



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, 2019

**DEAR COUNTY DIRECTORS OF SOCIAL SERVICES
ATTENTION: DIRECTORS, CHILD WELFARE PROGRAM MANAGERS &
ADMINISTRATORS**

**SUBJECT: NCFAST AND NCDSS CHILDREN'S PROGRAM REPRESENTATIVES AND
PROGRAM MONITORS TECHNICAL ASSISTANCE PLAN FOR 2019**

REQUIRED ACTION: Information Only

PURPOSE / BACKGROUND

The purpose of this letter is to inform you of changes that will allow NCDSS to provide technical assistance by supporting the changes in social work process and practice needed to be successful while implementing NCFAST.

Record reviews as part of continuous quality improvement will be scheduled around the NCFAST rollout in 2019. This will allow CPRs and PMs to support counties in the process changes that are needed to work in NCFAST. CPRs and PMs will also assess whether record review or data issues are related to the use of the case management system versus the understanding of policy or both. These changes will allow for continuous quality improvement opportunities in Child Welfare. This process will also focus on identifying where data elements are pulled in NCFAST and help your agency insure correct data reports. CPRs and PMs will review records and data prior to coming on-site so that feedback on meeting outcomes and policy can be provided to the county based on what could be located in NCFAST. The focus of revising PDP strategies will be aimed at continuous quality improvement in our work in NCFAST. The data from this process will inform future training and technical assistance needed by counties.

If you have questions or concerns, please contact Teresa Strom at (919) 527-6344 or Teresa.strom@dhhs.nc.gov. Thank you for your partnership in improving outcomes for families and children in North Carolina.

Sincerely,

A handwritten signature in cursive script that reads 'Lisa T. Cauley'.

Lisa T. Cauley
Deputy Director for Child Welfare
Division of Social Services

CWS-09-2019

Cc: Susan Osborne, Assistant Secretary for County Operations for Human Services
Jennifer Oshnock, Program Monitoring
Teresa Strom, Section Chief for County Operations
Arlette Lambert, CFSR Coordinator