



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

JOSH STEIN • Governor

DEV DUTTA SANGVAI • Secretary

LISA TUCKER CAULEY • Division Director, Human Services

**April 15, 2025**

**DEAR COUNTY DIRECTORS OF SOCIAL SERVICES**

**ATTENTION: DIRECTORS, CHILD WELFARE PROGRAM ADMINISTRATORS,  
MANAGERS, SUPERVISORS**

**SUBJECT: CHILD AND FAMILY SERVICES REVIEW (CFSR) NOW AVAILABLE**

**REQUIRED ACTION:** ☐ Information Only ☒ **Time Sensitive** ☐ Immediate

The final report from North Carolina's recent federal Child and Family Services Review (CFSR), along with the state's accompanying assessment, are now publicly available online. Please access via the following locations:

- 2024 CFSR Cover Letter: <https://www.ncdhhs.gov/2024-nc-cfsr-cover-letter>
- 2024 CFSR Final Results: <https://www.ncdhhs.gov/2024-nc-cfsr-review-results-report>
- Statewide Assessment: <https://www.ncdhhs.gov/2024-nc-cfsr-statewide-assessment>

These documents provide an opportunity for all of us — as child welfare leaders and partners — to reflect on what is working well in our system and where we must improve.

While North Carolina's results mirror the challenges seen in child welfare systems nationwide, we are encouraged that the statewide transformation we've been working toward over the last several years is on the right track. Areas where we fell short are the very same areas where bold, systemic change is already underway across our state. The CFSR results affirm that the reforms we are advancing — including implementing PATH NC, improving coordination across child-serving systems, expanding permanency services, and strengthening our child welfare workforce — are focused on the right priorities.

In the coming weeks, NCDHHS will host an all-county and stakeholder meeting to provide an overview of the CFSR findings and invite your input as we develop North Carolina's federally required Program Improvement Plan (PIP), due within 90 days of receipt of the final CFSR report. We look forward to this collaborative discussion and the opportunity to work together to chart our path forward.

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

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603 MAILING ADDRESS: 2406 Mail Service Center, Raleigh, NC 27699-2406 [www.ncdhhs.gov](http://www.ncdhhs.gov) • TEL: 919-527-6340 • FAX: 919-334-1018

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We know the challenges facing our system are real — and we are deeply grateful for the dedication, compassion, and expertise you bring to this work every day. At the same time, we remain optimistic about what we can accomplish together. The CFSR findings underscore both the urgency of our efforts and the progress we will make through the work already taking shape across North Carolina.

We will share additional details soon about the upcoming meeting and opportunities for input on North Carolina's PIP. Your insight will be incredibly valuable in ensuring North Carolina has a well-aligned, statewide coordinated effort in our next steps for improving safety, permanency, and well-being for children.

Thank you for your partnership. I look forward to continuing to work together to strengthen our child welfare system and better serve children and families across our state.

Sincerely,



Lisa Tucker Cauley  
Division Director for Child, Family and  
Adult Services  
NCDHHS Division of Social Services

Cc: Michael Leighs, Deputy Secretary for Opportunity and Well-Being  
Adrian Daye, Deputy Director for Child Welfare Practice  
Donna Fayko, Deputy Director for Child Welfare Operations  
William "Ben" Rose, Lead Regional Director  
Tamela L. Shook, Child Welfare Chief of Staff

CWS-20-2025

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