



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

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations  
for Human Services

September 4, 2020

**DEAR COUNTY DIRECTORS OF SOCIAL SERVICES**

**DEAR EXECUTIVE DIRECTORS OF CHILD PLACING AGENCIES for FOSTER CARE SERVICES**

**ATTENTION: DIRECTORS, CHILD WELFARE PROGRAM ADMINISTRATORS, MANAGERS,  
SUPERVISORS, FOSTER HOME LICENSING AND/OR TRAINING STAFF**

**SUBJECT: VIRTUAL TIPS-MAPP PRE-SERVICE AND REQUIRED TRAINING**

**REQUIRED ACTION:**  Information Only  Time Sensitive  Immediate

The Children's Alliance of Kansas owns all rights to the TIPS-MAPP program, which includes TIPS-Deciding Together and Caring For Our Own. In April 2020, amid the COVID-19 public health crisis, The Children's Alliance did not allow agencies to facilitate TIPS-MAPP virtually but did permit the NC Division of Social Services (NC DSS) to offer a virtual TIPS-Deciding Together certification to our public and private licensing agencies so they could use virtual TIPS-Deciding Together to license foster families.

Due to the ongoing pandemic, the Children's Alliance changed course and has designed a training to teach currently certified TIPS-MAPP Leaders how to deliver the program to prospective foster families virtually. NC DSS has been granted permission to offer that virtual training to certified TIPS-MAPP Leaders in North Carolina. The Staff Development Team will develop a new course for currently certified TIPS-MAPP Leaders titled TIPS-MAPP Virtual Update. Once the virtual classroom design is complete, the course will be available on [www.ncswlearn.org](http://www.ncswlearn.org) and TIPS-MAPP Leaders will be able to register. The TIPS-MAPP Virtual Update will be available by November. This training will be required before a TIPS-MAPP leader may train TIPS-MAPP virtually.

We are aware of the burden this pandemic has put on supervising agencies and the frustration that many are experiencing due to the inability to access the 8-day TIPS-MAPP certification. Unfortunately, NCDSS remains unable to certify new TIPS-MAPP Leaders. The Children's Alliance is developing a virtual TIPS-MAPP Leader Certification course to certify new leaders and plan to have it available towards the end of the year. NCDSS will offer that certification to agencies as soon as possible, hopefully in the Winter/Spring of 2021.

In summary

- Agencies will be allowed to do virtual TIPS-MAPP with prospective foster parent groups as preservice training for licensure.
- Before current leaders are allowed to deliver TIPS-MAPP virtually an update to the TIPS-MAPP Leader certification is required.
- Licensing agencies are not allowed to deliver TIPS-MAPP virtually until they have completed the course TIPS-MAPP Virtual Update.
- NC DSS is unable to certify new TIPS-MAPP Leaders at this time but hope to offer it next year.

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LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603  
MAILING ADDRESS: 2409 Mail Service Center, Raleigh, NC 27699-2409  
[www.ncdhhs.gov](http://www.ncdhhs.gov) • TEL: 919-527-6390 • FAX: 919-733-3052

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If you have any questions about the TIPS-MAPP program please contact the Interim Program Manager of the Staff Development Team, Tammy Shook at [tammy.shook@dhhs.nc.gov](mailto:tammy.shook@dhhs.nc.gov) .

We appreciate your patience as we work together to continue to address on-going areas of concern and need during this difficult time. As always, thank you for your dedication to serving children and families.

Help protect your family and neighbors from COVID-19. Know the 3 Ws. Wear. Wait. Wash. #StayStrongNC and get the latest at [nc.gov/covid19](http://nc.gov/covid19).

Sincerely,



Linda L Waite  
Section Chief Regulatory and Licensing Services  
Division of Social Services

Cc: Susan Osborne, Assistant Secretary for County Operations for Human Services  
Lisa T Cauley, Deputy Director for Child Welfare Services  
Teresa Strom, Section Chief for County Operations  
Carla McNeill, Section Chief of Permanency  
Kathy Stone, Section Chief for Child Protective Services and Prevention

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