



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEV DUTTA SANGVAI • Secretary

LISA TUCKER CAULEY • Division Director, Human Services

April 24, 2026

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

ATTENTION: CHILD WELFARE PROGRAM MANAGERS AND SUPERVISORS

SUBJECT: ANNUAL CHILD WELFARE STAFFING SURVEY

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

This letter provides updates and instructions for submitting the Annual Child Welfare Staffing Survey. This data is needed to meet state and federal reporting mandates. The Annual Child Welfare Staffing Survey is due to the North Carolina Department of Health and Human Services – Division of Social Services (NCDHHS-DSS) by May 29, 2026.

The Child Welfare Staffing Survey's purpose is to provide an understanding of the demographic makeup of the current workforce. The survey data is public information and is consistently shared with outside agencies.

The data collected in the Annual Survey is best captured at a point in time. Therefore, as in previous years, **the data should reflect the agency's workforce as of December 31, 2025.**

The categories covered include:

1. After hours CPS coverage
2. Legal Representation
3. Child Welfare Staff Vacancies
4. Child Welfare Staff Hiring and Training
5. Education Levels of Child Welfare staff
6. Demographics of Child Welfare staff including race, ethnicity, and age.

There are two parts to the 2025 Child Welfare Staffing survey:

- 1) Part 1 includes county contact information, attorney information, and the number of staff hired in 2025. This information is entered using the link below.
- 2) Part 2 collects demographic information for staff using the attached excel spreadsheet. To make the calculations easier for county staff:
 - a. Enter the name of the individual under each tab that applies to their work. This means you may list the same individual on multiple tabs
 - b. Fill out the time spent on that work and the demographic information.

When you are ready to submit your final spreadsheet, you do not need to submit the names of your staff. Create a copy of the spreadsheet and on that copy, delete the names of your staff. The performance management team will aggregate the information and perform the calculations needed. The goal is to cut down on the number of FTE discrepancies experienced in the past.

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

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Please submit the completed spreadsheet to cwsdatarequests@dhhs.nc.gov.

Please note: The data regarding vacancies, demographics, and education is crucial and should accurately reflect the county's workforce as of December 31, 2025.

Accuracy is crucial and allows NCDHHS DSS to meet federal reporting mandates in the Child Abuse and Prevention Treatment Act (CAPTA).

Part 1: Customer Voice Survey Link <https://gcc.dev.ms/8TO2Yk9E9Z>

Part 2: Excel

The Regional Child Welfare Specialists (RCWS) are available to assist with any questions and will be in touch with staff of counties from whom submissions are not received.

Thank you for your assistance with this important endeavor. If you have any questions, please contact your Regional Child Welfare Specialist.

Sincerely,



Meredith S. Houchins
Interim Section Chief for County Operations
Division of Social Services, Child Welfare Section
North Carolina Department of Health and Human
Services

Attachment: Part 2 2025 Child Welfare Staffing Survey

Cc: Lisa Tucker Cauley, Division Director, Human Services
Donna Fayko, Deputy Director, Child Welfare Services
Tammy Shook, Interim Assistant Deputy Director, Child Welfare Services
William "Ben" Rose, Lead Regional Director

CWS-33-26