



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

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Michael F. Easley, Governor
Dempsey Benton, Secretary

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

July 29, 2008

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

**ATTENTION: Edgemcombe, Moore, Pamlico, Wake, and Yancey Counties
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. Your county was one of five selected using a stratified sampling process designed to include counties of varying size and geographic location within the state.

These observations represent a new effort to understand 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 twenty items, with two items dedicated to ten 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.

Each county will be a part of ten CFT observations with the first five conducted during the first half of the fiscal year. After the completion of each observation, the independent observer will provide feedback to each facilitator, social worker, or supervisor involved in the case. Moreover, CCFP staff will attempt to observe CFT meetings facilitated by both independent facilitators as well as DSS staff. Counties will be provided with an interim summary report at the six-month mark identifying areas of excellence and/or improvement for subsequent CFT observations to be conducted in the last six months of the fiscal year. We would like to begin the first set of observations in September.

If you have immediate questions about being a part of the evaluation, 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 each of the participating counties, 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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