



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Assistant Secretary for Human Services

October 7, 2022

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

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

SUBJECT: PERMANENCY PLANNING POLICY UPDATES

REQUIRED ACTION: Immediate Time Sensitive Information Only

PURPOSE: NOTIFICATION OF PERMANENCY PLANNING POLICY UPDATES

North Carolina Division of Social Services (NCDSS) is committed to providing counties with protocol and guidance to support compliance with the law and best practice of child welfare services. This protocol and guidance include remaining in compliance with applicable Federal civil rights laws. As such, NCDSS and County departments of social services are prohibited from discriminating for reasons of race, ethnicity, color, national origin, sex (including discrimination based on sexual orientation and discrimination based on gender identity), religion, age, disability, and/or political beliefs.

Children, youth, and families involved with the child welfare system in North Carolina have a right to the privacy of their records and personal information. Court orders are not to be shared unless otherwise specified in N.C.G.S. § 7B-2901. To assist County child welfare agencies with notification when non-secure custody is obtained, the *new* Verification of Custody Letter (DSS-5760) with corresponding protocol has been developed. Additionally, the following forms have been updated on the division's website to ensure confidentiality:

- DSS-5133
- DSS-5133 instructions
- DSS-5135

The Permanency Planning Manual, Cross Functions Manual, and DHHS-DSS forms have been updated and protocol changes are effective immediately.

The policy can be found on the Division's web page at <https://policies.ncdhhs.gov/divisional/social-services/child-welfare/policy-manuals>.

The *new* Verification of Custody Letter (DSS-5760) and revised DSS-5133, DSS-5133 instructions, and DSS-5135 can be found on the Division's website at <https://policies.ncdhhs.gov/divisional/social-services/forms>.

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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To assist with the implementation of these policy changes, there will be two opportunities for County child welfare workers to attend a Permanency Planning: Policy to Practice Office Hours workgroup on GoToTraining. Each session will have a maximum of 50 participants to discuss policy topics openly and thoroughly while having time for questions.

The links to register for the Permanency Planning: Policy to Practice Office Hours workgroup are below.

- October 27th from 9:00am to 10:30am: <https://attendee.gototraining.com/r/4132785358916860418>
- November 3rd from 1:00pm to 2:30pm: <https://attendee.gototraining.com/r/402439274012415234>

All Policy to Practice Office Hours are recorded for those who cannot attend the live training and can be found at <https://www.ncdhhs.gov/divisions/social-services/county-staff-information/policy-office-hours>.

Should you have questions regarding the policy changes, please contact Jessica Frisina at Jessica.Frisina@dhhs.nc.gov.

Sincerely,

Carla McNeill

Carla McNeill, MSW
Section Chief for Permanency Planning
Division of Social Services, Child Welfare
North Carolina Department of Health and
Human Services

Cc: Susan Osborne, Assistant Secretary for Human Services
Lisa Tucker Cauley, Senior Director of Child, Family and Adult Services
Adrian Daye, Deputy Director for Child Welfare Practice
Tammy Shook, Interim Deputy Director for County Operations
Kathy Stone, Section Chief for Safety and Prevention Services
Kimaree Sanders, Interim Section Chief for Regulatory and Licensing
Peter West, Section Chief for County Operations

CWS-53-2022

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