



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEV DUTTA SANGVAI • Secretary

LISA TUCKER CAULEY • Division Director, Human Services

April 03, 2025

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

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

SUBJECT: PERMANENCY MATTERS OFFICE HOURS

**PURPOSE/BACKGROUND: PROVIDES AN OPPORTUNITY TO RECEIVE INFORMATION ON PERMANENCY
INITIATIVES, POLICIES, AND PRACTICE**

REQUIRED ACTION: ☐ Information Only ☒ Time Sensitive ☐ Immediate

North Carolina Department of Social Services, Division of Social Services (NC DHHS) is committed to sharing information in a timely manner. Timely communication ensures policies, procedures, and best practices are implemented to secure safety, well-being, and permanence for children, youth, and families across the state. To assist, NC DHHS will provide Permanency Matters Office Hours to disseminate information on permanency initiatives, updates to permanency policies, and other permanency information.

NC DHHS encourages social workers, supervisors, program managers, leaders, and stakeholders to join the scheduled Office Hours to have the most current information on initiatives, policies, and upcoming changes. Identified below are the upcoming Permanency Matters Office Hours for the months of April, May, and June.

In November 2024, DCDL [CWS-84-24](#) was released to announce the statewide transition from post adoption support services to post **permanency** support services with the Success Coach Model. NC DHHS is also contracting with Crossnore to provide the Bridging Families Program. The program assists children and youth with complex trauma and behavioral health needs who experience multiple placements to have stable placement. The implementation of this program will add to NC DHSS current foster care services continuum. The Bridging Families Program is a family-focused and team-based model of care designed to address the obstacles to family reunification.

NC DHHS is continuing to communicate in order to raise awareness about both programs. NC DHHS will also be hosting Office Hours to share information. Please register for Bridging Families/Success Coach Office Hours following the links below:

Bridging Families/Success Coach 4.22.25 at 1:30 PM
<https://attendee.gotowebinar.com/register/4279554787853570391>

Bridging Families/Success Coach 4.24.25 at 10:00 AM
<https://attendee.gotowebinar.com/register/4746671307797974360>

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

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

MAILING ADDRESS: 2401 Mail Service Center, Raleigh, NC 27699-2401

www.ncdhhs.gov • TEL: 919-527-6404 • FAX: 919-733-3052

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As NC DHHS remains committed to fostering a kin-first culture and emphasizing the significance of reunification efforts, the Permanency Office Hours scheduled for May and June will address these key areas of focus. Please use the links below to register for the upcoming office hours. After registering, participants will receive a confirmation email containing information about joining the webinar.

Supporting Kinship Connections 5.27.25 at 1:30 PM

<https://attendee.gotowebinar.com/register/2666344730510949463>

Supporting Kinship Connections 5.29.25 at 10:00 AM

<https://attendee.gotowebinar.com/register/2423882625377056599>

Reunification Services 6.24.25 at 1:30 PM

<https://attendee.gotowebinar.com/register/837302739659106648>

Reunification Services 6.26.25 at 10:00 AM

<https://attendee.gotowebinar.com/register/3233687232885282396>

For questions, please contact the NC DHHS Adoptions Managers/Interim Private Agency Licensing Manager, Mary Mackins at mary.mackins@dhhs.nc.gov.

Sincerely,

Kimaree Sanders

Kimaree Sanders, MSW, MPA
Section Chief for Regulatory and Licensing
Division of Social Services, Child Welfare
North Carolina Department of Health and Human Services

Cc: Lisa Tucker Cauley, Division Director, Human Services, Child, Family, and Adult, Regional Support
Adrian W. Daye, MSW, Deputy Director for Child Welfare Practice
Donna Fayko, Deputy Director for County Operations
Kathy Stone, Section Chief for Safety
Peter West, Section Chief for County Operations
Heather McAllister, Section Chief for Child and Family Services

CWS-19-2025

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