



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

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May 30, 2009

**DEAR COUNTY DIRECTOR OF SOCIAL SERVICES**

**Director of Private Group Home, CCI or Child Placing Agency, Director of Family Preservation, Family Support or Family Resource Center Program, Director of N.C. Schools of Social Work, Field Education Program**

**SUBJECT: TRAINING CALENDAR FOR WINTER/SPRING 2009, NCDSS CHILD WELFARE SERVICES**

We are very pleased to announce that the Summer/Fall 2009 Child Welfare Services training schedule is available **on-line**. During this time of budgetary restrictions, we will not be mailing a hard copy of the training calendar to your agency this calendar period. However, you and your staff can continue to check for available courses and submit registration applications on-line at <https://www.ncswlearn.org> as registrations open for particular courses of interest.

As we strive to remain responsive both to the emerging learning needs of our workforce as well as the program related needs identified from our state's recent CFSR and subsequent Program Improvement Plan, we wish to highlight some of the new training opportunities featured in our training schedule:

**NEW for Supervisors, Program Managers, and Directors**

- **Advanced Supervisor Curriculum: Staying Power:** A Supervisor's Guide to Child Welfare Staff Retention - This three-day course for experienced county DSS child welfare supervisors is designed to increase a supervisor's ability to recruit and retain child welfare staff. The course introduces supervisors to concepts, tools, and practices that improve staff retention and help supervisors understand how to prevent staff turnover by making interventions at key points in the supervision process. This course has been developed by Family and Children's Resource Program, part of the Jordon Institute for Families at the UNC-Chapel Hill School of Social Work.

**NEW Cross-Agency Training Opportunities for DSS and Community Partners**

- **Collaboration: Child Welfare and the Courts Working Together:** This online course, which combines self-paced learning with a live online session, is a cross training opportunity for district court judges, county Department of Social Services directors, child welfare program managers and child welfare supervisors. Five modules address each element outlined in the Program Improvement Plan (PIP) regarding court improvement including: guiding federal legislation updates from CAPTA, AFSA, Indian CWA, Adoption and Safe Family Act and Interstate Compact on Placement of Children, current policy and procedures of both the child welfare and court systems including timetables from report to adoption, focus on effective collaboration between child welfare and the courts, family-driven decision making tools such as

Child and Family Team Meetings and Day One Conferences, and how to use the recommendations by the family and professionals to best serve the child in the court process. Also included are best strategies for collaboration such as model court reports, child welfare data sharing, memorandum of understanding, use of the National Council of Juvenile and Family Court Judges Resources Guidelines, and Permanency Mediation. This course has been developed by Family and Children's Resource Program, part of the Jordon Institute for Families at UNC-Chapel Hill School of Social Work and may be accessed through the <https://www.ncswlearn.org> website.

- **Keeping It Real: Youth in Transition:** This one day training event is designed to offer service providers such as Links Coordinators and anyone who works with youth in transition such as Mental Health, Schools, DJJDP and other agencies who work with placement, a formalized method for increasing the voices of foster care youth in their individual transitional living plans. Participants will understand the use of the Child and Family Team model as a planning format with youth and their identified supports. Skill-based activities will focus on how to prepare youth for meetings, how to assist youth in deciding who they want to attend meetings, and how to emphasize the importance of follow-up meetings as a way to support the youth's successful transition to independent living. This course has been developed by the Center for Family and Community Engagement at North Carolina State University, part of the NCSU College of Humanities and Social Sciences.

### **NEW Online Training Opportunities for All Staff**

To help make training more easily accessible, we continue to move forward with advancements in on-line learning. Watch for the following regularly offered courses to transition from classroom to online format during the next six months:

- Adult Mental Health Issues which Impact Families Served by Child Welfare
- Understanding Child Mental Health Issues
- Understanding and Intervening in Cases of Child Neglect

### **NEW Expanded Features of the ncswLearn.org Website**

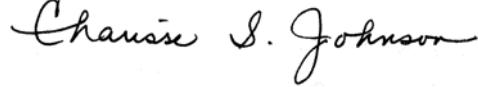
- Workers can now not only **register for classes online**, but can also **cancel registrations for classes online** by simply selecting the "*Personalized Learning Portfolio*" option, searching for the "*Training Even*" and then clicking on "Cancel" next to the specific training event. It is critical that workers cancel as soon as possible from a training event if they are unable to attend so that registrars can then substitute participants from the waiting list.
- Also, note that beginning July 1, 2009, certificates of course completion will be emailed to participants by registrars after the training event rather than participants receiving paper copies of the certificate at the training event.

Please feel free to address any other questions, comments or suggestions to Rebecca Huffman, Program Manager for Staff Development, (919) 334-1172 or email: [Rebecca.Huffman@ncmail.net](mailto:Rebecca.Huffman@ncmail.net). Should you or your staff members have questions about specific courses or registration, please contact the appropriate registrar according to the course name of the training for which you are registering.

We strive to continue to make available easily assessable, economical, high quality training events for your staff. It is our hope that your agency will take full advantage of the opportunities provided by the Division and their training partners to further enhance worker skills and abilities to better serve the children and families of North Carolina.

Thank you for your on-going support in these endeavors.

Sincerely,

A handwritten signature in cursive script that reads "Charisse S. Johnson".

Charisse S. Johnson, Chief  
Child Welfare Services

cc: Sherry S. Bradsher  
Jack Rogers  
Sarah Barham  
Child Welfare Services Team Leaders  
Children's Services Program Representatives  
Regulatory and Licensing Services Consultants

**CWS-21-09**