

# Appendix F: Training Plan Update

## Training Plan Update

The NC DSS Training Plan was submitted on June 30, 2019; it remains in effect. The following updates were made and/or will be made:

### ***1. NC Pre-Service Training Redesign***

NC DSS is working with Public Knowledge to redesign Pre-Service Training. An assessment of the current Pre-Service curricula was completed in April 2022. The scope of the assessment included a review of national best practices and research on child welfare pre-service training, interviews and focus groups with NC DSS county and state staff, reviews of past NC DSS child welfare assessments, and a review of current curricula. Key findings from the assessment included:

- NC DSS Pre-Service Training is based on an outdated curriculum. The curriculum focuses on training policies and not training new staff on skills. The training does not reinforce practice, focuses on teaching new staff on completing forms instead of how to work with families, and focuses on compliance.
- New workers completing training are inadequately prepared to work with families. There is currently no mechanism to assess new workers' skillset upon training completion. There are limited opportunities for transfer of learning activities, coaching, and mentoring new workers during the training process.
- There is lack of consistency in training across the state. There is a lack of agreement among counties regarding what training is needed for new workers to complete before working with families. There is no consistent onboarding process for new workers. Counties need to be formally engaged in the state training process.

NC DSS approved a Training Design Plan that addresses all key findings from the assessment. Currently, NC DSS and Public Knowledge® are developing content for modules for the Foundations and Core courses for piloting in September and October 2022. Additional Track Courses for Child Protective Services, Permanency, and Licensing will be developed in FY 2023. All new courses will be evaluated for effectiveness.

### ***2. North Carolina Practice Standards Training for Leaders***

This course is provided by the NC DSS in partnership with Public Knowledge and includes a series of seven webinars that focuses on the Leaders' behaviors required for their positions. Specifically,

- Communicate with staff, stakeholders, elected officials, other counties, and communities on the mission, vision, values, and strategic plans of the organization.
- Engage staff, stakeholders, elected officials, counties, and communities to actively participate with and support the child welfare system.
- Assess, analyze, and using data and other information to make decisions and determine next steps for organizational strategic plans, goals, and objectives
- Work with staff, stakeholders, partners, and others to develop a joint vision for the organization and to develop long and short-term strategic plans; and
- Guide and monitor change efforts through a purposeful process resulting in improved outcomes.

### ***3. North Carolina Practice Standards Training for Supervisors***

This course is provided by the NC DSS in partnership with Public Knowledge. The NC Practice Standards Supervisor Training Series is a series of five self-paced online courses that teach child welfare supervisors how to implement the practice standards in their work with their staff, families, and community stakeholders. This series teaches supervisors behaviors required for engaging others in their positions, including:

- Focusing attention to understand their worker
- Demonstrating interest and empathy for their working in using verbal and non-verbal behavior
- Acknowledging strengths of their worker

### ***4. 2020–2021 Child Welfare Annual Policy and Practice Update***

This webinar is an overview of the changes to law, policy, and practice that occurred from July 1, 2020– June 30, 2021. This is a long-term training activity that will be updated every year and is required of all North Carolina child welfare staff. This webinar brings North Carolina into compliance with legislative mandate to provide staff with annual updated information on family-centered practice and state laws. The first iteration of this webinar was offered in March and the next webinar will be offered in the Fall of 2022 and will recap changes that occurred from July 1, 2021– June 30, 2022. NCDSS has partnered with UNC to host these webinars.

### ***5. Assessing for Safety and Risk: Key Elements***

In March and April of 2022, NC DSS partnered with Evident Change to host this series of webinars. These *Back-to-Basics* webinars covered content on the Structured Decision Making® (SDM) safety and risk assessments. All are long-term training activities.

- Webinar #1 is focused on a step-by-step review of the safety assessment (2 hours)

- Webinar #2 is focused on using scenarios and SDM tools to complete the risk assessment (1 ½ hours)
- Webinar #3 is focused on safety and risk in practice (1 ½ hours).

It is required that all child welfare staff whose work requires the use or review of the NC Safety Assessment (DSS-5231) and NC Family Risk Assessment (DSS-5230) in the duties of their job participate in the live training or view the recording and complete a Knowledge Check Survey to earn credit for attendance. The survey must be completed regardless of whether there was participation in the live or recorded version of the webinars. Regional Child Welfare Consultants will follow up with local child welfare agencies to ensure all required child welfare staff have participated in or viewed the webinars, review records to ensure county practice is consistent with the content of the webinars and provide continued guidance and technical support.

#### ***6. Introduction to the Foster Care 18-21 Program, Parts 1 and 2***

These self-paced, on-demand, online course are focused on Foster Care 18-21, NC's extended foster care program. This course is provided by NC DSS in partnership with the Family and Children's Resource Program at the UNC School of Social Work.

- Part 1: Focuses on describing the purpose and benefits of the Foster Care 18-21 program, determining a young person's eligibility for the Foster Care 18-21 program, and enrolling young adults in the Foster Care 18-21 program.
- Part 2: Focuses on explaining how placements work in the Foster Care 18-21 program, including the role they and their agencies play in monitoring placement, describing tools and processes to support Foster Care 18-21 program participants, and explaining rules and procedures when Foster Care 18-21 participants exit or re-enroll in the program.

#### ***7. "Return to the NC Child Welfare Workforce"***

This course was developed to address the child welfare workforce crisis by creating an option for participants who left the North Carolina child welfare system for 3 or more years and who wish to return to the workforce. Previously, these individuals were required to complete Pre-Service again before returning. This self-paced course, also known as the "Refresher" course, consists of a power point, knowledge assessment and answer key that will allow supervisors to assess staff's readiness to return to work with families. This new option will enable experienced staff to contribute to the workforce sooner, and it allows more room in the Pre-Service courses for those without prior NC experience. The course will be deployed in June 2022.

**The following trainings will be developed by UNC Family and Children's Resource Program and delivered by NC DSS staff in July 2022– June 2023. These are all long-term training activities.**

**1. CPS Assessments in Child Welfare “Bridge” Course**

The CPS Assessments in Child Welfare course was revised in January 2020 with new policy and practice information and a self-paced portion on policy. The CPS Assessments “Bridge” course will be specifically targeted to child welfare staff who completed the CPS Assessments in Child Welfare course prior to changes in January 2020. The Bridge course will have a self-paced portion for policy and 2 ½ days of a live online session. Classroom content will focus on information and activities that were added when the course was revised.

**2. Shared Parenting in Child Welfare**

The Shared Parenting course will be redesigned from a classroom only format to a blended online course with an estimated 2–3 modules with video production and a 2–3-day live classroom session. The course will educate child welfare workers on the importance of shared parenting and its connection to permanency outcomes for NC children in care.

**3. Family First Prevention and Services Act Series**

This series of six refresher webinars that will be developed by our partners at UNC–Family and Children Research Program Plan in support of NC’s implementation of FFPSA.

**4. Plan of Safe Care for Substance–Affected Infants in Child Welfare (working title)**

This will be a new course that will be required of child welfare staff who complete or have oversight of Plans of Safe Care. This will be a self-paced module with practice scenarios. This module will also be incorporated into the current CPS Assessments in Child Welfare course and the CPS Assessments “Bridge” course. It is unknown how long this course will be.

**5. Other On–line/ On–Demand Resources:**

- Creating a webinar training that provides information on the care management resources available from Medicaid and Public Health and provide this information to the counties.
- Creating a webinar training providing information on services available and funding streams to pay for medically necessary services.
- Revising the course Fostering Connections II: Partnering to Improve the Health and Well-being of Children in Foster Care.

- Revising the course Fostering Connections II: Building Local Systems to Improve the Health and Well-being of Children in Foster Care.

Significant revisions to content, interactivities, and navigational functions to the course Introduction to the Monthly Foster Care Contact Record