



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

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

LISA TUCKER CAULEY • Division Director, Human Services

November 05, 2024

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

DEAR EXECUTIVE DIRECTORS OF LICENSED CHILD PLACING AGENCIES

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

SUBJECT: SUCCESS COACH STATEWIDE POST PERMANENCY SUPPORT SERVICES

PURPOSE/BACKGROUND: TO ENSURE PLACEMENT STABILITY AND SUCCESSFUL TRANSITIONS

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

North Carolina Division of Social Services (NCDSS) continues to work with local Department of Social Services, stakeholders, and partnering agencies, to improve outcomes and services to children, youth, and families across the state. To this end, NCDSS is excited to announce Post Adoption Support Services will be transitioning to Post PERMANENCY Support Services. Success Coach is a statewide model to be implemented in North Carolina over the next several months.

The Success Coach service was developed by the Catawba County Department of Social Services with the goal of breaking the cycle of children leaving and reentering the foster care system. This program offers support to families who face challenges in maintaining a safe and stable home environment. Catawba DSS recognized that even after achieving permanence, families often encounter obstacles that hinder their progress and success. To address this, Catawba DSS identified the need for an advocate and coach who could assist families in building their capacity and resilience.

The Success Coach program is a voluntary service provided to families who have achieved permanence. The services through Success Coach are not limited to just adoptive families, but also families who have achieved permanence through reunification, guardianship, or custody. Once a family agrees to participate in the program, they are assigned a Success Coach who will assess their strengths and needs. Together, they will develop and implement a plan to ensure stability and safety in the home.

The Success Coach meets with families in their homes at least twice a month for a duration of up to two years. During these meetings, the Success Coach offers support, guidance, and resources to help the family navigate their new situation. Additionally, the program provides referrals to other agencies and practical assistance to further support the family's journey towards success and stability.

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LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603

MAILING ADDRESS: 2409 Mail Service Center, Raleigh, NC 27699-2409

www.ncdhhs.gov • TEL: 919-527-6390 • FAX: 919-733-3052

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NCDSS is offering two opportunities to participate in a live webinar to learn more about this model: *Success Coach-Post Permanency Support Services*.

December 3 at 9:30 AM Register with the following link:

<https://attendee.gotowebinar.com/register/21362854376001625>

December 5 at 2 PM: Register with the following link:

<https://attendee.gotowebinar.com/register/2118726364335483487>

Adoption and related questions can be directed to the State Adoptions Manager, Mary Mackins at mary.mackins@dhhs.nc.gov or (919) 527-6287.

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 Tucker Cauley, Division Director, Human Services, Child, Family, and Adult, Regional Support
Donna Fayko, Interim Deputy Director of Child Welfare Operations
Peter West, Section Chief for County Operations
Kathy Stone, Section Chief for Safety and Prevention Services
Kimaree Sanders, Section Chief for Regulatory and Licensing
Heather McAllister, Section Chief Child and Family Services
Ben Rose, Lead Regional Director

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