



North Carolina Department of Health and Human Services
Division of Social Services

2405 Mail Service Center • Raleigh, North Carolina 27699-2405
Courier 56-20-25 Fax 919-715-0023

Michael F. Easley, Governor
Carmen Hooker Odom, Secretary

Pheon E. Beal, Director
(919) 733-3055

October 28, 2002

Dear County Director of Social Services:

Attention: Adult Services Supervisors, Program Managers, and Lead Workers

**Subject: Effective Supervision and Management in Adult Services:
Module 6, Module 4, Module 3, Module 2**

I am pleased to inform you that four modules of the curriculum entitled "Effective Supervision and Management in Adult Services" will be offered this fiscal year. This six-module curriculum was developed for adult services supervisors and program managers in county departments of social services. It is designed to enhance knowledge and skills essential for the administrative, supportive, and educational functions of an effective adult services manager. Each two-day module provides participants with the opportunity to examine current professional concepts, practice their application, and share ideas and experiences among peers. Training methods include lectures, assessment tools, videos, case studies, skills practice, and large and small group discussions. Participants are given reference materials and tools to apply in their work.

Module VI: "The Supervisor's Role in Managing Program Performance" focuses on developing performance outcomes, linking program and client outcomes, and tracking, measuring, and reporting the results. **This Module will be offered on November 6-7, 2002 at the Cumberland County Department of Social Services in Fayetteville.** Enrollment is limited to **20** people. The fee is **\$25.00**.

Module IV: "The Supervisor's Role in Directing Daily Social Work Activities" focuses on developing a positive approach to supervision which includes coaching, performance management, effective leadership styles, and situational leadership. Additionally, this workshop addresses cultural sensitivity and managing conflict. **This Module will be offered on December 4-5, 2002 at the High Point University Madison Park Campus in Winston-Salem.** Enrollment is limited to **20** people. **The deadline for registration is November 20, 2002.** The fee is **\$25.00**.

Module III: "The Supervisor's Role in Developing a Supportive Community Environment" focuses on identifying and practicing effective ways to develop and strengthen support for adult services within the DSS and the community. Project and resource management as well as customer service are examined as ways to increase productivity and collaboration. **This Module will be offered on April 9-10, 2003 at the Mecklenburg County Department of Social Services in Charlotte.** Enrollment is limited to **20** people. **The deadline for registration is March 25, 2003.** The fee is **\$25.00**.

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Module II: "The Supervisor's Role in Strategic Planning" focuses on the important role of planning and goal setting for adult services programs. Participants will identify how effective plans and goals aid in establishing a mission, budgeting appropriately, and responding to an ever-changing environment. **This Module will be offered on May 8-9, 2003 at Wake County Human Services in Raleigh.** Enrollment is limited to **20** people. **The deadline for registration is April 24, 2003.** The fee is **\$25.00.**

Registration information for each training is attached and is also available through the **CARES website:** <http://sww.unc.edu/cares/trnall.htm>. Please note each workshop's limit on enrollment and the registration deadline. We encourage early registration.

At the conclusion of all modules of this training, participants will be able to:

1. articulate a vision of an optimally functioning adult services practice environment;
2. use strategic planning and goal-setting skills to strengthen adult services programs;
3. improve resource development capabilities by developing a supportive environment
4. use effective techniques to direct daily social work activities and manage a productive staff in a supportive environment
5. use skills to create a learning and motivational environment;
6. improve program evaluation and establish a self-evaluative environment

The co-sponsors of this training are the Division of Social Services and the Center for Aging Research and Educational Services (CARES), part of the Jordan Institute for Families, School of Social Work UNC-Chapel Hill. Participants who complete all six modules of the curriculum will receive a certificate signed by the Dean of the UNC-CH School of Social Work and the Director of the Division of Social Services. This is in recognition of the knowledge and skills gained in their pursuit of excellence in adult services supervision and management.

If you need additional information, you are welcome to contact Suzanne Merrill in the Adult Services Branch (919) 733-3818, your Adult Programs Representative, Libby Phillips at CARES (919) 962-0650, or Robin Gault-Winton at CARES (919) 843-7582.

Sincerely,



John T. Tanner, Chief
Adult and Family Services Section

JTT/SM:ks

Attachment

AFS-15-2002