



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

Economic Independence Section • 325 North Salisbury Street
2420 Mail Service Center • Raleigh, North Carolina 27699-2420
Courier # 56-20-25

Michael F. Easley, Governor
Carmen Hooker Odom, Secretary

Pheon E. Beal, Director
(919) 733-3055

August 12, 2005

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES:

SUBJECT: Client Services Data Warehouse (CSDW) Training Sessions

CSDW training sessions are currently being offered in September and November at the Child Support Enforcement Training Room in Raleigh as detailed in the attached CSDW Training Schedule. Attendance for each session is limited to 20 persons, and registration is on a first-come, first-serve basis. You may register for classes from the Data Warehouse Query Tool at <https://www.dw.dhhs.state.nc.us/wi/>. Instructions for online registration are located on the Data Warehouse Website at <http://www.dwproject.dhhs.state.nc.us/tci.pdf>.

The CSDW now includes data for Work First, Food Stamps, EBT, Medicaid, Aging and Adult Services, Children's Services, Daysheets, Child Support, and the Central Registry for Abuse and Neglect Reports. The training sessions that are currently offered are set up by program area. The basic classes will include advanced training material, which eliminates the need for advanced classes. The CSDW training curriculum will be changing once the upgrade of the Business Objects software is completed in 2006.

Directions and training materials will be e-mailed to training participants once enrollment has been confirmed.

If you have any questions about the training schedule, please contact me at 919-733-4530.

Sincerely,

A handwritten signature in black ink that reads "Hank Bowers".

Hank Bowers, Chief
Performance Reporting & Automation

HB:RR
Attachment

PM-PRA-9-2005