



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN OSBORNE • Assistant Secretary for Human Services

June 21, 2022

**DEAR COUNTY DIRECTORS OF SOCIAL SERVICES**

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

**SUBJECT: RETURNING TO THE NC CHILD WELFARE WORKFORCE**

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

**PURPOSE: TO PROVIDE AN ALTERNATIVE TO PRE-SERVICE TRAINING FOR RETURNING NC  
CHILD WELFARE STAFF**

The NCDSS recognizes that many counties are experiencing staffing shortages in child welfare and that many counties hire staff who have former NC child welfare experience. With this, there is a necessity to create ways for experienced workers to return to the workforce more efficiently. Therefore, a module has been designed for staff returning to child welfare after being away 3 years or more to help fill vacancies more rapidly.

This module titled, ***“Returning to the NC Child Welfare Workforce”*** is specifically designed for staff with previous child welfare experience in North Carolina who have been out of the child welfare workforce for more than three years and have decided to return. “This resource is a Pre-Service alternative for county agencies who hire staff meeting these criteria and has been developed for county child welfare agencies to use at their own discretion. The goal is to allow former child welfare staff to assume caseload responsibilities much sooner than the time it takes to complete the currently required Pre-service training while ensuring their readiness to return to work with families.

This online, self-paced module focuses on child welfare policies, legislation, and practices that have been updated, changed, or added in recent years. Returning child welfare staff should plan to complete the module at their own pace, while taking as much time as needed to become more familiar with the updated NC Child Welfare policy manual and practice resources. The module is designed to be taken over several days, the course content includes more than twelve hours of informational resources.

The topics selected have been chosen to provide returning staff with the information they need to be competent and confident in rejoining the workforce. After completion of the module and review of information, staff will complete a Knowledge Assessment to be reviewed with the supervisor in assessing overall knowledge of these topics. The supervisor and/or county are responsible for assessing the readiness of former NC staff to return to the field.

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

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Beginning on June 21, 2022, “Returning to the North Carolina Child Welfare Workforce” and instructions how to make this module available to returning county workers will be located on the homepage of the “Supervisor Resources” and “County Training Managers Resources” sections of ncswLearn.org. Supervisors and/or county training managers are responsible for making the module available to their returning North Carolina child welfare worker.

Any questions regarding this information should be directed to Tammy Shook at [Tammy.Shook@dhhs.nc.gov](mailto:Tammy.Shook@dhhs.nc.gov) or your Regional Child Welfare Consultant.

Sincerely,



Tammy Shook  
Interim Deputy Director for Operations  
North Carolina Division of Social Services

Cc: Susan Osborne, Assistant Secretary for Human Services  
Lisa Tucker Cauley, Senior Director of Child, Family and Adult Services  
Adrian Daye, Deputy Director for Child Welfare Practice  
Kathy Stone, Section Chief for Child Protective Services and Prevention  
Carla McNeil, Section Chief for Permanency Planning  
Peter West, Section Chief for County Operations  
Kimaree Sanders, Interim Section Chief for Licensing & Regulatory

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