



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

Pat McCrory
Governor

Richard O. Brajer
Secretary

Wayne E. Black
Director

November 15, 2015

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: CHILD WELFARE PROGRAM MANAGERS AND SUPERVISORS

SUBJECT: CHILD WELFARE STAFFING DATA COLLECTION

This letter provides updates and instructions for the submitting county agency staffing data needed to meet state and federal reporting mandates. The two elements of the data, the Annual Child Welfare Staffing Survey (online completion) and the Monthly Child Welfare Data Workbooks (MS Excel) for calendar year 2015, are due to the Division by January 31, 2015.

Background

The long standing Child Welfare Staffing Survey was created out of concern for child welfare caseloads in county department of social services and the workforce available to manage them. Since the survey data are public information, accurate and consistent data is critical to describe each county's capacity to achieve safety, permanence, and well-being for children.

In 2012, a work group primarily composed of staff from county departments was convened to assure that only essential data was requested along with the means by which it is collected. The result of the effort was to divide the data collection between an annual survey and a monthly data workbook submitted quarterly to the Division.

Annual Child Welfare Staffing Survey

The Annual Child Welfare Staffing survey, as in previous years, will be completed on line. The data collected in the Annual Survey are those best captured at the end of the year rather than during the year.

The categories covered in the 17 questions include:

1. After hours CPS coverage
2. Malicious Reports
3. Legal Representation
4. Child Welfare Staff Vacancies
5. Child Welfare Staff Hiring and Training
6. Education Levels of Child Welfare staff

Child Welfare Services

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A list of the questions is attached which should be reviewed for appropriate responses **prior to completing the online survey**. Once the survey is started, it must be completed, or it must be started over again. Please take the time to review the questions and formulate responses since this will save county and Division staff time. When the responses are formulated, enter the information online at: <https://www.ncsurveymax.com/TakeSurvey.aspx?SurveyID=m6KL655M> The survey will be available starting December 1, 2015.

For guidance regarding Malicious Reports, refer to http://info.dhhs.state.nc.us/olm/manuals/dss/csm-05/man/FSCW_AL0205.htm#P0_0 which outlines the process for determining and processing malicious reports. Please review this letter carefully before responding.

Child Welfare Workforce Data Book

A format for collecting caseload and staffing data on a monthly basis was developed by the workgroup in 2012. Information provided in these Data Books have been used for a wide variety of activities, including program evaluations and establishing funding allocations. In addition to program management, this information is also requested by policy and law makers, the media, Federal agencies, and researchers to gain insight into child welfare in North Carolina. Your agency's submission of the final 2015 Data Book is critical to provide accurate and complete data.

Please be sure to enter the county name and year in the large field in the upper left corner on the Year-to-Date sheet in the Data Book.

The current Data Book will be unchanged for 2016 except for some calculation corrections. This tool will be released in January, 2016.

Please submit the completed 2015 Data Books to the county's point of contact Children's Program Representative and Peter West (peter.west@dhhs.nc.gov) along with a copy of the agency's organizational chart. The Children's Program Representatives are available to assist with any questions and will be in touch with staff of counties from whom submissions are not received.

Thank you for your assistance with this important endeavor. If you have questions, please contact one of the Children's Program Representatives or Jeff Olson at (919) 527-6404 or jeffrey.olson@dhhs.nc.gov.

Sincerely,

A handwritten signature in blue ink that reads "Kevin Kelley". The signature is written in a cursive style with a large, stylized 'K'.

Kevin Kelley, Section Chief
Child Welfare Services

Attachment (1) On-Line Annual Staffing Survey Items Listing