



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

ROY COOPER • Governor  
MANDY COHEN, MD, MPH • Secretary  
MICHAEL BECKETTS • Assistant Secretary for Human Services

December 14, 2018

**DEAR COUNTY DIRECTORS OF SOCIAL SERVICES**

**ATTENTION: Directors, Program Managers, and Child Welfare Professionals**

**SUBJECT: Child Welfare Policy Manual**

**REQUIRED ACTION: TIME SENSITIVE**

**PURPOSE / BACKGROUND**

In accordance with North Carolina's federally approved Program Improvement Plan, NC DHHS Division of Social Services (DSS) has revised the following functional areas of the Child Welfare Policy Manual: Intake, Assessments, In-Home and Permanency Planning. This policy work has been referred to as the Modified Manual. The Modified Manual has been piloted by county child welfare services and all counties have been provided an opportunity to provide feedback through regional meetings and webinars.

The manual and a guide to all changes is posted on the TA Gateway at <https://nccwta.org/> and the DHHS On-Line Manuals website at <https://www2.ncdhhs.gov/info/olm/forms/>. The manual is formatted into 4 distinct sections: Intake, Assessments, In-Home Services and Permanency Planning, and the Cross-Function Section. This section is repeated with each functional section. All forms are now located on the DHHS On-line Manuals website at <https://www2.ncdhhs.gov/info/olm/forms/>.

DSS is working to format and revise the remaining sections of the manual; however, a publication date has not been determined. These sections will continue to be available on the DHHS website at <https://www2.ncdhhs.gov/info/olm/manuals/dss/>.

To address all the changes in the manual, webinars will be available to help staff prepare for implementation. These on-demand webinars are tailored to each functional area and can be viewed by visiting the child welfare training site at <https://www2.ncdhhs.gov/dss/training/childwelfare.htm>, after December 19, 2018.

DSS has made a commitment to have an on-going and structured process for counties to provide feedback on policy. This process is being developed and will be available for use at the beginning of 2019. More information will be forthcoming.

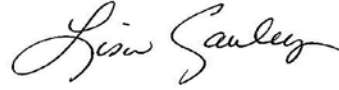
Should you have any questions regarding the implementation of the manual, please contact Terri Reichert at (919) 527-7295 or [terri.t.reichert@dhhs.nc.gov](mailto:terri.t.reichert@dhhs.nc.gov).

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Sincerely,

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

Lisa T. Cauley, Deputy Director for Child  
Welfare Services

Cc: Michael Becketts, Assistant Secretary for Human Services  
Kristin O'Connor, Section Chief, Child Welfare Policy and Programs  
Teresa Strom, Local Support Team Manager  
Jennifer Oshnock, Program Monitoring Team Manager  
Kathy Dobbs, Program Manager, Staff Development, Team Manager

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