



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

LISA TUCKER CAULEY • Division Director, Human Services

December 20, 2024

Dear County Directors of Social Services

Attention: Directors, Child Welfare Program Administrators/Managers, and Supervisors

Subject: Corrective Action Protocol

REQUIRED ACTION: Information Only Time Sensitive Immediate.

Ensuring the safety, health and well-being of children is a priority for the North Carolina Department of Health and Human Services (NCDHHS). Per N.C.G.S. §108A-74, the North Carolina Department of Health and Human Services – Social Services (NCDHHS-DSS) has the responsibility and authority to evaluate a county department of social services' provision of child welfare services. It is expected that the delivery of services must be in accordance with applicable state laws, rules, and policies. When delivery of those services involves practice in violation of law, administrative rule, or violation of parents' constitutional rights, and/or egregious practice outside of law or rule, statute gives NCDHHS-DSS the authority to intervene in the service or services.

Intervention may include, but is not limited to, establishing a corrective action plan (CAP) to address practice; and divesting the director of oversight of Child Welfare Services and assuming direct oversight of provision of child welfare services for the county.

To ensure consistency in the application of a CAP, a protocol has been developed outlining the criteria, process, roles and responsibilities of both the county and NCDHHS staff.

This protocol is attached and will become effective January 1, 2025. NCDHHS-DSS continues to support county departments of social services with policy interpretation, practice guidance, and technical assistance.

Sincerely,

A handwritten signature in black ink that reads "Donna F. Fayko".

Donna F. Fayko

Interim Deputy Director for County Operations
Division of Social Services

Cc: Lisa Tucker Cauley, Division Director
Adrian Daye, Deputy Director for Child Welfare Practice
William "Ben" Rose, Lead Regional Director
Heather McAllister, Section Chief for Child and Family Well Being
Kathy Stone, Section Chief for Safety and Prevention Services
Kimaree Sanders, Section Chief for Regulatory & Licensing
Peter West, Section Chief of County Operations

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

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