



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

May 4, 2021

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: WBT Link Removed from SharePoint

REQUIRED ACTION: Information Only Time Sensitive Immediate

The Web Based Training (WBT) is no longer operational. The Flash animation software used to develop it is no longer supported by its manufacturer. Effective May 11, 2021, the link for this site will be removed from SharePoint.

To still provide training information to new and seasoned employees the following training tools are available on SharePoint and the Child Support Services Worker Portal:

Knowledge Checks <https://ncconnect.sharepoint.com/sites/nccss/SitePages/KnowledgeChecks.aspx>

Mini-Sessions

<https://ncconnect.sharepoint.com/sites/nccss/SitePages/MiniSessions.aspx>

Virtual Training

<https://ncconnect.sharepoint.com/sites/nccss/SitePages/VirtualTrng.aspx>

Webinars <https://ncconnect.sharepoint.com/sites/nccss/SitePages/WebinarsMaterialsRecordings.aspx>

Interactive Modules

<https://css.dhhs.state.nc.us/ecwa/>

The Policy and Training Unit are currently developing more training resources and will announce their availability periodically.

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

MAILING ADDRESS: P.O. Box 20800, Raleigh, NC 27619
www.ncdhhs.gov • TEL: 919-855-4755 • FAX: 919-715-8174

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

If you have any questions, please contact the Policy and Training Team at csetraining@dhhs.nc.gov.

Sincerely,

A handwritten signature in blue ink that reads "Carla L. West". The signature is written in a cursive style.

Carla L. West
Senior Director for Economic Security
North Carolina Child Support Director

cc: Regional Program Representatives

CSS_21_25