



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

March 10, 2021

**DEAR COUNTY DIRECTOR OF SOCIAL SERVICES**

**ATTENTION: CHILD WELFARE PROGRAM MANAGERS AND SUPERVISORS**

**SUBJECT: CHILD WELFARE WORKFORCE DATA COLLECTION**

This purpose of this letter is to provide agencies with the 2021 Child Welfare Workforce Data Book, as well as a guide to assist agencies in the completion of the 2021 Data Book.

In 2012, a county workgroup facilitated by the state developed a format for collecting caseload and staffing data on a monthly basis. The result was a data collection tool designed to gather critical information useful to agencies in planning and in meeting state and federal reporting requirements. Information provided in these Data Books has been used for a wide variety of activities, including program evaluation and establishing funding allocations.

**Completion and Submission of the 2021 Child Welfare Workforce Data Book**

The blank 2021 Workforce Data Book and the guide for completing it, accompany this letter. Please submit the completed 2021 Workforce Data Books to the county's point of contact Regional Child Welfare Consultant, Janet Thursby ([janet.thursby@dhhs.nc.gov](mailto:janet.thursby@dhhs.nc.gov)), and Jennifer Miller ([jennifer.miller@dhhs.nc.gov](mailto:jennifer.miller@dhhs.nc.gov)) quarterly by the last day of the month following the end of the quarter:

<b>Quarter</b>	<b>Date Due</b>
1 <sup>st</sup> : January – March	April 30, 2021
2 <sup>nd</sup> : April – June	July 30, 2021
3 <sup>rd</sup> : July – September	October 31, 2021
4 <sup>th</sup> : October – December	January 31, 2021

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. The Child Welfare Workforce Data Book will be used during consultations by the Regional Child Welfare Consultants, at which time any questions can also be addressed.

Thank you for your assistance with this important endeavor. If you have questions, please contact one of the Regional Child Welfare Consultants or Peter West at [peter.west@dhhs.nc.gov](mailto:peter.west@dhhs.nc.gov) or (828) 294-1061.

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