



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

325 North Salisbury Street • Raleigh, North Carolina 27699
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Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Sherry S. Bradsher, Director
(919) 733-3055

December 2, 2010

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

SUBJECT: DELIVERY OF CHILD WELFARE TECHNICAL ASSISTANCE REALIGNMENT OF CHILDREN'S PROGRAM REPRESENTATIVES

EFFECTIVE: JANUARY 1, 2011

What is North Carolina's New Approach for Delivering Technical Assistance?

North Carolina is redesigning the way that it provides child welfare technical assistance to the state's 100 counties. North Carolina will develop and implement a child welfare technical assistance model to increase consistency, promote best practices, and improve child welfare outcomes throughout the state. North Carolina is receiving assistance from the federally-funded Atlantic Coast Child Welfare Implementation Center, which works with agencies to implement strategies to achieve sustainable, systemic change that results in greater safety, permanency, and well-being for children and families.

This redesign requires collaboration between the North Carolina Division of Social Services (NCDSS) and the North Carolina Association of County Directors of Social Services. Division and county department staff developed this approach through a work group process which included participation from direct service social workers through directors of county departments of social services. The work groups also included University staff and other community partners. A total of 58 members are currently serving on the Implementation Work Group, 19% are community partners/University staff, 38% are NCDSS staff, and 43% are county departments of social services staff. These members have been meeting on a monthly basis since January 2010.

NCDSS is interested in identifying systemic strengths and challenges when working together with county DSS staff to move our child welfare system forward. This redesign builds on the Multiple Response System and System of Care that challenges both Division and county department staff to continually evaluate the effectiveness of our work with children, youth and families.

Child Welfare Technical Assistance Components:

- Pilot of a new Self Assessment Model and strategic Achievement Plans with selected county departments of social services to begin January 2011
- Use of a web-based technical assistance system to provide efficient customer service
- Provision of technical assistance through a coordinated, consistent approach that is driven by outcome measures

Child Welfare Technical Assistance is:

- Focused on outcomes in child welfare
- Connected to our family centered practice model and Multiple Response System
- System of Care principles made real
- Understanding our data and the story behind the data
- Working smarter with the resources that are currently available

One of the first building blocks the Division believes will positively impact technical assistance delivery concerns the existing Children's Program Representatives (CPRs). Effective January 1, 2011, the CPRs will be realigned to form two Regional Teams, to replace the current approach of a CPR assigned to individual counties. A list of the counties and their assigned teams is attached.

In a strategic effort to respond to county requests and to meet diverse needs, the realignment of Division staff is expected to broaden the resources available to counties. CPRs will be assigned to a project with others who have content expertise in the program or practice area being addressed. This may be another CPR, consultants within the Division, or county staff. The CPR will coordinate these improvement efforts, serving as a project manager who ensures that the work is outcome focused and individualized to county needs.

Effective January 2011 the two Regional Teams will begin staffing, sharing information, and assigning tasks within their regions. As additional building blocks of the Child Welfare Technical Assistance Model are implemented, the role of the CPR will be adjusted. Progress on the project will be communicated through regular updates. During this transition, counties now have access to multiple CPR's assigned to their region.

Thank you for your assistance with this important endeavor. If you have questions, please contact one of the Regional Program Representatives or Jeff Olson at (919) 334-1137 and jeffrey.olson@dhhs.nc.gov.

Sincerely,

A handwritten signature in blue ink that reads "Kevin Kelley". The signature is written in a cursive style.

Kevin Kelley, Interim Chief
Child Welfare Services

Attachments: [CPR Alignment](#)

cc: Sherry Bradsher
Child Welfare Team Leaders
Children's Programs Representatives

CWS-27-10