



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

LISA TUCKER CAULEY • Division Director, Human Services

October 17, 2024

**DEAR COUNTY DIRECTORS OF SOCIAL SERVICES**

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

**SUBJECT: PRE-SERVICE TRAINING ADJUSTMENTS; PILOTING OF HYBRID PRE-SERVICE**

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

**Training Adjustments due to Hurricane Helene**

The NC Division of Social Services (NCDSS) has adjusted three Pre-Service Trainings (PST) that were impacted by the devastation that Hurricane Helene brought to Western NC. See below.

- **Asheville PST that was scheduled for September 9- November 1, 2024**
  - This cohort was suspended after Core Week 1, Day 2 and will resume on October 23 and end on November 22. To accommodate the Region 1 and 2 counties enrolled in the Asheville PST, NCDSS will deliver the remainder of this training virtually.
- **Charlotte PST that is scheduled for October 14-December 6, 2024**
  - This cohort has been moved from Mecklenburg County DSS to accommodate space needed for FEMA relief efforts. The training will take place at the Charlotte Regional Training Center in Matthews. [Click here for the address and directions.](#)
- **Asheville PST that is scheduled for November 12, 2024- January 17, 2025**
  - This cohort has been moved to the Catawba County Family Services Center located at 3050 11th Ave. Dr. SE, Hickory, NC 28602.
  - The dates remain the same, and NCDSS will pilot a hybrid version of Pre-Service Training during this cohort.

**Piloting of Hybrid Pre-Service Training**

NCDSS has received feedback from county directors and supervisors to have some part of PST occur virtually. In response to this feedback, NCDSS will pilot a hybrid version of PST. These cohorts are in the planning process with a projection to implement this hybrid model in at least two cohorts per region through November 2025. **Participants must have their cameras on during all virtual training. Those who do not have access to a working camera cannot participate in a hybrid PST cohort.**

Each week, child welfare staff who attend PST will respond to a survey to assess their gain of knowledge. NCDSS will continue to evaluate the level of knowledge gained by PST participants to inform further decisions about modality of delivery of PST.

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

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

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For questions, please contact Crystalle Williams, Program Manager of Staff Development, at [crystalle.williams@dhhs.nc.gov](mailto:crystalle.williams@dhhs.nc.gov).

See attachment for a breakdown of the hybrid model.

Sincerely,

*Peter L. West*

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

Cc:

Lisa T. Cauley, Division Director, Human Services, Child, Family, and Adult, Regional Support  
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  
William Rose, Lead Regional Director

CWS-79-2024

Attachment: Piloting Hybrid Pre-Service Training

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