



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

JOSH STEIN • Governor

DEV DUTTA SANGVAI • Secretary

LISA TUCKER CAULEY • Division Director, Human Services –

June 26, 2025

**DEAR COUNTY DIRECTORS OF SOCIAL SERVICES**

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

**SUBJECT: PERMANENCY PLANNING, CROSS FUNCTIONS, AND CPPS APPENDIX UPDATES**

**PURPOSE/BACKGROUND: IMPLEMENTATION OF UPDATED POLICY**

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

North Carolina Department of Health and Human Services Division of Social Services (NCDHHS DSS) is committed to ensuring that counties are provided with protocol and guidance that supports compliance with the law and best practices for providing child welfare services to children and families. Please refer to the policy changes and manual updates below to ensure staff are accessing the most up to date information.

**The revised policies and manual changes are below:**

**1. Exit/Termination Reasons:**

[CPPS Appendix 2](#) (pages 17-18) reflects new definitions for reasons related to children and youth exiting foster care.

- Counties using the Legacy/Child Placement and Payment System: The updated exit reasons will be effective in the system *6/30/25*.
- Counties using the Child Welfare Information System (CWIS): These changes have been made in the system and are to be used *effective immediately*. Please refer to the definitions in the [CPPS Appendix 2](#) manual for clarification of each exit reason.

**2. Agency Plan for Missing, Abducted, and Runaway Children**

[Cross Functions](#) (pages 277, 280-281) and [Permanency Planning](#) (pages 44) Manuals reflect the following changes, which are effective immediately:

- Clarification for when to report missing/runaway/abducted children to National Center for Missing and Exploited Children (NCMEC)
- Additional requirement for reporting missing/runaway/abducted children in the custody of a county child welfare agency to NCDHHS DSS within 48 hours of missing, and within 48 hours of being recovered.

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

LOCATION: 820 Boylan Drive, McBryde Building, Raleigh, NC 27603  
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ATTN: Counties with children/youth **currently** missing from foster care **must** complete the notification to NCDHHS DSS. Policy with steps can be found in the Permanency Planning manual.

**3. Reasonable and Prudent Parenting:**

[Permanency Planning](#) Manual (page 72) reflects the following changes, which are effective immediately:

- Reasonable and Prudent Parenting policy
- [Reasonable and Prudent Parenting Activities Guide](#) updated to provide additional clarity

**4. Medicaid Notification:**

[Permanency Planning Manual](#) (pages 10, 35) changes ensure Medicaid has appropriate placement information where a child is located when changing placements (within 24 hours)

- This change goes into effect 8/1/25 to allow county child welfare agencies the opportunity to enhance or develop local processes for how the notifications will occur.

For questions, please contact the NCDHHS DSS Permanency Policy Consultant, Valerie Sauer at [Valerie.Sauer@dhhs.nc.gov](mailto:Valerie.Sauer@dhhs.nc.gov).

Sincerely,



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Cc: Lisa Tucker Cauley, Division Director, Human Services, Child, Family, and Adult Regional Support  
Donna Fayko, Deputy Director for Child Welfare Operations  
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Kimaree Sanders, Section Chief for Regulatory and Licensing  
Kathy Stone, Section Chief for Safety  
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