Division

- Information Technology Division
- Office of NC FAST
- Office of NCTracks
- Office of Privacy & Security
- Office of Procurement, Contracts, & Grants
- Human Resources Division
- Office of Internal Audit

*Includes the Office of Rural Health (ORH) and the Office of Minority Health.

CMS Overview: DHHS Campus Relocation

Dix Campus

Source: DHHS & The News & Observer

Blue Ridge Rd across from the NC Museum of Art.
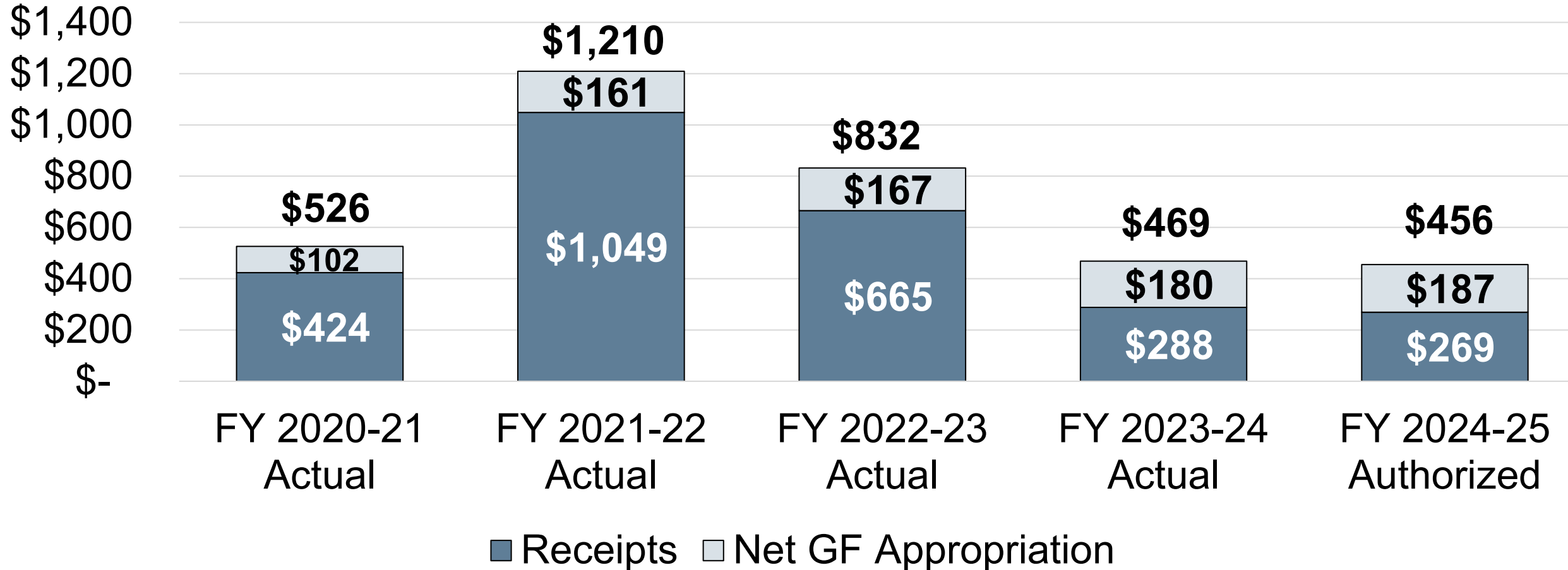

Source: Triangle Business Journal

- July 2015 — The State sells the Dix campus to the City of Raleigh.
- June 2020 — S.L. 2020-88 directs the Dept. of Administration to select land in Wake County
- Summer of 2022 — Construction begins
- September 2025 — Expected phased move-in begins

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CMS Five-Year Budget Summary ($ Millions)

Note: Figures may not sum due to rounding. Excludes ORH
Sources: CMS June Budget Reports (FY 2021-FY2024), CMS December Budget Report (FY 2025)

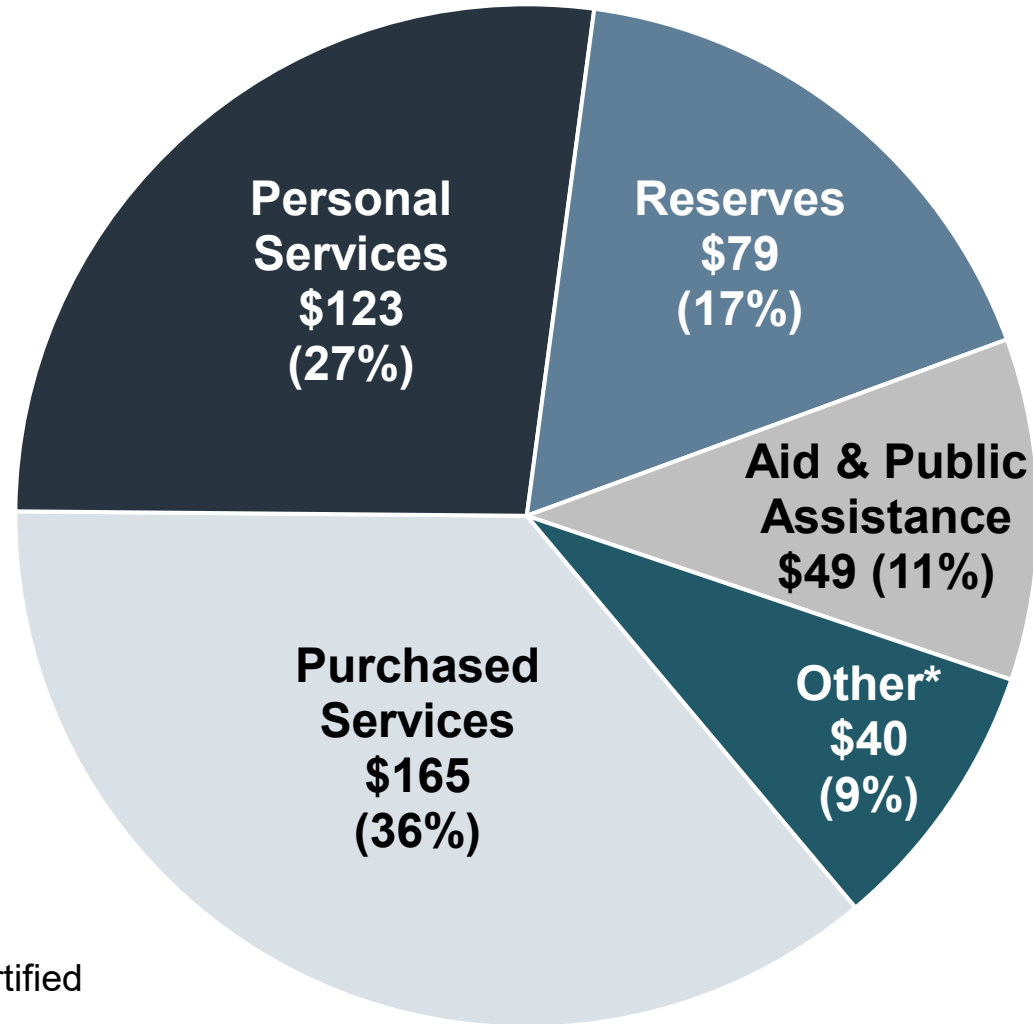# CMS FY 2024-25 Authorized Budget Requirements by Purpose ($ Millions)

Total Requirements:
$456

Total FTEs:
1,000.00

Vacancy Rate:
13%

Pie chart:
- Personal Services $123 (27%)
- Reserves $79 (17%)
- Aid & Public Assistance $49 (11%)
- Other* $40 (9%)
- Purchased Services $165 (36%)

Note: Figures may not sum due to rounding. Excludes ORH
***Includes:** Supplies, property, plant & equipment, intragovernmental transactions, and other expenses and adjustments
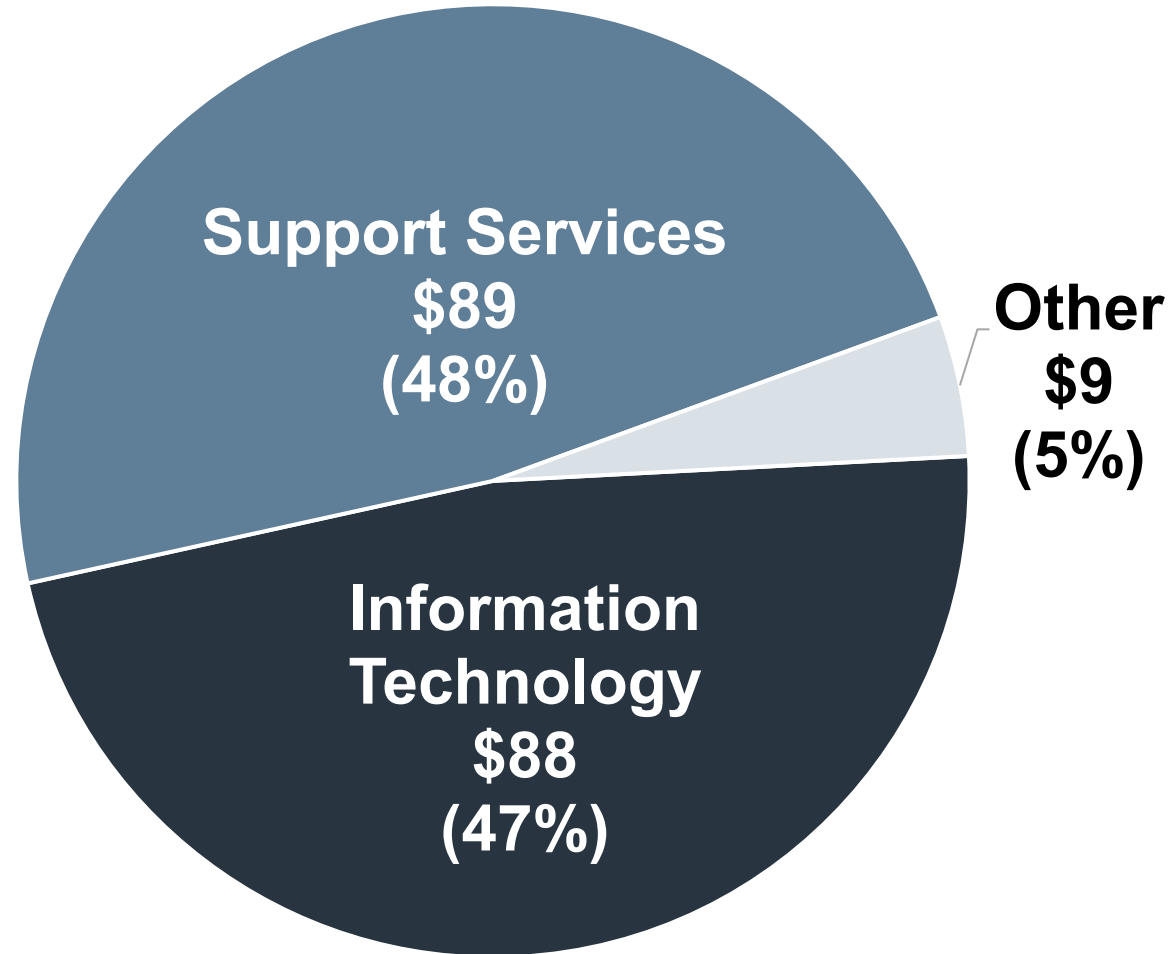*Sources*: CMS December 2024 Budget Report, CMS FY 2024-25 Certified Budget Report, Beacon January 2025 vacancy data

February 25, 2025

CMS FY 2024-25 Authorized Budget Net Appropriation by Service/Program ($ Millions)

Total Net Appropriation: $187

Support Services
$89
(48%)

Other
$9
(5%)

Information
Technology
$88
(47%)

Note: Figures may not sum due to rounding. Excludes ORH
Sources: CMS December 2024 Budget Report

CMS 2023-25 Fiscal Biennium Significant Budget Actions

- **S.L. 2023-134 (2023 Appropriations Act)**
  - $15.6 M recurring to the Transitions to Community Living Initiative (TCLI)
  - $1 M recurring for cyber and information security tools and resources
  - Eliminated $10.7 M recurring used for competitive grants to nonprofits
  - $5 M recurring and $20 M nonrecurring (from the American Rescue Plan Act Temporary Savings Fund (ARPA TSF)) in the second year of the biennium for electronic health records for State-operated healthcare facilities
  - $14.2 M nonrecurring from the Information Technology (IT) Reserve for data center equipment in the new DHHS headquarters
  - $80 M nonrecurring from the ARPA TSF for 'Child Welfare and Family Well-Being' initiatives

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NC Comprehensive Child Welfare Information System (CCWIS)

Background

NC child welfare system is State supervised, and county administered

In 2015, a federal review of NC's child welfare system highlighted the need for a statewide, comprehensive child welfare information system

- "The lack of a statewide case management information system… affects the State's ability to readily identify the status of children, including re-entry, placement history, and placement goals…'

  US DHHS Child and Family Service Review, North Carolina Final Report, December 2015

Functional Areas

- Intake (screening & response)
- Assessment
- Ongoing Case Management
- Placements / Living Arrangements

- Recruitment / Licensing
- Financials
- Interfaces / Provider Portals

Sources: DHHS, Joint Senate and House Appropriations Committee on HHS, March 2019; and DHHS February 2023

NC Comprehensive Child Welfare Information System (CCWIS)

NC FAST

"NC Families Accessing Services through Technology" — statewide electronic case management system; determines eligibility and delivers State benefits and services for various welfare programs:

Food and Nutritions Services	Child Welfare Services
Work First Family Assistance	Refugee Assistance & Services
Special Assistance	Medicaid
Energy Assistance	Child Care

PATH NC

"Partnership And Technology Hub" — Statewide Comprehensive Child Welfare Information System (CCWIS). Phased rollout set to begin April 2025.
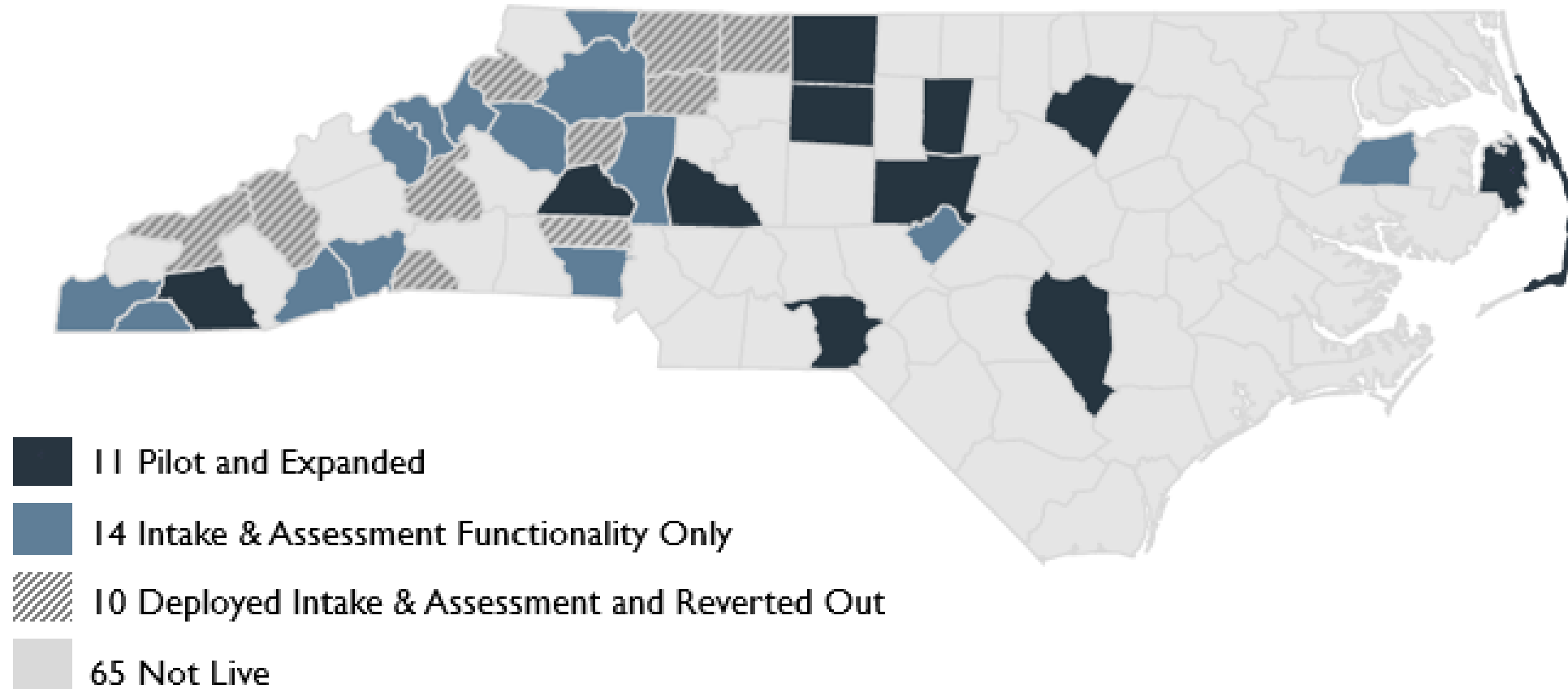
NC CCWIS
(NC FAST Component) High-Level Timeline

2016 • Development begins; legislative intent is for the system to be operational by 2018*.

2017 • System is developed and piloted in 5 counties, with plans to rollout across the State by September 2018.

2018 • System is expanded to 6 additional counties (11 total).
- DHHS delays planned rollout based on feedback from the first pilot counties.
- Intake & Assessment functionalities are redesigned and rolled out to the 11 counties.

2019 • Intake & Assessment functionalities are deployed to 24 additional counties.
- NCGA postpones deployment until July 2020 and allowed counties to opt-out of Intake & Assessment functionality (S.L. 2019-240).
- NCGA directs DHHS to develop and issue a Request for Information (RFI) for improving or replacing the NC FAST CCWIS.

2020 • DHHS reports on RFI status.

* (S.L. 2016-94)
Sources: DHHS NC FAST EAC presentations, DHHS DCDLs, DHHS presentations to JLOC on HHS

Implementation Status of NC CCWIS (NC FAST Component)

Legend:
- 11 Pilot and Expanded
- 14 Intake & Assessment Functionality Only
- 10 Deployed Intake & Assessment and Reverted Out
- 65 Not Live

Source: DHHS Child Welfare Request for Information and Child Welfare Case Management Legislative Report, September 14, 2020.
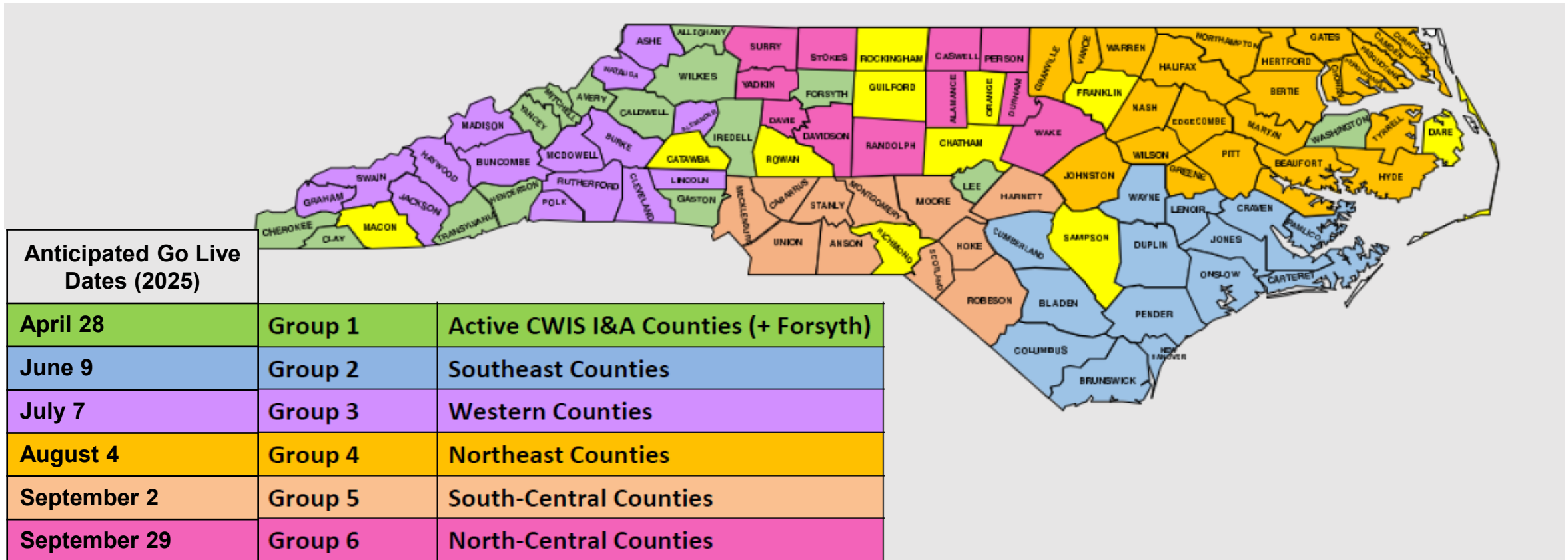
NC CCWIS (PATH NC) High-Level Timeline

2021 • The NCGA directs DHHS to resume development and deployment of a statewide Comprehensive Child Welfare Information System and to release a Request for Proposal (RFP) to enhance the existing system (S.L. 2021-180).

2022 • DHHS develops RFP, receives federal approval, and releases RFP.

2023 • DHHS receives federal approval to award a contract to Deloitte to develop and implement a *new* CCWIS (PATH NC) to *replace* the existing system (NC FAST CCWIS).

2024 • Project plan is developed, various technology procurements are secured, rollout schedule is developed.

2025 • Intake & Assessment functionality rollout is set to begin in April.

2026 • Intake & Assessment functionality rollout is set to finish in the Spring.
• Ongoing Case Management functionalities set to rollout.

Sources: DHHS NC FAST EAC Presentations, DHHS DCDLs, DHHS presentations to JLOC on HHS

PATH NC Intake & Assessment (I&A) Rollout

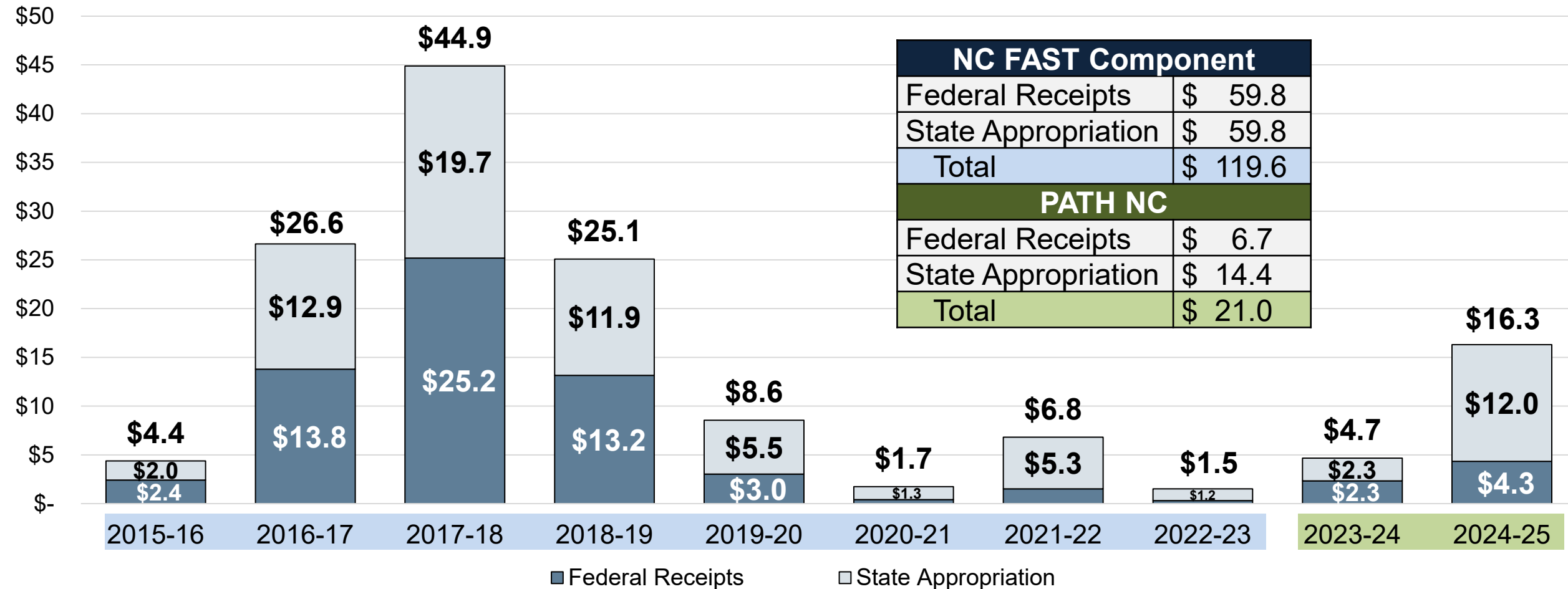| Anticipated Go Live Dates (2025)		
April 28	Group 1	Active CWIS I&A Counties (+ Forsyth)
June 9	Group 2	Southeast Counties
July 7	Group 3	Western Counties
August 4	Group 4	Northeast Counties
September 2	Group 5	South-Central Counties
September 29	Group 6	North-Central Counties

The 11 counties currently using the full NC FAST CCWIS component will rollout both the Intake & Assessment and the Ongoing Case Management functionalities in PATH NC at the start of 2026.

Sources: DHHS Presentation to County DSSs, January 2025

NC CCWIS Development Expenditures per State Fiscal Year ($ Millions)

NC FAST Component	
Federal Receipts	$ 59.8
State Appropriation	$ 59.8
Total	$ 119.6
PATH NC	
Federal Receipts	$ 6.7
State Appropriation	$ 14.4
Total	$ 21.0

Chart data by State Fiscal Year (Federal Receipts / State Appropriation / Total):
- 2015-16: $2.4 / $2.0 / $4.4
- 2016-17: $13.8 / $12.9 / $26.6
- 2017-18: $25.2 / $19.7 / $44.9
- 2018-19: $13.2 / $11.9 / $25.1
- 2019-20: $3.0 / $5.5 / $8.6
- 2020-21: $1.3 / $1.7
- 2021-22: $5.3 / $6.8
- 2022-23: $1.2 / $1.5
- 2023-24: $2.3 / $2.3 / $4.7
- 2024-25: $4.3 / $12.0 / $16.3

Legend: ■ Federal Receipts   □ State Appropriation

Notes: State Appropriation in FY 2020-21 is $0.4M, $1.5M in FY 2021-22, and $0.3M in FY 2022-23. Figures may not sum due to rounding
Sources: DHHS NC FAST EAC Presentations, DHHS.

NC CCWIS Development Costs - Federal Funding

- The Administration for Children and Families (ACF) matches CCWIS-compliant expenses at an enhanced rate of 50% if they believe that NC is complying with their enhanced standards.

- Since 2019, the ACF has been reimbursing NC's CCWIS expenses at the regular, non-enhanced rate of about 20-25%.

- If the ACF regains confidence that NC can comply with their expectations for the development and implementation of a CCWIS, the match rate increases to 50%.

- However, the ACF can also end or reduce reimbursement and/or enforce penalties on NC if they determine that NC is not complying with their enhanced funding standards.

Sources: DHHS NC FAST EAC Presentations, 2020 PED report on NC FAST CCWIS component, and DHHS

Takeaways

- DHHS's Central Management and Support (CMS) provides agency-wide administrative and support services to the DHHS divisions and offices.

- During the COVID-19 Pandemic, CMS's budget was inflated by substantial, non-recurring federal funding. Normally, a large portion of CMS's budget is composed of IT expenditures.

- The Comprehensive Child Welfare Information System (CCWIS) has long been an area of focus within DHHS. It was initially developed as a component of NC FAST, but it is now being developed as a separate IT system known as PATH NC, with current plans to begin a phased rollout in April 2025.

Questions?

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