



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

February 22, 2022

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: CHILD WELFARE PROGRAM MANAGERS AND SUPERVISORS

SUBJECT: CHILD WELFARE DATA COLLECTION

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

This letter provides updates and instructions for the submitting county agency staffing data needed to meet state and federal reporting mandates. The two elements of the data, the ***Annual Child Welfare Staffing Survey*** (online completion) is **due to the division by March 24th, 2022** and the Monthly ***Child Welfare Data Workbooks*** (MS Excel) for calendar year 2021, were **due to the Division January 31, 2022**. If you have not sent this in, please do so now.

Annual Child Welfare Staffing Survey

The long-standing Child Welfare Staffing Survey was created out of concern for child welfare caseloads in county department of social services and the workforce available to manage them. Since the survey data are public information, accurate and consistent data is critical to describe each county's capacity to achieve safety, permanence, and well-being for children.

The Annual Child Welfare Staffing survey, as in previous years, will be completed online. The data collected in the Annual Survey are those best captured at the end of the year rather than during the year.

The categories covered include:

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

Please note: The same changes and additions made to last year's survey regarding vacancies, demographics, and education levels remain. This will continue to be necessary to understand the workforce needs and meet federal reporting mandates in the Child Abuse and Prevention Treatment Act (CAPTA).

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

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603
MAILING ADDRESS: 2410 Mail Service Center, Raleigh, NC 27699-2410
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A list of the questions is attached which should be reviewed for appropriate responses **prior to completing the online survey**. Once the survey is started, it must be completed, or it must be started over again. Please take the time to review the questions and formulate responses before opening the survey since this will save county and Division staff time. When the responses are formulated, enter the information online at:
<https://surveymax.dhhs.state.nc.us/TakeSurvey.aspx?SurveyID=72MKI732>

The survey will be available starting **February 24, 2022**.

For guidance regarding Malicious Reports, refer to https://www2.ncdhhs.gov/info/olm/manuals/dss/adm/FSCW_AL0205.pdf which outlines the process for determining and processing malicious reports. Please review this letter carefully before responding.

Please submit the completed 2021 Data Books to the county's point of contact Regional Child Welfare Consultant and Janet Thursby (janet.thursby@dhhs.nc.gov) and Jennifer Miller (jennifer.miller@dhhs.nc.gov). The Regional Child Welfare Consultants 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 questions, please contact Jennifer Miller at 828-430-4150 or jennifer.miller@dhhs.nc.gov.

Sincerely,



Teresa Strom
Section Chief for County Operations

Attachment: 2021 Child Welfare Staffing Survey

Cc: Susan Osborne, Assistant Secretary of County Operations
Lisa Cauley, Sr. Director for Child, Family and Adult Services
Tammy Shook, Interim Deputy Director for Operations
Kathy Stone, Section Chief for Prevention & Safety
Kimaree Sanders, Interim Section Chief for Licensing & Regulatory
Carla McNeill, Section Chief for Permanency
Janet Thursby, Regional Child Welfare Consultant
Jennifer Miller, Regional Child Welfare Consultant Manager

CWS-09-2022

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