



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Social Services

**ROY COOPER** • Governor

**KODY H. KINSLEY** • Secretary

**SUSAN OSBORNE** • Assistant Secretary for County Operations  
for Human Services

February 18, 2022

**DEAR COUNTY DIRECTORS OF SOCIAL SERVICES**

**ATTENTION: DIRECTORS, CHILD WELFARE PROGRAM ADMINISTRATORS, MANAGERS,  
SUPERVISORS, AND SOCIAL WORKERS**

**SUBJECT: NC PRACTICE STANDARDS LEADERS TRAINING**

**REQUIRED ACTION:**  Information Only  **Time Sensitive**  Immediate

The NC Division of Social Services, in partnership with Public Knowledge, will offer a 2-hour webinar entitled “*Practice Standards Training for Leaders*” to train child welfare leaders in the NC Practice Standards for Child Welfare Services. The webinar is required for all Program Managers, Administrators, and County Directors in NC county child welfare agencies.

A North Carolina Child Welfare Transformation initiative, the Practice Standards demonstrate best-practice behaviors for child welfare leaders, supervisors, and workers when working with their agency, staff, and children and families. Training in the Practice Standards will be required for all North Carolina child welfare staff, beginning with those serving in leadership roles. Additional information, including an overview of the Practice Standards, is available online at [ncpracticestandards.pubknow.com](http://ncpracticestandards.pubknow.com).

The “*Practice Standards Training for Leaders*” webinar will:

1. Increase understanding of Leaders’ behaviors in communicating, engaging, assessing, planning, and implementing in an organization.
2. Increase understanding of the essential functions of Leaders in communicating, engaging, assessing, planning, and implementing in an organization.
3. Increase understanding of Leaders’ role coaching supervisors to implement the Practice Standards.

To ensure access to this information, this webinar will be offered at the following times:

- March 22, 2022, from 9:00 am to 11:00 am (**registration deadline – 3/15/2022**)
- March 24, 2022, from 12:00 pm to 2:00 pm (**registration deadline – 3/17/2022**)

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

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603  
MAILING ADDRESS: 2409 Mail Service Center, Raleigh, NC 27699-2409  
www.ncdhhs.gov • TEL: 919-527-6431 • FAX: 919-715-0168

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

- March 28, 2022, from 10:00 am to 12:00 pm (**registration deadline** – 3/21/2022)
- March 30, 2022, from 3:00 pm to 5:00 pm (**registration deadline** – 3/23/2022)
- April 1, 2022, from 1:30 pm to 3:30 pm (**registration deadline** – 3/25/2022)
- April 5, 2022, from 12:00 pm to 2:00 pm (**registration deadline** – 3/29/2022)

**NOTE: the same webinar will be repeated six times; there is no need to attend more than once.**

Audience: Program Managers, Administrators, and County Directors in NC county child welfare agencies.

Presenters: Tracy Malone (Project Manager), Julie Breedlove and Donna Hornsby (Management Consultants), Public Knowledge.

Registration and Training Credit: To receive credit through ncswelearn.org, you **must** preregister for this webinar no later than **the deadline listed above**. You must preregister even if you are joining the webinar as part of a group.

To preregister:

- Log in to your account\* on <http://www.ncswLearn.org>
- Select “Personalized Learning Portfolio (PLP),”
- Select the “Webinar” option, and
- Click the “Apply for Registration” button.

To participate in this webinar a computer must have: (1) external speakers or headphones (to avoid disturbing others); (2) broadband Internet access.

For more on how to apply to participate, e-mail Vilma Gimenez ([vgimenez@email.unc.edu](mailto:vgimenez@email.unc.edu)).

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\*If you do not have an account, you can create one on (<http://www.ncswLearn.org>).

Sincerely,



Lisa Tucker Cauley, MSW  
Senior Director of Child, Family, and Adult Services  
North Carolina Division of Social Services

Cc: Susan Osborne, Assistant Secretary for County Operations  
Tammy Shook, Interim Deputy Director for County Operations/Licensing Regulatory  
Kathy Stone, Section Chief for Safety and Prevention  
Teresa Strom, Section Chief for County Operations  
Carla McNeill, Section Chief for Permanency  
Linda Waite, Section Chief for Licensing and Regulatory

CWS-08-2022

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