



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

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

October 5, 2023

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

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

**SUBJECT: Survey on Child Welfare Experience with Tailored Care Management
(TCM)**

REQUIRED ACTION: ___Information Only _X_ Time Sensitive _X_ Immediate

PURPOSE: The North Carolina Department of Health and Human Services, Division of Social Services (NCDSS) is requesting all Local Departments of Social Services Directors to have their child welfare staff providing foster care case management services complete the Medicaid survey titled, *The Survey on Child Welfare Experience with TCM*. This survey will provide information about the coordination of care management services between the LME/MCO's care management staff and child welfare workers providing services to children and youth in foster care.

On April 1, 2023, NC Medicaid launched the NC Medicaid Direct Local Management Entity-Managed Care Organization (LME/MCO) care management program. This new program has detailed requirements for tailored care management coordination with county child welfare workers on behalf of child and youth members in foster care, who are receiving TCM services.

The specialized integrated care management model was designed to meet the needs of a child(ren) with a behavioral health condition, intellectual/developmental disability, or traumatic brain injury. With six months in, NC Medicaid and NCDSS would like to know about the effectiveness of the collaborative relationship between LME-MCOs and Local Departments of Social Services.

For this purpose, NC Medicaid has set up a survey which will be available through November 10, 2023. Data collected from this survey will capture the experiences from the point of view of the county child welfare caseworker since the launch of the Medicaid Direct LME-MCO Tailored Care Management program.

Please encourage your caseworkers to complete the survey by November 10th.

The feedback will help inform future program changes that impact the lives of our youth and families and the level of support child welfare workers receive from our LME/MCO care managers. To access the survey, please click this link (<https://gcv.microsoft.us/lHpHGc7oYq>) or use the QR code 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: 919-855-5631 • FAX: 919-715-0158

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For technical assistance, questions, and/or if you need additional information regarding this DCDL or the Survey on Child Welfare Experience with TCM, please contact Medicaid.NCEngagement@dhhs.nc.gov and include the email's subject line: Foster Care, or contact Amy Eaton, Children's Health and Development Coordinator at amy.eaton@dhhs.nc.gov.

Sincerely,

Tammy Shook

Tammy Shook
Interim Deputy Director for Child Welfare
Division of Social Services
North Carolina Department of Health and Human Services

Cc:

Susan Osborne, Deputy Secretary for Opportunity and Well-Being
Lisa Tucker Cauley, MSW, Senior Director of Human Services
Katie Swanson, Deputy Director for County Operations
Peter West, Section Chief for County Operations
Carla McNeill, Section Chief for Permanency Planning
Kathy Stone, Section Chief for Child Protective Services and Prevention
Kimaree Sanders, Section Chief for Licensing and Regulatory

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