



# North Carolina Department of Health and Human Services Division of Social Services

2407 Mail Service Center • Raleigh, North Carolina 27699-2407

Michael F. Easley, Governor  
Carmen Hooker Odom, Secretary

Pheon E. Beal, Director  
(919) 733-3055

January 12, 2006

Ms. Reta M. Shiver, D.P.A., Director  
Pender County DSS  
P. O. Drawer 1207  
Burgaw, N.C. 28425

Dear Ms. Shiver:

Attached is the Child and Family Services review report for your agency. The review process involves the analysis of information concerning management, practice, and outcomes in the areas of child protective services, foster care, and adoptions. The report is intended to reflect areas of programmatic strength as well as areas in need of improvement.

In an effort to identify specific strengths and concerns, the following three areas are reviewed: Safety, Permanence, and Well-Being. The information from your agency's self-report is also included as a part of this Child and Family Services Review Report.

We congratulate you and your staff on achieving substantial conformity in 6 out of the seven outcome areas of the review. A formal Program Improvement Plan is required for the 1 outcome area in which the agency did not achieve substantial conformity. Your Children's Programs Representative is available to assist you in formulating your improvement strategies. The Plan should be addressed to Keith Davis, Team Supervisor, in the Local Support Operations, 325 N. Salisbury St. Room 1021F, 2439 Mail Service Center, Raleigh, NC. 27699-2439. If you have any questions, please contact Beverly Daniel at (919) 733-9461 or at [beverly.daniel@ncmail.net](mailto:beverly.daniel@ncmail.net).

We appreciate the cooperation of you and your staff in helping us complete this review process and hope that the report becomes a helpful tool in achieving the goal of a safe, permanent home for all children in your county.

Sincerely,

A handwritten signature in cursive script that reads "Jo Ann Lamm".

Jo Ann Lamm, Section Chief  
Family Support and Child Welfare Services

#### Attachments

cc: John Bauer, County Manager  
Eugene Meadow, Board of County Commissioners  
Norwood Blanchard, Chairperson, County Board of Social Services  
Sherry Bradsher, Deputy Director, DSS  
Beverly Daniel, Program Review & Program Compliance Monitoring Team Supervisor  
Keith Davis, Local Support Operations Team Supervisor  
Susan Moss, Children's Programs Representative

RECEIVED JAN 17 2006