



North Carolina Department of Health and Human Services Division of Social Services

325 North Salisbury Street • Raleigh, North Carolina 27603
Courier # 56-20-25

Michael F. Easley, Governor
Carmen Hooker Buell, Secretary

Pheon E. Beal, Director
(919) 733-3055

January 10, 2002

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: CHILD WELFARE SUPERVISORS

**SUBJECT: PROGRAM IMPROVEMENT PLAN REQUIREMENTS FOR NORTH CAROLINA'S
CHILD AND FAMILY REVIEW**

EFFECTIVE IMMEDIATELY

As a result of the federal Child and Family Services Review in North Carolina in March of this year and the Division's formal Program Improvement Plan, the biennial review process has been modified to measure the same outcomes that the federal agency is now using to review state performance. The revised Child and Family Services Review process was implemented in September, 2001. To date, feedback from county DSS agencies has been very positive. Please refer to the Dear County Director Letter dated 10-19-01 for additional background information.

As a part of that review, each outcome area will be identified as being substantially achieved, partially achieved, or not achieved. A formal Program Improvement Plan will be required for any outcome area that is not found to be substantially achieved. A process for the Program Improvement Plan has been developed and approved by the Children's Services Committee of the Directors' Association. The Program Improvement Plan Requirements document that outlines the process is attached. Please note that a Program Improvement Plan shall be required as a result of issues raised during the Child and Family Services review or as a result of practice concerns that are identified separately from the Child and Family Services Review.

Please note that you will be able to access this letter on the DSS Web Site at <http://www.dhhs.state.nc.us/dss/dcdl/section/childrensservices.htm> or the Children's Services website. If you have any questions regarding the revised Program Improvement Plan requirements, please contact Stoney Blevins at (919) 733-9467.

Sincerely,

A handwritten signature in black ink, appearing to read "Charles C. Harris".

Charles C. Harris, Chief
Children's Services Section

cch: CB
cc: Pheon Beal
Sherry Bradsher
Children's Services Team Leaders
Children's Services Program Representatives

Attachment