



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

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May 15, 2014

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

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

SUBJECT: NEW: ANNUAL TRAINING REPORT FOR COUNTIES

In an effort to increase the utilization of the Division of Social Services' training system to meet the training requirements for both new hires and current social workers and supervisors, a new annual training report will be sent to each local DSS agency Director. This report will include the number of participant registrations for classroom and online facilitated training events each year by county as well as the number of counties who have participated in online webinar events. (See Attachment A1) This data is provided for informational purposes only as the Division does not currently have a workforce database to capture hiring data or make cross tabulations between hiring data and completed training requirements. Our sense from the training statistics collected on our ncswLearn.org website however is that training is not being as well utilized by some counties as it could be. Stricter federal requirements in the Child and Family Services Plan now require NCDSS to report not only that training is being provided but "whether all staff receive training pursuant to the established annual, bi-annual hourly, or continuing education requirement and time frames for the provision of ongoing training." We need your help to ensure these requirements are being met by your staff. The training requirements by job function can be found in Attachment A2: NCDSS-Sponsored Child Welfare Training Available through ncswLearn.org.

Agency supervisors and training managers can easily access detailed training information through ncswLearn.org for each worker in the agency. This information can be used to create regular training reports so that you can ensure staff is accessing the required training for their job position. Here is a brief description of two useful sections available to your agency as staff development tools:

(1) Supervisor Resources

This section allows county DSS supervisors to manage all aspects of training related to their employees under their immediate supervision. Through this area of the site supervisors can:

- Add information about employees not currently in the training system and edit personnel information for employees currently in the training system.
- Register their employees for training.

Child Welfare Services

www.ncdhhs.gov • www.ncdhhs.gov/dss

Tel 919-733-3055 • Fax 919-334-1018

Location: Albemarle Building • 325 N. Salisbury Street • Raleigh, NC 27603

Mailing Address: 2401 Mail Service Center • Raleigh, NC 27699-2401

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- View and print employees' Individualized Training Assessments (ITA), training history, and training schedules.
- Cancel employees' training registrations (if needed).

Supervisors can use the options presented on the left-hand side of the ncswLearn.org screen to perform the tasks listed above. Note that these options are very similar to those under the "My Personalized Learning Portfolio (PLP)" section, but are customized specifically to the each employee record in the system. Supervisors would use the PLP section to register themselves for training, view their own training attendance history, etc.

(2) County Training Manager Resources

In this section, a county's designated DSS staff development manager or a training coordinator can manage all aspects of training related to the agency's child welfare staff. The same options listed above are available through this section. To gain access to this feature, the agency's staff development or training coordinator will need to contact ncswLearn.org's website administrator by clicking on the "Help" option in the menu at the top of the screen and requesting access rights.

Look on ncswLearn.org for the announcement of a webinar event June 18th on utilizing these resources as a management tool for your staff's training and development. We invite and encourage you and your Child Welfare Program Managers, Supervisors, and Training Managers to attend.

Training is both a benefit provided to county agencies and a requirement to enhance supervisor and worker knowledge and skills in our state's child welfare policy and practices. NcswLearn.org is a valuable child welfare training resource for North Carolina's county departments of social services.

Please contact the NCDSS Staff Development managers Rebecca Huffman at (919)527-6361 or by email at Rebecca.Huffman@dhhs.nc.gov or Kathy Dobbs at (919)527-6362 or by email at Kathy.Dobbs@dhhs.nc.gov if you have any questions.

Sincerely,



Kevin Kelley, Section Chief
Child Welfare Services

Attachments (2)
Registrations Received for 2013
Training Requirements by Job Functions

CWS-13-2014

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