



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Social Services

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County
Operations for Human Services

November 28, 2022

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

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

SUBJECT: THE SECOND PHASE OF CHANGES TO THE POLICY MANUAL

REQUIRED ACTION: Information Only Time Sensitive Immediate

NC DSS is committed to providing local child welfare agencies with protocol and guidance to support compliance with the law and best practice for families and children. To achieve that commitment, a second round of changes have been made to the policy manual to clarify practice and definitions and outline requirements. These changes have been reviewed for feedback by the respective design teams, Unified Leadership Team, and Division leadership.

A summary of the posted changes is listed below but this summary does not take the place of reading the complete policy in these areas:

- **CPS Family and Investigative Assessments:**
 - Revision to provide the Verification of Custody Letter (DSS-5760) to foster parents and others who require notification to align with Permanency Planning policy
 - Clarification on when to make new reports during open cases
 - Revised Vulnerable Juveniles protocol and guidance
 - Addition of the use of Plan of Safe Care (DSS-6191) form
 - Expanded RIL protocol and guidance
- **In-Home Services Policy, Protocol, and Guidance**
 - Clarification of which families are appropriate for In Home services
 - Revision to provide the Verification of Custody Letter (DSS-5760) to foster parents and others who require notification to align with Permanency Planning policy
 - Addition of use of the Plan of Safe Care (DSS-6191) form
 - Addition of "Building a Family's Safety Network" section
 - Update the CFT section to align with other policy
 - Removal of "Stuck Cases"
 - Revised and expanded "Lack of Progress" protocol and guidance
 - Revised and expanded "When No Progress is Made" protocol and guidance

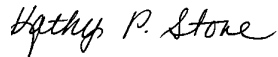
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The additional protocol and guidance will provide workers with what must be done, how it should be done, and why it must be done. If you have any questions, please contact your local Regional Child Welfare Consultant.

Sincerely,



Kathy Stone
Section Chief for Safety and Prevention
North Carolina Division of Social Services

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

CWS-70-2022

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