



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

2408 Mail Service Center • Raleigh, North Carolina 27699-2408

Michael F. Easley, Governor  
Dempsey Benton, Secretary

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

July 29, 2008

**Dear Orange County Director of Social Services**

**Attention: Child Welfare Program Managers, Supervisors and Social Workers**

**Subject: Child and Family Team Meeting Team Observation Measure**

As a part of the ongoing Multiple Response System evaluation, Duke's Center for Child and Family Policy (CCFP) will conduct Child and Family Team (CFT) meeting observations during SFY 2008-2009. Five counties were selected using a stratified sampling process designed to include counties of varying size and geographic location within the state. While Orange County was not selected to participate in this part of the evaluation, researchers would like to conduct 3 to 5 observations in your county for the purposes of establishing inter-rater reliability in administering the observation tool.

These observations represent a new effort to understand better how counties are implementing CFT meetings, which will inform training curriculum and ultimately foster continuous improvement in this key area of MRS implementation. CCFP will conduct observations using the Team Observation Measure (TOM) developed by researchers at the University of Washington. The TOM consists of 20 items, with two items dedicated to 10 different principles associated with best practice in child and family team meetings including; team based processes, collaborative practices, individualized planning, inclusion of natural supports, persistence, cultural competence, outcomes focused, voice and choice, strengths based, and community based.

After the completion of each observation, the independent observer will provide feedback to each facilitator, social worker, or supervisor involved in the case. Further, Orange County will be provided with a summary report of the observations completed in your county that will identify areas of excellence and/or improvement. We would like to conduct these observations in August.

If you have immediate questions about this process, please call MRS Policy Consultant, Holly McNeill at 828-757-5672. Holly McNeill or Nicole Lawrence, with the Duke Center for Child and Family Policy, will be contacting you soon to discuss your participation and to review the observation tool. We look forward to a partnership that will be beneficial to your county as well as the state as a whole.

Sincerely,

A handwritten signature in cursive script that reads "Charisse S. Johnson".

Charisse Johnson, Chief  
Family Support and Child Welfare Services

cc: Sherry S. Bradsher  
Sarah Barham  
Local Business Liaisons Managers  
Jo Ann Lamm  
Children's Services Program Representatives  
Family Support and Child Welfare Services Team Leaders  
Work First Representatives  
Hank Bowers

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