



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor  
KODY H. KINSLEY • Secretary  
SUSAN G. OSBORNE • Assistant Secretary for Human Services

December 7, 2022

**DEAR COUNTY DIRECTORS OF SOCIAL SERVICES**

**DEAR EXECUTIVE DIRECTORS OF LICENSED CHILD PLACING AGENCIES**

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

**SUBJECT: TAILORED CARE MANAGEMENT RESOURCES FOR CHILD WELFARE STAFF**

**REQUIRED ACTION:**  Information Only  Time Sensitive  Immediate Action

On December 1, 2022 children and youth in foster care who are eligible began receiving Tailored Care Management. The Division of Health Benefits/NC Medicaid provided webinar trainings on Tailored Care Management for child welfare staff on November 15<sup>th</sup> and 29<sup>th</sup>. The training materials and a recording of the webinar *Transition to Tailored Care Management for Children/Youth Served by the Child Welfare System: A Resource for County DSS and Other Stakeholders* will be posted at <https://medicaid.ncdhhs.gov/tailored-care-management#previous-webinars-and-meetings> and are included in the attachments with this letter.

The Division of Health Benefits/NC Medicaid has also developed two reference guides for use by child welfare workers; *Tailored Care Management for Children and Youth Served by the Child Welfare System - Quick Reference Guide* and the *12/1 Tailored Care Management Launch for Children/Youth in Foster Care FAQs*. These documents are attached.

Please contact [Medicaid.NCEngagement@dhhs.nc.gov](mailto:Medicaid.NCEngagement@dhhs.nc.gov) if you have questions regarding Tailored Care Management.

Sincerely,

Lisa Tucker Cauley, MSW  
Senior Director of Child, Family, and Adult Services  
Division of Social Services  
Department of Health and Human Services

Cc: Susan Osborne, Assistant Secretary for Human Services  
Adrian Daye, Deputy Director for Child Welfare Practice

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

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Tammy Shook, Interim Deputy Director for County Operations  
Peter West, Section Chief for County Operations  
Kathy Stone, Section Chief for Child Protective Services and Prevention  
Carla McNeill, Section Chief for Permanency Planning

CWS-73-2022

Attachments:

1. Tailored Care Management for Children and Youth Served by the Child Welfare System - Quick Reference Guide
2. 12/1 Tailored Care Management Launch for Children/Youth in Foster Care FAQs
3. Transition to Tailored Care Management for Children/Youth Served by the Child Welfare System: A Resource for County DSS and Other Stakeholders