



Stakeholder Engagement Series for Child Welfare Services

Overview, Key Terms, and Resources

**North Carolina Department of Health and Human Services
Division of Social Services | Child Welfare Section**

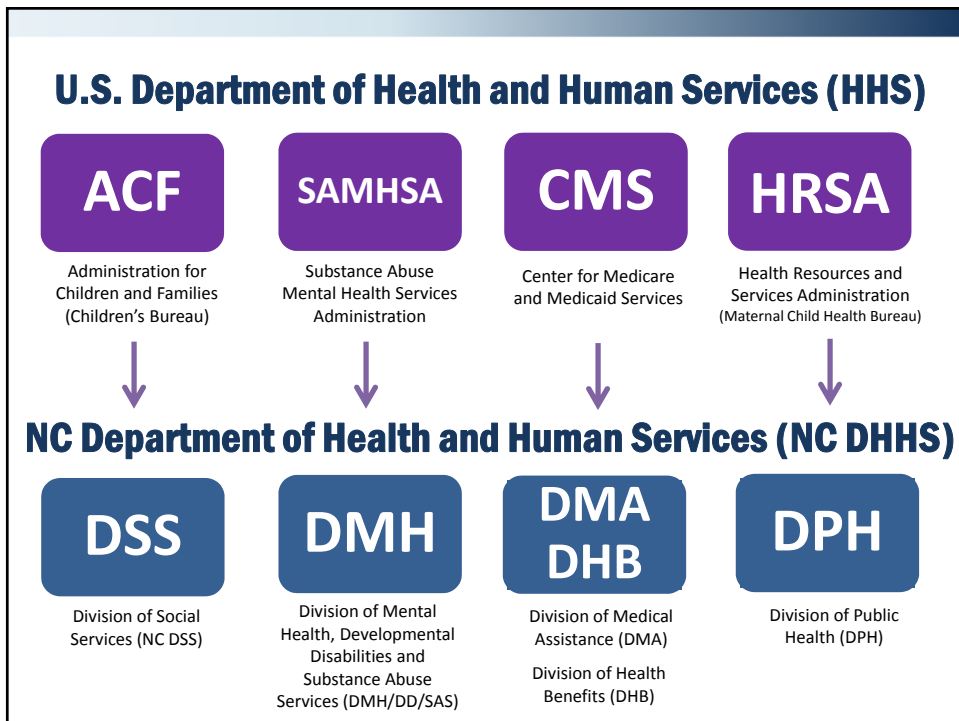
Together, we keep children safe.



**You are
a Stakeholder....**



Key Federal and State Agencies



NC Department of Health and Human Services (NC DHHS)
collaborates with other state departments such as...

**NC Department of
Public Instruction
(DPI)**



**NC Department of
Public Safety
Juvenile Justice
(DPS/JJ)**

**NC Administrative
Offices of the
Courts (AOC)**



State-Supervised, County-Administered

Social Services includes a while range of programs

- Medicaid
- Food and Nutrition Services
- Work First
- Adult Protective Services
- Child Welfare Services

Federally mandated



State Supervised



County Administered

COUNTY: County Department of Social Services (DSS)

County Department of Human Services (DHS) Consolidated Agency

STATE : North Carolina Division of Social Services (NC DSS)

State Supervision

State supervision is conducted through the issuance of policies, consultation and technical assistance, reviews of program performance, program monitoring, and when necessary, establishing corrective action plans.

State supervision is provided via a central office in Raleigh and will, in the future, also include regional offices.

If a county agency and the county commissioners are unable to correct the concerns identified, NC DSS has the authority to assume direct responsibility for providing services in that county.

Scope of the Child Welfare System

All child welfare agencies in the U.S. have four core mandates from federal laws and regulations:

1. Respond to reports of child maltreatment
2. Serve families in their homes and help them overcome difficulties and keep their children safe
3. Provide alternative, safe living environments when children cannot be maintained safely in their homes
4. Provide a safe, permanent home for children as quickly as possible



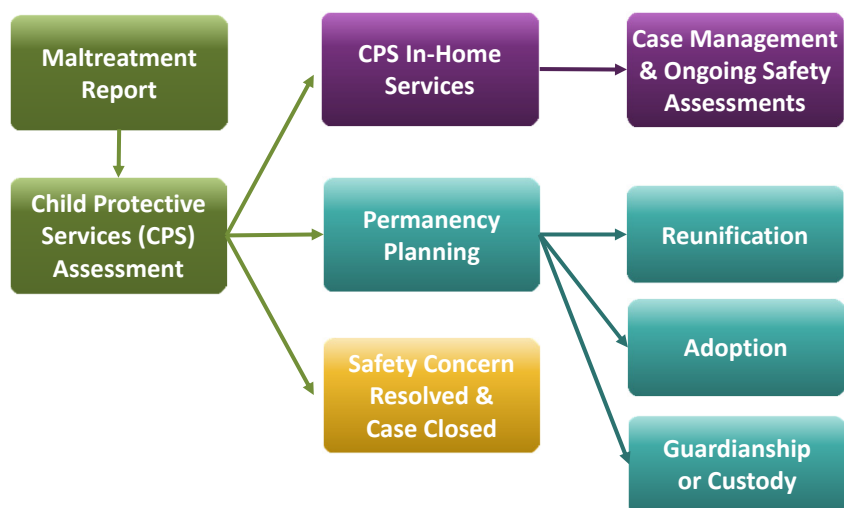
Safety, Permanency, and Well-Being

Safety – children are protected from abuse and neglect and remain safely in their homes whenever possible and appropriate.

Permanency – children have permanency and stability in their living situations and that family relationships and connections are preserved.

Well-Being – families have the capacity to provide for their children’s needs and that children receive needed educational, physical, dental, and mental health services.

Flow of Child Welfare Services



Our Purpose & Vision

In collaboration with our partners, Social Services aims to prevent abuse, neglect, dependency and exploitation of vulnerable individuals, children and their families and promotes self-reliance and self-sufficiency.

Principles of Partnership

Everyone desires respect
Everyone needs to be heard
Everyone has strengths
Judgments can wait
Partners share power
Partnership is a process

System of Care Values

Interagency Collaboration
Accountability to Results
Individualized Strength-based Approach
Child and Family Partnership at all Levels
Cultural Competence
Community Based Services and Supports

The Entire Community is Responsible for the Protection of Children

Recognizing and Responding to Suspicious of Child Maltreatment Course

<https://www.preventchildabusenc.org/services/trainings-and-professional-development/rrcourse>

Community Child Protection Team (CCPT)

Every county has a local CCPT that reviews cases and submits recommendations for system improvements and needed resources for any gaps/deficiencies found.

Terms You Should Know

Child and Family Services Plan

CFSP

5-Year Goals/Objectives for Child Welfare

Anchored in Safety, Permanency, and Well-Being
Addresses specific requirements of federal funding sources
Addresses the nature, scope, and adequacy of existing services
Integrates programs into a continuum of services

Child and Family Services Plan

CFSP

5-Year Goals/Objectives for Child Welfare

Prevention → **Protection** → **Permanency**

<https://www2.ncdhhs.gov/dss/stats/cw.htm>

Annual Progress and Services Report

APSR

Update to the CFSP, provided annually

Describe progress made to-date
Incorporate findings from other reviews that may have occurred
Modify goals/objectives of the CFSP if needed

<https://www2.ncdhhs.gov/dss/stats/cw.htm>

Child and Family Services Review

CFSR

Federal review of child welfare services

Statewide Assessment

Onsite Review by Federal Partners

Case reviews and interviews with children & families

Stakeholder interviews

7 Outcomes and 7 Systemic Factors

<https://www2.ncdhhs.gov/dss/stats/cw.htm>

Child and Family
Services **Plan**

CFS**P**

Five-Year Child
Welfare Plan

Child and Family
Services **Review**

CFS**R**

Review of Performance
by Federal Partners

Program Improvement Plan

PIP

State-Federal negotiated plan to improve services

<https://www2.ncdhhs.gov/dss/stats/cw.htm>

Onsite Review Instrument

OSRI

Structured tool/interview process
to review a child's case to determine
if federal requirements were met

Let's Review... Terms You Should Know

CFSP	Child & Family Services Plan
APSR	Annual Progress & Services Report
CFSR	Child & Family Services Review
PIP	Program Improvement Plan
OSRI	Onsite Review Instrument

Resources for Child Welfare Stakeholders

Resources for Stakeholder Engagement

NC Division of Social Services (NC DSS) – www2.ncdhhs.gov/dss/

NC Kids Adoption & Foster Care Network – www.adoptnckids.org

Fostering NC – www.FosteringNC.org

Fostering Perspectives – www.FosteringPerspectives.org

Fostering Health NC – www.FosteringHealthNC.org

Guardian ad Litem (GAL) Program – www.volunteerforgal.org

Strong Able Youth Speaking Out (SAYSO) – www.saysoinc.org

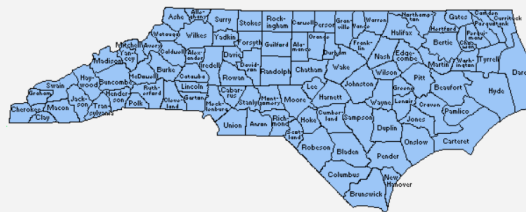
Management Assistance Website

for *Child Welfare*, *Work First*, and *Food & Nutrition Services* in North Carolina

This is a new release (v3.2). [Click here for release notes.](#)

Select a region: (Please click on the map OR choose from the list)

Map of Counties:



List of Regions:

North Carolina

<http://ssw.unc.edu/ma/>

Get Involved – When and How

February	Parent Leadership Month
March	Social Worker Appreciation Month
April	Child Abuse Prevention Month
May	Foster Care Awareness Month
June	Reunification Month
September	Kinship Care Month
October	Domestic Violence Awareness Month
November	Adoption Awareness Month

Stay in the Loop – Subscribe to the Child Welfare Listserv:
<https://lists.ncmail.net/mailman/listinfo/cwlistserv>

Did You Know?

Every *Kids First* License Plate Sold Provides Funding for
Child Abuse Prevention in North Carolina



<https://www.preventchildabusenc.org/get-involved/purchase-a-kid-s-first-license-plate/raise-awareness-of-the-kids-first-license-plate>

THANK YOU!

If you have feedback or questions about the information in this presentation or want more information on how you can support child welfare services in North Carolina, please e-mail CFSP.APSR@dhhs.nc.gov.

**North Carolina Department of Health and Human Services
Division of Social Services | Child Welfare Section**

Six Principles of Partnership

*Developed by Appalachian Family Innovations at
Appalachian State University*

1. **Everyone desires respect**

This principle is based on the idea that all people have worth and recognizes everyone's right to self-determination, to make their own decisions about their lives. Acceptance of this principle leads one to treat clients with respect and to honor their opinions and world view. True partnership is impossible without mutual respect.

2. **Everyone needs to be heard**

This principle is based on Covey's "seek first to understand" and is accomplished primarily through empathic listening. While empathic listening looks very much like active or reflective listening, what differentiates it is the listener's motivation. Active and reflective listening are techniques that are often used to manage or manipulate someone's behavior so that the listener can advance his own agenda. Empathic listening is motivated by the listener's desire to truly understand someone's point of view—to enter someone's frame of reference—without a personal agenda. When one feels heard and understood, defensiveness and resistance are unnecessary, and solutions can be sought.

3. **Everyone has strengths**

This principle recognizes that all people have many resources, past successes, abilities, talents, dreams, etc. that provide the raw material for solutions and future success. As "helpers" we become involved with people because of their problems; these problems then become a filter that obscures our ability to see strengths. Acceptance of this principle doesn't mean that one ignores or minimizes problems; it means that one works hard to identify strengths as well as problems so that the helper and the client have a more balanced, accurate, and hopeful picture.

4. **Judgments can wait**

This principle recognizes that once a judgment is made, one's tendency is to stop gathering new information or to interpret in light of the prior judgment. Therefore, since a helper's judgments can have an immense impact on a client's life, it is only fair to delay judgment as long as possible, then to hold it lightly, while remaining open to new information and willing to change one's mind. Acceptance of this principle does not mean that decisions regarding safety cannot be made quickly; it simply requires that ultimate judgments be very well considered.

5. **Partners share power**

This principle is based on the premise that power differentials create obstacles to partnership. Since society confers power upon the helper, it is the helper's responsibility to create a partnership with a client, especially those who appear hostile, resistant, etc. Clients do not owe us their cooperation: we must earn it.

6. **Partnership is a process**

This principle recognizes that each of the six principles is part of a greater whole. While each has merit on its own, all are necessary for partnership. Each principle supports and strengthens the others. In addition, this principle acknowledges that putting the principles into practice consistently is hard. Acceptance of the principles is not enough; it requires intention and attention to practice the principles.

Source: Appalachian Family Innovations. (2003). *Partners in change: A new perspective on child protective services (curriculum)*. Morganton, NC: Author.

System of Care Definition and Values

System of Care is a comprehensive network of community-based services and supports organized to meet the needs of families who are involved with multiple child service agencies, such as child welfare, mental health, schools, juvenile justice and health care. The goal is for families and youth to work in partnership with public and private organizations, ensuring supports are effective and built on the individual's strengths and needs. System of Care is not a service or a program – it is a way of working together with youth and families to achieve the desired outcomes identified by the youth and family.

System of Care Values:

- Interagency Collaboration
- Accountability to Results
- Individualized Strength-based Approach
- Child and Family Partnership
- Cultural Competence
- Community-based Services and Supports

Interagency collaboration brings together child and family-serving agencies from the public, private, and faith-based sectors. Examples include child welfare, mental health, juvenile justice, education, and health in partnership to provide needed services. For example, mental health and the local schools work together so that a child with behavioral issues is not immediately suspended from school.

Accountability to Results means a shared responsibility by all stakeholders (agencies, community supports and families) for successful results. Each has a responsibility to individual/family outcomes by ensuring effective programs in each community and implementing System of Care effectively statewide.

Individualized, Strength-based Approach identifies and builds on the strengths of the family and child. Families are included in creating an individual plan to provide needed services. This ensures services are easy to access, effective, and match the culture and language of the family and child.

Child and Family Partnership means that there is full participation of families at all levels of the system and that services provided are family-driven and youth guided. A commitment to this practice ensures that there is family and youth partnership at the community and state level for the purposes of program planning and direction.

Cultural Competence in the System of Care is built on the notion that in order to work effectively with a child and family, there must be an understanding of the family's culture, race, values, and ethnic background.

Community-based Services and Supports are an integral part of the System of Care so that children and families receive effective services in their own homes and neighborhoods.