

*Handouts for the Webinar*

# **Introduction to North Carolina's Modified Child Welfare Policy Manual**

March 9, 2018

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*Produced by*  
Family and Children's Resource Program, part of the  
Jordan Institute for Families  
UNC-Chapel Hill School of Social Work

*Sponsored by*  
NC Division of Social Services

## **Contents**

Resources Related to the Modified Manual  
Webinar Slides

# RESOURCES RELATED TO THE MODIFIED MANUAL

*Found on the TA Gateway*

## 1. PAGE WITH THE MODIFIED MANUAL AND RELATED MATERIALS

<https://nccwta.org/index.php?/Knowledgebase/Article/View/2/12/nc-cw-modified-manual-for-nc-cw-pilot>

This page contains:

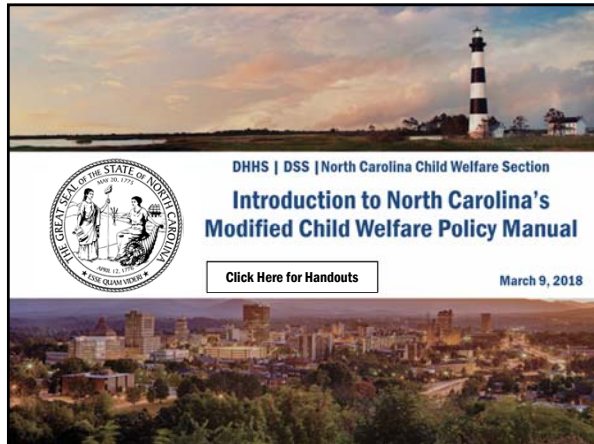
- modified manual\_intake\_assessments\_inhome\_permanency planning oct 2017.pdf (4.50 MB)
- new protocol policy or guidance - oct 2017.pdf (479.81 KB)
- forms by function - oct 2017.pdf (484.19 KB)
- guide to using the nc cw modified manual.pdf (182.83 KB)
- feedback form for modified manual.pdf (313.51 KB)

## 2. PAGE WITH NEW AND UPDATED FORMS

<https://nccwta.org/index.php?/Knowledgebase/Article/View/5/13/pilot-policy-manual-forms>

This page contains:

- forms for use during the pilot of the nc cw modified manual oct.pdf (199.94 KB)
- assessment documentation 5010.docx (103.60 KB)
- assessment documentation instructions 5010ins.pdf (309.87 KB)
- in-home family services agreement 5239.docx (51.08 KB)
- in-home family services agreement instructions 5239 ins.pdf (278.08 KB)
- in-home home visit record pilot.doc (174.50 KB)
- permanency planning - family services agreement 5240.docx (69.34 KB)
- ppr - fsa instructions 5240 ins.pdf (268.95 KB)
- family time (visitation) 5242.doc (98.00 KB)
- educational review & determination form 5245.docx (34.18 KB)
- educational review & determination instructions 5245 ins.pdf (303.05 KB)
- bid override pilot.doc (63.50 KB)
- cft planning.docx (31.74 KB)
- cft pre-petition.docx (29.26 KB)
- diligent efforts.docx (36.26 KB)



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**About this Webinar**

This webinar was developed through funding from the North Carolina Division of Social Services by the Family and Children's Resource Program, part of the Jordan Institute for Families at the UNC-Chapel Hill School of Social Work.

 NC Division of Social Services

 UNC SCHOOL OF SOCIAL WORK

In the future a recording of this webinar will be available on [ncswLearn.org](http://ncswLearn.org).

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**Goals for this Webinar**

*By the end of this webinar, we hope you will be able to:*

- Explain the need for and purpose of changes to the manual (including link to federal CFR)
- Describe the manual's format and terminology
- Distinguish in the manual between what is mandatory and what is guidance



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*A Special Note About Questions*

- We will monitor questions via the chat box and answer them as possible throughout the webinar.
- There will also be a **follow-up document** that answers questions asked during this webinar; this document will be e-mailed to all registered participants and posted with the webinar recording.
- The webinar recording will be on ncswLearn.org and on the Family and Children's Resource Program webpage (<http://fcrp.unc.edu/webinars.asp>).

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| <p><b>Panelists</b></p> <p>Lisa Cauley</p> <p>Linda Clements</p> <p>Rebecca Smith</p> <p>Tony Carpenter</p> |  |
| <p><b>Moderator</b></p> <p>Chrystal Coble</p>   | <p><b>Tech Support</b></p> <p>Phillip Armfield</p> <p>John McMahon</p>             |

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**Why Revise the Manual?**

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### It's Time

- NC must respond to the federal Child and Family Services Review (CFSR): it is part of NC's Program Improvement Plan (PIP)
- Last **major** revision was 2004, to implement Multiple Response System
- To meet the needs of CW staff!

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### Child and Family Services Reviews

- Enable the Children's Bureau to:
  - 1) ensure conformity with federal requirements;
  - 2) see what is actually happening to children and families; and
  - 3) enhance states' capacity to help children and families achieve positive outcomes
- States develop and implement PIPs after each CFSR to correct areas not in substantial conformity

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### NC's Program Improvement Plan (PIP)

- Goal 1: Improve **safety, permanence, and well-being** by establishing clear performance expectations in assessments, in-home, & placement services
- Strategy 1 (to achieve Goal 1):  
Strengthen and clarify NC's child welfare policies & practices  

Strategy 1 led to creation of the PIP Policy & Practices Workgroup

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### The Focus of the Revisions

**Improve Performance by...**

- Improving clarity about what is **required** ("what" must be done) vs. what is **guidance** ("how" it should be done)
- Making the manual more concise
- Improving navigation/usability
- Addressing gaps by adding new protocols

All in pursuit of safety, permanency, & well-being

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### County Role in Revisions

- PIP **Policy & Practices Workgroup** played vital role in guiding revisions (*incl. representatives from 5 pilot and 5 non-pilot counties*)
- **Pilot counties'** input critical for testing and fine-tuning manual before statewide release
  - Tested Aug. 1 to Dec. 31, 2017
  - Collected feedback through email, surveys, & a debrief session

**Pilot counties:** Buncombe, Craven, Cumberland, Durham, Hoke, Mecklenburg, Pitt, Scotland, Wilson, Wake

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### The Non-Pilot Perspective

- Need for updates/revisions to the manual
- Staff input
- Opportunity and involvement in the revisions



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Terminology

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### Framework

**Purpose and philosophies:** Overarching vision and principles (e.g., family-centered practice, principles of partnership, system of care)

**Policy** Formal, brief statement of requirements that tie directly to federal law and NC Statute and Rules

**Protocol** Mandatory actions to meet policy requirements; you must do these

**Guidance** Practice or process guidelines, includes preferred practice and recommended practice guidance

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### Two Key Terms

**Must**  
The key word in Policy and Protocol  
(no longer using the "shall")

**Should**  
The key word in Guidance

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### Instructions

- Support both the “how” and “what”
- Provide step-by-step **actions**; instructions are task-oriented
- Examples:
  - Instructions provided with forms (as a part of form or separately, e.g., DSS-5010ins)
  - Instructions in the current manual regarding use of the Central Registry
- Instructions are **NOT** included in new manual

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### Questions



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### Format, Organization, and Content

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### Changes to *Format*

- Sections now formatted to clearly differentiate between policy, protocol, and guidance
- Sections are shorter
- Increased use of bullets (less narrative), especially in Protocol
- More links to other sections of the manual
- Information that applies to more than one function now found only in "Cross Function Topics"

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### Changes to Manual *Organization*

**Vision and Philosophy**  
Principles of Partnership, Core Beliefs, Systems of Care

**Functional Areas**

- Intake
- Assessments
- Ongoing Services
  - In-Home
  - Permanency Planning
- Adoptions
- Licensing

Cross Function Topics

**Other Topics**  
Funding Manual

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### What's in the Modified Manual?

**Functional Areas**

- Intake
- Assessments
- In-Home
- Permanency Planning

**Cross Function Topics**

- Safety
- Diligent Efforts
- CFTs
- Temporary Safety Providers & Kinship Providers
- Filing a Petition
- Preparing for Placement
- Domestic Violence
- Risk & Use of Assessment Tools
- Collateral Contacts
- Parent Engagement
- Identifying & Engaging Extended Family
- Documentation
- MEPA/ICWA

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## Changes to Functional Area

### Organization

Purpose

Table of Contents

Policy & Legal Basis (some definitions)

Timeframes

Table of Required Timeframes &/or Flow Chart

Protocol & Guidance

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### In-Home Manual – Table of Contents

| DESCRIPTION  | Page |
|--|------|
| Policy & Legal Basis   | 3    |
| Required Timeframes (for compliance with policy and protocol)  | 4    |
| Protocol and Guidance  |      |
| Assessing Safety & Risk of Maltreatment                        | 7    |
| Risk Reassessment  | 8    |
| Case Staffing / Two Level Decision-Making / Role of Supervisor | 9    |
| Temporary Safety Providers                                     | 10   |
| Termination of In-Home Services                                | 10   |
| Required Contacts for In-Home Services                         | 13   |
| Initial Contact  | 14   |
| Required Contacts  | 15   |
| Parent Involvement   | 16   |
| Review of Services / Family Services Agreements                | 18   |
| Strengths and Needs Assessment                                 | 21   |
| Domestic Violence  | 21   |
| Child Well-Being   | 22   |
| Child and Family Team Meetings                                 | 22   |
| Lack of Progress   | 23   |
| Stuck Cases  | 24   |
| ICWA   | 25   |
| Documentation  | 26   |
| New Report (Allegations) During In-Home Services               | 28   |
| Birth of Child on Open In-Home Services Case                   | 29   |
| Transfer of In-Home Services to Another County                 | 30   |

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### In-Home Services: Required Contacts

| Protocol – What you must do   | Guidance – How you should do it  |
|---|--|
| <p><b>Domestic Violence</b></p> <p>At no time is the non-offending parent/adult victim to be placed in danger by being interviewed or meeting with the perpetrator of violence against him or her. The children will also not be interviewed with or required to be in the presence of the violent adult.</p> <p>If a direct threat is heard by the child welfare worker, he or she must take immediate steps to protect himself or herself, the children and/or non-offending parent/adult victim.</p> <p><b>INITIAL FAMILY/CHILD CONTACT</b><br/>                     Within seven days of case decision (Substantiation or a finding of Services Needed for any report of abuse, neglect, and/or dependency), face to face contact with the family by a county child welfare worker must occur (the only exception is for cases that are substantiated and closed). This contact:</p> <ul style="list-style-type: none"> <li>• Begins the transition from the CPS Assessment to CPS In-Home Services;</li> <li>• Informs the parent(s) or caretaker(s) of the reason and purpose for In-Home Services;</li> <li>• Discusses all safety and risk concerns and the current safety plan (Temporary Parental Safety Agreement (TSPA)); and</li> <li>• Includes discussion about the development of the In-Home Family Services Agreement within 30 days of the case decision.</li> </ul> <p>Documentation must include the <u>diligent efforts</u> made and/or rationale for the delay if this 7-day contact does not occur.</p> <p><b>REQUIRED ONGOING CASE CONTACTS</b><br/>                     In-Home Services must include at a minimum:</p> <ul style="list-style-type: none"> <li>• Face to face contact with both the victim child(ren) and all parents or primary caretakers at least twice a month;</li> <li>• Contact with at least two <u>collaterals</u> (people significant to the case) each month; and</li> <li>• Face to face contact with any non-victim child(ren) and any other household members at least once a month.</li> </ul> | <p><b>INITIAL FAMILY/CHILD CONTACT</b><br/>                     The initial 7-day face-to-face contact with the family should be completed by the in-home services child welfare worker and should also include the CPS assessment worker.</p> <p>The 7-day contact should occur in the family home and include all members of the family.</p> <p><b>REQUIRED ONGOING CASE CONTACTS</b><br/>                     Ongoing Contact<br/>                     Ongoing contact with the family and significant others is critical in maintaining the child's safety and in knowing which services are most relevant.</p> <p>Building a bond of trust and rapport with the child and parent/caretaker is important to gathering information.</p> |

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| CROSS FUNCTION TOPICS: Diligent Efforts   |  |
|---|--|
| <p><b>Legal Basis</b><br/>                     10A NCAC 13A 0105<br/>                     "The director shall make diligent efforts to locate the alleged victim child or children until such efforts are successful or until the director concludes that the child or children cannot be located. Diligent efforts shall include, but not be limited to, visits to the child's or children's address at different times of the day and on different days. All efforts to locate the child or children shall be documented in the case record."</p>   |  |
| <p><b>Protocol - What you must do</b><br/> <b>LOCATING VICTIM CHILDREN AND THE VICTIM CHILDREN'S FAMILY</b><br/>                     Diligent efforts to locate must be performed to:</p> <ul style="list-style-type: none"> <li>• Locate all alleged victim children;</li> <li>• Locate parents, including a noncustodial parent, and</li> <li>• Locate the family residence.</li> </ul> <p>Diligent efforts are defined as persistent, relevant attempts to locate an individual or family. Diligent efforts must include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Visits to the child's or parent's address at different times of the day and on different days;</li> <li>• Attempts to call last known phone number(s);</li> <li>• Searches on Account, ASSIST and/or equivalent;</li> <li>• Letters to possible address(es);</li> <li>• Visits to the school or daycare the child attends;</li> <li>• Contact with extended family members;</li> <li>• Initial and ongoing discussion with children and known parent regarding any contact with absent parent or missing family member;</li> <li>• Review of past CPS records or other agency history (NCFAST);</li> <li>• Contact with utility providers and landlord(s);</li> <li>• Contact with service providers, public and private;</li> <li>• Contact with reporter or other collateral contacts;</li> <li>• Contact with current or past employer(s);</li> <li>• Contact with Child Support, vital records, check of civil records, including VCAP;</li> <li>• Review of police reports, criminal history (DOC, NC and Federal inmates, sex offender registry), court calendars check, contact with parole officers, etc.;</li> </ul> | <p><b>Guidance - How you should do it</b><br/>                     To locate a parent that is in prison, contact the <a href="http://www.doc.state.nc.us/doc/index.htm">DOC Department of Corrections, Records Office</a>. Contact numbers and addresses for specific prisons can be found on the NC Division of Prisons website <a href="http://www.doc.state.nc.us/doc/index.htm">http://www.doc.state.nc.us/doc/index.htm</a>. All inmates have a case manager or child welfare worker that can assist in contacting a prisoner.</p> <p>County child welfare agencies are expected to be creative and flexible in determining the whereabouts of children, families, and/or parents who are not located by routine means.</p> |

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### Use of Cross Function Topics

- Allow information to be provided in one place
- Supports consistency across functions
- Includes protocol and guidance
- Examples: Domestic Violence, Use of CFTs, Child Well-Being, Diligent Efforts, Collateral Contacts

**DON'T MISS ANYTHING!**  
*You must use links from the functions to the cross functions to see all protocol & guidance*

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### Changes to Manual Content

- Identified *gaps* in policy and protocol through:
  - Review of OSRI (e.g., need for face-to-face with child separate from caretaker)
  - Conversion to new format revealed areas lacking protocol or guidance
  - And more. . . .
- Eliminated redundant & inconsistent policies
- Added to and *clarified* policy and protocol
- Incorporated many Administrative Letters

To support child welfare staff in achieving safety, permanency, & well-being for children

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**FILLING AN OSRI GAP & IMPROVING CLARITY**

### Contacts with Children

**OSRI, Well-Being Outcome 1, Item 14**  
If the child was older than an infant and the caseworker did not see the child alone for at least part of each visit, the answer to question B should be "No."

Changed content in:

- Assessments, IA and FA initiation and ongoing contacts
- In-Home Services contacts

**New Protocol**

Individual interviews with each child separate from the parent/caretaker must occur.

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**FILLING AN OSRI GAP & IMPROVING CLARITY**

### Staffing vs. Supervision

These terms were undefined & frequency was unspecified

**Staffing**

- Focus is on cases
- Review case work for, but not limited to:
  - Compliance with policy
  - Concerns regarding child risk and safety
  - Sufficient family capacity and/or progress

**Supervision**

- Focus is on worker skills and growth
- Ensures worker has knowledge and skills, includes coaching & support

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### Implementation of the Manual: A Pilot County Perspective

Takeaways/lessons learned in Buncombe County:

- Tracking page numbers and asking for more links
- More accessible and user-friendly version of the manual with clearer expectations
- Did not focus as much on the cross-function topics as we should have
- Required Timeframes and Flowcharts are very helpful
- Increase in workload due to clarification of expectations and closing of gaps designed to help us achieve better outcomes related to safety, permanency, and well-being



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### Implementing the Manual

- Resources for supporting use of the manual
  - This webinar!
  - 10 regional meetings delivered by NC DSS Child Welfare Section staff
  - DIY kits
  - Technical assistance from NC DSS
- Forms
  - New forms will be implemented when each county implements NC FAST



*On the Supervisor Resources section of ncswLearn.org*

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### Available NOW!

Location of the manual:  
<https://nccwta.org/index.php?Knowledgebase/List>

Don't miss "forms by function," available here:  
<https://nccwta.org/index.php?Knowledgebase/Article/View/2/12/nc-cw-modified-manual-for-nc-cw-pilot>

Sample →

| Form Number                 | INTAKE FORMS                   |
|-----------------------------|--------------------------------|
| <a href="#">DSS-1402</a>    | CPS Intake Report              |
| <a href="#">DSS-1402ins</a> | CPS Intake Report Instructions |

| Form Number                  | ASSESSMENT FORMS                   |
|------------------------------|------------------------------------|
| <a href="#">DSS-5228</a>     | Case Decision Summary              |
| <a href="#">DSS-5228 ins</a> | Case Decision Summary Instructions |

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- Started Aug. 2017 in 5 pilot counties (Franklin, Guilford, Richmond, Rockingham, Sampson)
- NC FAST must be aligned with the requirements of the manual
- Work on that alignment has begun and is scheduled to be done prior to the June 2018 rollout of NC FAST

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Questions 

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**Wrap-Up**

**Improve Performance by...**

- Improving clarity about what is **required** vs. what is **guidance**
- Addressing gaps with new protocols and/or guidance
- Improving navigation/usability so staff can find the information needed

**To achieve safety, permanency, & well-being**

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Share a key takeaway

*Type into chat....*

*One thing you will do in response to what you have learned today....*

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**Presenter Contact Information**




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### Two (2) Final Steps for DSS Staff

1. To receive training credit, you must "Complete Course" WITHIN ONE WEEK

- ✓ Log in to [www.ncswlearn.org](http://www.ncswlearn.org)
- ✓ Select "PLP"
- ✓ Select "Webinars"
- ✓ Click "Enter"
- ✓ Click "Complete Course" button

Passcode is:           

*You have only one week to "complete course"*

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### Step 2 for Everyone

1. Please take a brief survey

- We will provide link for those logged on
- Can also access thru [ncswlearn.org](http://ncswlearn.org)

To take the survey now, just click on the link below:



**Webinar survey**

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*Follow-Up Document for the Webinar*

# **Introduction to North Carolina's Modified Child Welfare Policy Manual**

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**Webinar handouts:** [https://www.ncswlearn.org/ncsts/webinar/handouts/54\\_webinar\\_handouts\\_3\\_9\\_18.pdf](https://www.ncswlearn.org/ncsts/webinar/handouts/54_webinar_handouts_3_9_18.pdf)

**Recording:** if you missed the webinar or want to view it again, go to: <http://fcrp.unc.edu/webinars.asp>

## **Answers to Questions Asked During the Webinar**

*Responses in this document are from the NC Division of Social Services Child Welfare Services Section.*

### **I. Instructions**

**Are instructions considered policy/protocol, or are they guidance?**

They actually support both.



### **Where will the instructions for forms be located?**

All forms and instructions that are not modified are still on the DHHS site. The plan is to have all forms and instructions in one place by the end of 2018.

### **In regards to the Central Registry instructions, when will they be available in the manual?**

A precise date is not yet known. The Division is still working out whether Central Registry instructions will be an addendum, since technically they are neither protocol nor guidance. As soon as a decision is made, the Division will give the counties clear directions on how to access the Central Registry instructions. For now these instructions will continue to reside in the current NC CW manual on the DHHS website.

## **2. Forms**

### **For the new forms, will there be any instructions listed anywhere, or will they be pretty self-explanatory?**

Most of the new or modified forms made available with the modified manual do have instructions; for the most part these are made available as a separate document. See page 2 of the “forms by function” document (<https://nccwta.org/index.php?Knowledgebase/Article/View/2/12/nc-child-welfare-manual>) for a list of which forms are new or modified.

### **Is there a list of forms that were modified vs. not modified?**

Yes. Please refer to page 2 of the “forms by function” document (<https://nccwta.org/index.php?Knowledgebase/Article/View/2/12/nc-child-welfare-manual>).

### **For counties already using the pilot forms, have any of the pilot forms been modified again?**

Yes. The version posted 3/9/18 includes modifications made from feedback from pilot counties. Not all forms have been revised, but some have.

### **Has the pilot In-Home Family Services Agreement been translated into Spanish yet?**

Not yet. The Division will notify the counties as soon as a Spanish-language version of this form exists.

### **How will contradictions in tools and old policy and pilot policy be resolved? Key example: the Family Strengths and Needs Assessment (FSNA) instructions state the tool is to be used in confirmed CA/N cases. Pilot Policy says the FSNA is to be used within 45 days of closing any assessment.**

The Division plans to address all contradictions that exist between form and policy. The instructions for the FSNA will be modified and posted on the Knowledgebase by the end of March 2018. Please feel free to notify your CPR or the Division policy team of any contradictions you identify. As Division staff do not use the forms as routinely as County staff, there may be contradictions that Division staff are not aware need to be addressed.

### **Did you say the most up-to-date forms are on the TA Gateway's Knowledgebase? The in-home visit record form there says it was updated 11/20/17. Is there a newer version?**

The forms currently posted on TA Gateway Knowledgebase are the most current. Precise dates on these forms vary, but they are all the most current. Note: as the Division works on the design of NC FAST there

may be further tweaks to forms. Please go to the Knowledgebase to get a form when needed to ensure you are using the most current version.

**Regarding the DSS-5295 (Monthly Contact Record): is there only one now for use with all children in out-of-home care and is the form we were provided today with no lines the one to be used now?**

With the intent to streamline forms, the Division is combining the 5295 and 5296 so that there is one form for out-of-home care. This work will also support a smoother transition to implementation of NC FAST.

### **3. Implementation of the Modified Manual/Forms**

**Can counties start using the new/revised forms and modified manual?**

Yes. A "Dear County Director Letter" (DCDL) will come out shortly providing an official implementation (or "go live") date. In meantime, you can access updated versions on the TA Gateway (<https://nccwta.org/>). Counties are free to review and get familiar with this material and to use it if they choose.

**For new employees going through pre-service, will they be trained on the old or modified manual?**

Although the Division's Staff Development Team is training based on the current manual, they have made a big effort to identify changes to policy. The Staff Development Team created a "cheat sheet" so they can support staff attending pre-service from both the PIP counties and non-PIP counties. County staff working from the modified manual are encouraged to bring that information with them. The Staff Development Team is working to revise pre-service and all 200-level courses so when the modified manual is fully implemented the training will reflect the modified manual.

**Is consideration being given to make sure that NC FAST fits with the modified manual?**

The Division is working on this. NC FAST functionality will be aligned with the modified manual by the end of June 2018. Other functionality improvements to NC FAST will continue, even after statewide implementation.

**Will a cheat sheet be available to share with all 100 counties to assist implementation?**

Yes. The Division already provides such a document: see the file

"new cw policy protocol or guidance.pdf" located here:

<https://nccwta.org/index.php?/Knowledgebase/Article/View/2/12/nc-child-welfare-manual>

### **4. Workload/Caseload**

**Buncombe County, can you provide any data supporting your statement that use of the modified manual increased workload for your staff? Can you provide numbers?**

*[Response from Buncombe's Rebecca Smith]* We did time studies. Our focus was on the permanency planning unit, since some of the biggest changes in the manual occurred there. As a baseline, we estimated a FTE child welfare worker works an average of 173 hours per month. Looking at all expectations in modified manual, we concluded that the time needed to meet these expectations would be 193 hours a month, exclusive of new cases, time away for training, sick days or personal time off,

delays related to NC FAST implementation, etc. We are currently working on time studies related to other services areas; we would be willing to share the results with other counties when they are available.

## 5. Face-to-Face Contacts

**When the SW goes to the home in the evening or early morning (after hours) and the child is asleep, are we required to wake the child up to conduct an interview (especially school-aged children)?**

Children must be interviewed about the allegations within the response timeframe. There may be times when it will be necessary to wake a child to meet this requirement. If the reason for not interviewing a child is that they were asleep, the case will not pass this requirement of the OSRI.

## 6. Miscellaneous

**Can we get an electronic copy of the PowerPoint?**

This may be found in the webinar handouts, which are available here:

[https://www.ncswlearn.org/ncsts/webinar/handouts/54\\_webinar\\_handouts\\_3\\_9\\_18.pdf](https://www.ncswlearn.org/ncsts/webinar/handouts/54_webinar_handouts_3_9_18.pdf)

**Since a "Go Live" date for all counties has not come out yet, what is the expectation for counties in operating by the modified standard, especially if reviews are being conducted in the interim?**

As far as OSRI tool, that tool will not change. The Program Monitoring tool currently reflects the "old" manual, not modified manual. The Program Monitoring tool is being updated for use starting July 1, 2018. The upcoming DCDL will list regional meeting times and the "go live" date—it will be sometime mid-year. We don't know the exact date yet.

**What guidance can be given when requesting ICPC to do a home visit with parent or child and the other state refuses because parent did not meet the preliminary requirements (e.g., adequate housing or concerns with others in the home); NC ICPC did not approve.**

ICPC is a section of the manual that has not yet been updated. A schedule for that update has not yet been established. For specific case guidance, contact the ICPC team at the Division.

**The confidentiality section of our manual was last updated in 2008, and there have been federal policy changes related to substance abuse. Will the policy manual be modified for changes that have occurred since 2008?**

The confidentiality section has not yet been updated, but the Division does plan to update that section within the next year.

## Participant responses to the question:

Type into chat: one thing you will do in response to what you have learned today:

| Participant                              | Comment   |
|--|---|
| Sekema Chasten                           | Get familiar with the new policy prior to it being implemented  |
| Ople Austin-Smith                        | All forms need detailed instruction sheets, as some of them have none, which makes things more difficult to complete.                         |
| Megan Bustin                             | Utilize forms by function, rather than digging through  |
| Coleen Anderson                          | pull up the updated forms   |
| Sharon Ballen Reese                      | I will provide my team with the power point and review the information in this webinar at my next unit meeting                                |
| Alexander DSS                            | Review if there have been updated to these forms  |
| Rowan County (Lisa Berger)               | Review updated manual and the forms by function document. Get our staff informed.   |
| kendal baron                             | Start implementing the new policy within the sex abuse unit   |
| Donza McLean                             | Explore the manual  |
| LaShonda Stanley                         | Review our training curriculum to assure we are training the most current policy  |
| Kira McNeill                             | Look at the manual changes that were put in last night  |
| Rene' Collier                            | complete review of the policy and note any changes  |
| Kim Davis                                | I will review the material myself and then begin discussing with my team  |
| Tisha Harper                             | Review the updated manual and forms   |
| Holly Mooney                             | begin reading the new manual and thinking ahead because I'm very policy oriented and want to really know it once it releases                  |
| Pam Stewart                              | Read and Review the modified manual   |
| Currituck DSS                            | Explore new manual and begin implementation soon  |
| Brenda Lester                            | Use links for cross functions   |
| Rachel Willert Brazil                    | Must vs. shoulds and familiarizing the new policy   |
| patches j. mcqueen                       | getting familiar to the new policy and forms  |
| Hannah Sutton-Haywood                    | begin looking at updated manual so it will be familiar before implementing  |
| tammy                                    | Look into the updated forms and manual  |
| Jennifer Hull Rogers                     | Review New Policy   |
| Tyrrell County 2                         | utilize the links   |
| Melanie Cogdell                          | I will review the website and review the changes  |
| April Pope                               | Review the new policy manual and begin training staff   |
| Kim Bailey                               | We will check out the links   |
| Audrie Sa                                | Bookmarked the manual on my task bar  |
| Luenetta Lewis                           | review the new policy   |
| Phyllis Parker                           | review the updates  |
| Alice Jones                              | We are going to use the new more modified forms, until they are modified again  |
| Patricia Van Arsdale                     | review materials  |
| Paula T. Price                           | Review the new manual changes so that I can get ahead of things.  |
| MecklenburgCountyD4D5                    | Make the knowledge base website one of our favorites. Print out required time frame sheets.   |
| Malinda                                  | I will be excited to find forms by their function, and also to check out the policy in order to see the clarity between protocol and guidance |
| Ople Austin-Smith                        | Utilize forms by function/familiarizing with the new policy   |
| Leia J. Crouse                           | review the new policy   |
| Terry Anastasi                           | Checking out forms by function - sharing that link on where info can be found   |
| Josh Cannon-Guilford                     | We will explore the manual and become familiar with the manual on the TA Gateway  |
| Mozetta Williams-Crouch, Guilford County | Review the manual on a regular basis for changes, especially those changes that reflect on foster home licensing.                             |
| Marie Webb                               | familiarize self and provide team with info   |
| Becky Burseson                           | look at the new manual and share with the other employees here at the agency  |
| Kimberly Britt                           | Review  |
| Toni Welch                               | Review updated Policy and forms and share with teams  |
| yolanda.white                            | Review the new modified manual  |

| Participant                     | Comment   |
|---------------------------------|---|
| Kysha C. Gary                   | certainly getting familiar with the new forms before they are implemented.  |
| carolyn fields                  | Review updated forms  |
| Terrae A Carmon                 | continue to become familiar with the new policy and utilizing the manual  |
| Jessica Chatman                 | Review and then train staff.  |
| marcee Thompson                 | reviewing the manual and sharing within the unit  |
| Rachel Johnson-Williams         | Review all of the new forms before meeting with my team   |
| Racquel Hughes                  | Caswell start looking at the new manual and being using new policy and forms and discuss with our CPR   |
| Haven Phillips                  | provide power point to my team, get familiar with new policy, look at updated manual.   |
| CINDY                           | review the update manual  |
| Jahnell Carmichael              | Review the new policy manual and ask workers to view the webinar.   |
| Jovetta Whitfield               | check the new forms in In-Home Services; make sure that we are looking at the cross functions.  |
| wilder horner                   | definitely play around in the new manual so that i can be more confident with it and the information/organization prior to staff                      |
| Eric Miller                     | Reviewing the updated policy manual before going into use   |
| juaconda mcmillian              | Review information  |
| Casey Coghill                   | Going to review the modified manual and forms   |
| De Wana Smith                   | review the updated manual   |
| Kim Talley(group)               | Review new policy and assess our current practices.   |
| robin latessa                   | providing our staff with the new policy and looking at steps to implement the policy  |
| LaToya/Amy                      | Try to get smart on the forms prior to roll out   |
| Kristy Gerald                   | /review the updated manual  |
| Keisha Hooks                    | Review the new policy   |
| Vanessa Moore                   | trying to find the time to review the changes and introduce to my staff.  |
| David Cox - Robeson County      | review the revised policy and meet with unit to discuss it  |
| Morgan Greene, Wake County      | Review the manual and forms. Refer back as needed while working with clients  |
| rachel johnson                  | clarification was provided for "must" and "shall"   |
| Bunny Critcher, Richmond County | Review the manual and begin incorporating the new policies.   |
| Kristen Icard - Alexander       | Train staff on new manual   |
| Whitney Moore                   | Orange will attend the regional meeting   |
| Kelly Icenhour                  | We will begin reviewing the new modified manual to identify how this will affect our current practice.  |
| Ronda Teal                      | We plan to go ahead and review the manual prior to the 'go live' date (in unit meetings and individually)   |
| kim                             | Review updates/changes and determine methods for training staff   |
| Betsy Tarn                      | review the new policy   |
| Mary Taylor-Jones               | Review new manual   |
| LCDSS                           | Lincoln County is excited about the new format!!  |
| Frances King                    | It will be "green" of us to pull up manual instead of printing all those pages. Yay!  |
| Rorie Staton                    | Review manual changes   |
| Brittney Bullard                | Here at Moore County we plan to read the new manual and become familiar with it   |
| Amber Yates and Tobasha Houck   | Seems much easier to use online now so will use that and save new sites on the favorites bar  |
| Casey Coghill                   | kudos to the person who thought to put the forms in better order so we can actually find them now   |
| Virginia King                   | Review updates to the modified manual with supervisors and encourage them to do the same with staff and to continue to work from the modified manual. |
| JB                              | review changes  |
| Tracy McCormick                 | review new policy and links for cross functions   |
| maggie                          | working with new social workers to start off using the new manual   |
| Valarie Price                   | Review the new manual and discuss ways to implement changes.  |
| ANTOINETTE HOLLEY               | To ensure all CPS Staff is aware of the modified manual.  |
| Rekita McDuffie                 | Review with the updated forms and ensure that staff are aware of the updates  |
| Barbara Boone                   | review manual and forms   |