

NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEV DUTA SANGVAI • Secretary

LISA TUCKER CAULEY • Division Director, Human Services

August 20, 2026

Dear County Directors of Social Services

Attention: Directors, Child Welfare Program Administrators, Managers, Supervisors, Social Workers, and Licensed Child Placing Agencies

Subject: Guidance on Foster Care Placement Moves, FAQ and Office Hours

Required Action: ☒ Information Only ☐ Time Sensitive ☒ Action Required

Purpose:

The North Carolina Department of Health and Human Services (NCDHHS-DSS), Division of Social Services, is providing guidance to support timely and accurate data entry when a child in foster care experiences a placement change. This guidance is intended to strengthen data accuracy and promote consistent documentation across North Carolina's child welfare system.

Program Improvement Performance Indicators:

As part of North Carolina's Title IV-E Program Improvement Plan (PIP), NCDHHS-DSS is disseminating a Frequently Asked Questions (FAQ) document addressing the timely and accurate entry of placement changes in specific circumstances.

The attached FAQ provides guidance regarding:

- Placement changes involving a move within the same provider at the same campus; and
- Placement changes involving a child's return to the same placement following a hospital stay, runaway episode, or similar circumstance.

Accurate and timely documentation of placement changes is essential to maintaining reliable child welfare data and supporting compliance with federal program requirements.

County child welfare agencies should review the attached FAQ and ensure that appropriate staff are familiar with the guidance. Staff are encouraged to attend one of the scheduled office hours to ask questions and receive clarification regarding the information contained in the FAQ.

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

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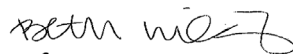
Office Hours:

NCDHHS DSS will host three office-hour sessions to provide an opportunity for county staff to ask questions and discuss the guidance:

- – [Wednesday, August 26, 2026| 3:00 p.m. – 3:30 pm – Join Office Hours](#)
- – [Friday, August 28, 2026| 9:00 a.m. – 9:30 a.m. – Join Office hours](#)
- – [Friday, August 28, 2026| 10:00 a.m. – 10:30 a.m. – Join Office Hours](#)

We appreciate your partnership and continued commitment to ensuring placement information is entered accurately and timely. Consistent data entry across counties is an important component of supporting children and families and maintaining compliance with federal requirements.

Sincerely,



Beth Riley, MBA

Child Welfare Financial Officer

Division of Social Services, Child Welfare

NC Department of Health and Human Services

Cc: Lisa Tucker Cauley, Division Director Human Services, Child, Family and Adult Regional Support
Donna Fayko, Deputy Director for Child Welfare
Adrian Daye, Section Chief for Permanency
William "Ben" Rose, Lead Regional Director
Kimaree Sanders, Section Chief for Regulatory and Licensing
Kathy Stone, Section Chief for Safety and Prevention Services
Heather McAllister, Section Chief for Child Well Being
Meredith Houchins, Interim Section Chief for County Operations
Peter West, Lead PATH-NC Implementation Coach

CWS-63-2025

Attachment: Placement FAQ