



North Carolina Department of Health and Human Services
Division of Social Services

325 North Salisbury Street • MSC 2408 • Raleigh, North Carolina 27699-2408
Courier # 56-20-25

Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Sherry S. Bradsher, Director
(919) 733-3055

January 15, 2009

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Welfare Program Administrators, Supervisors, and Social Workers

SUBJECT: A NEW FORUM FOR COMMUNICATION REGARDING CHILD WELFARE POLICY

The Division has been working to improve the flow of information with county departments of Social Services regarding policy updates and other important notifications regarding the child welfare automation systems. For instance, when a change is made to one of our automation systems, such as the central registry, that change is typically communicated only by the Division's Performance Management team, through a dss terminal message listserv to all subscribers. If users have not subscribed, it may not reach everyone that is impacted in a timely manner.

The Division has established a new listserv, titled **cwlistserv**, for social workers and supervisors to subscribe to, so that they may timely receive notifications of policy updates and changes to the child welfare automation systems. The Division will continue to distribute Administrative Letter, Change Notices and Dear County Director Letters through electronic mail. To have access to the **cwlistserv**, please follow these instructions:

A. To Subscribe

Go to the web and key

<http://lists.ncmail.net/mailman/listinfo/cwlistserv> and enter your email address and password on the form. You will be notified by email when access has been approved.

B. To Unsubscribe

Go to the same web site above and scroll down to the bottom of the form and enter your email address.

C. To Obtain Help

Send an e-mail to dss.update@ncmail.net

We encourage every social worker upon receipt of this notice to subscribe to the **cwlisterv**. The Division will begin using this listserv on February 1, 2009. It will be the responsibility of the agency to insure that the **cwlisterv** is kept current. We would recommend that these procedures be added to your orientation for new child welfare staff. We believe that this will be a valuable tool for social workers to stay abreast of current policy. If you have any questions, please feel free to contact the Child Welfare Policy Consultation team, at (919) 733-4322 or your Children's Program Representative (CPR).

Sincerely,



Charisse Johnson, Chief
Child Welfare Services

CJ/trr

cc: Sherry Bradsher
Sarah Barham
Hank Bowers
Children's Program Representatives
Family Support and Child Welfare Services Team Leaders
Local Business Liaisons
Work First Representatives

CWS-02-09