



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

January 2, 2019

**DEAR COUNTY DIRECTOR OF SOCIAL SERVICES**

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

**SUBJECT: CHILD WELFARE DATA COLLECTION**

**REQUIRED ACTION: TIME SENSITIVE**

**PURPOSE/BACKGROUND**

This letter provides updates and instructions for the submitting county agency staffing data needed to meet state and federal reporting mandates. The two elements of the data, the Annual Child Welfare Staffing Survey (online completion) and the Monthly Child Welfare Data Workbooks (MS Excel) for calendar year 2018, are **due to the Division by January 31, 2019**.

The long-standing Child Welfare Staffing Survey was created out of concern for child welfare caseloads in county department of social services and the workforce available to manage them. Since the survey data are public information, accurate and consistent data is critical to describe each county's capacity to achieve safety, permanence, and well-being for children.

Annual Child Welfare Staffing Survey

The Annual Child Welfare Staffing survey, as in previous years, will be completed on line. The data collected in the Annual Survey are those best captured at the end of the year rather than during the year.

The categories covered in the 17 questions include:

1. After hours CPS coverage
2. Malicious Reports
3. Legal Representation
4. Child Welfare Staff Vacancies
5. Child Welfare Staff Hiring and Training
6. Education Levels of Child Welfare staff

A list of the questions is attached which should be reviewed for appropriate responses **prior to completing the online survey**. Once the survey is started, it must be completed, or it must be started over again. Please take the time to review the questions and formulate responses before opening the survey since this will save county and Division staff time. When the responses are formulated, enter the information online at:

<https://www.ncsurveymax.com/TakeSurvey.aspx?SurveyID=n2LLm78K> The survey will be available starting January 2, 2019.

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

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For guidance regarding Malicious Reports, refer to [https://www2.ncdhhs.gov/info/olm/manuals/dss/adm/FSCW\\_AL0205.pdf](https://www2.ncdhhs.gov/info/olm/manuals/dss/adm/FSCW_AL0205.pdf) which outlines the process for determining and processing malicious reports. Please review this letter carefully before responding.

Child Welfare Workforce Data Book

Information provided in these Data Books have been used for a wide variety of activities, including program evaluations and establishing funding allocations. In addition to program management, this information is also requested by policy and law makers, the media, Federal agencies, and researchers to gain insight into child welfare in North Carolina. Your agency's submission of the final 2018 Child Welfare Workforce Data Book is critical to provide accurate and complete data of your county and the state.

Please be sure to enter the county name and year in the large field in the upper left corner on the Year-to-Date sheet in the Data Book.

The current Data Book will be unchanged for 2019.

Please submit the completed 2018 Data Books to the county's point of contact Children's Program Representative and Peter West ([peter.west@dhhs.nc.gov](mailto:peter.west@dhhs.nc.gov)). The Children's Program Representatives and the Child Welfare Program Monitors are available to assist with any questions and will be in touch with staff of counties from whom submissions are not received.

Thank you for your assistance with this important endeavor. If you have questions, please contact Peter West at 828-294-1061 or [peter.west@dhhs.nc.gov](mailto:peter.west@dhhs.nc.gov).

Sincerely,



Lisa T. Cauley  
Deputy Director for Child Welfare

Attachment

CWS-52-2018