



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN OSBORNE • Deputy Secretary for Opportunity and Well-Being

January 31, 2024

**DEAR COUNTY DIRECTOR OF SOCIAL SERVICES**

**ATTENTION: DIRECTORS, CHILD WELFARE PROGRAM ADMINISTRATORS, MANAGERS,  
SUPERVISORS, AND SOCIAL WORKERS  
LICENSED CHILD PLACING AGENCIES**

**SUBJECT: NEW PROCEDURE FOR FOSTER HOME LICENSING SUBMISSIONS**

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

North Carolina Division of Social Services (NCDSS) is committed to ensuring that all licensing transactions for our North Carolina foster families are processed by the Black Mountain office in a timely and efficient manner.

Beginning February 12, 2024, local department of social services and private placing agencies will be able to submit all licensing transactions by an encrypted email to [nc.licensing@dhhs.nc.gov](mailto:nc.licensing@dhhs.nc.gov). Due to this change, effective February 19, 2024, the Black Mountain office will **no longer accept** licensing submissions through certified or regular mail.

When submitting any licensing transaction, please follow the submission outlined in the *Perfect Packet Desk Guides* that are attached to this letter. By following the submission outlined, this will allow for licensing transactions to be processed in an efficient and timely manner.

This new process **does not** affect local departments of social services and private placing agencies who use DocVault for licensing transactions. Those agencies should continue to use the DocVault system.

If you have any questions, please contact Jenny Millsaps, Foster Home Licensing Manager at [jenny.millsaps@dhhs.nc.gov](mailto:jenny.millsaps@dhhs.nc.gov).

Sincerely,

*Kimaree Sanders*

Kimaree Sanders, MSW, MPA  
Section Chief for Regulatory and Licensing  
Division of Social Services, Child Welfare  
North Carolina Department of Health and Human Services

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • CHILD WELFARE SERVICES  
REGULATORY and LICENSING SERVICES**

LOCATION: Building 17 • 952 Old U.S. Highway 70 • Black Mountain, NC 28711

MAILING ADDRESS: 952 Old U.S. Highway 70 • Black Mountain, NC 28711

[www.ncdhhs.gov](http://www.ncdhhs.gov) • TEL: 828-232-3160 \* FAX: 828-669-3365

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Cc: Lisa T. Cauley, Senior Director of Human Services  
Katie Swanson, Deputy Director for County Operations  
Adrian Daye, Deputy Director for Child Welfare Practice  
Kathy Stone, Section Chief for Safety and Prevention  
Carla McNeill, Section Chief for Permanency  
Peter West, Section Chief for County Operations

Attachments: The Perfect DSS 5015.pdf  
The Perfect New License Packet.pdf  
The Perfect Change Packet.pdf  
The Perfect Relicense Packet.pdf  
The Perfect Transfer Packet.pdf  
The Perfect Out of State Packet.pdf  
The Perfect Termination-Revocation Packet.pdf

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