



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

September 1, 2020

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

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

SUBJECT: COVID AFTER HOURS CALL LINE

REQUIRED ACTION: Information Only Time Sensitive Immediate

The purpose of this letter is to notify you that the Child Welfare After Hours COVID phone line is being discontinued. DSS agencies have accessed needed information without calling the After Hours COVID Line. The Division's identification of a placement provider offering their services to care for children who are entering foster care exhibiting symptoms of COVID remains available. Baptist Children's Homes of North Carolina continues to remain prepared to receive these children.

Please continue to contact:

Blackwell Cottage at Mills Home in Thomasville, NC
Phone Number: 8:30 to 5:00pm Monday-Friday is 1-800-476-3669
After Hours and weekends: 336-906-1974
Regina Keener—West Central Regional Director

Or

Bryant Cottage at Kennedy Home in Kinston, NC
Phone Number: 8:30 to 5:00 Monday -Friday is 1-252-522-0811
After Hours and weekends: 1-252-933-1279
Chris Allabaugh—Eastern Regional Director

Thank you for all you do for children and families. If you have questions or concerns, please contact your Regional Child Welfare Consultant. Stay safe and remember the 3 W's.

Sincerely,

A handwritten signature in black ink, appearing to read 'Teresa Strom'.

Teresa Strom
Section Chief for County Operations

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

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603

MAILING ADDRESS: 2401 Mail Service Center, Raleigh, NC 27699-2401

www.ncdhhs.gov • TEL: 919-855-6335 • FAX: 919-334-1018

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Cc: Susan G. Osborne, Assistant Secretary for County Operations
Lisa Cauley, Child Welfare Director
Carla McNeill, Section Chief for County Operations
Kathy Stone, Section Chief for Safety and Prevention
Linda Waite, Section Chief for Licensing and Regulatory

CWS-25-2020