



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

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

February 22, 2024

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

ATTENTION: DIRECTORS, CHILD WELFARE PROGRAM ADMINISTRATORS, MANAGERS, AND SUPERVISORS

SUBJECT: Regional Support Update

REQUIRED ACTION: Information Only

In 2017, The General Assembly passed Rylan's Law to address numerous challenges within the Social Service system. One identified need within Rylan's Law was to establish a stronger network of regional support at all levels for County Departments of Social Services. Through Rylan's Law, the North Carolina Department of Health and Human Services has been actively building a regional support team that will provide guidance, technical assistance, CQI oversight, best practices, and training to Directors and their agencies.

As the Lead Regional Director, I have been focused on building the team through the recruitment process and am happy to share some announcements regarding Regional Directors.

Starting February 26, 2024, Brandy Mann will begin her role as regional director in region 7 (Northeastern NC). Brandy is both a retired Director and has also worked with the state Division of Aging and Adult Services as a program representative.

Starting March 4, 2024, Donna Fayko will begin her role as regional director in region 2. Donna is also a retired County Social Services Director (Rowan) and Health and Human Services Director (New Hanover) and has worked in several areas of DSS.

On March 11, 2024, we have two new regional directors starting, Letecia Loadholt (region 4) and William (Will) Wakefield (region 1). Letecia has both experience as a County Social Service Director and Deputy Director in a larger agency and will bring valuable experience and knowledge to the job. Will Wakefield is also a retired director from Caldwell County and to has worked in most areas of DSS service.

As you can see, we are building a strong team of experienced regional directors who will work collaboratively with County DSS Directors to support and offer guidance in this new regional model. As we continue to move forward, our work will focus on building an effective service delivery model that will both respect the role of the counties and the state in the delivery of social services. We look forward to working in partnership with you as we continue to grow and develop.

Sincerely,

William B. Rose
Lead Regional Director
Division of Social Services, Child Welfare
North Carolina Department of Health and Human Services

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Cc: Lisa T. Cauley, Division Director, Human Services
Carla West, Division Director, Human Services
Adrian W. Daye, Deputy Director for Child Welfare Practice
Katie Swanson, Deputy Director for County Operations
Peter West, Section Chief of County Operations
Carla McNeill, Section Chief of Permanency Planning
Kathy Stone, Section Chief for Child Protective Services and Prevention
Kimaree Sanders, Section Chief for Licensing and Regulatory

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