



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

June 02, 2021

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

**ATTENTION: DIRECTORS, CHILD WELFARE PROGRAM ADMINISTRATORS,
MANAGERS, SUPERVISORS, AND SOCIAL WORKERS**

SUBJECT: 2020-2021 LINKS SERVICES SURVEY AND ADOLESCENT HEALTH SURVEY

REQUIRED ACTION: Information Only Time Sensitive Immediate

PURPOSE: Describe need for data and provide instructions on survey completion

2020-2021 LINKS Services Survey

To better understand the services provided and ongoing needs of youth and young adults generally and with respect to the COVID-19 pandemic over the past year, NC DSS is requesting county child welfare agency participation in a survey about LINKS Services provided during SFY 2020-2021. This information will be used to highlight program successes in the state's Annual Progress and Services Report to the Children's Bureau, as well as to inform ongoing service provision to youth and young adults across the state.

Adolescent Health Survey

In addition, as part of North Carolina's 2020-2024 Child and Family Services Plan and Healthcare Oversight and Coordination Plan, NC DSS has committed to strengthen Transition Age Youth Health Programming. To aid in this process, NC DSS is seeking to learn more about the health care experiences of young adults who are currently in foster care or were in foster care as teenagers. One method NC DSS is using to gather information about the experiences of young people is through the administration of an Adolescent Health Survey.

The purpose of the survey is to collect information from young people on their healthcare experiences and use this information to improve protocols and procedures. The survey asks young adults about access and frequency of healthcare service use, access to healthcare services during COVID-19, primary care visit needs, their social and health experiences, and any notable influences on their healthcare decision making. The survey is anonymous and no personal information will be shared.

Required Actions

2020-2021 LINKS Services Survey

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

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603

MAILING ADDRESS: 2409 Mail Service Center, Raleigh, NC 27699-2409

www.ncdhhs.gov • TEL: 919-527-6390 • FAX: 919-733-3052

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

County child welfare agencies should respond to the survey using this link:
<https://surveymax.dhhs.state.nc.us/TakeSurvey.aspx?SurveyID=m8MI8733>

The survey will be open from June 2, 2021 to June 9, 2021.

The survey should be completed by someone in the agency with detailed knowledge regarding the services provided and the ongoing needs of youth and young adults.

Adolescent Health Survey

- County child welfare agencies should share information about the survey with young adults ages 18 to 26; and,
- Provide instruction to interested young people on how to complete the survey via this link: <https://www.surveymonkey.com/r/RFS735M>.

The survey will be open from June 2, 2021 to July 7, 2021.

For young adults who may need assistance in completing this survey, child welfare workers may assist by explaining the survey questions but may not change or influence the answer the young person provides.

If you have any questions, please contact the state LINKS Program Coordinator, Erin Conner at 919-527-6351 or erin.conner@dhhs.nc.gov.

Sincerely,



Lisa T. Cauley
Senior Director of Child, Family, and Adult Services
Department of Health and Human Services

Cc: Susan G. Osborne, Assistant Secretary for County Operations
Carla McNeill, Section Chief for Permanency Planning
Teresa Strom, Section Chief for County Operations
Kathy Stone, Section Chief for Child Protective Services and Prevention
Linda Waite, Acting Section Chief for Regulatory and Licensing

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