

*Handouts for the Webinar*

# **Staff Development Tools for Child Welfare Supervisors on ncswLearn.org**

June 18, 2014

*Presenters*

**NC DIVISION OF SOCIAL SERVICES**  
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*Staff Development Team*  
*Child Welfare Services Section*

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*Child Welfare Supervisor*

**UNC-CH SCHOOL OF SOCIAL WORK**  
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*Produced by*

Family and Children’s Resource Program, part of the  
Jordan Institute for Families  
UNC-Chapel Hill School of Social Work

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NC Division of Social Services

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

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Governor

Aldona Z. Vos, M.D.  
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Secretary DHHS

Wayne E. Black  
Division Director

May 15, 2014

**DEAR COUNTY DIRECTORS OF SOCIAL SERVICES**

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

**SUBJECT: NEW: 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, a new annual training report will be sent to each local DSS agency Director. This report will include the number of participant registrations for classroom and online facilitated training events each year by county as well as the number of counties who have participated in online webinar events. (See Attachment A1) 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. The training requirements by job function can be found in Attachment A2: NCDSS-Sponsored Child Welfare Training Available through ncswLearn.org.

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 is accessing the required training for their job position. 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.

Child Welfare Services

www.ncdhhs.gov • www.ncdhhs.gov/dss

Tel 919-733-3055 • Fax 919-334-1018

Location: Albemarle Building • 325 N. Salisbury Street • Raleigh, NC 27603

Mailing Address: 2401 Mail Service Center • Raleigh, NC 27699-2401

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- View and print employees' Individualized Training Assessments (ITA), training history, and training schedules.
- Cancel employees' training registrations (if needed).

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.

Look on ncswLearn.org for the announcement of a webinar event June 18th on utilizing these resources as a management tool for your staff's training and development. We invite and encourage you and your Child Welfare Program Managers, Supervisors, and Training Managers to attend.

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 the NCDSS Staff Development managers Rebecca Huffman at (919)527-6361 or by email at [Rebecca.Huffman@dhhs.nc.gov](mailto:Rebecca.Huffman@dhhs.nc.gov) or Kathy Dobbs at (919)527-6362 or by email at [Kathy.Dobbs@dhhs.nc.gov](mailto:Kathy.Dobbs@dhhs.nc.gov) if you have any questions.

Sincerely,



Kevin Kelley, Section Chief  
Child Welfare Services

Attachments (2)  
Registrations Received for 2013  
Training Requirements by Job Functions

CWS-13-2014

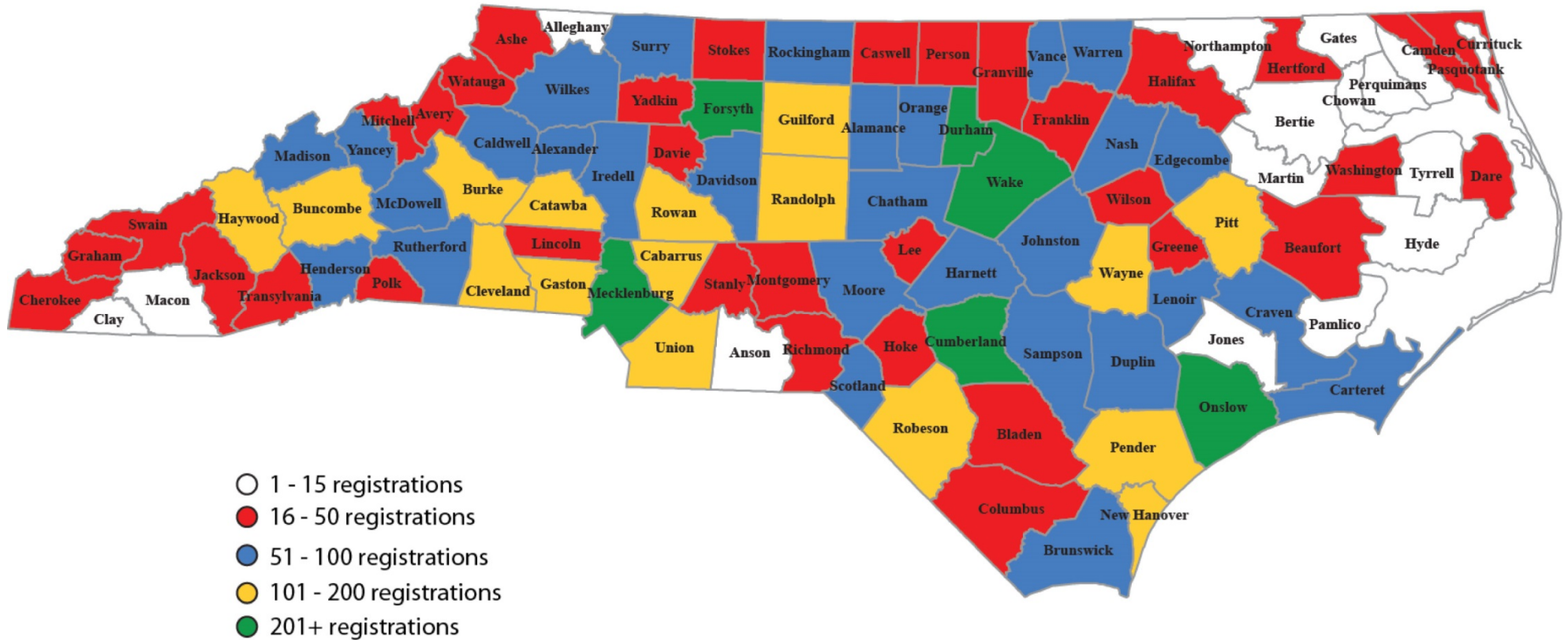
Child Welfare Services  
[www.ncdhhs.gov](http://www.ncdhhs.gov) • [www.ncdhhs.gov/dss](http://www.ncdhhs.gov/dss)  
Tel 919-733-3055 • Fax 919-334-1018

Location: Albemarle Building • 325 N. Salisbury Street • Raleigh, NC 27603  
Mailing Address: 2401 Mail Service Center • Raleigh, NC 27699-2401  
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Jan. - Dec. 2013: County DSS Registrations Received for Classroom and Online-Facilitated Training Events

NC Child Welfare Services Statewide Training Partnership



Total registrations = 7,494\* representing all 100 counties

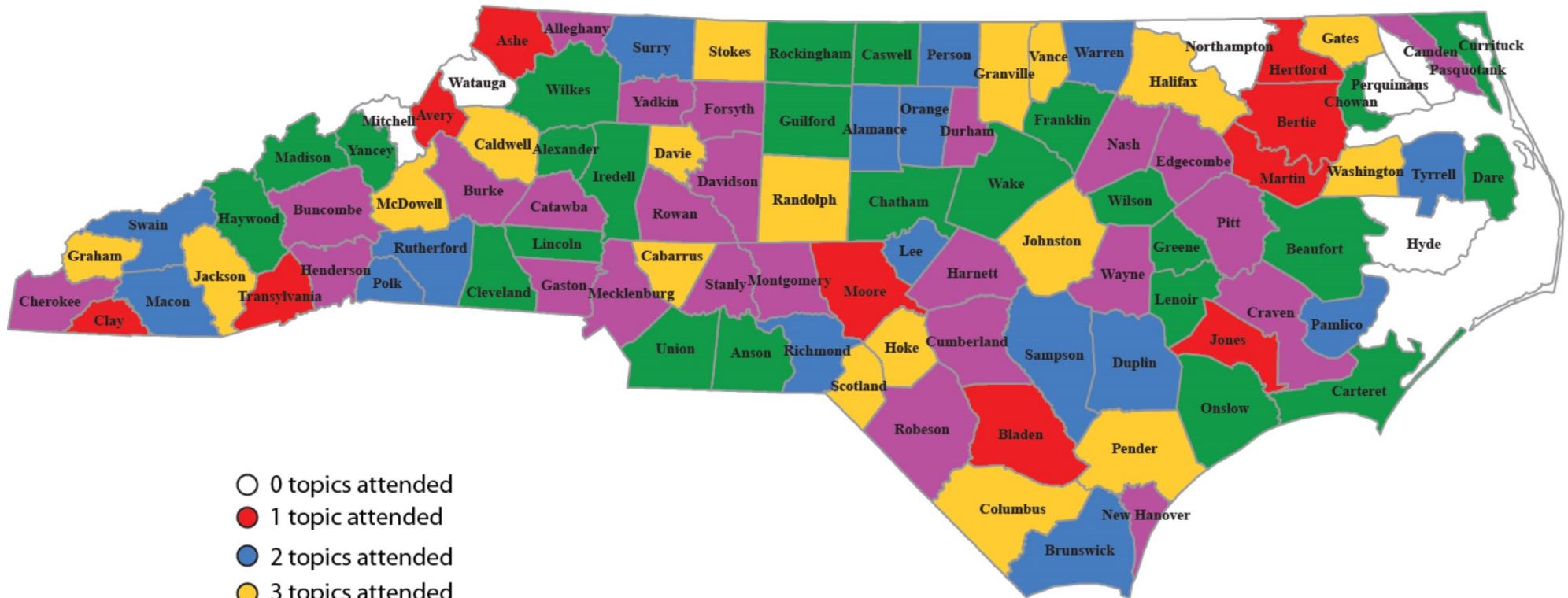
\*Does not include 1,066 registrations from Non County DSS agencies, 1,277 webinar registrations, or 695 participants of on-demand courses

Data extracted from ncsWLearn.org - April 2014

**TOTAL NUMBER OF REGISTRATIONS SUBMITTED BY COUNTY DSS AGENCIES DURING JAN-DEC, 2013**  
**CLASSROOM AND ONLINE-FACILITATED TRAINING EVENTS**  
**NC CHILD WELFARE SERVICES STATEWIDE TRAINING PARTNERSHIP**

1. Alamance	96	51. Johnston	70
2. Alexander	68	52. Jones	8
3. Alleghany	13	53. Lee	29
4. Anson	14	54. Lenoir	65
5. Ashe	38	55. Lincoln	31
6. Avery	17	56. Macon	8
7. Beaufort	29	57. Madison	63
8. Bertie	11	58. Martin	11
9. Bladen	45	59. McDowell	71
10. Brunswick	91	60. Mecklenburg	535
11. Buncombe	151	61. Mitchell	37
12. Burke	104	62. Montgomery	32
13. Cabarrus	116	63. Moore	98
14. Caldwell	83	64. Nash	61
15. Camden	1	65. New Hanover	131
16. Carteret	58	66. Northampton	8
17. Caswell	28	67. Onslow	330
18. Catawba	137	68. Orange	91
19. Chatham	89	69. Pamlico	9
20. Cherokee	19	70. Pasquotank	24
21. Chowan	13	71. Pender	105
22. Clay	8	72. Perquimans	7
23. Cleveland	110	73. Person	20
24. Columbus	33	74. Pitt	115
25. Craven	85	75. Polk	20
26. Cumberland	347	76. Randolph	146
27. Currituck	32	77. Richmond	32
28. Dare	26	78. Robeson	148
29. Davidson	58	79. Rockingham	62
30. Davie	39	80. Rowan	195
31. Duplin	74	81. Rutherford	68
32. Durham	382	82. Sampson	66
33. Edgecombe	71	83. Scotland	55
34. Forsyth	249	84. Stanly	26
35. Franklin	18	85. Stokes	30
36. Gaston	105	86. Surry	71
37. Gates	13	87. Swain	35
38. Graham	38	88. Transylvania	16
39. Granville	39	89. Tyrrell	7
40. Greene	25	90. Union	107
41. Guilford	116	91. Vance	54
42. Halifax	46	92. Wake	352
43. Harnett	76	93. Warren	56
44. Haywood	108	94. Washington	48
45. Henderson	81	95. Watauga	21
46. Hertford	22	96. Wayne	116
47. Hoke	32	97. Wilkes	75
48. Hyde	1	98. Wilson	36
49. Iredell	99	99. Yadkin	28
50. Jackson	49	100. Yancey	62

Jan. - Dec. 2013: County DSS Participation in Webinar Series  
 NC Child Welfare Services Statewide Training Partnership



- 0 topics attended
- 1 topic attended
- 2 topics attended
- 3 topics attended
- 4 topics attended
- 5 topics attended

Total registrations = 1,277 representing 94 counties

Data extracted from ncswLearn.org - April 2014

# NCDSS-Sponsored Child Welfare Training Available through ncswLearn.org

*At-a-Glance for County DSS Directors*

<b>1. For Child Welfare Supervisors</b>
<b><i>Pre-Service. Required before taking on job responsibilities</i></b>
1. Child Welfare in North Carolina: Pre-Service Curriculum for New Workers and Supervisors
<b><i>Within First Year. Required within first year as supervisor (courses below listed in preferred sequence)</i></b>
2. Medical Aspects of Child Abuse and Neglect for Non-Medical Professionals 3. Legal Aspects of Child Welfare in North Carolina 4. Child Development and the Effects of Trauma 5. Building Awareness and Cultural Competency 6. Step by Step: An Introduction to Child and Family Teams 7. Introduction to Supervision for Child Welfare Services <i>Other courses will be required based on the supervisor's area of responsibility— see Section 3 on the next page</i>
<b><i>Electives Specifically for Supervisors</i></b>
8. Engaging the Non-Resident Father 9. Reasonable Efforts: What Supervisors Need to Know (online) 10. Staying Power! A Supervisor's Guide to Coaching and Developing Child Welfare Staff 11. The 3rd Dimension of Supervision: The Role of Supervisors in CFT Meetings (online)
<b><i>Other Elective Courses that May Be Relevant for Supervisors</i></b>
<i>Please see list of elective courses in Section 4 on the next page</i>

<b>2. For Child Welfare Direct Client Contact Professionals</b>
<b><i>Pre-Service. Required prior to direct client contact</i></b>
1. Child Welfare in North Carolina: Pre-Service Curriculum for New Workers and Supervisors
<b><i>Within First Year for Everyone (courses below listed in preferred sequence)</i></b>
2. Medical Aspects of Child Abuse and Neglect for Non-Medical Professionals 3. Legal Aspects of Child Welfare in North Carolina 4. Child Development in Families at Risk 5. Building Awareness and Cultural Competency 6. Step by Step: An Introduction to Child and Family Teams
<b><i>Within First Year by Job Function</i></b>
<i>See Section 3 below</i>
<b><i>Other Elective Courses</i></b>
<i>See Section 4 below</i>



## County Training Manager Resources

There is a section on ncswLearn.org where your county's designated DSS staff development manager or a training coordinator can manage all aspects of training related to your child welfare staff. To gain access to this feature, your agency's staff development or training coordinator will need to contact the site's web administrator by going to [www.ncswlearn.org](http://www.ncswlearn.org), clicking on the "Help" option in the menu at the top of the screen, and requesting access rights.

### 3. Required Training within the First Year for County DSS Child Welfare Staff, by Job Function

Adoptions	CPS Assessors and Investigators	CPS Intake	CPS In-Home	Family Preservation	Family Support and Family Resource Centers	Foster Home Licensing	Foster Care
Adoptions in Child Welfare Services	CPS Assessments in Child Welfare Services	Intake in Child Welfare Services	CPS In-Home Child Welfare Services	Family-Centered Practice in Family Preservation Programs	Connecting with Families: Family Support in Practice	<ul style="list-style-type: none"> <li>Foster Home Licensing in Child Welfare Services</li> <li>Introduction to the Monthly Foster Care Contact Record</li> <li>Foster Home Licensing: The Keys to Success</li> </ul>	<ul style="list-style-type: none"> <li>Placement in Child Welfare Services</li> <li>Introduction to the Monthly Foster Care Contact Record</li> </ul>

### 4. Elective Courses

Classroom-Based	Online
<ul style="list-style-type: none"> <li>Assessing and Strengthening Children’s Attachments</li> <li>Child Forensic Interviewing</li> <li>Child Welfare Practices for Cases Involving Domestic Violence</li> <li>Coaching Children’s Caregivers through Challenging Moments</li> <li>Coaching Skills Specialist</li> <li>Deciding Together</li> <li>Fostering and Adopting the Child Who Has Been Sexually Abused (CSA/MAPP)</li> <li>Helping Youth Reach Self-Sufficiency (Foster Parent Training)</li> <li>Introduction to Child and Family Teams: A Cross-System Training From the Family's Perspective</li> <li>Introduction to Child Sexual Abuse</li> <li>Introduction to Substance Abuse for Child Welfare Services</li> <li>IV-E: An Overview</li> <li>Keeping It Real: Child and Family Teams with Youth in Transition</li> <li>Life Books: Motivating the Memory Keepers</li> </ul>	<ul style="list-style-type: none"> <li>LINKS 101</li> <li>LINKS 201 - "The Sequel"</li> <li>Motivating Substance Abusing Families to Change: An Advanced Practice Course</li> <li>Navigating Child and Family Teams: The Role of the Facilitator</li> <li>Path Less Traveled: CFTs and Safety Considerations</li> <li>Real World Instructional Event</li> <li>Shared Parenting</li> <li>Step by Step: An Introduction to Child and Family Teams</li> <li>The ABC's of Including Children and Youth in Child and Family Teams</li> <li>Trauma-Informed Behavior Management for Child Welfare</li> <li>Trauma-Informed Partnering for Safety and Permanence: Model Approach to Partnerships in Parenting (TIPS-MAPP)</li> <li>TIPS-MAPP Leader Update Certification Training</li> <li>Understanding the Interstate Compact on the Placement of Children</li> </ul>
	<ul style="list-style-type: none"> <li>Adult Mental Health Issues Which Impact Families Served by Child Welfare</li> <li>Foster Home Licensing: The Keys to Success</li> <li>Introduction to the Monthly Foster Care Contact Record</li> <li>Methamphetamine: What a Social Worker Needs to Know</li> <li>Money Matters: Foster Care Funding Basics</li> <li>Understanding and Intervening in Child Neglect</li> <li>Understanding Child Mental Health Issues</li> <li>Train-the-Trainer for Becoming a Therapeutic Foster Parent</li> </ul> <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <p style="text-align: center;"><b>Webinars</b></p> <p>The NCDSS offers several 90-minute webinars each year for directors, supervisors, and front line staff on a variety of child welfare topics. Look for announcements about these events on the Division’s cwlistserv. To subscribe, go to <a href="https://lists.ncmail.net/mailman/listinfo/cwlistserv">https://lists.ncmail.net/mailman/listinfo/cwlistserv</a></p> <p style="text-align: center;"><b>Past Webinars</b></p> <p>Are archived here: <a href="http://fcrp.unc.edu/videos.asp">http://fcrp.unc.edu/videos.asp</a></p> </div>



# NCEAAS-Sponsored Adult Services Training Available through ncsWLearn.org

*At-a-Glance for County DSS Directors*

## For Adult Services Professionals (Supervisors and Workers)

### *Classroom-based Courses*

1. Adult Protective Services Basic Skills Training, Module I
2. Adult Protective Services Basic Skills Training, Module II
3. Adult Protective Services: Assessing an Adult's Capacity to Consent
4. Adult Protective Services: Financial Exploitation Training
5. At-Risk Case Management Training
6. Cognitive Impairments: It's Not Just Alzheimer's
7. Dynamics of Mistreatment Among Elderly and Disabled Adults
8. Effective Social Work Practice in Adult Services
9. Effective Supervision and Management in Adult Services: Modules 1 - 6
10. Guardianship: A Systematic Approach
11. Guardianship: Decision Making, an Ethical Perspective
12. Protecting Adults in Facilities
13. State/County Special Assistance In-Home Case Management Training
14. Working with DSS Clients Who Have Serious Mental Illness
15. Working with Older Adults and Their Families

### *Online Courses*

16. Ethics in Everyday Practice in Adult Services
17. Service Planning



To learn more or to register for the above Adult Services curricula, go to <http://www.ncswLearn.org/>

# Social Worker Transfer of Learning Tool

**Instructions:** Supervisors, please complete this tool in partnership with social workers. Part A is to be completed before the social worker attends the training event. Part B is to be completed soon after the training event. Tool goals:

1. Ensure social workers get as much as possible from training;
2. Allow supervisors to support workers in identifying goals and hopes for each training, and in transferring learning and skills from training to the workplace.

## Part A: Training Preparation *Complete before training*

Course Title: \_\_\_\_\_ Training Dates: \_\_\_\_\_

Date set for post-training debrief meeting between supervisor and social worker: \_\_\_\_\_

### Learning objectives for the training

*(Attach relevant training description, competencies, and learning objectives from ncswlearn.org.)*

#### A1. **Social worker's goals for the training**

*(What do you hope to get out of this training? What do you want to walk away from the training knowing or doing?)*

#### A2. **Supervisors' goals for the training**

*(What does the supervisor want the social worker to walk away from the training knowing or doing?)*

#### A3. List specific **questions** the worker would like answered about the topic:

#### A4. List **current situations** the worker might want to apply or practice learning to during and after this training:

#### A5. List any steps the worker will take to prepare to take the course (e.g., review NC child welfare policies, etc.).

Supervisor's initials: \_\_\_\_\_ Date: \_\_\_\_\_ Worker's initials: \_\_\_\_\_ Date: \_\_\_\_\_

**Part B: Post-Training Debrief** *Complete soon after training*

Date of debrief meeting: \_\_\_\_\_

**B1. What are the top three things you learned from the training?**

**B2. Describe (1) any action plan created during the training to assist transfer of learning or (2) any follow-up resources identified during the training that the supervisor should know about. If none, what are three action steps you will take to apply your learning to your practice?**

**B3. What might be some potential barriers to applying the skills and knowledge obtained from the training (e.g., time, caseload, documentation requirements, etc.)? How might these barriers be overcome?**

**B4. What do you need from your supervisor to apply what was learned in this training?**

Supervisor's initials: \_\_\_\_\_ Date: \_\_\_\_\_ Worker's initials: \_\_\_\_\_ Date: \_\_\_\_\_

## Staff Development Tools for Child Welfare Supervisors on ncsWLearn.org

# Welcome!

Please click on the colored link below to download the  
handout for today:

[6-18-14 webinar handout](#)



NC DSS CHILD WELFARE SERVICES  
STATEWIDE TRAINING  
PARTNERSHIP



UNC  
SCHOOL OF SOCIAL WORK

## Goals of this Webinar




- Demonstrate basic functions of ncsWlearn.org for supervisors
- Describe ways to use the site to support staff development

### Ultimate Goal

Maximize use of the child welfare training system in order to  
improve practice and outcomes for children and families

## Agenda

- Orientation and introductions
- Site functions
  - Managing employee information
  - Registering staff for training
  - View staff training schedule and history
- Supporting staff development
  - Individualized Training Assessment (ITA)
  - Transfer of Learning (TOL) Template
- Q & A




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### Panelists

Rebecca Huffman  
*NC Division of Social Services*

Jennifer Oshnock  
*Orange Co. DSS*

Southey Blanton  
*UNC-Chapel Hill  
School of Social Work*



### Moderator

Mellicent Blythe

### Tech Support

Phillip Armfield  
John McMahon

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## Why Training Matters

### Training is:

- Required by state statute and policy
- Critical to ensuring quality and accountability in the services you provide to families

### NCDSS Training System is:

- A resource for you and your staff
- Free, high-quality, relevant, competency-based training

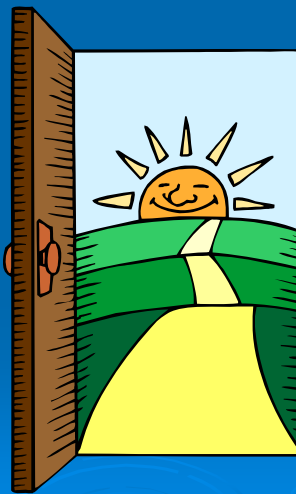
**We want you to support training, and  
we'll work to support you!**

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5



## Why Training May Not Be Enough



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6

**ncswLearn.org**  
The online platform for the NCDSS training system

**ncswLearn.org: A Learning Site for North Carolina's Human Services Professionals**

Home Page | Find a Training | Online Course Demo | Help

**Returning Users:**  
Enter your username and password below.  
Username:   
Password:   
Sign In  
Forgot Username or Password?

**New Users:**  
Create a User Account

**Upcoming Courses**

Course Title	Start Date
Family-Centered Practice in Family Preservation Programs	5/6/2014
Step by Step: An Introduction to Child and Family Teams	5/7/2014
Cognitive Impairments: EA Not Just Alcohols	5/12/2014
Navigating Child and Family Teams: The Role of the Facilitator	5/13/2014
Risk Case Management Training	5/13/2014
Child Welfare in North Carolina: The Service Continuum for New Workers and Supervisors	5/13/2014
Adult Protective Services Basic Skills Training, Module 1	5/14/2014

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Start this orientation

**Watch Recorded Webinars**

**NEWS & ANNOUNCEMENTS**

- New Course! Introduction to Child Welfare Data Services**  
Read More >>
- New Issue of Practice Notes**  
Read More >>
- Webinar: Quality Case Reviews: Q & A with State and County Partners**  
Read More >>
- New Issue of Training Matters**  
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News Archive

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**Site Functions**

8

**Supervisor Resources**

**Current User:** Isabel Gimenez, FCRP - testing

**My Supervisor Resources Options:**

- Employee Management
- Employee Training Schedule
- Employee Registration Cart
- Search for Training Events
- Training Catalog
- Employee Training Attendance History
- Employee Training Requirements and Assessments

**Supervisor Resources**

The **Supervisor Resources** section of ncsWLearn.org allows for a supervisor to manage all aspects of training related to their employees.

- Use **Employee Management** to:
  - Add an employee not currently in the training system.
  - Edit personnel information about employees who are currently in the training system.
- Register their employees for trainings:
  - Use the **Search for Training Events** option to quickly find upcoming training events, or use the **Training Catalog** option for more information.
  - Once they have created their employees' registration applications, supervisors can use the **Employee Registration Cart** to register their employees for trainings.
- View their employees' **training schedule** and cancel registrations as needed.
- View their employees' **training attendance history** of their employees.
- View their employees' **Individualized Training Assessments (ITAs)**.
  - Note: The ITA is available only to child welfare County DSS supervisors and social workers.

Use the options presented on the left-hand side of the screen to perform the tasks listed above. Note that these options are very similar to PLP to register yourself for trainings, view your training attendance history, etc.

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**Supervisor Resources**

**Employee Management**

**My Current Employees:**

Edit	Remove	Personnel Name	Employer Name	E-Mail Address
<a href="#">Edit</a>	<a href="#">Remove From List</a>	Armfield, Phillip Wail	Family and Children's Resource Program, UNC-CH School of Social Work	phillip_armfield@unc.edu
<a href="#">Edit</a>	<a href="#">Remove From List</a>	Blanton, John Southey (Southey)	Family and Children's Resource Program, UNC-CH School of Social Work	johnbla@email.unc.edu
<a href="#">Edit</a>	<a href="#">Remove From List</a>	Burbank, Brian Douglas	Family and Children's Resource Program, UNC-CH School of Social Work	burbank@unc.edu
<a href="#">Edit</a>	<a href="#">Remove From List</a>	Gimenez, Vilma	FCRP, Jordan Institute for Families, UNC-CH School of Social Work	vgimenez@email.unc.edu
<a href="#">Edit</a>	<a href="#">Remove From List</a>	Tarpley, Matthew Wayne (Matt)	Family and Children's Resource Program	mtarpley@email.unc.edu

[Add Employee to My List](#) [Refresh Employee List](#)

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**ncswLearn.org Supervisor Resources**

### Add Employee to My List

**Search Results (5 Found):**

**i** Employees currently in this training system are shown below. To create a request to make you the supervisor training system.

**NOTE:** All changes to an existing employee's supervisor must first be approved.

Select	Personnel Name	County	Current Supervisor
Select	O'Donnell, Jennifer	Scotland	
Select	O'Neal, Jennifer (Jenny)	Beaufort	Alligood, Amy S.
Select	Oshnock, Jennifer B.	Orange	Lowell, Duston
Select	Overton, Jennifer L.	Iredell	
Select	Owen, Jennifer	Catawba	Detter, Amber B.

Employee Is Not Listed Above   Restart Search   Close Window

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**ncswLearn.org Supervisor Resources**

### Add Employee to My List

**Personal Information:**

Page 1 of 4

Honorific:

First Name:

Middle Name:

Last Name:

Former Last Name:

Goes By:

Suffix:

Gender:

Race:

Highest Degree:

Highest Social Work Degree:

Next Page   Cancel and Close Window

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## Give It a Try!

- Open up another window in your browser
- Log into ncswlearn.org
- Go to the Supervisor Resources page
- Select “Employee Management”
- Is your list of staff is up to date?
- Come back to this window without closing that one
- Back in this room, give us a “check” by your status

**Don't worry if you get lost. Just go back to ncswlearn.org, go to the Webinar page, and click to “Enter Room” again!**

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## Supervisor Resources

---

**Current User:**  
Isabel Gimenez  
FCRP - testing  
[Sign Out](#)  
[Change Password](#)

[Home Page](#) | [Supervisor Resources Home](#) | [Online Course Demo](#) | [Help](#)

### Employee Training Schedule

**August 2014:**

◀ August 2014 ▶
Legend: C = Classroom Training, O = Online Training

NOTE: If no blocks are filled in for an individual employee, that employee is not scheduled for trainings during the selected month.

August 2014	F	M	T	W	T	F	M	T	W	T	F	M	T	W	T	F	M	T	W	T	F	M	T	W	T	F	M	T	W	T
	1	4	5	6	7	8	11	12	13	14	15	18	19	20	21	22	25	26	27	28	29									
<a href="#">Armfield Jr., Phillip Wall</a>	O	O	O	O	O	C	C	C	O	O	O	O	O	O	O	O	C	C	C	C										
<a href="#">Blanton, John Southey (Southey)</a>	O	O	O	O									C	C																
<a href="#">Burbank, Brian Douglas</a>	O	O	O	O																										
<a href="#">Gimenez, Vilma</a>																														
<a href="#">Tarpley, Matthew Wayne (Matt)</a>	O	O	O	O																										

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**ncswLearn.org Supervisor Resources**

**Current User:** Isabel Gimenez (CRP - testing) | [Sign Out](#) | [Change Password](#)

**My Supervisor Resources Options:**

- Employee Management
- Employee Training Schedule
- Employee Registration Cart
- Search for Training Events
- Training Catalog
- Employee Training Attendance History
- Employee Training Requirements and Assessments

**Employee Training Schedule Details**  
For Blanton, John Southey (Southey)  
Month of August 2014:

Event Title	Event Dates	Event Status	City	Pre-Event Status	Post-Event Status	Contact Registrar	Cancel
Trauma-Informed Behavior Management for Child Welfare	8/18/2014-8/19/2014	On-Schedule	Fayetteville	Applied	(Not Specified)	Gimenez, Vilma	Cancel
Adult Mental Health Issues Which Impact Families Served by Child Welfare	7/21/2014-8/6/2014	On-Schedule	(Not Applicable)	Applied	(Not Specified)	Gimenez, Vilma	Cancel

[Return to Employee Training Schedule](#)

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**ncswLearn.org Supervisor Resources**

**Current User:** Isabel Gimenez (CRP - testing) | [Sign Out](#) | [Change Password](#)

**My Supervisor Resources Options:**

- Employee Management
- Employee Training Schedule
- Employee Registration Cart
- Search for Training Events
- Training Catalog
- Employee Training Attendance History
- Employee Training Requirements and Assessments

**Employee Training Attendance History**  
For Gimenez, Vilma:

Training Events Sponsored or Provided by the NC Division of Social Services or NC Division of Aging and Adult Services

Display Training History By Year

Year	Event Title	Event Dates	Event Status	City	Pre-Event Status	Post-Event Status	Contact Hours	Contact Registrar
2014	Introduction to Child Welfare Data Sources	6/10/2014-6/24/2014 (Online: 6/10/2014) (Classroom: 6/24/2014)	On-Schedule	Greensboro	Enrolled	(Not Specified)	0	Gimenez, Vilma

Total Contact Hours for 2014: 0  
Total Contact Hours: 102.5

[View Printable History \(PDF Format\)](#)

**Training Events Not Sponsored or Provided by NC Divisions**

Trainings entered here that meet the definition of Continuing Education may be applied to the 24 hours of continuing education required annually. Continuing Education should be undergraduate/graduate social work courses that teach knowledge and skills that will improve social work practice with children and families. Trainings provided or sponsored by entered here.

This feature is available for your agency's convenience. It will be up to your agency to decide to use this feature, who will enter data and who is responsible for the validity of info. Hard copies of completion certificates for verification purposes.

Training Date	Training Title	Instructor	Provider	Location	Contact Hours	Action
4/2014	Visitation	Rodney Little	Jordan Institute for Families	(not applicable - webinar)	1.5	<a href="#">Edit</a>   <a href="#">Delete</a>

[Add Training](#)  
[Print View Other History](#)  
[Reselect Employee](#)

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**Current User:** Isabel Gimenez, FCRP - testing

**Navigation:** Home Page | Supervisor Resources Home | Online Course Demo | Help

### Employee Training Attendance History

For Gimenez, Vilma:

Training Events Sponsored or Provided by the NC Division of Social Services or NC Division of Aging and Adult Services

Display Training History By Year

Year	Event Title	Event Dates	Event Status	City	Pre-Event Status	Post-Event Status	Contact Hours	Contact Register
2014	Introduction to Child Welfare Data Sources	6/10/2014-6/24/2014 (Online: 6/10/2014) (Classroom: 6/24/2014)	On-Schedule	Greensboro	Enrolled	(Not Specified)	0	Gimenez, Vilma

Total Contact Hours for 2014: 0

Total Contact Hours: 102.5

[View Printable History \(PDF Format\)](#)

**Training Events Not Sponsored or Provided by NC Divisions**

Trainings entered here that meet the definition of Continuing Education may be applied to the 24 hours of continuing education required annually. Continuing Education should be applied to undergraduate/graduate social work courses that teach knowledge and skills that will improve social work practice with children and families. Trainings provided or sponsored by the entered here.

This feature is available for your agency's convenience. It will be up to your agency to decide to use this feature, who will enter data and who is responsible for the validity of information entered.

**Add Training**

Training Date: Month:  Year:

Training Title:

Instructor:

Provider:

Location:

Contact Hours:

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**ncswLearn.org** **Supervisor Resources**

**Current User:** Isabel Gimenez, FCRP - testing

**Navigation:** Home Page | Supervisor Resources Home | Online Course Demo | Help

### Search for Training Events

**Search Options:**

By Curriculum Title Keywords:

By Curriculum Title:

By Service Type:

By Curriculum Level:

By Training Date: Between  and

By Training City:

By Training County:

By Method of Delivery:

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### Supervisor Resources


[Home Page](#) | [Supervisor Resources Home](#) | [Online Course Demo](#) | [Help](#)

#### Search for Training Events

Search Results (42 Found):

Apply	Curriculum Title	Event Dates	City	County	Method of Delivery
<a href="#">Contact Registrar</a> <a href="#">Add to Employee Registration Cart</a>	Trauma Informed Parenting for Safety and Permanence: Model Approach to Partnerships in Parenting (TIPS-MAPP) Leader Update Certification Training	5/7/2014-5/9/2014	Wilmington	New Hanover	Classroom
<a href="#">Add to Employee Registration Cart</a>	Step by Step: An Introduction to Child and Family Teams	5/7/2014-5/8/2014	Kernersville	Duplin	Classroom
<a href="#">Contact Registrar</a> <a href="#">Add to Employee Registration Cart</a>	Legal Aspects of Child Welfare in North Carolina	5/8/2014-5/9/2014	Clyde	Haywood	Classroom
<a href="#">Contact Registrar</a> <a href="#">Add to Employee Registration Cart</a>	Child Welfare in North Carolina: Pre-Service Curriculum for New Workers and Supervisors	5/13/2014-6/8/2014 (Classroom: 5/13/2014-6/8/2014) (Online: 5/16/2014-6/2/2014)	Fayetteville	Cumberland	Blended (Classroom and Online)
<a href="#">Contact Registrar</a>	Medical Aspects of Child Abuse and Neglect for Non-Medical Professionals	5/13/2014-5/14/2014	Candler	Buncombe	Classroom
<a href="#">Contact Registrar</a>	Placement in Child Welfare Services	5/13/2014-5/16/2014	Candler	Buncombe	Classroom
<a href="#">Contact Registrar</a>	Trauma Informed Parenting for Safety and Permanence: Model Approach to Partnerships in Parenting (TIPS-MAPP) Leader Update Certification Training	5/13/2014-5/15/2014	Charlotte	Mecklenburg	Classroom
<a href="#">Contact Registrar</a>	Building Awareness and Cultural Competency	5/13/2014-5/15/2014	Greensboro	Guilford	Classroom
<a href="#">Contact Registrar</a>	Understanding and Intention in Child Neglect	5/13/2014-5/10/2014	(Not Applicable)	(Not Applicable)	Online
<a href="#">Add to Employee Registration Cart</a>	Negotiating Child and Family Teams: The Role of the Facilitator	5/13/2014-5/15/2014	Sanford	Lee	Classroom
<a href="#">Contact Registrar</a>	Building Awareness and Cultural Competency	5/13/2014-5/15/2014	Fayetteville	Cumberland	Classroom
<a href="#">Contact Registrar</a>	Trauma Informed Parenting for Safety and Permanence: Model Approach to Partnerships in Parenting (TIPS-MAPP) Leader Update Certification Training	5/14/2014-5/16/2014	Candler	Buncombe	Classroom
<a href="#">Contact Registrar</a>	Child Trauma: Intervening	5/19/2014-5/23/2014	Candler	Buncombe	Classroom
<a href="#">Add to Employee Registration Cart</a>	Introduction to Child Sexual Abuse	5/19/2014-6/4/2014	Windsor	Etter	Classroom
<a href="#">Add to Employee Registration Cart</a>	Path Less Traveled: CFTs and Safety Considerations	5/19/2014-5/20/2014	Raleigh	Wake	Classroom
<a href="#">Contact Registrar</a>	CPS Assessments in Child Welfare Services	5/20/2014-5/23/2014	Candler	Buncombe	Classroom
<a href="#">Contact Registrar</a>	Essential Skills Licensing in Child Welfare Services	5/20/2014-5/22/2014	Charlotte	Mecklenburg	Classroom
<a href="#">Contact Registrar</a>	Intake in Child Welfare Services	5/20/2014-5/22/2014	Charlotte	Mecklenburg	Classroom
<a href="#">Add to Employee Registration Cart</a>	Child Welfare in North Carolina: Pre-Service Curriculum for New Workers and Supervisors	5/27/2014-6/20/2014 (Classroom: 5/27/2014-6/20/2014) (Online: 5/30/2014-6/16/2014)	Candler	Buncombe	Blended (Classroom and Online)
<a href="#">Contact Registrar</a>	Introduction to Substance Abuse for Child Welfare Services	5/27/2014-5/28/2014	Fayetteville	Cumberland	Classroom
<a href="#">Add to Employee Registration Cart</a>	Step by Step: An Introduction to Child and Family Teams	5/27/2014-5/28/2014	Laurinburg	Scotland	Classroom

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## Supervisor Resources

### Add Training Event to Employee Registration Cart

#### Training Event Details:

**Training Event ID:** CHCPS-6071414  
**Training Event Delivery Method:** Classroom  
**Curriculum Title:** CPS Assessments in Child Welfare Services  
**Training Event Classroom Dates and Times:**


Event Day	Training Date	Training Times
1	7/14/2014	9:00 AM-4:00 PM
2	7/15/2014	9:00 AM-4:00 PM
3	7/16/2014	9:00 AM-4:00 PM
4	7/17/2014	9:00 AM-4:00 PM


**Training Event Dates:** 7/14/2014-7/17/2014  
**Registration Opens:** 4/28/2014  
**Registration Deadline:** 6/9/2014  
**City:** Zebulon  
**County:** Wake  
**Registrar:** [Bell, Brandin D.](#)  
**Trainers [Subject to Change]:** Mr. Rodney L. Little, MHCJ, Mrs. Holly L. McNeil

#### Prerequisite Information:

**Selected Employee: Employee Name**

Page 2 of 5

 NOTE: You may continue the application for registration for this employee even if any prerequisites shown below have not been completed.

Prerequisite	Completion Status
<a href="#">Child Welfare in North Carolina: Pre-Service Curriculum for New Workers and Supervisors</a>	 Is enrolled, but has not yet completed

[Previous Page](#) | [Next Page](#) | [Cancel and Close This Window](#)

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View Application	Employee Name	Curriculum Title	Event Dates	C
<a href="#">View</a>	Armfield Jr., Phillip Wall	Introduction to Child Sexual Abuse	8/11/2014-8/27/2014	Charlott
<a href="#">View</a>	Armfield Jr., Phillip Wall	Understanding and Intervening in Child Neglect	7/29/2014-8/26/2014	(Not Ap
<a href="#">View</a>	Blanton, John Southey (Southey)	Trauma-Informed Behavior Management for Child Welfare	8/18/2014-8/19/2014	Fayette
<a href="#">View</a>	Blanton, John Southey (Southey)	Adult Mental Health Issues Which Impact Families Served by Child Welfare	7/21/2014-8/6/2014	(Not Ap
<a href="#">View</a>	Burbank, Brian Douglas	Understanding Child Mental Health Issues	7/7/2014-7/30/2014	(Not Ap
<a href="#">View</a>	Tarpley, Matthew Wayne (Matt)	Adult Mental Health Issues Which Impact Families Served by Child Welfare	7/21/2014-8/6/2014	(Not Ap

Submit All Registration Applications

## Give It a Try!

- Go back to the other window in your browser (if needed, log back into ncswlearn.org)
- Go to the Supervisor Resources page
- Select “Employee Registration Cart”
- See if there are any incomplete registrations

**Don't worry if you get lost. Just go back to ncswlearn.org, go to the Webinar page, and click to “Enter Room’ again!**

## Points to Remember

- Make sure your employee list stays up to date
- Add outside training for a full history
- Don't forget to "submit"!
- Check with registrar if problems
- Always cancel to allow someone in from the waiting list



## Q & A



# Supporting Staff Development

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## How You Help

Use your chat box...

- 1. What do you do to support your staff's ability to attend and get the most out of training?**
- 2. How do you help your staff transfer what they learn from the training room to the agency?**

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## The Supervisor's Role

1. **Monitoring:** Checking to be sure staff attend required trainings
2. **Staff development and retention:** Partnering to find training that supports the worker's job responsibilities, interests, and needs
3. **CQI:** Providing coaching and support to apply learning to practice with families

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## Training CQI Model

**Know**

what we know, what we do with what we know, and what we do to improve what we do with what we know (unknown)

**Do**

**Improve**

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## Individualized Training Assessment (ITA)

- Goal: Help workers and their supervisors select appropriate training based on the competencies they most need or want to develop
- Developed under the leadership of a statewide training advisory group

The screenshot shows the 'Supervisor Resources' page on ncswLearn.org. The page title is 'Supervisor Resources' and the main heading is 'Employee Training Requirements and Assessments'. The page includes a navigation menu with links for 'Home Page', 'Supervisor Resources Home', 'Online Course Demo', and 'Help'. The current user is identified as 'Isabel Gimenez, FCRP - testing'. The page content includes a section for 'Select an Employee:' with a table listing personnel names and their ITA status. A sidebar on the left contains various resource links such as 'Employee Management', 'Employee Training Schedule', and 'Employee Registration Cart'.

View ITA	Personnel Name
<a href="#">View ITA</a>	Armfield Jr., Phillip Wall
<a href="#">View ITA</a>	Blanton, John Southey (Southey)
<a href="#">View ITA</a>	Burbank, Brian Douglas
<a href="#">View ITA</a>	Gimenez, Vilma
Not Taken	Tarpley, Matthew Wayne (Matt)

**ncswLearn.org Supervisor Resources**

**Current User:** Isabel Gimenez, FCRP - testing. [Sign Out](#) [Change Password](#)

**My Supervisor Resources Options:**  Display Curricula By Category

**Employee Management**  
**Employee Training Schedule**  
**Employee Registration Cart**  
**Search for Training Events**  
**Training Catalog**  
**Employee Training Attendance History**  
**Employee Training Requirements and Assessments**

**Home Page** | **Supervisor Resources Home** | **Online Course Demo** | **Help**

### Employee Training Requirements and Assessments

#### ITA Part A : Training Requirements - Gimenez, Vilma from 4/21/2014:

[Required Curricula \(7\)](#) | [Recommended Curricula \(19\)](#) | [Elective Curricula \(12\)](#)

Curriculum Title	Training Dates	Status
<a href="#">Adoptions in Child Welfare Services</a>		
<a href="#">Building Awareness and Cultural Competency</a>		
<a href="#">Child Development in Families at Risk</a>		
<a href="#">Child Welfare in North Carolina: Pre-Service Curriculum for New Workers and Supervisors</a>	11/15/2012-11/15/2013 (Classroom: 11/15/2012-11/15/2013) (Online: 11/15/2012-11/15/2013)	Making Up
<a href="#">Legal Aspects of Child Welfare in North Carolina</a>		
<a href="#">Medical Aspects of Child Abuse and Neglect for Non-Medical Professionals</a>		
<a href="#">Step by Step: An Introduction to Child and Family Teams</a>		

[View Printable Training Requirements \(PDF format\)](#)

#### ITA - Part B: Self Assessment

[View the Self Assessment](#)

[Reselect Employee](#)

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**Vilma Gimenez's Self Assessment Report**  
NC DSS Child Welfare Services Section (ncswlearn.org)

[Click here for an explanation of this report.](#) [Share Your Feedback](#) [Print](#)

**ITA Part B Self-Assessment taken on 06/13/2008**

**Employment Type:** County DSS Permanent  
**Work Type:** Direct Client Contact  
**Service Type:** Child Welfare Services  
**Certified MA/PP/GPS Leader:** No  
**Job Responsibilities:** CPS Intake (02/2007)

Vilma identified the competencies below as having higher priority for professional development. Talk with your employees about learning opportunities related to these competencies that may be available through your county agency.

**Priority Competency**

- 100 Builds and maintains partnerships within the agency, with clients, and with external stakeholders.
- 100 Knows and can use various decision-making strategies and can identify the most effective strategy for each situation.
- 100 Understands the importance of a comprehensive and balanced assessment, knows what data must be gathered and how to thoroughly assess alleged abuse or neglect, family strengths and needs, and the risk and safety of children.
- 100 Understands the purpose, operations and benefits of multi-disciplinary teams and can function as a contributing member of the team.
- 90 Knows how to assess a conflict situation and can choose an appropriate conflict management strategy.
- 90 Knows pertinent information to be gathered from persons making referrals in order to document an intake report and knows when to accept or to screen out a report.
- 80 Can apply the relevant federal, state and local laws, policies, procedures and best practice standards related to their area of practice, and understands how these support practice towards the goals of permanence, safety, and well-being for children.

The curricula below are either required based on Vilma's job functions or recommended based on Vilma's answers to the self-assessment (ITA Part B) that was completed. For each curriculum you can view the related competencies. The competencies in bold were rated higher priority by Vilma.

Curriculum	Category	Attendance Status	Show Competencies	Curriculum Information
Child Welfare in North Carolina: Pre-Service Curriculum for New Workers and Supervisors	Required		<a href="#">Show Competencies</a>	<a href="#">Curriculum Information</a>
Intake in Child Welfare Services	Required		<a href="#">Show Competencies</a>	<a href="#">Curriculum Information</a>
Legal Aspects of Child Welfare in North Carolina	Required		<a href="#">Show Competencies</a>	<a href="#">Curriculum Information</a>
Medical Aspects of Child Abuse and Neglect for Non-Medical Professionals	Required		<a href="#">Show Competencies</a>	<a href="#">Curriculum Information</a>
Step by Step: An Introduction to Child and Family Teams	Required		<a href="#">Show Competencies</a>	<a href="#">Curriculum Information</a>
Child Development in Families at Risk	Required		<a href="#">Show Competencies</a>	<a href="#">Curriculum Information</a>
Effects of Separation and Loss on Attachment	Required		<a href="#">Show Competencies</a>	<a href="#">Curriculum Information</a>
Understanding the Interstate Compact on the Placement of Children	Recommended		<a href="#">Show Competencies</a>	<a href="#">Curriculum Information</a>
Adult Mental Health Issues Which Impact Families Served by Child Welfare	Recommended	Complete	<a href="#">Show Competencies</a>	<a href="#">Curriculum Information</a>
Understanding and Intervening in Child Neglect	Recommended	Complete	<a href="#">Show Competencies</a>	<a href="#">Curriculum Information</a>
Understanding Child Mental Health Issues	Recommended	Complete	<a href="#">Show Competencies</a>	<a href="#">Curriculum Information</a>

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**Individualized Training Assessment**  
Competency 1 of 38  
Knows the importance of post-placement supportive and treatment services and can assure that these services are provided to children and their adoptive and foster families.  
1 2 3 4 5 6 7 8 9 10  
How relevant is this to your work? *not relevant* ○○○○○○○○○○ *very relevant*  
How much do you want training? *not much* ○○○○○○○○○○ *very much*  
Save & Close Next >>

**Individualized Training Assessment**  
Competency 9 of 38  
Understands the significance of kinship relationships to a child and knows ways to encourage and maintain these ties whenever possible.  
1 2 3 4 5 6 7 8 9 10  
How relevant is this to your work? *not relevant* ○○○○○○○○○○ *very relevant*  
How much do you want training? *not much* ○○○○○○○○○○ *very much*  
<< Prev Save & Close Next >>

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## Training vs. Learning

- Related, but not the same
- Some training fails to produce any learning
- Considerable learning occurs outside of training
- Learning is a desired outcome of training

E. Salas, et.al., 2012, cited in Arena, 2013

## What is transfer of learning?

When the knowledge, skills, and attitudes we have learned are used on-the-job and benefit performance.



Arena, 2013

## Transfer of Learning (TOL): What We Know

- Evidence is clear: Training **alone** has a modest impact on performance
- However, training with learning transfer activities can have a meaningful impact on performance
- Learning transfer can be supported by what occurs at 3 key phases: **before, during, and after** a training event

Arena, 2013

## Supervisors and TOL

Trainees report their TOL is positively influenced when their supervisors discuss use of new learning, are involved in training, and provide positive feedback



Source cited in Arena, 2013

## TOL Template

- Goal: Provide a research-informed template for supervisors to use or adapt with their workers to maximize Transfer of Learning (TOL) and practice improvement
- Being developed in partnership with supervisors
  - ❖ We want your input!

## Q & A



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## YOUR Transfer of Learning

Use your chat pod:

**What is one thing you plan  
to do in the next week to  
maximize your team's use  
of ncswwlearn.org?**

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## Final Steps for DSS Staff

1. Please take a brief survey
  - We will provide link for those logged on
  - Can also access thru ncswwlearn.org
2. To receive training credit, you must do  
“Complete Course” **WITHIN ONE WEEK**
  - ✓ Log in to [www.ncswlearn.org](http://www.ncswlearn.org)
  - ✓ Select “PLP”
  - ✓ Select “Webinars”
  - ✓ Click “Enter”
  - ✓ Click “Complete Course” button

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## References

- Arena, C. (July 15, 2013). *Transfer of Learning Concepts, Terms, and Myth-Busters*. Presented at the Atlantic Coast Child Welfare Implementation Center TOL INstitute. Nashville, TN.