

NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEVPUTTA SANGVAI • Secretary

LISA TUCKER CAULEY • Division Director, Human Services

NOVEMBER 20, 2025

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

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

SUBJECT: REVISIONS TO PRE-SERVICE TRAINING

**PURPOSE: TO INFORM AGENCIES OF REVISIONS MADE TO PRE-SERVICE TRAINING AND
REFORMATTING OF CORE WEEK THREE**

REQUIRED ACTION: ☒ Information Only ☐ Time Sensitive ☐ Immediate

Pre-Service Training (PST) for new child welfare staff has undergone significant revision to comply with [Executive Orders](#) and to incorporate Structured Decision-Making Tools and elements of Safety-Organized Practice. Beginning with PST cohorts in December 2025, the following revisions will take effect:

- Core Week 3 is reformatted to a virtual format. This will include two virtual, instructor-led classroom days and one day of required field observation.
- Local supervisors who have staff in Pre-Service Training must plan ahead to ensure that staff have observation opportunities on the designated day during Core Week 3.
- An Observation Guide has been developed to support supervisors and staff in planning and documenting the observed activity/activities. The guide will be located on the NC DSS Training website, in NCSWLearn in the Supervisor Resource section, and is attached to this DCDL for convenience.
- The observations will be discussed in class on the morning of Core Week 4, Day 1. Staff will initial the sign-in sheet confirming that the observation occurred and will write a brief description of the observation activity/activities completed.
- Cohorts beginning in December that include additional hybrid weeks will proceed as scheduled. Moving forward, Core Week 3 will be the only hybrid/virtual week scheduled. NCDHHS DSS reserves the right to alter this schedule as necessary.

Additionally, the new Participant Workbooks are under review. Staff enrolled in cohorts that begin in December should not print them until instructed to do so by NCDHHS Division of Social Services. An email will be sent to enrolled participants and their supervisors informing them when the links to the revised Participant Workbooks are uploaded to the NCDHHS DSS Training website.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603

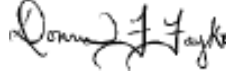
MAILING ADDRESS: 2406 Mail Service Center, Raleigh, NC 27699-2406

www.ncdhhs.gov • TEL: 919-527-6340 • FAX: 919-334-1018

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

If you have questions, contact Crystalle Williams, Staff Development Program Manager, at crystalle.williams@dhhs.nc.gov.

Donna F. Fayko,

A handwritten signature in black ink, appearing to read 'Donna F. Fayko'.

Deputy Director, Child Welfare Operations

Cc:

Lisa Tucker Cauley, Division Director, Human Services, Child, Family, and Adult Regional Support

Adrian W. Daye, Deputy Director for Child Welfare Practice

William "Ben" Rose, Lead Regional Director

Kimaree Sanders, Section Chief for Regulatory and Licensing

Kathy Stone, Section Chief for Safety

Heather McAllister, Section Chief for Child and Family Services

Meredith Houchins, Interim Section Chief for County Operations

CWS-81-2025