PUBLIC INFORMATION

ITEM NO. 3.

DATE OF MEETING: March 21, 2011

REQUESTED BY: Dr. Reta M. Shiver, Director, Department of Social Services

SHORT TITLE: Update on REAP Pilot Project

BACKGROUND: REAP is the acronym for "Reaching for Excellence and Accountability in Practice". This is a Child Welfare Technical Assistance Model that includes a "Self-Assessment" process of DSS and the delivery of technical assistance from the State to help improve and enhance the quality of our service delivery to families.

Eight (8) counties in North Carolina make up the pilot counties. The REAP Pilot is the first in the Nation; North Carolina is the first State; and Pender has the honor of being one of the first Counties to engage in this Child Welfare Technical Assistance Model Program. The Self-Assessment process is designed to highlight outcome areas in which Pender County is performing well and identify areas in which barriers to, or gaps in services exist.

REAP will ensure that Pender DSS is a "high performing organization" and employs "results-based management strategies", keeping in line with one of Pender County's priorities initiated by the Pender County Manager at the beginning of 2011.