

# Appendix G: Appendix to the 2020–2024 Training Plan Update

## New trainings developed and/or offered in FFY 2021–20222:

- *North Carolina Pre-Service Training Redesign*
  - *North Carolina Practice Leader's Practice Standards Training*
  - *North Carolina Practice Standards Supervisor Training Series: Communicating*
  - *North Carolina Practice Standards Supervisor Training Series: Engaging*
  - *North Carolina Practice Standards Supervisor Training Series:*
  - *2020–2021 Child Welfare I Policy and Practice Update*
  - *Back to Basics– Safety and Risk Assessments:*
    - *Safety Assessments*
    - *Safety and Risk: Key Elements (Webinars)*
    - *Safety and Risk Assessment*
  - *Returning to the NC Child Welfare Workforce*
  - *Introduction to the Foster Care 18–21 Program, Parts 1 and 2*
  - *Court: Roles and Obligations of Foster Parents*
  - *Court: Roles and Obligations of Foster Parents, Social Worker-Only Version*
  - *Critical Partners for Permanency*
  - *IV-E Policy Changes: Candidacy Definition and Admin Claiming for In-Home Services and Foster Care*
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- ***NC Pre-Service Training Redesign***

Format: Redesign will include formats for in-person and virtual Classroom-based delivery. Total number of hours have not yet been determined.

Audience: Newly hired child welfare staff. Legislatively mandated.

Description: NCDSS is working with Public Knowledge® to redesign Pre-Service Training. An assessment of the current Pre-Service curricula was completed in April 2022. The scope of the assessment included a review of national best practices and research on child welfare pre-service training, interviews and focus groups with NCDSS county and state staff, reviews of past NCDSS child welfare assessments, and a review of current curricula. Key findings from the assessment included:

1. NCDSS Pre-Service Training is based on an outdated curriculum. The curriculum focuses on training policies and not training new staff on skills. The training does not reinforce practice, focuses on teaching new staff on completing forms instead of how to work with families, and focuses on compliance.

2. New workers completing training are inadequately prepared to work with families. There is currently no mechanism to assess new workers' skillset upon training completion. There are limited opportunities for transfer of learning activities, coaching, and mentoring new workers during the training process.
3. There is lack of consistency in training across the state. There is a lack of agreement among counties regarding what training is needed for new workers to complete before working with families. There is no consistent onboarding process for new workers. Counties need to be formally engaged in the state training process.

NCDSS approved a Training Design Plan that addresses all key findings from the assessment. Currently, NCDSS and Public Knowledge® are developing content for modules for the Foundations and Core courses for piloting in September and October 2022. Additional Track Courses for Child Protective Services, Permanency, and Licensing will be developed in FY 2023. All new courses will be evaluated for effectiveness.

Title IV-E Administrative Functions this Training Addresses: Referral to services, placement of child, development and maintenance of case plan, case management

Duration: Short-term

Provided by: Public Knowledge

Estimated Cost:

- Project Kickoff for \$14,387
- Assessment for \$56,126
- Academy Training Design plan for \$33,570

Cost Allocation Methodology:

- ***North Carolina Practice Standards Training for Leaders***

Format: Self-paced, online, on-demand, 1 hour

Audience: Child welfare program managers and administrators, and directors employed in a NC county child welfare agency.

Description: This course is provided by the North Carolina Division of Social Services in partnership with Public Knowledge and includes a series of seven webinars that focuses on the Leaders' behaviors required for their positions. Specifically,

1. Communicate with staff, stakeholders, elected officials, other counties, and communities on the mission, vision, values, and strategic plans of the organization.
2. Engage staff, stakeholders, elected officials, counties, and communities to actively participate with and support the child welfare system.
3. Assess, analyze, and using data and other information to make decisions and determine next steps for organizational strategic plans, goals, and objectives
4. Work with staff, stakeholders, partners, and others to develop a joint vision for the organization and to develop long and short-term strategic plans; and
5. Guide and monitor change efforts through a purposeful process resulting in improved outcomes.

Title IV-E Administrative Functions this Training Addresses:

Duration: Short-term

Provided by: Public Knowledge

Estimated Cost:

Cost Allocation Methodology:

- ***North Carolina Practice Standards Supervisor Training Series: Communicating***

Format: Self-paced, online, on-demand, 1 hour

Audience: Child welfare supervisors, program managers and administrators, and directors employed in a NC county child welfare agency.

Description: This is the first in a five-course series for child welfare supervisors. It focuses on the Communicating Practice Standard, which is the cornerstone essential function of North Carolina's practice model. Communicating underpins all interactions, whether with colleagues or clients, and sets the tone for your working relationship. This course consists of two modules.

- 1) The first introduces Communicating Core Activities and Practice Standards, provides application of communicating using examples, and provides instruction on how supervisors should support workers implementing communicating practice standards.
- 2) The second gives participants an opportunity to see the Communicating Practice Standard in action via a scenario.

Title IV–E Administrative Functions this Training Addresses: Referral to services, placement of child, development and maintenance of case plan, case management

Duration: Short-term

Provided by: Public Knowledge

Estimated Cost: \$per event.

Cost Allocation Methodology:

- ***North Carolina Practice Standards Supervisor Training Series: Engaging***

Format: Self-paced, online, on-demand, 1 hour

Audience: Child welfare supervisors, program managers and administrators, and directors employed in a NC county child welfare agency.

Description: This is the second in a five-course series for child welfare supervisors. It focuses on the Engaging Practice Standard. North Carolina's practice standard defines engaging for supervisors as: *empowering and motivating workers, families, and stakeholders through open and honest communication, demonstrating respect, and valuing their input and preferences.*

This course consists of two modules. The first introduces Engaging Core Activities and Practice Standards, provides application of engaging using examples, and provides instruction on how supervisors should support workers implementing engaging practice standards. The second gives participants an opportunity to see the Engaging Practice Standard in action via a scenario. This course is provided by NCDSS in partnership with Public Knowledge.

Title IV–E Administrative Functions this Training Addresses:

Duration: Short-term

Provided by: Public Knowledge

Estimated Cost: \$per event.

Cost Allocation Methodology:

- ***North Carolina Practice Standards Supervisor Training Series: Assessing***

Format: Self-paced, online, on-demand, 1 hour

Audience: Child welfare supervisors, program managers and administrators, and directors employed in a NC county child welfare agency.

Description: This is the third in a five-course series for child welfare supervisors. It focuses on the Assessing Practice Standard. North Carolina's practice standard defines assessing for supervisors as: supporting and facilitating the gathering and synthesizing of information from children, families, support systems, agency records, and persons with knowledge to determine the need for child protective services and to inform planning for safety, permanency, and well-being. The supervisor encourages thorough assessing throughout child welfare services, which includes learning from families about their strengths and preferences. This course consists of two modules.

- 1) The first introduces Assessing Core Activities and Practice Standards, provides application of assessing using examples, and provides instruction on how supervisors should support workers implementing assessing practice standards.
- 2) The second gives participants an opportunity to see the Assessing Practice Standard in action via a scenario.

Title IV-E Administrative Functions this Training Addresses:

Duration: Short-term

Provided by: Public Knowledge

Estimated Cost: \$per event.

Cost Allocation Methodology:

- *2020-2021 Child Welfare Annual Policy and Practice Update*

Format: Live webinar, recorded

Audience: Child Welfare social workers, supervisors, program managers and administrators, and directors) employed in a NC county child welfare agency.

Description: This webinar is an overview of the changes to law, policy, and practice that occurred from July 1, 2020- June 30, 2021. This is a long-term training activity that will be updated every year and is required of all NC child welfare staff. This webinar brings NC into compliance with legislative mandate to provide staff with annual updated information on family-centered practice and state laws. The first iteration of this webinar was offered in March and the next webinar will be offered in the Fall of 2022 and will recap changes that

occurred from July 1, 2021 – June 30, 2022. NCDSS has partnered with UNC to host these webinars.

Title IV–E Administrative Functions this Training Addresses: Referral to services, placement of child, development and maintenance of case plan, case management, recruitment/licensing of foster/adoptive homes

Duration: Long term, available 24/7

Provided by: NC DSS Child Welfare Staff

Estimated Cost: \$6000

Cost Allocation Methodology: RCC 2430

- ***Assessing for Safety and Risk: Key Elements***

Format: Series of 3 live webinars, see time breakdown below

Audience: Required for all child welfare staff employed in a NC county child welfare agency (social workers, supervisors, program managers and administrators, and directors) whose work requires the use or review of the NC Safety Assessment (DSS–5231) and NC Family Risk Assessment (DSS–5230) in the duties of their job. Staff are required to participate in the live training or view the recording and complete a Knowledge Check Survey to earn credit for attendance.

Description: In March and April of 2022, NC DSS partnered with Evident Change to host this series of webinars. These *Back-to-Basics* webinars covered content on the Structured Decision Making® (SDM) safety and risk assessments.

- Webinar #1 is focused on a step-by-step review of the safety assessment (2 hours)
- Webinar #2 is focused on using scenarios and SDM tools to complete the risk assessment (1 ½ hours)
- Webinar #3 is focused on safety and risk in practice (1 ½ hours).

Title IV–E Administrative Functions this Training Addresses: Referral to services, placement of child, development and maintenance of case plan, case management

Duration: Short-term

Provided by: Evident Change

Estimated Cost:

Cost Allocation Methodology:

- ***Returning to the NC Child Welfare Workforce***

Format: Self-paced, online/ On-demand course

Audience: Staff with previous NC child welfare experience who have been out of the field for 3 or more years.

Description: This course was developed to address the child welfare workforce crisis by creating an option for participants who left the North Carolina child welfare system for 3 or more years and who wish to return to the workforce. Previously, these individuals were required to complete Pre-Service again before returning. This self-paced course, also known as the "Refresher" course, consists of a power point, knowledge assessment and answer key that will allow supervisors to assess staff's readiness to return to work with families. This new option will enable experienced staff to contribute to the workforce sooner, and it allows more room in the Pre-Service courses for those without prior NC experience. The course was deployed in June 2022.

Title IV-E Administrative Functions this Training Addresses: Referral to services, placement of child, development and maintenance of case plan, case management

Duration: Full-time (offered 24/7 on an ongoing basis)

Provided by: NC DSS Child Welfare Staff

Estimated Cost: \$6000

Cost Allocation Methodology: 2438, 6094

- ***Introduction to the Foster Care 18-21 Program, Parts 1 and 2***

Format: Self-paced, online/ On-demand courses, 1 hour each course

Audience: Child welfare social workers and supervisors employed in a NC County Department of Social Services (DSS), especially those responsible for achieving permanence for children, youth, and young adults in foster care.

Description: These are focused on Foster Care 18–21, NC’s extended foster care program. This course is provided by NCDSS in partnership with the Family and Children's Resource Program at the UNC School of Social Work.

- Part 1: Focuses on describing the purpose and benefits of the Foster Care 18–21 program, determining a young person’s eligibility for the Foster Care 18–21 program, and enrolling young adults in the Foster Care 18–21 program.
- Part 2: Focuses on explaining how placements work in the Foster Care 18–21 program, including the role they and their agencies play in monitoring placement, describing tools and processes to support Foster Care 18–21 program participants, and explaining rules and procedures when Foster Care 18–21 participants exit or re-enroll in the program.

Title IV–E Administrative Functions this Training Addresses: IV–E Eligibility, Promoting Permanency & Well–being, Placement of Child, Case Management and Supervision

Duration: Short–term

Provided by: Family and Children’s Resource Program, part of School of Social Work, UNC/  
[www.ncwLearn.org](http://www.ncwLearn.org).

Estimated Cost: \$29,442.82 for development of both “Refresher” courses (Part 1 and 2)

Cost Allocation Methodology: [RCC2480–35](#)

- ***Court: Roles and Obligations of Foster Parents***

Format: Self–paced, online/ On–demand course, 1 hour

Audience: Required for new foster and adoptive Parents as part of their pre–service training during the foster home licensing process.

Description: Attending and participating in court is a key part of every foster parent’s role. To ensure they succeed, all foster parents (including therapeutic foster parents) in North Carolina are required to complete the course “Court: Roles and Obligations of Foster Parents” as part of their pre–service training. To receive their initial license, all new foster parents must take this course, print the certificate of completion, and share that certificate with their supervising agency. This free course is available on [FosteringNC.org](http://FosteringNC.org).

- key players in the court process,
- the types of court hearings,



- responsibilities of foster parents in court proceedings, and
- North Carolina’s Foster Parents’ Bill of Rights.

Title IV–E Administrative Functions this Training Addresses: Preparing for and Participation in Judicial Determinations, Recruitment/Licensing of Foster/Adoptive Homes

Duration: Short-term

Provided by: Family and Children’s Resource Program, , part of School of Social Work, UNC / [www.FosteringNC.org](http://www.FosteringNC.org)

Estimated Cost: \$30,000 for development and maintenance.

Cost Allocation Methodology: RCC 6094

- ***Court: Roles and Obligations of Foster Parents, Social Worker–Only Version***

Format: Self-paced, online/ On-demand course, 1 hour

Audience: Child welfare social workers and supervisors employed in a NC County Department of Social Services (DSS), especially those responsible for achieving permanence for children, youth, and young adults in foster care.

Description: This course will familiarize child welfare professionals with the court-related information foster parents receive as part of the licensing process. It will also help them support foster parents when they attend and participate in court. Specifically, participants will learn:

- key players in the court process,
- the types of court hearings,
- responsibilities of foster parents in court proceedings, and
- North Carolina’s Foster Parents’ Bill of Rights.

Title IV–E Administrative Functions this Training Addresses: *Preparing for and Participation in Judicial Determination*

Duration: Short-term

Provided by: Family and Children’s Resource Program, part of School of Social, UNC / [www.ncswLearn.org](http://www.ncswLearn.org)

Estimated Cost: \$1,700.00 to adapt for child welfare workers the on-demand course “*Court: Roles and Obligation of Foster Parents*”.

Cost Allocation Methodology: RCC 6039

- ***Critical Partners for Permanency***

Format: Self-paced, online, on-demand course, 1 hour

Audience: Resource parents – taking this course can help foster parents earn training credit for renewal of North Carolina foster home license.

Description: This course explains why North Carolina prefers to achieve permanence through reunification or kinship care, the importance of shared parenting and helping youth maintain connections with people that matter to them, and the role kinship care can play in achieving permanence. Specifically, participants will learn:

- What permanency is,
- Why reunification is the preferred pathway to permanence for most young people in foster care,
- The important role kinship care can play in achieving permanence, and
- Shared parenting tips and advice for helping youth maintain connections with the people that matter to them

Title IV-E Administrative Functions this Training Addresses: Promoting Permanency & Well-being; Placement of Child; and Recruitment/Licensing of Foster/Adoptive Homes

Duration: Short-term

Provided by: Family and Children’s Resource Program, part of School of Social Work, UNC / [www.fosteringNC.org](http://www.fosteringNC.org)

Estimated Cost: \$30,000.00 for development and maintenance

Cost Allocation Methodology: RCC 6094

- ***IV-E Policy Changes: Candidacy Definition and Admin Claiming for In-Home Services and Foster Care (three-live webinars events)***

Format: Live online, webinar, 90 minutes each of the three events

Audience: Child welfare county DSS agency employees working in In-Home or Permanency Planning Services or who use the DSS-5094 for IV-E claiming purposes.

Description: These live webinars explained the definition of “candidacy for foster care,” with an emphasis on how to apply it to claiming for CPS In-home services, and explained

when IV-E funds can properly be claimed for reimbursement of administrative costs (worker time) for children in foster care

Title IV-E Administrative Functions this Training Addresses: IV-E Eligibility Determination or Redetermination

Duration: Short-term

Provided by: Family and Children's Resource Program, part of School of Social Work, UNC / [www.ncswLearn.org](http://www.ncswLearn.org)

Estimated Cost: \$44,164.23 for developing content and presentation, handling registrations, hosting, facilitating, and co-presenting the three live webinars.

Cost Allocation Methodology: RCC 6094