



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

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

November 16, 2023

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

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

SUBJECT: PRE-SERVICE WAIVER FOR OUT-OF-STATE STAFF WITH CHILD WELFARE EXPERIENCE

PURPOSE: TO INFORM COUNTIES OF THE PRE-SERVICE WAIVER PROCESS FOR NEW STAFF WITH OUT-OF-STATE CHILD WELFARE EXPERIENCE

REQUIRED ACTION: Information Only Time Sensitive Immediate

On October 1, 2023, HB 190 became effective. This legislation granted an exception to the Pre-Service training requirement for new hires who come to North Carolina with child welfare work experience from another state. North Carolina Department of Social Services (NCDSS) has established a Pre-Service Waiver Request process for child welfare staff hired from out-of-state and may grant a waiver exempting the employee from the required Pre-service course. The waiver would allow new employees with child welfare experience from another state to enroll in job-specific and on-going training concurrently while carrying a caseload in North Carolina.

The *Pre-Service Waiver Request Form for Staff with Out-of-State Child Welfare Experience* has been developed to assess the eligibility of each employee hired from out-of-state. The form is located on the Supervisor Resources section of ncswlearn.org. Supervisors are responsible for downloading, completing, and submitting the form to NC DSS, per the instructions on the form. The form will be reviewed by the Staff Development Program Manager and/or the Section Chief of County Operations to determine whether a waiver is granted. If granted, the supervisor must complete the following steps:

- Ensure the employee completes the "*Returning to the North Carolina Child Welfare Workforce*," online module and the knowledge assessment **within one week of employment**.
- Complete the last section of the *Pre-Service Waiver Request Form for Staff with Out-of-State Child Welfare Experience form*, affirming the date the employee completed the *Returning to the North Carolina Child Welfare Workforce*" module and the knowledge assessment and ensuring that the employee and supervisor sign.
- Prior to direct client contact, re-submit the completed form to NC DSS per the instructions on the form.

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.ncdhs.gov • TEL: 980-421-7983 • FAX: 919-334-1018

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If the waiver request is not granted, the employee is required to complete Pre-service training prior to direct client contact.

The NCDSS Staff Development Program Manager and/or Section Chief reserve the right to deny waivers and require the new employee to complete the Pre-Service training course.

Please see the attached waiver request form. If you have questions, please contact Peter.West@dhhs.nc.gov or Crystalle.Williams@dhhs.nc.gov.

Sincerely,

Peter L. West

Peter L. West
Section Chief for Safety and Prevention
North Carolina Division of Social Services

Cc: Lisa Tucker Cauley, Senior Director of Human Services
Adrian Daye, Deputy Director for Child Welfare Practice
Katie Swanson, Deputy Director for County Operations
Carla McNeill, Section Chief for Permanence
Kimaree Sanders, Section Chief for Licensing and Regulatory
Kathy Stone, Section Chief for Prevention and Safety

Attachments:

Pre-Service Waiver Request Form for Staff with Out-of-State Child Welfare Experience

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