



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Deputy Secretary for Opportunity and Well-Being

February 1, 2024

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

**ATTENTION: DIRECTORS, CHILD WELFARE PROGRAM ADMINISTRATORS, MANAGERS,
SUPERVISORS**

SUBJECT: STATEWIDE IMPLEMENTATION OF THE REDESIGNED PRE-SERVICE TRAINING

**PURPOSE: TO PROVIDE DETAILS ABOUT THE STATEWIDE ROLLOUT, WHAT TO EXPECT,
AND SUPPORT TO SUPERVISORS**

REQUIRED ACTION: Information Only Time Sensitive Immediate

North Carolina's 2020-2024 Child and Family Services Plan (CFSP) includes a goal to develop and support a stable, competent, and professional workforce in child welfare. Objective 3 of the CFSP is to implement a new approach to Pre-Service Training for the child welfare workforce. NC has redesigned the Pre-Service Training curriculum for new child welfare staff. The new training includes an alignment of the NC Practice Standards and Safety Organized Practice throughout the curriculum. E-learning courses, including the NC Practice Standards for Workers are a part of the pre-work required for Pre-Service Training. The new training includes increased opportunity for experiential learning through Learning Labs, opportunities to practice and receive feedback on new knowledge and skills.

In February 2023, the redesigned Pre-Service Training (PST) for new child welfare staff was implemented in the Innovation Zone of Region 6 and four cohorts were offered through November 2023 (Please refer to [DCDL #CWS-66-2022](#), which detailed the statewide implementation plan). A stringent evaluation process was conducted with participants of each cohort. Evaluation results showed an increase in knowledge and skill for those who completed the redesigned training. With the success of the Innovation Zone, NCDSS is moving forward with statewide implementation of the redesigned PST.

Statewide implementation of the redesigned PST will begin in February 2024 and will occur regionally in 3 phases.

- Phase 1: Regions 5, 6, and 7 beginning in February 2024
- Phase 2: Regions 3 and 4 beginning in March 2024
- Phase 3: Regions 1 and 2 beginning in May 2024

All regions will have access to the redesigned PST by June 30, 2024, and the former pre-service curriculum will no longer be offered after this date virtually or in person.

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

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603

MAILING ADDRESS: 2401 Mail Service Center, Raleigh, NC 27699-2401

www.ncdhhs.nc.gov TEL: 919-527-6335 • FAX: 919-334-1018

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Effective immediately, counties in Regions 5, 6, and 7 are expected to enroll new staff in the redesigned PST when it is offered in Regions 5, 6, and 7. This may mean that staff will attend Pre-Service Training in a neighboring region.

- Cohorts in Regions 3 and 4 will open for registration in NCswlearn by the end of February 2024.
- Cohorts in Regions 1 and 2 will open for registration in Ncswlearn by the end of March 2024.

Please see the attachment for detailed information about what to expect when enrolling newly hired employees in the redesigned PST, and for specifics about the supports that will be available to supervisors of staff enrolled in the redesigned PST.

Sincerely,

Peter L. West

Peter L. West
Section Chief for County Operations
North Carolina Division of Social Services

Cc: Lisa Tucker Cauley, Senior Director for Child, Family and Adult Services
Adrian Daye, Deputy Director for Child Welfare Practice
Katie Swanson, Deputy Director for County Operations
Carla McNeil, Section Chief for Permanency
Kathy Stone, Section Chief for Safety and Prevention
Peter West, Section Chief for County Operations
Kimaree Sanders, Section Chief for Licensing and Regulatory

Attachments: Statewide Implementation of the Redesigned PST

CWS-09-2024