



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Social Services

ROY COOPER • Governor  
MANDY COHEN, MD, MPH • Secretary  
WAYNE E. BLACK • Director  
**CHILD WELFARE SERVICES**

May 7, 2018

**DEAR COUNTY DIRECTORS OF SOCIAL SERVICES**

**ATTENTION: DIRECTORS, CHILD WELFARE DIVISION DIRECTORS, PROGRAM ADMINISTRATORS, PROGRAM MANAGERS, AND SUPERVISORS**

**SUBJECT: TECHNICAL ASSISTANCE**

**REQUIRED ACTION:** \_\_\_ Information Only \_X\_ Time Sensitive (MMDDYYYY) \_\_\_ Immediate

**PURPOSE**

As counties are aware, the Division is required to implement multi-level technical assistance as part of our efforts with our program improvement plan (PIP). Currently a survey is sent to each county following each county's program evaluation. The feedback is used to improve the multi-day portion of the program monitoring review process.

Similarly, the Division would like feedback regarding our other activities in counties. The following link is for a brief survey: <https://www.ncsurvey.com/TakeSurvey.aspx?SurveyID=14K38695>. It is related to your county's Children's Program Representative (CPR). Please share the link with anyone in your agency who interacts with your CPR. This information will be valuable as we move forward with the PIP as well as the ongoing efforts of child welfare reform. This survey will be available until June 30, 2018.

Additionally, for all OSRI record reviews after May 1<sup>st</sup>, you will receive a survey asking for your feedback as it relates to the OSRI review. It will be sent to you on behalf of Cynthia O'Briant. This will also help us assess our technical assistance as well as identify needs to improve our CFSR outcomes. The link for this survey will be sent in an email to the county staff involved with the record review.

If you have any questions or concerns, please contact Teresa Strom at (919) 527-6344 or [Teresa.strom@dhhs.nc.gov](mailto:Teresa.strom@dhhs.nc.gov). Thank you.

Sincerely,

Lisa Cauley, Deputy Director  
Child Welfare Services

cc: Michael Becketts, Assistant Secretary for Human Services  
Wayne Black, Division Director of Social Services  
Kristin O'Connor, Section Chief of Policy and Programs

CWS-18-2018

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