



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Assistant Secretary for Human Services

July 8, 2022

**DEAR COUNTY DIRECTORS OF SOCIAL SERVICES**

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

**SUBJECT: OPEN HOUSE FOR NC PRACTICE STANDARDS JULY 14**

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

**Announcing Open House Webinar on NC Practice Standards**

**When:** Thursday, July 14, 12:00-1:00 p.m.

**Where:** <https://zoom.us/j/3037850001> (1-408-638-0968;3037850001#)

**Why:** Updates on Practice Standards Training rollout, NCDSS' expectations, how to monitor staff participation, and next steps.

**Who:** All NC child welfare directors, program administrators, managers, and supervisors.

The NC Division of Social Services highly encourages directors, program administrators, managers, and all supervisors in the North Carolina child welfare workforce to join us **Thursday, July 14, 12:00–1:00 p.m.** for an update on implementation of the NC Practice Standards for Child Welfare Services. You and your staff can join the meeting online via Zoom at <https://zoom.us/j/3037850001> (or by phone at 1-408-638-0968;3037850001#). There is no registration for this event.

During the webinar, child welfare leaders and supervisors will be given an overview of where we are in the ongoing rollout of Practice Standards Training for Supervisors, NCDSS' expectations for participation, how to monitor your staff's overall attendance through [ncswlearn.org](https://ncswlearn.org), and next steps to anticipate moving forward.

The following provides a catalogue of the NC Practice Standards Training resources that are available to date. **Please review the list and expectations to ensure that you are up-to-date on your training.**

**Leader's Training**

Local directors, program administrators, and other leaders in the North Carolina child welfare workforce were trained in the Leader Practice Standards through a series of live webinars in March and early April. For those who were not able to attend a live session of the Leader Training, a recording is available online at [ncswlearn.org](https://ncswlearn.org):

- *North Carolina Leader's Practice Standards Training*

**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.gov • TEL: 919-855-6335 • FAX: 919-334-1018

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**It is NCDSS' expectation that all NC child welfare leaders be trained in the Leader Practice Standards, either by attending a live webinar earlier this year or by watching this recording.** Leaders are also strongly encouraged to participate in Supervisor's Training and Worker's Training (once available) to support staff implementing the Practice Standards into their work.

### **Supervisor's Training**

All NC child welfare staff who serve in a supervisory capacity are expected to be trained in the Supervisor Practice Standards, which are currently in the process of being rolled out via online modules at [ncswlearn.org](http://ncswlearn.org). At the time of this letter, three of five modules have been released:

- North Carolina Practice Standards Supervisor Training Series: **Communicating**
- North Carolina Practice Standards Supervisor Training Series: **Engaging**
- North Carolina Practice Standards Supervisor Training Series: **Assessing**

Each module is comprised of two 25-30-minute e-Learning videos. NCDSS is releasing modules monthly to give supervisors ample time to not only be trained in, but also to learn, understand, and begin implementing each area of focus into their child welfare practice.

**It is NCDSS' expectation that all NC child welfare supervisors be trained in the Supervisor Practice Standards.** Supervisors will also be strongly encouraged to participate in Worker's Trainings to support their staff in implementing the Practice Standards into their work.

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NCDSS has begun monitoring for counties' participation in the required Leader and Supervisor Trainings via [ncswlearn.org](http://ncswlearn.org). Our Regional Child Welfare Consultants will be following up with counties who have low attendance to support training implementation statewide.

During the July 14 webinar, counties will get a refresher on how to check their own staff's participation in [ncswlearn.org](http://ncswlearn.org) trainings to ensure leaders are able to independently monitor and support strong attendance.

As a reminder, you can find more information about the NC Practice Standards for Child Welfare Services online at [ncpracticestandards.pubknow.com](http://ncpracticestandards.pubknow.com).

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

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Carla McNeill, Section Chief for Permanency Planning  
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