



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

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary
WAYNE E. BLACK • Director

June 22, 2018

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

ATTENTION: Directors, Program Managers and Child Welfare Professionals

SUBJECT: MODIFIED MANUAL FEEDBACK

REQUIRED ACTION: X Time Sensitive

PURPOSE

This communication is the first of several you will receive in the coming weeks to gather feedback regarding the modified child welfare policy manual developed to accomplish Goal 1.1 of the NC Program Improvement Plan (PIP). To simplify the process, feedback will be solicited by functional area in the following order:

- Intake and CPS Assessments
- In-Home Services
- Permanency Planning

Each letter will provide an attachment of the marked-up policy for your review and a survey for you to provide feedback to NCDHHS.

The purpose of this letter is to distribute a marked-up version of the Intake and CPS Assessment policy including Cross Function Topics and a survey link to provide feedback regarding the Intake and CPS Assessment policy.

BACKGROUND

On June 18, 2018, a Dear County Director Letter was released that described the process and the schedule to collect feedback on the modified manual. The process and schedule are restated below.

Process

1. Each county will receive a marked-up version of specific sections of the modified manual and a link to a survey to capture feedback.
 - The start and end dates for review and comment can be found in the table below.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • CHILD WELFARE SERVICES

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603
MAILING ADDRESS: 2408 Mail Service Center, Raleigh, NC 27699-2408
www.ncdhhs.gov • TEL: 919-527-6340 • FAX: 919-715-6714

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

- Each county child welfare agency should submit one survey that reflects all feedback.
2. At the close of the survey period, DHHS will compile and review the comments. Decisions about modifications will be made after consideration of the feedback.
 3. By July 30, 2018, the newly revised manual with modifications will be sent to each county director for review.
 4. Review of the newly revised manual will occur with NCACDSS during the Joint-State County Relations on August 7, 2018, and at the Children’s Services Committee on August 8, 2018.
 5. No later than August 10, 2018, the final version of the newly revised manual will be released to each county director.
 6. Statewide implementation of the policies will occur September 1, 2018, to ensure compliance with North Carolina’s PIP.

Schedule

Functional Area	Start Date	End Date
CPS Intake and Assessment	June 22, 2108	June 29, 2018
In-Home Services	June 29, 2018	July 13, 2018
Permanency Planning	July 13, 2018	July 27, 2018
Final Review of the Revised Manual	July 30, 2018	August 3, 2018
Statewide Implementation	September 1, 2018	

INTAKE AND ASSESSMENTS FEEDBACK

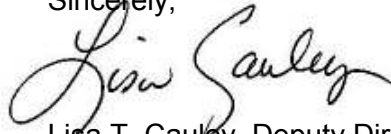
Attached to this letter, you will find a marked-up document with the CPS Intake and CPS Assessments sections of the modified manual. The following will assist in the review of this document:

- Page 1 of the document provides the definitions for Policy, Protocol, and Guidance. Within the manual, protocol which must be done is provided in the left column and guidance on the right provides information about how protocol should be accomplished.
- The red text within this document reflects:
 1. Changes to the modified manual identified by NCDHHS leadership during recent reviews of the manual in response to feedback from county child welfare agencies. The Intake Policy Table of Contents and the CPS Assessments Family and Investigative Assessments Table of Contents indicate in bold red text where these changes can be found in the document.
 2. Recent additions to the modified manual regarding the Human Trafficking policy

Use this link to a survey to provide feedback regarding CPS Intake and CPS Assessments policy: <https://nccwta.org/index.php?Knowledgebase/Article/View/2/12/nc-child-welfare-manual>.

As stated in the table above, this survey regarding CPS Intake and CPS Assessment policy is to be completed and submitted by June 29, 2018. If you have any questions, please contact the Child Welfare Policy Team at 919-527-6340 or your Children's Program Representative.

Sincerely,

A handwritten signature in black ink, appearing to read "Lisa T. Cauley". The signature is fluid and cursive, with the first name "Lisa" and last name "Cauley" clearly distinguishable.

Lisa T. Cauley, Deputy Director
Child Welfare Services

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

Attachment: Marked-up North Carolina Child Welfare Manual for Intake and Assessment policy

CWS-25-2018