



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

February 19, 2021

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: CHILD WELFARE PROGRAM MANAGERS AND SUPERVISORS

SUBJECT: CHILD WELFARE DATA COLLECTION

REQUIRED ACTION: Information Only Time Sensitive Immediate

This letter provides updates and instructions for submitting county agency staffing data needed to meet state and federal reporting mandates. The ***Annual Child Welfare Staffing Survey*** (online completion) is **due to the division by April 1, 2021** and the Monthly ***Child Welfare Data Workbooks*** (MS Excel) for calendar year 2020, are **due to the Division by March 1, 2021**.

Annual Child Welfare Staffing Survey

The long-standing Child Welfare Staffing Survey was created out of concern for child welfare caseloads in county department of social services and the workforce available to manage them. Since the survey data are public information, accurate and consistent data is critical to describe each county's capacity to achieve safety, permanence, and well-being for children.

The Annual Child Welfare Staffing survey, as in previous years, will be completed online. The data collected in the Annual Survey are those best captured at the end of the year rather than during the year.

The categories covered in the staffing survey questions include:

1. After hours CPS coverage
2. Malicious Reports
3. Legal Representation
4. Child Welfare Staff Vacancies
5. Child Welfare Staff Hiring and Training
6. Education Levels of Child Welfare staff
7. Demographics of Child Welfare staff including race, ethnicity, and age.

Please note: There are changes and additions to this year's questions regarding vacancies, demographics, and education levels. Those questions have been further delineated to capture Functional Area specific data. This is necessary to understand workforce needs and meet federal reporting mandates in the Child Abuse and Prevention Treatment Act (CAPTA).

A list of the questions is attached which should be reviewed for appropriate responses **prior to completing the online survey**. Once the survey is started, it must be completed, or it must be

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

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

MAILING ADDRESS: 2401 Mail Service Center, Raleigh, NC 27699-2401

www.ncdhhs.gov • TEL: 919-855-6335 • FAX: 919-334-1018

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

started over again. Please take the time to review the questions and formulate responses before opening the survey. When the responses are formulated, enter the information online at: <https://surveymax.dhhs.state.nc.us/TakeSurvey.aspx?SurveyID=I6MH678M>

The survey will be available starting **February 19, 2021**.

For guidance regarding Malicious Reports, refer to https://www2.ncdhhs.gov/info/olm/manuals/dss/adm/FSCW_AL0205.pdf which outlines the process for determining and processing malicious reports. Please review this letter carefully before responding.

Please submit the completed 2020 Data Books to the county's point of contact Children's Program Representative and Janet Thursby (janet.thursby@dhhs.nc.gov) and Jennifer Miller (jennifer.miller@dhhs.nc.gov). The Regional Child Welfare Consultants are available to assist with any questions and will be in touch with staff of counties from whom submissions are not received.

Thank you for your assistance with this important endeavor. If you have questions, please contact Peter West at 828-294-1061 or peter.west@dhhs.nc.gov.

Sincerely,



Teresa Strom
Section Chief for County Operations

Attachment: Staffing Survey Questions

Cc: Susan Osborne, Assistant Secretary for County Operations
Lisa Cauley, Sr. Director of Child, Family, and Adult Services
Carla McNeill, Section Chief for Permanency
Kathy Stone, Section Chief for Prevention and Safety
Linda Waite, Interim Section Chief for Licensing and Regulatory
Peter West, Regional Child Welfare Consultant Manager

CWS-05-2021