



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

Performance Management/Reporting and Evaluation Management • 325 North Salisbury Street
2415 Mail Service Center • Raleigh, North Carolina 27699-2420
Courier # 56-20-25

Michael F. Easley, Governor
Dempsey Benton, Secretary

Sherry Bradsher, Director
(919) 733-3055

October 15, 2007

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES:

SUBJECT: Client Services Data Warehouse-XI (CSDW) 2007 Training Sessions

Effective October 10, 2007, the Business Objects Tool used by the CSDW was upgraded to the current supported version. Training sessions for this upgraded tool are currently being offered in November and December 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.csdw.dhhs.state.nc.us/> under Training Calendar. Instructions for online registration are located on the Data Warehouse Query Tool homepage under User Tools and Information.

Training sessions offered are set up by program area. The CSDW includes data for Work First, Food Stamps, LIEAP, EBT, Medicaid, EPICS, Aging and Adult Services, Child Support, Children's Services, Daysheets, and the Central Registry for Abuse and Neglect Reports. Please register for the appropriate session based on the program area. 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 DHHS Customer Support at 919-855-3200, option 2.

Sincerely,

A handwritten signature in cursive script that reads "Hank Bowers".

Hank Bowers, Chief
Performance Management/
Reporting & Evaluation Management

HB/heo

PM-REM-09-2007