



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

Pat McCrory
Governor

Rick O. Brajer
Secretary

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Director

October 15, 2015

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: CHILD WELFARE SERVICES STAFF

SUBJECT: CHILD PROTECTIVE SERVICES (CPS) STATEWIDE EVALUATION

This letter is to provide you with information related to the Child Protective Services Evaluation, which officially commenced on October 5, 2015. The Division has contracted with Public Consulting Group (PCG) to complete this evaluation of Child Protective Services across North Carolina. This project was authorized by the NC General Assembly last summer and is expected to be completed by the end of February, 2016.

The evaluation has several focus areas of CPS including:

- The performance of county departments of social services as related to child protective services.
- Caseload sizes.
- The administrative structure of the child protective services system in the State.
- Adequacy of funding.
- Child protective services' worker turnover.
- Monitoring and oversight of county departments of social services.

The purpose of this evaluation is to fully understand what is working in CPS, including best practices and positive results across counties. The evaluation is not intended to be an audit nor to identify errors within current CPS operations. It is the Division's goal to identify opportunities to strengthen the CPS system through legislative, administrative, programmatic, and/or practice changes.

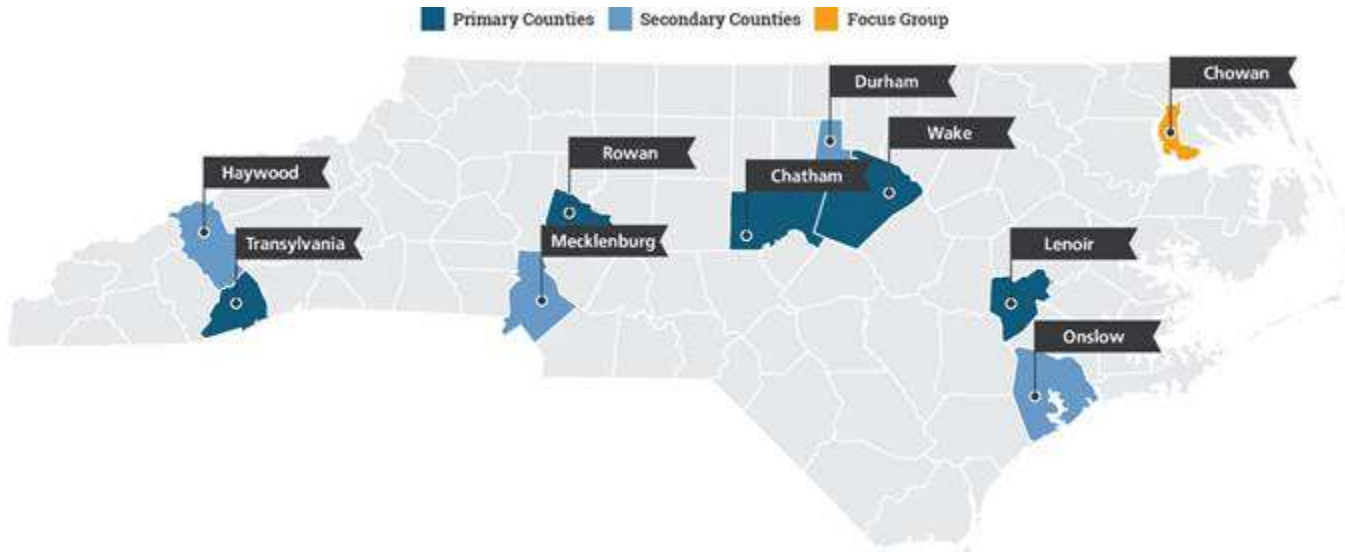
To accomplish this comprehensive evaluation, we, together with PCG, will need assistance and input from the counties. This will occur in a few different ways including:

- Anonymous web survey available to all county child welfare staff;
- Focus Groups open to all counties; and
- Site Visits to eight counties, which have tentatively been selected and scheduled, per the following:
 - Transylvania/Haywood: November 3-5
 - Chatham/Durham: November 9-10, 12-13
 - Lenoir/Onslow (with focus group in Chowan): December 1-3
 - Rowan/Mecklenburg: December 15-17
 - Wake: November 16-18 (*tentative*)

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Primary counties, along with Chowan County, will host focus groups where regional counties can participate. Primary and secondary counties will host PCG staff conducting observations and interviews. PCG has already begun contacting these Directors to confirm and make arrangements for site visits.

Additional information about each of the above opportunities to give input will be forthcoming in the following weeks.

We appreciate your willingness to partner with us for this evaluation and very much value the contribution you all and your staff have to offer. If you have any questions you may contact Susan Foonsness, PCG Project Manager, at sfoosness@pcgus.com or Kevin Kelley at NC DSS kevin.kelley@dhhs.nc.gov.

Sincerely,

Kevin Kelley, MSW
Section Chief, Child Welfare Services