



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Deputy Secretary for Opportunity and Well-Being

January 11, 2024

**DEAR COUNTY DIRECTORS OF SOCIAL SERVICES**

**ATTENTION: DIRECTORS, CHILD WELFARE PROGRAM ADMINISTRATORS, MANAGERS,  
SUPERVISORS, SOCIAL WORKERS and TRAINING STAFFS**

**SUBJECT: INPUT SESSIONS ON MANAGING STRESS IN THE WORKFORCE**

**REQUIRED ACTION:**  Information Only  Time Sensitive  Immediate

**PURPOSE:** The North Carolina Department of Health and Human Services (NCDHHS), Division of Social Services (DSS), along with the Center for Child & Family Health (CCFH) will be hosting seven (7) regional listening sessions in January 2024. These virtual sessions are being held to gain an understanding of the impact of job stress on our current child welfare workforce (including secondary traumatic stress) and the current well-being needs of our child welfare workers. This information will be used to understand how DSS agencies can address workforce stress and wellness at an organizational level. A secondary goal of the sessions is to learn about practices currently being implemented that are helping to sustain the workforce and to share these practices across regions.

Child Welfare front line workers and supervisors, who wish to share what is or is not working well in managing stress in child welfare, are invited to join any one of the following sessions:

- Session 1: 1 pm – 2 pm, Monday the 22<sup>nd</sup>
- Session 2: 9 am – 10 am, Tuesday the 23<sup>rd</sup>
- Session 3: 3 pm – 4 pm, Tuesday the 23<sup>rd</sup>
- Session 4: 10 am – 11 am, Wednesday the 24<sup>th</sup>
- Session 5: 10 am – 11 am, Thursday the 25<sup>th</sup>
- Session 6: 3 pm – 4 pm, Thursday the 25<sup>th</sup>
- Session 7: 9 am – 10 am, Friday January 26<sup>th</sup>

Please register using the [link](#) for your region no later than **January 18<sup>th</sup>**. If you need a registration extension, to join another regional call, or dates above are not convenient for you, please reach out to Julia Fout at [julia.fout@duke.edu](mailto:julia.fout@duke.edu) for individual accommodations. For technical assistance, questions, and/or if you need additional information regarding this DCDL contact Amy Eaton, Children's Health and Development Coordinator at [amy.eaton@dhhs.nc.gov](mailto:amy.eaton@dhhs.nc.gov).

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES**

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603

MAILING ADDRESS: 2401 Mail Service Center, Raleigh, NC 27699-2401

[www.ncdhhs.gov](http://www.ncdhhs.gov) • TEL: 919-527-7244 • FAX: 919-334-1018

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Sincerely,

A handwritten signature in blue ink that reads "Adrian Daye". The signature is written in a cursive style with a large, looped initial "A".

**Adrian Daye, MSW**

Deputy Director for Child Welfare Practice  
Division of Social Services, Child Welfare  
North Carolina Department of Health and Human Services

Cc: Lisa Tucker Cauley, Senior Director for Child, Family, and Adult Services  
Katie Swanson, Deputy Director for County Operations  
Carla McNeill, Section Chief for Permanency  
Kimaree Sanders, Section Chief for Licensing and Regulatory  
Kathy Stone, Section Chief for Safety and Prevention  
Peter West, Section Chief for County Operations

CWS-03-2024