



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

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August 17, 2013

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: CHILD WELFARE STAFF

**SUBJECT: REACHING FOR EXCELLENCE AND ACCOUNTABILITY IN PRACTICE (REAP)
CHILD WELFARE ACHIEVEMENT DATA DASHBOARD.**

Through work with the North Carolina Association of County Directors of Social Services (NCACDSS) and partnership with the School of Social Work at UNC-Chapel Hill, a set of core child welfare achievements have been identified. These core achievements should be considered within the aggregate area as the minimal outcome measures that all counties should be monitoring and seeking to improve. Toward that end, the REAP data dashboards are now available via the UNC - Management Assistance website: <http://ssw.unc.edu/ma/>

The core achievements that have been identified align with the federal child welfare outcomes with some specific additions that the pilot counties found to be pertinent to North Carolina goals. To help understand these achievements and what story they are telling, a guide to understand the dashboard has also been developed. This dash board and accompanying guide has been developed in conjunction with the pilot counties since February 2011 in looking at their data and finding the meaning behind their data. It is important to note that when looking and or sharing data that a dialogue takes place before acting on the data. No data can provide the entire depiction of the delivery of Child Welfare services.

Lessons learned from the implementation of REAP is that access to aggregated data is a key factor to being successful in moving the system toward improvement. As we learn more about the implementation of a Continuous Quality Improvement (CQI) system we understand that the utilization of data is an important component for driving the system toward improvement.

Sincerely,

A handwritten signature in blue ink that reads "Kevin Kelley".

Kevin Kelley, Section Chief
Child Welfare Services

CWS-13-2013

Child Welfare Services

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