

## DSS ADMINISTRATIVE LETTER

### FAMILY SUPPORT AND CHILD WELFARE SERVICES FSCWS-01-08

**TO:** County Directors of Social Services

**ATTENTION:** Children's Services Program Managers and Supervisors  
Children's Services Social Workers

**DATE:** February 8, 2008

**SUBJECT:** NEW MANDATED TRAINING REQUIREMENTS

**EFFECTIVE DATE:** IMMEDIATELY

North Carolina is now beginning its third year of statewide implementation of the Multiple Response System. Much progress has been made in transforming our child welfare system into one that makes true partnerships a priority. Child and Family Team (CFT) meetings are one of the best tools a county has available in its continued efforts to partner with families, and provide them with the best services possible to help them keep their children safe. A properly executed Child and Family team (CFT) meeting is a complex tool that requires skill and preparation to be most effective. The intent of this letter is to convey the parameters for a new training requirement that will affect child welfare social workers, supervisors and facilitators.

We, at the Division, have had the privilege to work closely with county department of social services and community partners in looking at ways to maximize the effectiveness of CFT meetings. These partnerships were formed in response to our Federal Child and Family Services Review and have led to many creative ideas for furthering the gains we have already made around CFT meetings. Having seen the effectiveness of a properly implemented CFT meeting, county departments of social services and community partners alike have suggested that all child welfare social workers and supervisors would benefit from mandated training on CFT meetings. To that end, we are making the training course *Step by Step: An Introduction To Child and Family Teams* a requirement for all child welfare social workers and child welfare supervisors, hired on or after February 1, 2008, to be completed within the first year of employment. Social workers and supervisors hired before February 1, 2008 are required to participate in this training course within the next 12 months unless they have already met this training requirement in one of these two ways:

- Successful completion of *Step by Step: An Introduction to Child and Family Teams*; **OR**
- Successful completion of **both** *Setting the Stage for Family-Centered Meetings: County Orientation and Caution: Family Centered Meeting ahead! A guide for Social Workers Attending Child and Family Teams.* (note that these two former courses have been combined into the current course, *Step by Step: An Introduction to Child and Family Teams.*)

Attached to this letter please find a list of the dates and locations currently scheduled for these courses. More courses will be scheduled as needed. To register and view all current courses, please visit our training website at <http://www.ncswlearn.org>

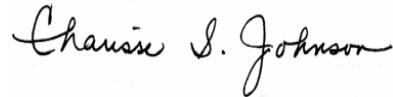
In addition to the importance of social workers having a good understanding of CFT meetings, evidence shows that the use of a neutral facilitator is yet another tool that enhances the effectiveness of those meetings. To prepare staff for this important task, the course *Anchors Away! How to Navigate Child and Family Teams: The Role of the Facilitator* is also mandated for anyone facilitating a CFT meeting in high and intensive risk cases. For facilitators beginning facilitation on or after February 1, 2008, completion of the course is required within the first 12 months of facilitating. For facilitators who began facilitation prior to this date, completion of

this course is required within 12 months following receipt of this letter, unless previously completed. The training is also strongly recommended for those facilitating meetings in moderate risk cases but is not, at this time, mandated. As above, please refer to attachment for upcoming dates and locations of this course. More courses will be scheduled as needed. To register and view all current courses, please visit our training website at <http://www.ncswlearn.org>.

As these trainings have become a part of the core curriculum that social workers must receive, future training catalogs will list these courses will be listed under the 200 level, tier one section. North Carolina's model for CFT meetings is based on family centered practice principles, which is at the heart of the Multiple Response System. Training in the family centered practice approach remains mandated in statute N.C.G.S. [§131D-10.6A\(b\)\(1\)](#) as the way the county departments of social services will work with the families they serve. The Division believes that this training is vital piece of meeting that statutory requirement.

For questions related to the trainings outlined in this letter please contact the Staff Development Team at (919) 733-7672. For questions related to the content of this letter please contact Holly McNeill at (828) 757-5672 or at [holly.mcneill@ncmail.net](mailto:holly.mcneill@ncmail.net) or your Children's Program Representative.

Sincerely,



Charisse Johnson, Chief  
Family Support and Child Welfare Services

CSJ/hlm

Attachment:

[Upcoming Required CFT Trainings](#)

cc: Sherry Bradsher  
Jo Ann Lamm  
Sarah Barham  
Family Support and Child Welfare Team Leaders  
Children's Programs Representatives  
Work First Program Representatives  
Local Business Liaisons  
Private Adoption Agency Directors