



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Social Services

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary
WAYNE E. BLACK • Director

June 18, 2018

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

ATTENTION: Directors, Program Managers and Child Welfare Professionals

SUBJECT: MODIFIED MANUAL FEEDBACK

REQUIRED ACTION: X Time Sensitive

PURPOSE

The purpose of this letter is to communicate to county child welfare agencies the opportunity to provide feedback on the Program Improvement Plan (PIP)-related modified child welfare policy manual.

BACKGROUND

The NC PIP Policy, Goal 1.1 focused on improvements in North Carolina's performance on safety, permanence, and well-being outcomes on the Child and Family Services Review (CFSR) through revisions to the North Carolina Child Welfare Manual. The PIP Policy workgroup reorganized and reformatted the manual while strengthening the content in the manual to provide consistent, concise, and comprehensive requirements. Additional content was added where necessary to address gaps in policy and to clarify vague polices.

Beginning June 2017, the modified manual was piloted in the 10 OSRI counties. Through a workgroup structure considerable time was spent gathering feedback from counties and incorporating changes. Prior to statewide trainings beginning this year, the modified policy manual was distributed to county DSS for comment and revisions were made to incorporate feedback.

Statewide communication about the modified manual changes began in late 2017 and regional presentations regarding the changes occurred during April and May of 2018. As the policies were being trained county directors voiced concern about requirements and impact to workload that the modified polices brought to child welfare services. Based on feedback from county directors, the Division of Social Services has developed a process for additional county feedback on the modified manual. To facilitate collection of statewide feedback the effective date for statewide implementation of the modified manual will be delayed until September 1, 2018.

MODIFIED MANUAL FEEDBACK

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • CHILD WELFARE SERVICES

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603
MAILING ADDRESS: 2408 Mail Service Center, Raleigh, NC 27699-2408
www.ncdhs.gov • TEL: 919-527-6340 • FAX: 919-715-6714

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Because the length of the modified manual, feedback will occur over several weeks and will be divided by functional area. The process for feedback is as follows:

1. Directors will be provided with a marked-up version of the modified manual for review.
2. A link to a survey tool will be provided where comments will be made
3. The survey will be open for each section provided for the dates below.
4. At the close of the survey period, DHHS will review and synthesize the comments and make modifications as necessary to the modified policy manual
5. A revised mark-up version will be sent out for a final review as noted below.
6. The complete, revised manual will be reviewed with NCACDSS Joint-State County Relations meeting on August 7, 2018 and will be discussed at the Children's Services Committee on August 8, 2018.
7. A final, modified manual will be issued to each county director no later than August 10, 2018.

Functional Area	Start Date	End Date
CPS Intake and Assessment	June 22, 2108	June 29, 2018
In-Home Services	June 29, 2018	July 13, 2018
Permanency Planning	July 13, 2018	July 23, 2018
Final review of revised manual	July 30, 2018	August 3, 2018

Adherence to this schedule, statewide implementation of the policies will be completed by September 1, 2018; this will to ensure compliance with North Carolina's Program Improvement Plan.

Sincerely,

/s/

Michael A Becketts
Assistant Secretary for Human Services

Cc: Lisa Cauley, Director of Child Welfare Services
Wayne Black, Director of Social Services
Kristin O'Connor, Section Chief for Policy and Programs
Betty Kelly, Policy Team Program Administrator