



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

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Courier # 56-20-25

Beverly Eaves Perdue, Governor
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Sherry S. Bradsher, Director
(919) 733-3055

December 23, 2009

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

**ATTENTION: COUNTY DIRECTORS, CHILD WELFARE PROGRAM
ADMINISTRATORS, CHILD WELFARE SUPERVISORS AND CHILD
WELFARE SOCIAL WORKERS**

SUBJECT: REACHING FOR EXCELLENCE AND ACCOUNTABILITY IN PRACTICE

This letter is to inform all county departments of social services of a new initiative, Reaching for Excellence and Accountability in Practice (REAP). The North Carolina Division of Social Services (NCDSS), Child Welfare Services Section, The North Carolina Association of County Directors, and the Atlantic Coast Child Welfare Implementation Center (ACCWIC) are working together to: **Create a child welfare technical assistance model focused on state wide best practices and accountability. Our intent is to improve our child welfare system by defining successful outcomes and focusing on the processes and supports needed to achieve those outcomes.**

NCDSS recognizes that change is a constant in child welfare and we are interested in implementing change that is thoughtful and effective. NCDSS applied for and received a 2 year grant from ACCWIC to help develop and implement a technical assistance model that respects and supports a state-supervised, county-administered child welfare system. ACCWIC is an implementation center funded by the Children's Bureau. You can learn more about ACCWIC and their work through their website at: <http://www.accwic.org/>

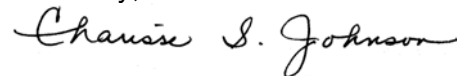
NCDSS wants to provide excellent customer service in our work with county departments of social services. It is important that we include expertise from county staff at all levels as we develop this model. In order to solicit varied feedback, NCDSS will be surveying and holding focus groups to collect baseline data about our current technical assistance model. If you are interested in being involved actively through a work group process, please contact Candice Britt at 919-334-1138 or through e-mail at candice.britt@dhhs.nc.gov

The following steps provide the framework for our plan:

- **Baseline Current Technical Assistance Practices**
- **Create Organizational Alignment to develop and support staff capacity to implement the project**
- **Develop a county self assessment tool**
- **Develop a technical assistance model**
- **Implement Self Assessment Process**
- **Develop Technical Assistance Plans (Individual plans for counties)**
- **Deliver Technical Assistance**
- **Assess Outcomes**

You will receive regular updates regarding Reaching for Excellence and Accountability in Practice (REAP). We look forward to strengthening North Carolina's child welfare system and are encouraged about this opportunity to partner with the Director's Association, county staff and the Atlantic Coast Child Welfare Implementation Center.

Sincerely,



Charisse S. Johnson, Chief
Child Welfare Services

cc: Sherry S. Bradsher
Sarah Barham
Child Welfare Services Team Leaders
Children's Services Program Representatives
Local Business Liaisons
Regulatory and Licensing Services Consultants
Jack Rogers

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