



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

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary
MICHAEL BECKETTS • Sr. Director for Policy & Planning

July 29, 2019

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

ATTENTION: Directors, Program Managers, and Child Welfare Professionals

SUBJECT: Child Welfare Policy Manual – Revision Complete

REQUIRED ACTION: TIME SENSITIVE

PURPOSE / BACKGROUND

The federally approved Program Improvement Plan required that the child welfare policy manual be revised to improve clarity of language and best practice that improves safety outcomes. During the revision of policy, the structure of the manual was also revised. The restructuring of the manual has been referred to as the 'Modified Manual' and until now did not include all chapters and section. The remaining chapters and sections of the manual have now been incorporated into the 'modified' format. Therefore, the manual will no longer carry the moniker 'modified'. The official site for manuals is located at <https://www2.ncdhhs.gov/info/olm/manuals/dss/> and the manual will reside here.

The blending in of all sections and chapters into one manual will have a different look and feel on the website. The current manual structure on the website looks like this:

[Home](#) | [Manuals](#) | [DSS - Division of Social Services](#)

Manuals	Admin Letter Update	Change Notice Update
● Adult Services	None	None
● Child Support Services	None	None
● Child Welfare	11/01/2016	10/04/2018
● Chapter I: Intensive Family Preservation Services	None	02/6/2017
● Chapter II: Time-Limited Family Reunification Services	None	06/14/2013
● 1201 Child Placement Services	02/14/2002	08/30/2018
● Chapter IV: Child Placement and Payment System	02/05/2014	04/18/2019
● Chapter V: Jurisdiction in Child Welfare	None	12/22/2016
● Chapter VI: Adoption Services	11/01/2007	12/17/2010
● Chapter VII: Child and Family Team Meetings	None	12/22/2016
● Chapter VIII: Protective Services	09/01/2010	11/01/2018
● Chapter IX: Drug Endangered Children	None	12/22/2016
● Chapter X: The Juvenile Court and Child Welfare	None	08/02/2017
● Chapter XI: Interstate/Intercountry Services for Children Manual	None	03/01/2013
● Chapter XII: Pregnancy Services	None	09/01/2007
● Chapter XIII: Child Welfare Funding Manual	None	12/17/2018
● Foster Home Licensing Manual	None	10/10/2018
● Modified Manual	None	None

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Moving forward the manual page will reflect the new structure under child welfare:

Manuals

- Adult Services
 - Child Support Services
 - Child Welfare
 - Purpose, Philosophy, Legal Basis and Staffing
 - CPS Intake
 - Assessments
 - In-Home Services
 - Permanency Planning
 - Adoptions
 - Interstate Compact on the Placement of Children
 - Foster Home Licensing Manual
 - Child Fatality Prevention and Review
 - Cross Function
- Appendix 1. CPS Data Collection
- Appendix 2. CPPS Manual
- Appendix 3.1 Child Welfare Funding - Overview
- Appendix 3.2 Child Welfare Funding - Child Welfare Funding
- Appendix 3.3 Child Welfare Funding - Prevention Funding
- Appendix 3.4 Child Welfare Funding - CPS
- Appendix 3.5 Child Welfare Funding - Foster Care
- Appendix 3.6 Child Welfare Funding - Adoption Assistance
- Appendix 3.7 Child Welfare Funding - Guardian Assistance Payments
- Appendix 4 Pregnancy Services
- Appendix 5 Case Records
- Appendix 6 Best Practice for Social Worker Well-Being

This change will be implemented July 29, 2019.

DHHS has made a commitment to have an on-going and structured process for counties to provide feedback on policy. This process continues to be developed and more information will be forthcoming. Should you have any questions regarding the implementation of the manual, please contact your assigned Children's Program Representative (CPR).

Sincerely,



Michael Becketts
Sr. Director for Policy & Planning

Cc:

Lisa T. Cauley, Deputy Director, Division of Social Services
Kristin O'Connor, Section Chief, Child Welfare Policy and Programs
Teresa Strom, Section Chief, County Operations
Jennifer Oshnock, Program Monitoring Team Manager
Kathy Dobbs, Program Manager, Staff Development, Team Manager

Attachment: Guide to navigating the CW manual

CWS 22-2019