



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Assistant Secretary for Human Services

May 25, 2023

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: CHILD WELFARE PROGRAM MANAGERS AND SUPERVISORS

SUBJECT: ANNUAL CHILD WELFARE STAFFING SURVEY

REQUIRED ACTION: Information Only Time Sensitive Immediate

This letter provides updates and instructions for submitting the Annual Child Welfare Staffing Survey. This data is needed to meet state and federal reporting mandates. The Annual Child Welfare Staffing Survey is due to the North Carolina Department of Social Services (NCDSS) by **June 9, 2023**.

The long-standing Child Welfare Staffing Survey was created to better understand child welfare caseloads in county departments of social services. It was later updated to include demographic information to better understand the makeup of the current workforce. The survey data is public information and is consistently shared with outside agencies.

The Annual Child Welfare Staffing survey, as in previous years, will be completed online. The data collected in the Annual Survey are those best captured at a point in time. Therefore, as in previous years, **the data should reflect the agency's workforce as of December 31, 2022**.

The categories covered include:

1. After hours CPS coverage
2. Malicious Reports
3. Legal Representation
4. Child Welfare Staff Vacancies
5. Child Welfare Staff Hiring and Training
6. Education Levels of Child Welfare staff
7. Demographics of Child Welfare staff including race, ethnicity, and age.

Please note: The data regarding vacancies, demographics, and education is crucial and should accurately reflect the county's workforce as of December 31, 2022. Accuracy is crucial so that NCDSS can better understand the workforce makeup and needs to better determine how to assist in strengthening the workforce. Further, accuracy is crucial and allows NCDSS to meet federal reporting mandates in the Child Abuse and Prevention Treatment Act (CAPTA).

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

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A list of the questions is attached which should be reviewed for appropriate responses **prior to completing the online survey**. Once the survey is started, it must be completed, or it must be started over again. Please take the time to review the questions and formulate responses before opening the survey since this will save county and NCDSS staff time.

Please note that NCDSS is using a new platform to collect this data. The new platform is limited in the number of questions allowed per survey. Therefore, there are two links. Please complete them in consecutive order. When ready to complete the survey, enter the information online at:

<https://gcv.microsoft.us/Hhao0SLQoM>

<https://gcv.microsoft.us/lzquvZzqC5>

For guidance regarding Malicious Reports, refer to https://policies.ncdhhs.gov/divisional/social-services/child-welfare/administrative-letters/2005/fscw_al0205-1.pdf which outlines the process for determining and processing malicious reports. Please review this letter carefully before responding.

The Regional Child Welfare Consultants (RCWC) are available to assist with any questions and will be in touch with staff of counties from whom submissions are not received.

Thank you for your assistance with this important endeavor. If you have questions, please contact Jennifer Miller at 828-430-4150 or jennifer.miller@dhhs.nc.gov

Sincerely,
Peter L. West
Section Chief for County Operations
Division of Social Services
North Carolina Department of Health and
Human Services

Attachments: 2022 Child Welfare Staffing Survey Parts 1 and 2

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

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