



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

LISA TUCKER CAULEY • Division Director, Human Services

October 17, 2024

**DEAR COUNTY DIRECTORS OF SOCIAL SERVICES**

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

**SUBJECT: REGULATORY AND LICENSING UPDATES**

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

North Carolina Division of Social Services (NCDSS) recognizes that many licensed foster families, residential group homes, child placing agencies, and adoption agencies have been greatly affected by the devastating damage and loss as a result of Hurricane Helene. These families and agencies have continued to ensure the safety and well-being of children in their care even as their families were being displaced and their homes were damaged or destroyed.

The attachments to this letter will address how the NC Regulatory and Licensing office will assist displaced foster families during this State of Emergency and which administrative rule flexibilities are allowable by Executive Order 319. This is applicable for all licensed foster families, child placing agencies, adoption agencies, and residential group homes in North Carolina counties named in the September 28, 2024, Federal Major Disaster Declaration: Alexander, Alleghany, Ashe, Avery, Buncombe, Burke, Caldwell, Catawba, Clay, Cleveland, Gaston, Haywood, Henderson, Jackson, Lincoln, Macon, Madison, McDowell, Mecklenburg, Mitchell, Polk, Rutherford, Swain, Transylvania, Watauga, Wilkes, Yancey, and the Eastern Band of Cherokee Indians.

The (3) three attachments include:

- The *Displaced Foster Family Guidance* provides guidance on how NCDSS will address displaced foster families as they recover from Hurricane Helene.
- The *Licensing Waivers-Executive Order 319* document provides a detailed description of the administrative rules that will be waived during the state of emergency.
- The *At a Glance: Regulatory and Licensing Flexibilities for Hurricane Helene* document provides a one-page, condensed version of the administrative rule flexibility for staff to easily locate and understand the flexibilities being provided during this time.

For the public and private agencies in the impacted area, please email all waiver requests to [NC.Licensing@dhhs.nc.gov](mailto:NC.Licensing@dhhs.nc.gov). In the subject line, please write "WNC WAIVER REQUEST." If emailing is not possible, please contact the on-call number at (828) 232-3160. For all other

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • CHILD WELFARE SERVICES  
REGULATORY and LICENSING SERVICES**

LOCATION: Building 17 • 952 Old U.S. Highway 70 • Black Mountain, NC 28711

MAILING ADDRESS: 952 Old U.S. Highway 70 • Black Mountain, NC 28711

[www.ncdhhs.gov](http://www.ncdhhs.gov) • TEL: 828-232-3160 \* FAX: 828-669-3365

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public and private agencies, please contact the on-call number at (828) 232-3160 for assistance with any waiver requests.

For additional information, please register for the WNC Foster Home Licensing webinar scheduled for October 24, 2024 from 10:00am-11:00am by clicking on the following link: <https://attendee.gotowebinar.com/register/7067448980229577814>

The second WNC Foster Home Licensing webinar is scheduled for October 25, 2024 at 1:00pm-2:00pm by clicking on the following link <https://attendee.gotowebinar.com/register/2621586907456866137>. After registering for one of the two webinars, you will receive a confirmation email containing information about joining the webinar.

In the meantime, if you have questions or concerns, please contact Mary Torr, Regulatory and Licensing Policy Consultant, at [mary.torr@dhhs.nc.gov](mailto:mary.torr@dhhs.nc.gov), or Jenny Millsaps, Foster Home Licensing Manager at [jenny.millsaps@dhhs.nc.gov](mailto:jenny.millsaps@dhhs.nc.gov), or your assigned Private Agency Licensing Consultant.

As always, thank you for your dedication to serving children and families.

Sincerely,



Adrian W. Daye, MSW  
Deputy Director for Child Welfare Practice  
Division of Social Services, Child Welfare  
North Carolina Department of Health and Human Services

Cc: Lisa T. Cauley, Division Director, Human Services, Child, Family, and Adult, Regional Support  
Donna Fayko, Interim Deputy Director  
Kimaree Sanders, Section Chief for Regulatory and Licensing  
Heather McAllister, Section Chief for Child and Family Services  
Kathy Stone, Section Chief for Safety and Prevention  
Peter West, Section Chief for County Operations

Attachments: Displaced Foster Family Guidance  
Licensing Waivers-Executive Order 319  
At a Glance- Licensing Flexibilities during Helene

CWS-78-2024

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