



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

LISA TUCKER CAULEY • Division Director, Human Services

April 18, 2024

DEAR COUNTY DIRECTORS 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 May 24, 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 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, 2023.**

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.

There are significant changes to the 2024 Child Welfare Staffing survey:

- 1) The first portion which includes county contact information, attorney information, and the number of staff hired in 2023 is on-line at the link provided below.

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: 828-430-4150 • FAX: 919-334-1018

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- 2) The second portion of the survey that collects demographic information for staff is on the attached excel spreadsheet. This year to make the calculations easier for county staff:
 - a. Enter the name of the individual under each tab that applies to their work This means you may list the same individual on multiple tabs
 - b. Fill out the time spent on that work and the demographic information.

When you are ready to submit your final spreadsheet, you do not need to submit the names of your staff. Create a copy of the spreadsheet and on that copy, delete the names of your staff. The performance management team will aggregate the information and perform the needed calculations. The goal is to cut down on the number of FTE discrepancies experienced in the past.

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).

Part 1 [NC Child Welfare Staffing Survey](#)

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 Specialists (RCWS) 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

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

Cc: Lisa Cauley, Division Director, Human Services
Adrian Daye, Deputy Director for Child Welfare Policy and Practice
Carla McNeill, Section Chief for Permanency
Kathy Stone, Section Chief for Prevention & Safety
Kimaree Sanders, Section Chief for Licensing & Regulatory

ATTACHMENT: Child Welfare Staffing Survey--2023

CWS-30-2024