



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Social Services

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary
MICHAEL BECKETTS • Assistant Secretary for Human Services

November 8, 2018

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

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

SUBJECT: STATEWIDE IMPLEMENTATION OF SUPERVISOR ACADEMY

REQUIRED ACTION: X Information Only

North Carolina is making a concerted effort to increase the support available to county child welfare supervisors. One part of that effort was the creation of the Supervisor Academy as a part of North Carolina's Child and Family Services Review Program Improvement Plan (PIP). Specifically, the goal of the Academy was to "strengthen the capacity of county departments of social services to sustain the consistent application of the revised policies and practices." Three courses were developed for the pilot phase of the Supervisor Academy in 2017-2018, which was only open to child welfare supervisors in the 10 PIP pilot counties. These courses were *Nuts and Bolts of Child Welfare Supervision*, *Using Data to Improve Practice and Performance*, and *Using Data to Improve Practice and Performance with Community Partners*.

The North Carolina Division of Social Services is pleased to announce the statewide implementation of the Supervisor Academy beginning January 1, 2019. The Academy's ongoing mission is to create an integrated organizational framework for effective child welfare supervision that values and demonstrates support for the vital role supervisors play in ensuring positive outcomes for children, youth, and families.

Here are some highlights regarding the Supervisor Academy:

- The target audience is child welfare supervisors, as well as directors, program administrators, and program managers.
- The beginning courses for the Academy are *Introduction to Supervision* and *Nuts and Bolts of Child Welfare*. *Introduction to Supervision* must be completed before registering for *Nuts and Bolts of Child Welfare Supervision*.
- *Using Data to Improve Practice and Performance* and *Using Data to Improve Practice and Performance with Community Partners* have been combined into one course. The revised course is now titled *Using Data to Improve Practice and Performance*.
- All courses available to supervisors and above are now part of the Supervisor Academy. See [the](#) attached chart for the complete list of courses.
- Plans for a certification process via the Supervisor Academy are under development.
- Be sure to check www.ncswLearn.org for the calendar of courses.

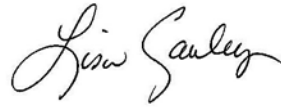
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If you have any questions please contact Arlette Lambert, CFSR Coordinator at 919-527-6345, arlette.lambert@dhhs.nc.gov; or Kathy Dobbs, Staff Development Program Manager at 919-527-6362, kathy.dobbs@dhhs.nc.gov.

Sincerely,

A handwritten signature in black ink that reads "Lisa Cauley". The signature is written in a cursive style with a large initial "L" and "C".

Lisa Cauley, Deputy Director
Child Welfare Services

Attachment: Chart List of Supervisor Academy Courses

CWS-46-2018