



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

2406 Mail Service Center • Raleigh, North Carolina 27699-2406  
Courier # 56-20-25

Beverly Eaves Perdue, Governor  
Lanier M. Cansler, Secretary

Sherry S. Bradsher, Director  
(919) 733-3055

February 2, 2010

**DEAR COUNTY DIRECTORS OF SOCIAL SERVICES**

**ATTENTION: CHILD WELFARE SERVICES PROGRAM ADMINISTRATORS, MANAGERS,  
SUPERVISORS AND STAFF**

**SUBJECT: ON-LINE CHILD WELFARE TECHNICAL ASSISTANCE SURVEY**

The Division of Social Services and the North Carolina Association of County Directors of Social Services are working with the Atlantic Coast Child Welfare Implementation Center (ACCWIC) to develop a technical assistance model in child welfare services. We have three work groups meeting to develop recommendations; Defining Success, Self-Assessment and Developing a Technical Assistance Model. The work group members include staff from many county departments of social services, Division staff and ACCWIC support staff.

In order to develop an informed plan for improvement, we need to measure the effectiveness of our current technical assistance delivery. This survey will provide baseline data regarding NC's technical assistance process. Your honest feedback is needed. This is a brief survey that we are asking all child welfare staff to complete. The analysis of this data will be completed by ACCWIC staff. The survey is open for two weeks, February 2, 2010 through February 16, 2010. You will need to complete this survey through Internet Explorer. If you have difficulties accessing the survey, copy and paste this link into your internet browser.

[http://maryland.qualtrics.com/SE/?SID=SV\\_5d4llsRBtc3Vxil&SVID=Prod](http://maryland.qualtrics.com/SE/?SID=SV_5d4llsRBtc3Vxil&SVID=Prod)

If you have any questions regarding this survey, please contact Candice Britt, [candice.britt@dhhs.nc.gov](mailto:candice.britt@dhhs.nc.gov), 919-334-1138.

Sincerely,

A handwritten signature in cursive script that reads "Charisse S. Johnson".

Charisse S. Johnson, Chief  
Child Welfare Services

cc: Sherry S. Bradsher  
Sarah Barham  
Child Welfare Services Team Leaders  
Children's Services Program Representatives  
Local Business Liaisons  
Regulatory and Licensing Services Consultants  
Jack Rogers

**CWS-04-10**