



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

Pat McCrory  
Governor

Richard O. Brajer  
Secretary DHHS

Wayne E. Black  
Division Director

October 1, 2015

**DEAR COUNTY DIRECTORS OF SOCIAL SERVICES**

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

**SUBJECT: ANNUAL TRAINING REPORT FOR COUNTIES**

In an effort to increase the utilization of the Division of Social Services' training system to meet the training requirements for both new hires and current social workers and supervisors, an annual training report is being sent to DSS agency Directors. This report tracks the number of completions for classroom and online facilitated training events as well as online webinar events from July 1, 2014 to June 30, 2015. Please note this is slightly different from the report issued May 15, 2014, which tracked the number of participant registrations. This data is provided for informational purposes only as the Division does not currently have a workforce database to capture hiring data or make cross tabulations between hiring data and completed training requirements. Our sense from the training statistics collected on our ncswLearn.org website however is that training is not being as well utilized by some counties as it could be. Stricter federal requirements in the Child and Family Services Plan now require NCDSS to report not only that training is being provided but "whether all staff receive training pursuant to the established annual, bi-annual hourly, or continuing education requirement and time frames for the provision of ongoing training." We need your help to ensure these requirements are being met by your staff.

Agency supervisors and training managers can easily access detailed training information through ncswLearn.org for each worker in the agency. This information can be used to create regular training reports so that you can ensure staff are accessing the required training for their positions. Here is a brief description of two useful sections available to your agency as staff development tools:

**(1) Supervisor Resources**

This section allows county DSS supervisors to manage all aspects of training related to their employees under their immediate supervision. Through this area of the site supervisors can:

- Add information about employees not currently in the training system and edit personnel information for employees currently in the training system.
- Register their employees for training.
- View and print employees' Individualized Training Assessments (ITA), training history, and training schedules.
- Cancel employees' training registrations (if needed).

www.ncdhhs.gov • www.ncdhhs.gov/dss  
Tel 919-527-6335 • Fax 919-334-1018

Location: McBryde Bldg. • 820 S. Boylan Avenue • Raleigh, NC 27603  
Mailing Address: 2401 Mail Service Center • Raleigh, NC 27699-2401  
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Supervisors can use the options presented on the left-hand side of the ncswLearn.org screen to perform the tasks listed above. Note that these options are very similar to those under the “My Personalized Learning Portfolio (PLP)” section, but are customized specifically to the each employee record in the system. Supervisors would use the PLP section to register themselves for training, view their own training attendance history, etc.

## **(2) County Training Manager Resources**

In this section, a county’s designated DSS staff development manager or a training coordinator can manage all aspects of training related to the agency’s child welfare staff. The same options listed above are available through this section. To gain access to this feature, the agency’s staff development or training coordinator will need to contact ncswLearn.org’s website administrator by clicking on the “Help” option in the menu at the top of the screen and requesting access rights.

Training is both a benefit provided to county agencies and a requirement to enhance supervisor and worker knowledge and skills in our state’s child welfare policy and practices. NcswLearn.org is a valuable child welfare training resource for North Carolina’s county departments of social services.

Please contact Kathy Dobbs, NCDSS Staff Development Program Manager at [Kathy.dobbs@dhhs.nc.gov](mailto:Kathy.dobbs@dhhs.nc.gov) or 919-527-6362 if you have any questions.

Sincerely,

A handwritten signature in blue ink that reads "Kevin Kelley". The signature is written in a cursive style with a large, looped "K" and "L".

Kevin Kelley, Section Chief  
Child Welfare Services

### Attachments (4)

1. Child Welfare Training Opportunities: At a Glance
2. Total Number of Completed Training Events (all types) by County
3. State Map Visual of Events Completed (all types)
4. State Map Visual of Webinar Registered Participants (see explanation of terms)