



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

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Courier # 56-20-25 Fax 919-334-1018

Beverly Eaves Perdue, Governor
Albert A. Delia, Acting Secretary

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

May 7, 2012

Dear County Director of Social Services, Civil Rights-Title VI Compliance Coordinators and Child Welfare Program Administrators:

Re: Office of Civil Rights (OCR) Title VI Compliance Review of the NC Division of Social Services (DSS)

In Mid-March 2012, the NC Division of Social Services (NCDSS) was informed by the Office of Civil Rights (OCR), US Department of Health and Human Services (Region IV) that a compliance review had been initiated to ensure compliance with Title VI of the Civil Rights Act of 1964. Specifically, OCR is assessing whether NC DSS and County DSS offices provide all potential and eligible individuals and families with meaningful access to services without regard to their race, color or national origin.

Prior to responding to OCR, the NCDSS elected to consult with NC Association of Counties of Directors of Social Services (NCACDSS) leadership on March 27th about the logistical challenges of coordinating information from 100 counties. Based on this consultation, it was recommended that the Division organize a coordinated response on behalf of the state and county offices. The Division conducted subsequent meetings in early April with DHHS Management in order to clarify questions and data information requested in OCR's correspondence of March 15, 2012.

During a conference call discussion with OCR on April 19, 2012, Departmental (DHHS) and Divisional (DSS) staff were informed that the MEPA (Multi-Ethnic Placement Act) review and subsequent county site visits had raised concerns about questionable practices in North Carolina. Within this context, OCR felt it necessary to initiate a Title VI compliance review of NC DSS. At this time, the Division requested and was successful in obtaining an extended deadline to provide requested data to OCR.

Based on correspondence and follow-up negotiations with OCR, the Division has agreed to provide the following information by May 18, 2012:

- NC DHHS policy and procedures on Title VI Language Access Policy as it relates to LEP (Limited English Proficiency) populations.
- Response to an extensive list of "generic" questions /data requests (reduced from 28 questions to 25 via consolidation) based on information from state reporting systems and county Title VI LEP Plans on file.

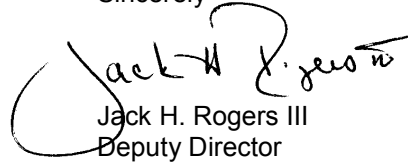
The Division is aware that several counties may be in the process of updating their SFY11-12 Title VI LEP Plans. Should a county have significant changes or updates to their SFY 11-12 LEP Plans and would like to have this as the plan on file, please submit your updated plan electronically to Ms. Carlotta Dixon, DSS Title VI Civil Rights Coordinator via email Carlotta.Dixon@dhhs.nc.gov. by no later than Wednesday, May 16, 2012.

Lastly, the Division has agreed to respond to OCR questions related specifically to Child Welfare Programs. For this to happen, the Division will need county assistance in responding to a forthcoming electronic survey. This survey will have specific questions related to Child Welfare operations and data information specific to each county. The Division plans to have this survey out to counties as soon as possible and will mail it out to the attention of County DSS Directors and their Child Welfare Program Administrators.

The Division is committed to working collaboratively with OCR and County DSS offices to ensure Title VI language access compliance. If you have any questions or need additional information, please contact Ms. Carlotta Dixon via email or by calling her directly at 919- 334-1005.

Thank you for your assistance.

Sincerely

A handwritten signature in black ink that reads "Jack H. Rogers III". The signature is written in a cursive style with a large initial "J" and "R".

Jack H. Rogers III
Deputy Director

DIR-01-2012

Cc: Carlotta Dixon, NC DSS Civil Rights Title VI Coordinator
Terry Hodges, NC DHHS Compliance Attorney