



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Social Services

JOSH STEIN • Governor  
DEV DUTTA SANGVAI • Secretary  
CARLA WEST • Division Director, Human Services

May 12, 2026

Dear County Manager and County Director of Social Services:

Session Law 2017-41 requires all counties to enter into an annual written agreement—referred to as the Memorandum of Understanding (MOU)—with the North Carolina Department of Health and Human Services (NCDHHS) for all social services programs, excluding Medicaid. SFY 2018–2019 marked the first year of these agreements.

This letter provides an overview of the MOU process for SFY 2026–2027 and SFY 2027–2028. NCDHHS worked jointly with the NC Association of County Directors of Social Services to review all performance measures prior to finalizing the upcoming MOU. The measures remain unchanged from the most recent MOU.

Enclosed is the MOU effective July 1, 2026–June 30, 2028. The performance measures for SFY 2026–2027 and SFY 2027–2028 are included in Attachment I: Mandated Performance Requirements. These are the only measures subject to performance review and potential performance improvement actions.

Attachment II includes information related to the Child and Family Services Review (CFSR). These measures will be reviewed by the Administration for Children and Families (ACF) but will **not** be included in any corrective actions. NCDHHS will continue to monitor these measures, validate related data, and work collaboratively with counties and the Association in the data validation process.

The goal of this work is not punitive. NCDHHS will continue to partner with counties to improve performance using a Continuous Quality Improvement approach.

Beginning in March 2020, COVID-19 significantly impacted daily business operations across the state. In response, NCDHHS leadership chose not to issue formal corrective actions for MOU performance for SFY 2019–2020. Recognizing that counties were focused on supporting families during the pandemic, NCDHHS did not issue a new MOU for SFY 2020–2021; instead, the Department continued to work with counties to support performance improvement. Subsequent MOUs were issued effective January 1, 2021–June 30, 2022; July 1, 2022–June 30, 2024; and July

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

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1, 2024–June 30, 2026.

The MOU effective January 1, 2021, formalized the criteria for implementing a pause in issuing Corrective Action or Development Plans. Consistent with those criteria—and out of recognition of the ongoing challenges counties faced—NCDHHS again chose not to issue corrective actions related to MOU performance for January 1, 2021–December 31, 2024.

In January 2025, NCDHHS determined that the barriers counties were facing no longer met the criteria for a statewide pause in issuing corrective or development plans. However, the pause remained in effect for the 25 counties most heavily impacted by Hurricane Helene. That pause will continue through June 30, 2026. Moving forward, NCDHHS will consider a pause on a county-by-county basis if circumstances outside of a county’s control significantly impact its ability to meet performance requirements (e.g., a major hurricane, tornado, or similar event). While a pause is in effect, NCDHHS will continue to monitor performance, share data, and provide support, but no formal performance improvement or corrective actions will be issued.

- **Included with this letter:**

- Memorandum of Understanding (SFY 2026–2027 and SFY 2027–2028)

- Addendum A: Data Sharing Memorandum of Agreement
- Attachment I: MOU Performance Measures At-A-Glance
- Attachment II: Child Welfare Performance Measures At-A-Glance
- Program-specific fact sheets for all measures
- MOU Performance Measures Corrective Action Plan Process

### **Next Steps – Due by June 30, 2026**

Please complete the following steps and return signed PDF copies (not DocuSign) of the MOU and Addendum A to Carla West ([carla.west@dhhs.nc.gov](mailto:carla.west@dhhs.nc.gov)) and Danielle Upchurch ([danielle.upchurch@dhhs.nc.gov](mailto:danielle.upchurch@dhhs.nc.gov)):

1. On page 6 of the MOU, add the name and contact information for the county’s designated point of contact for all notices related to this agreement.
2. On page 10 of the MOU, have the designated county signature authority sign and date. If county leadership elects to co-sign alongside the DSS Director, both signature lines may be used.
3. On page 12 of Addendum A: Data Sharing Agreement, add the name and contact for the county’s designated data sharing/security point of contact.
4. On page 16 of Addendum A, have the designated county signature authority sign and date. Co-signature by county leadership and the DSS Director is optional.
5. After receiving your signed MOU, NCDHHS will submit it to Secretary Devdutta Sangvai for signature. A fully executed copy will be returned for your records.
6. After receiving your signed Addendum A, NCDHHS will process it for signature and return a fully executed copy for your records.

Please note: Any signing statement, resolution, or additional documentation submitted with the signed MOU will be treated as **separate** from the MOU and will not be incorporated. If additional documents are physically attached to the MOU, NCDHHS may return the agreement to the county to be re-signed without the attachments. NCDHHS will review all materials submitted and follow up as needed.

Thank you for your continued partnership and commitment to serving the people of North Carolina. Please contact me directly with any questions or requests for additional information.

Sincerely,

*Carla West*

Carla West  
Division Director, Human Services  
Child Support, Economic Services, Aging and Operations

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Attachments: SFY2026-27 and SFY2027-28 Memorandum of Understanding  
Addendum A: Data Sharing Memorandum of Agreement  
Executive Summary  
Attachment 1: Performance Measures  
Attachment 2: Child Welfare Performance Measures  
Program Fact Sheets (Adult Services, Child Support, Child Welfare, Energy, Food and Nutrition Services, Special Assistance, and WorkFirst  
Action Plan Protocol

Cc: Devdutta Sangvai, Secretary  
Michael Leighs, Deputy Secretary  
Lisa Tucker Cauley, Division Director, Human Services  
Julie Cronin, General Counsel  
Rajeev Premakumar, General Counsel