



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Assistant Secretary for Human Services

**March 15, 2023**

**Dear County Directors of Social Services**

**Attention: Directors, Child Welfare Program Administrators/Managers, and Supervisors**

**Subject: Child and Family Services Review Round 4 Onsite Review Instrument (OSRI)**

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

**Purpose: Transition to Round 4 Onsite Review Instrument**

The Child and Family Services Review is intended to achieve three main goals. (1) ensure conformity with Federal child welfare requirements, (2) determine what is happening to children and Families as they are engaged in child welfare services, and (3) assist states in helping children and families achieve positive outcomes.

Round 4 of the Children's Bureau Child and Family Services Review (CFSR), is scheduled for North Carolina in 2024. As part of North Carolina's continuous quality improvement efforts, North Carolina continues to conduct CFSR/Quality Assurance reviews using the Onsite Review Instrument (OSRI) to measure quality improvement benchmarks within our child welfare system. The OSRI focuses on the 7 Outcomes in Child Welfare in three main categories, Safety, Permanency, and Well Being. The reviews using the OSRI are expected to identify strengths and areas needing improvement in Children Services Programs that enables NCDSS to focus on consultative efforts more accurately.

In anticipation of Round 4 of the Child and Family Services review, and ensure North Carolina is fully prepared, beginning April 1, 2023, North Carolina Division of Social Services (NCDSS) will transition from using the Round 3 Onsite Review Instrument to the Round 4 Onsite Review Instrument. While the changes/revisions to the Onsite Review Instrument are minimal, NCDSS plans to discuss the revisions during the April 2023 Children's Services Committee Meeting.

Attached is the Round 4 OSRI.

If you have any questions, please contact Michael Ward at 919 527-6293 or [Michael.ward@dhhs.nc.gov](mailto:Michael.ward@dhhs.nc.gov).

Sincerely,

*Peter L. West*

Peter L. West, ThM.  
Section Chief for County Operations

**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 • TEL: 919-855-6335 • FAX: 919-334-1018

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Division of Social Services  
North Carolina Department of Health and Human Services

Cc: Susan Osborne, Assistant Secretary for Human Services  
Lisa T. Cauley, Senior Director for Human Services  
Adrian Daye, Deputy Director for Child Welfare Practice  
Tammy Shook, Interim Deputy Director for County Operations/Regulatory & Licensing  
Kathy Stone, Section Chief for Safety and Prevention Services  
Kimaree Sanders, Interim Section Chief for Regulatory & Licensing  
Carla McNeill, Section Chief for Permanency Planning

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