



North Carolina Department of Health and Human Services
Division of Social Services
325 North Salisbury Street • MSC 2406 • Raleigh, North Carolina 27699-2406

Michael F. Easley, Governor
Carmen Hooker Odom, Secretary

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

June 23, 2003

Dear County Directors of Social Services:

Attention: Work First Supervisors and Staff
Child Welfare Supervisors and Staff

Subject: Division of Social Services Reorganization – Family
Support and Child Welfare Services Section

It is with great pleasure that we announce the first of many steps in achieving our system reform efforts by the reorganization of two major service areas. The formation of the Family Support and Child Welfare Services Section will consolidate two previous distinct service areas into one area that will enhance the provision of services to families to achieve well-being through self-sufficiency, support, safety and permanence. In the past, the Children's Services Section and the Work First components of the Economic Independence Section operated as separate distinct program areas. The work of the newly created Family Support and Child Welfare Services Section will closely mirror the Multiple Response System (MRS) approach and the NCACDSS Family Net initiative. The formation of this section demonstrates the Division's commitment to system reform. The structure of The Family Support and Child Welfare Services Section includes the formation of seven functional teams. The seven functional teams are: Local Support Operations; Staff Development; Licensing and Policy; Data Management and Review; Work First and CPS Policy; Foster Care/Adoption Policy and Community Based Programs. Managers and some staff are assuming different roles, but while this transitioning process is occurring, many functions by staff, whom you have worked with in the past, remain the same. We have attempted through the organizational changes in the seven functional teams to place similar functions together, but our focus has been on the service integration and greater efficiencies in service delivery to families and children. Please find the attached with a list of the seven functional teams, a brief summary of their responsibilities and telephone numbers on how staff can be reached. As we transition into our new organizational structure, we will experience "some bumps" along the way and we ask for your patience.

If you have questions regarding our Family Support and Child Welfare Services Section, please contact JoAnn Lamm, at 919-733-9467 or email at JoAnn.Lamm@ncmail.net.

Sincerely,

Handwritten signature of Pheon E. Beal in black ink.
Pheon Beal

JAL/ds
Attachment
CS-15-03

Family Support and Child Welfare Services Section

JoAnn Lamm, Program Administrator
Marion Norris, Administrative Secretary

(919)733-9467, 733-9468

- **Local Support Operations Team** – This team is comprised of the field staff providing consultation for Work First and Child Welfare and the Special Assistance and Intervention Team (SAIT). The Work First Representatives and the Children’s Program Representatives will continue to provide direct consultation and technical assistance to their respective county assignments. The SAIT staff will continue to provide in-depth system analysis to individual county child welfare programs.

David Atkinson- Team Leader
Diane Spurling-Admin. Support
CPR Supervisor Position –Vacant

(919)733-7831

Children’s Services Program Representatives

| | | | |
|------------------------------|----------------------------|------------------------------|--------------------------|
| <i>Joy Gossett</i> | <i>Ann Robinson</i> | <i>Gale Trevathan</i> | <i>Gwen Burns</i> |
| 828-225-1028 | 828-433-4036 | 252-937-5705 | 252-795-2920 |
| Cherokee | Avery | Durham | Northampton |
| Clay | Buncombe | Edgecombe | Bertie |
| Graham | Burke | Franklin | Camden |
| Haywood | Caldwell | Granville | Chowan |
| Henderson | Catawba | Harnett | Currituck |
| Jackson | Cleveland | Johnston | Gates |
| Macon | Gaston | Lee | Halifax |
| Madison | Lincoln | Nash | Hertford |
| McDowell | Mecklenburg | Vance | Martin |
| Polk | Mitchell | Wake | Pasquotank |
| Swain | Rutherford | Warren | Perquimans |
| Transylvania | Watauga | Wilson | Pitt |
| Yancey | | | Washington |
| <i>Bobbie Downing</i> | <i>Susan Moss</i> | <i>Vacant</i> | <i>Vacant</i> |
| 252-638-3144 | 910-485-1439 | | |
| Beaufort | Bladen | Alexander | Alamance |
| Carteret | Brunswick | Alleghany | Anson |
| Craven | Columbus | Ashe | Caswell |
| Dare | Cumberland | Cabarrus | Chatham |
| Greene | Duplin | Davidson | Guilford |
| Hyde | Montgomery | Davie | Hoke |
| Jones | Moore | Forsyth | Orange |
| Lenoir | New Hanover | Iredell | Person |
| Onslow | Pender | Rowan | Richmond |
| Pamlico | Randolph | Stokes | Rockingham |
| Tyrrell | Robeson | Surry | Scotland |
| Wayne | Sampson | Wilkes | Stanly |
| | | Yadkin | Union |

Special Assistance and Intervention Team

Carl Williamson
Cindy Holman

(910)433-5637
(828)728-9883

Work First Supervisor- Vacant

Work First Representatives

| <i>Sybil Wheeler</i> | <i>Phillip Hardin</i> | <i>Carol McConnell</i> | <i>Emily Wilkins</i> |
|-----------------------------|------------------------------|-------------------------------|-----------------------------|
| 828-298-1560 | 828-254-9478 | 828-324-0734 | 336-454-0331 |
| Buncombe | Alexander | Anson | Alamance |
| Cherokee | Alleghany | Cabarrus | Caswell |
| Clay | Ashe | Catawba | Davidson |
| Graham | Avery | Gaston | Davie |
| Haywood | Burke | Iredell | Forsyth |
| Henderson | Caldwell | Lincoln | Guilford |
| Jackson | Cleveland | Mecklenburg | Orange |
| Macon | McDowell | Montgomery | Person |
| Madison | Mitchell | Richmond | Randolph |
| Polk | Rutherford | Rowan | Rockingham |
| Swain | Watauga | Stanly | Stokes |
| Transylvania | Wilkes | Union | Surry |
| | Yancey | | Yadkin |

| <i>Diane Chavis</i> | <i>Kim Harman</i> | <i>Tony Amos</i> | <i>Vacant</i> |
|----------------------------|--------------------------|-------------------------|----------------------|
| 910-521-5637 | 252-758-6695 | 910-455-7749 | |
| Bladen | Bertie | Beaufort | Chatham |
| Brunswick | Camden | Carteret | Durham |
| Columbus | Chowan | Craven | Franklin |
| Cumberland | Currituck | Dare | Granville |
| Duplin | Edgecombe | Greene | Halifax |
| Hoke | Gates | Hyde | Harnett |
| Moore | Washington | Jones | Wilson |
| New Hanover | Hertford | Onslow | Johnston |
| Pender | Martin | Lenior | Lee |
| Robeson | Northampton | Pamlico | Nash |
| Sampson | Pasquotank | Pitt | Vance |
| Scotland | Perquimans | Wayne | Wake |
| | Tyrrell | | Warren |

- **Staff Development Team** – The purpose of the Staff Development Team is to develop, implement and evaluate an effective training and educational program and to achieve a competent Child Welfare and Work First workforce at the county departments of Social Services.

Rebecca Brigham- Team Leader

Clarence Lamb Admin. Support
 Korri Mosley Admin. Support
 Angela Holloway
 Gail McClain
 Rebecca Huffman
 JoAnne Scaturro
 Caprice Shroats

(919)733-7672, 733-7673,
 733-7674, 733-7907,
 733-7908

- **Staff Development (Continued)**

Connie Polk- Supervisor

919-733-7672, 733-7672,
733-7674, 733-7907,
733-7908

Regional Trainers and Administrative Support

| Asheville | Charlotte | Greensboro | Fayetteville | Kinston |
|------------------|------------------|-------------------|---------------------|-----------------|
| 828-251-6316 | 704-395-2110 | 336-334-3930 | 910-677-0460 | 252-520-2413 |
| Lou Decker | Bonnie English | Elaine Highsmith | Amy M. Campbell | Betty Williford |
| Geri Shuford | Virginia Clark | Ginger Caldwell | Sue Dickinson | Ruth Harrison |
| Steve Elledge | Dee Hunt | Kaye Moody | | Velvet Nixon |

- **Licensing & Policy Team** – This team is responsible for the licensing of family foster homes, child placing agencies, residential child care facilities and maternity homes; to assist with the accurate process of reimbursement payments for foster care and the IVE Maximization Program; to conduct child fatality reviews; to provide customer service assistance related to child welfare programs; and to operate the Family Support Help Desk which provides resolutions to policy questions regarding Work First, Food Stamps and Energy Assistance Programs.

Kevin Kelley – Team Leader

(919)733-7831

Tyrena Touray – Admin. Support
Rachel Gilman
Sheryl McNeill
Sherry Dillard
Paul Waddle
Carlotta Dixon

Gail Bullard – Supervisor Help Desk

(919)733-7831

Barbara Henries, Admin. Support
Kathy Evans
Alma Spencer
Denise Coley
Melissa McDade
Sheryl Cargill
Jeanne Gibbs
Shawn Woodard

Licensing Staff housed in Black Mountain

Julia Smith - Support for Licensing

(828)669-3388

Bob Hensley
Harry Maney
Angelina Spencer

- **Data Management and Review Team** – This team is responsible for conducting the Child and Family Services Reviews of all 100 county Department of Social Services every two years; for monitoring compliance of fiscal and programmatic criteria to ensure that requirements are being met and this includes the IVE monitoring for adoption indexing; for all components of child welfare evaluation and data analysis and building capacity to strengthen federal funding sources.

Sara Mims – Team Leader

Luvenia Roberts – Admin. Support
 Todd Hayes
 Charles Barrett
 Ellis Keevert
 Mary Angela Orcutt
 Judy Massengill
 Beverly Daniel
 Sharon Stevens

(919)733-9461, 733-9462,
 733-9463, 733-2552

Adoption Indexing Manager- Vacant

Rose Pulley, Admin Support
 Tammy Johnson
 Rosary Gross
 Joann Freeman
 Donna Rich

(919)733-3801, 733-3802,
 733-3803, 733-3804,
 733-7675, 733-6134

**Adolph Simmons – Child Welfare Performance
 Coordinator**

Tim Brooks
 Heather Thomas

(919)733-3801, 733-3802,
 733-3803, 733-3804,
 733-7675, 733-6134

- **Work First and Child Protective Services Policy Team** – This team is largely responsible for the integration of the Work First and Child Welfare Services areas. This team provides policy interpretation and develops policy in the two program areas. Consultation for Multiple Response System is included in this team.

Vacant – Team Leader

Hattie Holley – Admin. Support
 Kavin Lewis
 Candice Britt
 Carl Breazeale
 Hope Hunt
 Denise Knight
 Tony Troop

(919)733-4622, 733-4623,
 733-4624, 733-3360,
 733-4319

- **Foster Care/Adoption Policy Team** – This team is responsible for the policy development and interpretation in these program areas. This team is responsible for all Interstate Compact activities; LINKS; MEPA; adoption assistance; Special Needs Adoption Fund; special Children’s Incentive Fund and implementation of System of Care.

Esther High – Team Leader
 Kaye Russell – Admin. Support
 Sandra Sink
 Amelia Lance
 Linda Wrightson
 Charlene Timmons
 Joan McAllister
 Brenda Robertson
 Gail H. Moore
 Berta Hamerstein

(919)733-9464, 733-9465,
 733-9466, 733-2580,
 733-2581, 733-2537,
 733-2538

Please Note: The Work First and CPS Policy Team and the Foster Care and Adoption Policy Team each have policy consultants who can answer questions for those four services. The Division is focusing on a continuation of services and consultants in each of these two teams may be contacted and they can assist in the four service areas.

- **Community Based Programs Team** – This team is primarily responsible for prevention programs through contractual agreements with providers throughout the state. These prevention services include: Family Preservation and Intensive Family Preservation Services; Family Support Services, and our Family Resources Centers. This team is responsible for providing leadership to the Community Child Protection Teams; for the Family Violence Prevention and Services Act; for the TANF appropriation for Domestic Violence; for management of the After School programs; and for the coordination of TANF and Child Welfare activities to ensure collaboration with MRS and Family Net.

Osborne Shamberger – Team Leader
 Vacant - Admin. Support
 Sue Bell
 Harvey Langston
 Bernadine Walden
 Alice Coleman
 Dianne Willard
 Phyllis Fulton

(919)733-2279, 733-0422,
 733-9941, 733-4573,
 733-9275

CHILD WELFARE ATTORNEYS

| | | | |
|---------------------|--------------------|----------------------|-----------------------|
| David Gordon | Chris Sinha | Jane Thompson | Kirk Randleman |
| 252-756-3454 | 919-733-2770 | 336-761-2453 ext 42 | 828-669-3388 ext 218 |