



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

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Beverly Eaves Perdue, Governor  
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Sherry S. Bradsher, Director  
(919) 733-3055

**March 17, 2009**

**DEAR COUNTY DIRECTORS OF SOCIAL SERVICES**

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

**SUBJECT: ON-LINE TECHNOLOGY SURVEY**

As you may know, the Division of Social Services is currently involved in a strategic planning process with supervisors and program managers from several counties with the goal of improving supervision of child welfare in North Carolina. This process, which began with assistance from the National Resource Center for Organizational Improvement and the National Resource Center for Data and Technology, is a part of North Carolina's commitment to deepen its child welfare reform effort that began with Multiple Response and Systems of Care and is based on the outcomes from the March 2007 Federal CFSR.

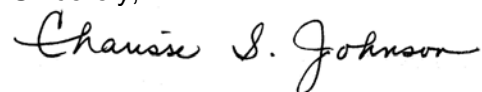
This work has resulted in a strategic plan for the counties involved in this project. One of the workgroups that has emerged from this strategic planning process centers on the use of technology with the stated goal that, "Supervisors have the technology and data they need to manage for results, and consistently use data to monitor practice at the office, unit, and worker levels in order to achieve better child and family outcomes." One of the objectives of this goal is to help determine if there are tasks that supervisors can complete more efficiently or effectively from a remote location for specified and limited periods.

North Carolina would like to explore the ideas of both remote location work and the use of technology in the daily work of your child welfare staff by asking all of the child welfare staff in all 100 counties to take this very short on-line survey. The anonymous results of this survey will help inform the participants of the strategic planning process which tasks or responsibilities might be completed more efficiently by employing innovative technologies. This survey will also provide counties an opportunity to share with others in the state any innovations they have used that have made a positive impact on their staff's daily responsibilities.

The survey is on-line and is twenty-one questions. To gain as comprehensive understanding of these issues as possible, the Division requests that **each** of our agency's child welfare staff be given an opportunity to complete the survey. It should take less than ten minutes to complete. To access this survey please click on this link: <http://www.ncsurveymax.com/LandingPage.aspx?SurveyID=7d3c3de5-a763-4c57-bc76-192b50c244c2&Publish=WEB&Size=STANDARD>.

You may also copy and paste the link above into your internet browser (NOTE: this survey will not function correctly using the Netscape browser). The Division requests that workers complete the survey by Monday, April 6, 2009. Should you have any questions regarding this survey, please contact R. Patrick Betancourt at (919) 334-1104 or at [patrick.betancourt@ncmail.net](mailto:patrick.betancourt@ncmail.net).

Sincerely,



Charisse S. Johnson, Chief  
Child Welfare Services

cc: 

Sherry S. Bradsher
Sarah Barham
Child Welfare Services Section Team Leaders
Children's Services Program Representatives
Regulatory and Licensing Services Consultants
Jack Rogers

**CWS-14-09**