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 cwlistserv. The Division will begin using this listserv on February 1, 2009. It will be the responsibility of the agency to insure that the cwlistserv 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/ttr

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

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