



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

325 North Salisbury Street • MSC 2408 • Raleigh, North Carolina 27699-2408
Courier # 56-20-25

Michael F. Easley, Governor
Carmen Hooker Odom, Secretary

Sherry S. Bradsher, Director
(919) 733-3055

June 25, 2007

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Work First Program Managers and Supervisors

SUBJECT: Training Survey and Needs Assessment Results

The Division is pleased to share the results from the Work First Training Survey and Needs Assessment. As you may recall, the Work First Training Survey is a document that had suggested training needs and the Needs Assessment is an opportunity for each worker to provide input to identify other training needs. The outcome from the Work First Training Survey and Needs Assessment showed the top five training areas as: 1. Effective Seeking and Job Retention Skills for Work First Participants, 2. Developing Effective Case Plans (MRA), 3. How to Identify Substance Abuse, Domestic Violence & Mental Health Issues, 4. Case Management and, 5. Assessment/Interviewing Skills.

We thank each participant from each county who responded. We received 424 responses. Results from the survey will be used to begin developing a training plan for county Work First Program staff. We will be working diligently to provide training for the Work First Staff as soon as possible. We will keep you informed as this training plan is developed.

The following is a link where Work First Staff can review the results of the survey on line.

<http://www.ncdhhs.gov/dss/training/workfirst.htm>

Again, thanks for your participation in this important endeavor. You may contact your Work First Representative or Gretchen Williams at (919) 733-4622. Mrs. Williams email address is Gretchen.Williams@ncmail.net.

Sincerely,

A handwritten signature in cursive script that reads "Esther T. High".

Esther T. High, Acting Chief
Family Support and Child Welfare Services Section

Attachments: [Chart 4](#)
[Chart 5](#)
[Chart 9](#)

cc: Sherry Bradsher
Jo Ann Lamm
Sarah Barham
Hank Bowers
Family Support and Child Welfare Team Leaders
Work First Representatives

FSCWS-44-07