



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

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Michael F. Easley, Governor  
Carmen Hooker Odom, Secretary

Pheon E. Beal, Director  
(919) 733-3055

August 29, 2005

**Dear County Director of Social Services**

**Attention: Children's Services Program Managers  
Child Protective Services Supervisors**

**Subject: Accuracy of 215 CPS Caseload Counts**

The Division of Social Services in preparation for the upcoming federal Child and Family Services Review, is requesting that all CPS social workers and supervisors in county Departments of Social Services (DSS) make a concerted effort to ensure that all DSS-5027 forms are entered timely when CPS In-Home Services (Service Code 215, formerly know as CPS Case Planning and Case Management) are closed for a child. The Division regrets that we have come to a point that we cannot rely on the data in the automated Services Information System (SIS) in accurately determining the number of cases open for CPS In-Home Services. By not closing out the services on the DSS-5027 forms in SIS on a timely basis, the data available to the Division at any given time without requesting a special staffing survey reflects inflated caseload sizes and many inactive cases for CPS In-Home Services. This is true for all services, but there are special ramifications for cases open for In-Home Services (Service Code 215).

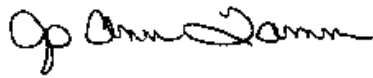
On a monthly basis, a report is furnished in XPTR (SYA 430, CHD PROT SVS INACTIVE LST) that identifies all cases open for 215 by county and worker that have not had any contact reported on the Day Sheet for 90 days. The Division asks that these reports be reviewed on a monthly basis and that if a case is closed for any service (especially Service Code 215), that the DSS-5027 be immediately updated to reflect that the service is closed. If the case is not closed for In-Home Services (Service Code 215) but there has been no contact reported in 90 days, there is likely a liability issue for the county and contact should be made to ensure the safety of the child. Also, because of the funding for this service, there is a mandate to re-determine the child's eligibility for 215 services being reimbursed through Title IV-E (Program Code Z) every six months. If a case remains open for 215 past this timeframe without a re-determination that the child is "at imminent risk of foster care placement" without this service, the case is out of compliance for IV-E funding.

It should be emphasized that whenever a case is substantiated or is found "in need of services" in MRS counties, the SIS System automatically opens Service Code 215. That service code will remain open until the social worker completes the DSS-5027 indicating the termination of that service and the information is keyed into the SIS system.

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It is imperative that each county DSS commits to cleaning up the Services Information System by closing out any services when those services have been terminated, especially Service Code 215. With this effort on an ongoing basis, accurate eligibility decisions will be made, accurate contact and service provision will be reflected in protecting children, and better decisions related to funding allocations for counties will be possible. If you have any questions regarding this request, please contact Terri Reichert at (919) 733-4622. For technical assistance or for assistance in accessing the CHD PROT SVS INACTIVE LST in XPTR, contact Monique McKinzie at (919) 733-3801.

Sincerely,



Jo Ann Lamm, Chief  
Family Support and Child Welfare Services Section

JAL: sam

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FSCWS Team Leaders  
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