



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

LISA TUCKER CAULEY • Division Director, Human Services

October 8, 2024

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

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

**SUBJECT: CHILD WELFARE – SECONDARY TRAUMATIC STRESS LEARNING
COMMUNITIES**

REQUIRED ACTION: Information Only Time Sensitive Immediate

Purpose: The North Carolina Division of Social Services (NC DSS), along with the Center for Child & Family Health (CCFH) hosted seven (7) regional listening sessions in January 2024, to gain an understanding of the impact of job stress on our current child welfare workforce – including secondary traumatic stress (STS) and the current well-being needs of our child welfare workers. During the STS Input Sessions, many child welfare staff reported the importance of peer support in the workplace as well as a desire for increased resources to address STS. In response to the feedback gathered, NC DSS –through CCFH –is hosting a year-long series of topic-based collaborative sessions. These sessions, referred to as **Child Welfare - Secondary Traumatic Stress Learning Communities**, have been designed to normalize addressing STS and share successful strategies used across North Carolina Child Welfare workers. These sessions will also provide additional support and resources for those who are impacted by Hurricane Helene or who are providing support to others impacted by the storms.

The aims of STS Learning Community collaborative sessions are to: (1) cultivate peer support, (2) provide a dedicated shared learning space focused on STS, and (3) examine effective practices and strategies for improving workforce wellness and resilience. The 60-minute STS call sessions are offered monthly, primarily for child welfare supervisors and their frontline staff, and purposely facilitated by non-state STS experts. The calls have been organized by position and region, with one call each for front-line workers and supervisors in the Eastern, Central, and Western parts of North Carolina. Time in each call is set aside for structured learning, sharing, and skill practice on topics such as “Developing a *Proactive Approach to STS*”, “*Processing STS At Work*”, and “*Personalized Approaches to STS Reduction*”.

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

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

www.ncdhhs.gov • TEL: 919-527-6404 • FAX: 919-733-3052

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The ***Child Welfare - Secondary Traumatic Stress Learning Communities*** call sessions are set to begin in October 2024. To access upcoming Secondary Traumatic Stress – Learning Communities, attendees must complete the one-time registration (below), for the series of calls for your region and part of the state, for either the Child Welfare Worker or Supervisor track:

<p>Eastern Counties CW Regions 6 and 7 <i>Child Welfare Supervisor Calls</i></p> <ul style="list-style-type: none"> • To be held October 2024 through June 2025, at 1 p.m., the 2nd Wednesday of every month. • The first call is October 9, 2024 • Click here to register 	<p>Eastern Counties CW Regions 6 and 7 <i>Child Welfare Worker Calls</i></p> <ul style="list-style-type: none"> • To be held October 2024 through June 2025, at 11 a.m., the 2nd Monday of every month. • The first call is October 14, 2024 • Click here to register
<p>Western Counties CW Regions 1 and 2 <i>Child Welfare Supervisor Calls</i></p> <ul style="list-style-type: none"> • To be held October 2024 through June 2025, at 1 p.m., the 3rd Wednesday of every month. • The first call is October 16, 2024 • Click here to register 	<p>Western Counties CW Regions 1 and 2 <i>Child Welfare Worker Calls</i></p> <ul style="list-style-type: none"> • To be held October 2024 through June 2025, at 11 a.m., the 3rd Monday of every month. • The first call is October 21, 2024 • Click here to register
<p>Central Counties Regions 3, 4, and 5 <i>Child Welfare Supervisor Calls</i></p> <ul style="list-style-type: none"> • To be held October 2024 through June 2025, at 1 p.m., the 4th Wednesday of every month. • The first call is October 23, 2024 • Click here to register 	<p>Central Counties CW Regions 3, 4, and 5 <i>Child Welfare Worker Calls</i></p> <ul style="list-style-type: none"> • To be held October 2024 through June 2025, at 11 a.m., the 4th Monday of every month. • The first call is October 28, 2024 • Click here to register

The one-time registration will give you access to all monthly STS calls; however, registrants do not need to commit to attending every call to participate. Calls that fall on holidays will be adjusted to a different week of the month.

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For additional information about the **Child Welfare - Secondary Traumatic Stress Learning Community** calls and/or registration, go to <https://ccfh.thinkific.com/courses/STSLearn>, or contact, Julia Fout, Program Manager, via email at Julia.Fout@duke.edu, or Amy Eaton, NC DSS Children's Health and Development Coordinator via email at amy.eaton@dhhs.nc.gov.

Sincerely,

Heather McAllister

Heather McAllister
Section Chief for Child and Family Services
Division of Social Services, Child Welfare
North Carolina Department of Health and
Human Services

Cc: Lisa Tucker Cauley, Senior Director for Child and Family, and Adult Services
Adrian W. Daye, Deputy Director for Child Welfare Practice
Donna Fayko, Interim Deputy Director for County Operations
Kathy Stone, Section Chief for Safety and Prevention Services
Kimaree Sanders, Section Chief for Regulatory and Licensing
Peter West, Section Chief for County Operations
William Rose, Lead Regional Director

CWS-75-2024

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