



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for  
Human Services

April 24, 2020

**DEAR COUNTY DIRECTOR OF SOCIAL SERVICES**

**ATTENTION: CHILD WELFARE PROGRAM MANAGERS, SUPERVISORS, AND WORKERS**

**SUBJECT: TRAINING**

**REQUIRED ACTION:** Information Only

**Remote/Virtual Classroom Training Information**

The North Carolina Division of Social Services (NC DSS) is statutorily required to offer specific trainings for all 100 county DSS agencies. Due to the unprecedented situation relative to the COVID-19 crisis, NC DSS, in conjunction with our training partners, has worked to transition trainings into online, remote/virtual classroom learning opportunities. The trainings that have transitioned or are in process to be transitioned from classroom to remote/virtual trainings are:

- *Child Welfare in NC: Pre-Service*
- *Legal Aspects in Child Welfare in NC*
- *Medical Aspects of Child Abuse & Neglect for Non-Medical Professionals*
- *Intake in Child Welfare Services*
- *CPS Assessments in Child Welfare in NC*
- *CPS In Home in Child Welfare in NC*
- *Permanency Planning in Child Welfare Services*

Please be aware that these courses are offered as remote/virtual classrooms rather than “on demand”. That means the participants are participating in a live training environment with a trainer and other participants.

In order for remote/virtual classrooms to be successful, please address the following with training participants:

- Assure that each training participant is equipped with access to a computer, Wi-Fi and any other technological requirements in order to be able to fully participate in the training.
- Assure that training participants are fully engaged in the training. Staff in remote training should not be considered available for work in the office.
- Being a remote/virtual classroom environment means the participants cannot stop and start. They must participate from start to finish.
- Because this modality of training offers less opportunity for processing the course content, additional Transfer of Learning activities are required for participants. It is necessary for supervisors of remote/virtual training participants to spend additional time

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with them to process the information and assure that staff have acquired the necessary competencies. NC DSS will provide specific instructions for each training curriculum to the participants registered for each course and to their direct supervisor.

In order to further enhance the remote/virtual learning process, we will request feedback from class participants, county partners and our trainers so that necessary adjustments to further enhance the experience can be made. NC DSS is also actively working to include pre and post test with the remote/virtual trainings.

**Other Recommended Courses Available Online/On-Demand**

NC DSS would also like to take this opportunity to identify additional training resources that are available during this time. These can all be found at <https://www.ncswlearn.org/> unless otherwise noted. All of these courses are available on-demand.

**For Supervisors and Case Workers**

1. Developing and Implementing Family Service Agreements  
(<http://fcrp.unc.edu/multimedia/>)
2. Documentation in Child Welfare: Effective Practices for County DSS Agencies
3. Introduction to the Monthly Foster Care Contact Record
4. Opioid Misuse and Child Welfare Practice
5. Collaborative Case Planning

**For Supervisors/Managers**

1. Supporting Effective Documentation: A Course for Supervisors
2. Critical Thinking in Child Welfare: A Course for Supervisors
3. Managing change in Child Welfare: A Course for Agency Leaders
4. Welcome to Supervision

NC DSS appreciates the hard work you are doing daily during these challenging times. If you have any training questions, please contact Teresa Strom at [Teresa.strom@dhhs.nc.gov](mailto:Teresa.strom@dhhs.nc.gov).

Sincerely,



Lisa Tucker Cauley,  
Deputy Director for Child Welfare Division of Social Services

Cc: Susan Osborne, Assistant Secretary for County Operations  
Teresa Strom, Section Chief for County Operations  
Carla McNeill, Section Chief for Licensing and Regulatory  
Kathy Stone, Section Chief for Child Protective Services

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