



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Deputy Secretary for Opportunity and Well-Being

October 26, 2023

Sharon Barlow, Director
Guilford County Department of Social Services
1203 Maple Street
P.O. Box 3388
Greensboro, NC 27402

Victor Isler, Assistant County Manager
Guilford County
301 West Market Street
Greensboro, NC 27401

Michael Halford, County Manager
Guilford County
301 West Market Street
Greensboro, NC 27401

Commissioner Alston
Guilford County Board of Commissioners
301 West Market Street
Greensboro, NC 27401

Dear Director Barlow, Mr. Isler, Mr. Halford and Mr. Alston,

On May 16, 2023, the North Carolina Division of Social Services (NCDSS) issued a letter requiring Guilford County Department of Social Services (GCDSS) to develop a Corrective Action Plan (CAP) to address identified violations. The CAP was approved by NCDSS on July 14, 2023.

The CAP was reviewed on October 16, 2023, to determine progress, barriers, and next steps to GCDSS completing the goals that were set. During the meeting, the following was agreed on:

- 1) GCDSS has operationalized their plan and developed and implemented new processes and protocols to improve the identified needs.
- 2) GCDSS has achieved 100% participation compliance in two of the required ncswelearn.org trainings, Back to

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES

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Basics and NC Practice Standards.

- 3) In order for GCDSS to continue progress towards successfully completing the goals developed in their CAP, there should be oversight of the ever-changing nature of the work of Child Welfare and the current workforce, to ensure that barriers are consistently identified and addressed by HHS and county leadership. The establishment of a competitive pay plan and continued expansion of staff are indicators of leadership responsiveness.
- 4) GCDSS will continue to demonstrate through practice that the implemented processes and protocols are accomplishing the desired outcomes.

NCDSS will continue to partner with GCDSS to assist in the successful completion of the CAP through ongoing monitoring of case files, onsite technical assistance, and the review of implemented processes and protocols.

If you have any questions or concerns, please contact me at (828) 785-8253 or peter.west@dhhs.nc.gov

Sincerely,

Peter L. West

Peter L. West

Section Chief for County Operations

Cc: Lisa Cauley, Senior Director of Human Services
Rajeev Premakumar, NCDHHS Deputy General Counsel
Gail Carelli, NCDHHS Deputy General Counsel
Tammy Shook, Interim Deputy Director for Child Welfare
Katie Swanson, Deputy Director for Child Welfare Operations
Jennifer Miller, RCWC Manager
Mirna Gereige, RCWC