



# **Adult Services Training Schedule**

*Building Excellence in Adult Services*

*Adult Services Section*

*North Carolina Division of Aging & Adult Services*

*2019-2020*

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# ADULT SERVICES SECTION

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## **Adult Protective Services Basic Skills Training**

### **Description**

The Adult Protective Services Basic Skills Training provides county DSS staff with a working knowledge of law, policy, and practice issues which will enhance their basic skills in receiving and evaluating reports and in planning services for abused, neglected or exploited disabled adults who are found to be in need of protective services. Training methods include lecture, group discussions, skills practice, and work with case studies. The training consists of two modules. Module I will be offered as an independent session at all of the sites across the state.

Module I is two days in length and introduces participants to the field of Adult Protective Services and the requirements for receiving and screening reports.

Module II is three days in length and introduces participants to the knowledge and skills necessary for completing evaluations, making case decisions, obtaining authorization, and planning services to protect disabled adults.

Module I is a prerequisite for attending Module II, with one exception. Anyone who has previously attended the APS Basic Skills Training in its entirety may register for either Module I or Module II.

### **Objectives**

At the conclusion of both modules of this training, participants will be able to:

1. understand and use the statutory requirements, state policies, and social work practice guidelines in APS;
2. understand the reason for consistent implementation of these statutory requirements and policies and guidelines from county to county;
3. improve service delivery to APS clients through the use of knowledge, skills, and values covered in this training;
4. demonstrate basic skills in APS report screening; assessment and evaluation; case decision-making; assessment of capacity to consent; service authorization, planning and provision; special issues related to APS in facilities; and case documentation;
5. understand the philosophical framework which emphasizes social work values critical to APS practice; and
6. operate with confidence in a complex program area.

### **Audience**

Social workers who have responsibility for evaluating and planning services for Adult Protective Services cases and line supervisors who have management responsibility for this program area. Social workers who provide back-up or after-hours coverage for Adult Protective Services or have responsibility for adult services intake will also find this training beneficial.

**Contact Person:** Registration is online at <http://www.ncswLearn.org>. For questions regarding training content, contact Denyse Leake at (919) 815-4970 or [denyse.leake@dhhs.nc.gov](mailto:denyse.leake@dhhs.nc.gov)

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## MODULE I

August 7 - 8, 2019

Dix Grill  
1101 Cafeteria Dr.  
Raleigh, NC 27603

October 1 - 2, 2019

Guilford County DSS  
1203 Maple St  
Greensboro, NC 27405

November 20 - 21, 2019

Robeson County DSS  
120 Glen Cowan Rd  
Lumberton, NC

February 5 - 6, 2020

Wilson County DSS  
100 Gold St NE,  
Wilson, NC 27893

April 1 - 2, 2020

Iredell County DSS  
549 Eastside Dr.  
Statesville, NC 28625

June 2 - 3, 2020

Henderson County DSS  
1200 Spartanburg Highway  
Suite 300  
Hendersonville, NC 28792

## MODULE II

August 13-14-15, 2019

Dix Grill  
1101 Cafeteria Dr.  
Raleigh, NC 27603

October 22-23-24, 2019

Guilford County DSS  
1203 Maple St  
Greensboro, NC 27405

December 3-4-5, 2019

Robeson County DSS  
120 Glen Cowan Rd  
Lumberton, NC

February 11-12-13, 2020

Wilson County DSS  
100 Gold St NE,  
Wilson, NC 27893

April 7-8-9, 2020

Iredell County DSS  
549 Eastside Dr.  
Statesville, NC 28625

June 9-10-11, 2020

Henderson County DSS  
1200 Spartanburg Highway  
Suite 300  
Hendersonville, NC 28792

## Adult Protective Services: Assessing An Adult's Capacity To Consent

### **Description**

This one-day workshop entitled “*Assessing An Adult's Capacity To Consent*” provides participants an excellent opportunity to learn about and discuss mental capacity as it relates to Adult Protective Services. Mental capacity is defined; and the differences and similarities between mental capacity and mental competence are discussed. Lecture and small group discussion are used to break mental capacity down into its very basic degrees and components to help participants better understand the concept of mental capacity. Principles for determining whether an adult has or lacks capacity to consent to protective services are explored, including using APS evaluation data to assist with making a decision about capacity to consent. Participants learn the importance of obtaining help, when necessary, in making a capacity decision; and the importance of accurately and thoroughly documenting how the decision was reached.

### **Objectives**

At the conclusion of this training, participants will:

1. be able to identify indicators of capacity;
2. be familiar with tools used to assist in assessing capacity;
3. be familiar with mental health problems and acute illness and how these impact capacity;
4. be empowered to make the capacity decision;
5. understand that a social worker's judgment and skills are a valuable resource in determining an adult's capacity; and
6. be able to access other professionals to assist with gathering information to make a capacity decision.

### **Audience**

Social workers and supervisors with responsibility for evaluating and planning service interventions in APS cases. The workshop is being offered as an advanced level training (beyond the Basic Skills Training) for APS staff. Completion of both Modules I and II of the Adult Protective Services Basic Skills Training is a prerequisite for attending this workshop.

**Contact Person:** Registration is online at <http://www.ncswLearn.org>. For questions regarding training content, contact Denyse Leake at (919) 815-4970 or [denyse.leake@dhhs.nc.gov](mailto:denyse.leake@dhhs.nc.gov)

### **Dates and Locations:**

August 28, 2019  
Wake County Dix Grill  
1101 Cafeteria Dr.  
Raleigh, NC 27603

September 05, 2019  
Beaufort County DSS  
632 W 5<sup>th</sup> St  
Washington, NC 27889

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November 15, 2019  
Gaston County DSS  
330 Dr. M.L.K. Jr Way  
Gastonia, NC 28052

January 9, 2020  
Johnston County DSS  
714 North St.  
Smithfield NC, 27577

May 6, 2020  
Watauga Human Service  
132 Popular Grove Connection  
Boone, NC

May 27, 2020  
Clay County HHS  
119 Courthouse Drive  
Hayesville, NC 28904

## Adult Protective Services: Financial Exploitation Training

### **Description**

The Adult Protective Services Financial Exploitation Training is designed to enhance knowledge and skills necessary to perform quality evaluations in response to complexities involved with allegations of financial exploitation. Training will consist of group discussion, lecture, and skills practice.

Prerequisites: Module I/II APS Basic Skills Training

### **Objectives**

By the end of this training, participants will:

1. be able to identify indicators of financial exploitation;
2. be familiar with tools used to assist in evaluating financial exploitation;
3. understand indicators of financial exploitation;
4. recognize common victim and perpetrator characteristics of financial exploitation; and
5. understand the components of a financial exploitation evaluation.

### **Audience**

Social workers having the responsibility for evaluating allegations of financial exploitation cases and line supervisors who have management responsibility for this program area. Social workers who provide back-up or after-hours coverage for Adult Protective Services or have responsibility for adult services intake will also find this training beneficial. The workshop is being offered as an advanced level training (beyond the Basic Skills Training) for APS staff. Completion of both Modules I and II of the Adult Protective Services Basic Skills Training is a prerequisite for attending this workshop.

**Contact Person:** Registration is online at <http://www.ncswLearn.org>. For questions regarding training content, contact Denyse Leake at (919) 815-4970 or [denyse.leake@dhhs.nc.gov](mailto:denyse.leake@dhhs.nc.gov)

### **Dates and Locations:**

August 27, 2019  
Wake County Dix Grill  
1101 Cafeteria Dr.  
Raleigh, NC

September 4, 2019  
Beaufort County DSS  
632 W 5<sup>th</sup> St  
Washington, NC 27889

November 14, 2019  
Gaston County DSS  
330 Dr. M.L.K. Jr Way,  
Gastonia, NC 28052

January 8, 2020  
Johnston County DSS  
714 North St  
Smithfield, NC 27577

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May 5, 2020

Watauga County DSS  
132 Popular Grove Connection  
Boone, NC

May 26, 2020

Clay County HHS  
119 Courthouse Dr.  
Hayesville, NC 28904

## Guardianship: Guardianship Basic Skills, A Systematic Approach

### **Description**

This two-day training educates disinterested public agent guardians and contracted corporations on their roles and responsibilities as guardians.

This training includes information on guardianship law, Department of Health and Human Services policy, and practice issues related to guardianship. Training methods include lecture, small and large group discussion, presentations by experts in content areas, skills practice and a case study.

### **Prerequisite**

There is no prerequisite for attending this training.

### **Objectives**

At the conclusion of this training, participants will be able to:

1. recognize the purpose and scope of guardianship;
2. identify alternatives to guardianship;
3. describe the jurisdiction of the Clerk of Superior Court and venue for the hearing on the adjudication of incompetence and the appointment of a guardian;
4. identify the procedures for petitioning the court for the adjudication of incompetence and the appointment of a guardian;
5. explain the types of guardianship and the priority of appointment of guardians; and
6. discuss the statutory requirements of North Carolina General Statute 35A, and the policies in the North Carolina Administrative Code that address the roles and responsibilities of the disinterested public agent guardian and corporations.

### **Audience**

Directors or assistant directors of county departments of social service who serve as disinterested public agent guardians. Also, program administrators, supervisors, social workers, case managers, staff of contracted corporations and others who handle the daily responsibilities for guardianship services.

**Contact Person:** Registration is online at <http://www.ncswLearn.org>. For questions regarding training content, contact Evelyn Pitchford at (919) 855-3469 or [Evelyn.Pitchford@dhhs.nc.gov](mailto:Evelyn.Pitchford@dhhs.nc.gov).

### **Dates and Locations:**

September 11 - 12, 2019  
Martin County  
Community College Rm 14  
1161 Kehukee Park Rd  
Williamston, NC 27892

September 19 - 20, 2019  
Valeri Woodard Center  
3205 Freedom Dr.  
Suite 4000 Rm4014/4015  
Charlotte, NC 28208

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September 25 - 26, 2019

Western Piedmont Community  
Room HEC 211  
200 East College Dr.  
Morganton, NC

October 30 - 31, 2019

Cumberland County DSS  
Room A&B  
1225 Ramsey Street  
Fayetteville, NC

March 19 – 20, 2020

Guilford County DSS  
Room A&B  
1203 Maple Street  
Greensboro, NC

## Guardianship: Decision Making, An Ethical Perspective

### Description

This two-day training is geared to line staff who handle daily guardianship responsibilities, including decision making for the wards in their care. Since decision making is a fundamental responsibility of guardianship, it is of utmost importance that a guardian/guardian representative make principled, informed decisions that are in the best interest of each ward. This training provides an opportunity for in-depth discussions about decision making and the ethical dilemmas associated with making difficult decisions on behalf of wards.

### Prerequisite

Completion of “*Guardianship: A Systematic Approach*” is a prerequisite for attending this training

### Objectives

At the conclusion of the training, participants will be able to:

1. acknowledge decision making is the fundamental reason for guardianship;
2. understand the guardian must act solely for the benefit of a ward, not for the guardian’s personal benefit or the benefit or convenience of others;
3. understand decision making should be based on the ward’s preferences, values, opinions and beliefs;
4. advocate for the ward’s involvement and participation in all decisions commensurate with the ward’s comprehension and judgment;
5. understand the need to balance the guardian’s duty to advocate for the ward’s right to self determination with the duty to protect the ward;
6. describe some of the ethical obligations of the guardian/guardian representative;
7. practice a principled approach to ethical reasoning;
8. strengthen in-house guidelines or procedures to facilitate informed decision making in the best interest of each ward;
9. continue a pro-active approach with respect to assisting the community in its understanding of guardianship and the guardian/ward relationship.

### Audience

Program administrators, supervisors, social workers, case managers, staff of contracted corporations and others delegated the responsibility and support for wards.

**Contact Person:** Registration is online at <http://www.ncswLearn.org>. For questions regarding training content, contact Evelyn Pitchford at (919) 855-3469 or [Evelyn.Pitchford@dhhs.nc.gov](mailto:Evelyn.Pitchford@dhhs.nc.gov).

### Dates and Locations:

October 10 - 11, 2019

Western Piedmont Community College  
Room HEC 211  
200 East College Drive  
Morganton, NC

November 6 - 7, 2019

Martin County Community College  
Room 14  
1161 Kehukee Park Rd  
Williamston, NC 27892

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November 13 - 14, 2019  
Cumberland County DSS  
Room A & B  
1225 Ramsey St  
Fayetteville, NC 28301

November 21 - 22, 2019  
Valeri Woodard Center  
Room 4014 & 4015  
3205 Freedom Dr. Suite 4000  
Charlotte, NC 28208

April 16 - 17, 2020  
Guilford County DSS  
Room A & B  
1203 Maple Street  
Greensboro, NC 27405

## Medicaid Administrative Claiming for Adults (Webinar)

### Objectives

The goal of North Carolina's Medicaid Administrative Claiming (MAC) effort is to appropriately claim for those activities performed by DSS and DAAS case managers. MAC activities are case management activities to assist individuals in accessing Medicaid Services under the North Carolina State Medicaid Plan. County Department of Social Services case managers bill for their administrative time that it takes to connect individuals to Medicaid covered services.

This webinar is offered several times throughout the fiscal year. When you register, click the date and a drop-down box will appear showing all available dates. Select the date and time that works best for you.

Registration is open to any staff member within a County DSS agency. Anyone who wishes to register for the MAC Webinar may register through GoToWebinar at the following link:

<https://attendee.gotowebinar.com/rt/25013189606241539>

Each webinar begins at 10:00 a.m. on the scheduled date.

### Audience

Staff members within a County DSS agency

**Contact Person:** Anyone who wishes to register for the MAC Webinar may register through Citrix GoToWebinar at the following link: <https://attendee.gotowebinar.com/rt/25013189606241539>

For questions regarding training content, contact Charles Williams at (919) 855-3465 or [Charles.Williams@dhhs.nc.gov](mailto:Charles.Williams@dhhs.nc.gov).

Continuing Educational Credits (CEUs) are not available for online trainings.

### Online Training Dates:

September 10, 2019

December 10, 2019

January 13, 2020

April 14, 2020

June 9, 2020

## Medicaid Administrative Claiming for Adults and Children (Classroom Training)

### Description

This full-day classroom training (8:30am to 5:00pm) describes MAC billable activities. It provides examples of appropriate interactions and strategies for Medicaid eligible adults and children with Medical/Mental Health needs; and will utilize skills practice exercises, audiovisuals, and case studies.

### Objectives

The objective of Medicaid Administrative Claiming (MAC) is to provide supportive services to Medicaid eligible ADULTS and CHILDREN by identifying the Medical//Mental Health needs that increase their risk of adverse health events and by implementing strategies that will address those needs through education in self-care, optimization of medical treatment, and integration of care. These strategies will raise the quality of healthcare, improve health outcomes, prevent costly hospitalizations, and promote the holistic health of families.

### Audience

This course is open only to Adult Services social workers and Child Welfare social workers and their supervisors located in the Adult Services and/or Children Services units from the North Carolina County Departments of Social Services.

**PLEASE NOTE:** Although MAC services can be provided by non-social worker staff, **only** social work staff are eligible to register for this classroom-based course.

**Contact Person:** Registration is online at <http://www.ncswLearn.org>. For questions regarding training content, contact Charles Williams at (919) 855-3465 or [Charles.Williams@dhhs.nc.gov](mailto:Charles.Williams@dhhs.nc.gov)

### Dates and Locations:

August 27, 2019

Haywood County DSS  
157 Paragon Pkwy #300  
Clyde, NC 28721

October 18, 2019

Guilford County DSS  
1203 Maple Street  
Greensboro, NC 27405

November 14, 2019

Martin County Community College  
1161 Kehukee Park Road  
Williamston, NC 27892

March 10, 2020

Valeri Woodard Center  
3205 Freedom Dr. Suite 4000  
Charlotte, NC 28208

June 23, 2020

Wilson County DSS  
100 Gold St NE  
Wilson, NC 27893

## Service Planning (Online Training)

### Description

The purpose of this online training event is to teach case managers how to create meaningful service plans that assist people who are in need, and to find ways to help them meet those needs. It is not an easy process because of the chaotic nature of human beings, and seldom is it a linear process. Case managers must therefore be creative in their approach to service plans.

This two-hour (10:00 AM to 12:00 PM) training event teaches techniques for making individualized service plans that create an atmosphere of real change for clients and families.

Many of the materials utilized in this on-line training are taken from *A Guide to Record Keeping for Adult Services Social Workers*. You can view and download the entire manual by going to:

<http://ssw.unc.edu/cares/rk/recordkeeping.pdf>

This is an extremely helpful tool for case managers, and we highly recommend that you have your own copy of the manual. Service planning follows directly behind the section on assessments; and because a good service plan is dependent on a good assessment, you should review this section before participating in this training.

### Objectives

At the conclusion of this training, participants will be able to:

1. identify needs from the assessment and create an individualized service plan to meet those needs;
2. be creative in their approach to design solutions to meet the resident needs;
3. listen to the resident/legal representative or staff members in order to determine not only what they need but what they want (person-centered); and
4. learn how to evaluate progress on the service plan and what to do when a goal is met or is no longer relevant.

### Audience

Social workers and supervisors responsible for developing and implementing service plans. Case managers must have access to a computer to participate.

**Contact Person:** Registration is online at <http://www.ncswLearn.org>. For questions regarding training content, contact Charles Williams at (919) 855-3465 or [Charles.Williams@dhhs.nc.gov](mailto:Charles.Williams@dhhs.nc.gov)

### Online Training Dates:

This webinar is offered several times throughout the fiscal year. When you register, you will receive a confirmation letter that has a link to the webinar. Follow the instructions to register and a drop-down box will appear showing all available dates. Select the date and time that works best for you. Each webinar begins at 10:00 a.m. on the scheduled date.

August 13, 2019	February 4, 2020
October 1, 2019	March 31, 2020
January 23, 2020	June 11, 2020

## Effective Social Work Practice in Adult Services: A Core Curriculum

### Description

This three-day classroom training plus the Service-Planning webinar is designed to assist DSS adult services social workers in understanding and integrating the concepts of “A Model for Excellence in Adult Services Administration and Social Work Practice” into their daily work. This includes an emphasis on family-centered practice, empowerment of adults and their families, and the importance of cultural differences in working with adults and their families. Participants learn and practice basic skills in counseling, functional assessment, helping adults and their families, setting goals, emergency and crisis intervention, and service planning and monitoring. Participants also have the opportunity to utilize a set of tools for case recordkeeping to support and document their practice. Teaching methods include brief presentations, videotapes, role-plays, large and small group discussions, and extensive skills practice.

### Objectives

At the conclusion of this training, participants will be able to:

1. explain the major concepts of A Model for Excellence;
2. explain and demonstrate the steps in the Family Assessment and Change Process;
3. describe how awareness of and sensitivity to cultural differences affect social workers’ relationships with adults and their families;
4. enhance relationships with human services providers in the community; and
5. demonstrate the use of recordkeeping tools for each step of the Family Assessment and Change Process.

### Audience

Adult Services social workers and supervisors.

**Contact Person:** Registration is online at <http://www.ncswLearn.org>. For questions regarding training content, contact Charles Williams at (919) 855-3465 or [Charles.Williams@dhhs.nc.gov](mailto:Charles.Williams@dhhs.nc.gov).

### Dates and Locations:

August 6-7-8, 2019

Swain County Technology and Training Cntr  
45 East Ridge Dr.  
Bryson City, NC

September 24-25-26, 2019

Western Wake Community College  
3434 Kildaire Farm Rd  
Cary, NC

January 14-15-16, 2020

Martin County DSS  
1161 Kehukee Park Road  
Williamston, NC

January 28-29-30, 2020

Valeri Woodard Center  
3205 Freedom Dr. Suite 4000  
Charlotte, NC 28208

March 24-25-26, 2020  
Watauga Medical Center  
336 Deerfield Rd  
Boone NC 28607

June 2-3-4, 2020  
Western Wake Community College  
3434 Kildaire Farm Rd  
Cary, NC

## Severe and Persistent Mental Illness (SPMI)

### **Description:**

Largely as a result of psychotropic medications introduced in the 1950s and the social policies of the 1960s, many people with serious mental illness left the state psychiatric hospitals and returned to the community. Unfortunately, appropriate community resources were not in place and the extent of the needs of this group of people was not anticipated. Some people were able to live independently; many others moved in with families. Still others were placed in rest homes and family care homes. Some were left homeless. Most of these people needed support and many turned to the Departments of Social Services (DSSs) for help.

Social workers in DSS are involved with individuals who have mental illness in many capacities, including health support, individual and family adjustment services, protective services investigations, guardianship, representative payee cases and domiciliary care placements.

The overall goal of this two day workshop is to provide information about mental illness, to offer skill-building exercises for workers providing services to mental ill individuals, acquaint workers with the variety of mental health services that has been provided to mental ill individuals, and to encourage social workers to explore ways that people in the community agencies can work together to serve individuals with serious mental illness more effectively.

This new course is a revision of “Working with DSS Clients who have Serious Mental Illness”. If you have attended the previous course, you will still benefit from participating in this new course, as the material has been updated to include new research and new training techniques.

### **Recommended For:**

This curriculum is designed for both new adult services social workers and supervisors from North Carolina County Departments of Social Services. More experienced social workers and supervisors desiring a greater understanding of effective DSS social work practice in working with individuals with SPMI, including assessment, planning, intervention, and evaluation techniques may want to attend. There are 12 Continuing Educational Credits (CEUs) provided for the successful completion of this training.

**Contact Person:** Registration is online at <http://www.ncswLearn.org>. For questions regarding training content, contact Charles Williams at (919) 855-3465 or [Charles.Williams@dhhs.nc.gov](mailto:Charles.Williams@dhhs.nc.gov)

### **Dates and Locations:**

August 21 – 22, 2019

Swain County Technology Training Cntr  
45 East Ridge Dr.  
Bryson City, NC

September 18 – 19, 2019

Guilford County DSS  
1203 Maple St  
Greensboro NC 27405

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February 18 – 19, 2020

Valeri Woodard Center  
3205 Freedom Dr. Suite 4000  
Charlotte, NC 28208

April 22 – 23, 2020

Wilson County DSS  
100 Gold St NE  
Wilson, NC 27893

## State-County Special Assistance In-Home Case Management Training

### **Description**

The Special Assistance In-Home (SA/IH) case management training is based upon the SA/IH manual for DSS Social workers and provides enhanced guidance on program policy and social work practice. It will educate DSS social workers in all areas of SA/IH policy. The training begins with the intake process and guides the social worker all the way through the SA/IH case management process. Practical guidance for everyday practice is included in this curriculum. Participants will also get the opportunity to work in groups on a practice case.

### **Objectives**

At the conclusion of this training session, SA/IH case managers and supervisors will have a better understanding of the SA/IH program and should be able to apply what they have learned to improve everyday practice.

### **Audience**

SA/IH case managers and supervisors in county departments of social services are the target audience for this training. This training is suitable for case managers with any level of experience.

Staff in county departments of social services who provide case management for SA/IH recipients are the target audience for this training. There are no pre-requisite case management trainings required for this course. PLEASE NOTE: This session does not cover specific guidance for working with consumers eligible for SA/IH under the “Transitions to Community Living Initiative.”

**Contact Person:** Registration is online at <http://www.ncswLearn.org>. For questions regarding training content, contact the DAAS Adult list serve at [daas.AdultServices@dhhs.nc.gov](mailto:daas.AdultServices@dhhs.nc.gov).

### **Dates and Locations:**

January 29, 2020  
Rowan County DSS  
1813 East Innes St  
Salisbury, NC

February 18, 2020  
Pitt County DSS  
1717 W Fifth St  
Greenville, NC

June 2020  
Transylvania County Library  
212 S. Gaston St  
Brevard, NC

November 14, 2019  
Sampson County DSS  
360 County Complex Rd  
Building E, Suite 100  
Clinton, NC

## Guardianship: Guardianship Basic Skills, A Systematic Approach

### **Description**

This two-day training educates disinterested public agent guardians and contracted corporations on their roles and responsibilities as guardians.

This training includes information on guardianship law, Department of Health and Human Services policy, and practice issues related to guardianship. Training methods include lecture, small and large group discussion, presentations by experts in content areas, skills practice and a case study.

### **Prerequisite**

There is no prerequisite for attending this training.

### **Objectives**

At the conclusion of this training, participants will be able to:

7. recognize the purpose and scope of guardianship;
8. identify alternatives to guardianship;
9. describe the jurisdiction of the Clerk of Superior Court and venue for the hearing on the adjudication of incompetence and the appointment of a guardian;
10. identify the procedures for petitioning the court for the adjudication of incompetence and the appointment of a guardian;
11. explain the types of guardianship and the priority of appointment of guardians; and
12. discuss the statutory requirements of North Carolina General Statute 35A, and the policies in the North Carolina Administrative Code that address the roles and responsibilities of the disinterested public agent guardian and corporations.

### **Audience**

Directors or assistant directors of county departments of social service who serve as disinterested public agent guardians. Also, program administrators, supervisors, social workers, case managers, staff of contracted corporations and others who handle the daily responsibilities for guardianship services.

**Contact Person:** Registration is online at <http://www.ncswLearn.org>. For questions regarding training content, contact Leslie Karjanis at (919) 855-3034 or [Leslie.Karjanis@dhhs.nc.gov](mailto:Leslie.Karjanis@dhhs.nc.gov).

### **Dates and Locations:**

August 29 - 30, 2019

Wake County

Dorthea Dix Campus

Location to be determined

June 10 - 11, 2020

Wake County Dorthea Dix Campus

Taylor Hall Conf Room 204

693 Palmer Drive

Raleigh, NC 27699

## Guardianship: Decision Making, An Ethical Perspective

### Description

This two-day training is geared to line staff who handle daily guardianship responsibilities, including decision making for the wards in their care. Since decision making is a fundamental responsibility of guardianship, it is of utmost importance that a guardian/guardian representative make principled, informed decisions that are in the best interest of each ward. This training provides an opportunity for in-depth discussions about decision making and the ethical dilemmas associated with making difficult decisions on behalf of wards.

### Prerequisite

Completion of “*Guardianship: A Systematic Approach*” is a prerequisite for attending this training

### Objectives

At the conclusion of the training, participants will be able to:

13. acknowledge decision making is the fundamental reason for guardianship;
14. understand the guardian must act solely for the benefit of a ward, not for the guardian’s personal benefit or the benefit or convenience of others;
15. understand decision making should be based on the ward’s preferences, values, opinions and beliefs;
16. advocate for the ward’s involvement and participation in all decisions commensurate with the ward’s comprehension and judgment;
17. understand the need to balance the guardian’s duty to advocate for the ward’s right to self determination with the duty to protect the ward;
18. describe some of the ethical obligations of the guardian/guardian representative;
19. practice a principled approach to ethical reasoning;
20. strengthen in-house guidelines or procedures to facilitate informed decision making in the best interest of each ward;
21. continue a pro-active approach with respect to assisting the community in its understanding of guardianship and the guardian/ward relationship.

### Audience

Program administrators, supervisors, social workers, case managers, staff of contracted corporations and others delegated the responsibility and support for wards.

**Contact Person:** Registration is online at <http://www.ncswLearn.org>. For questions regarding training content, contact Leslie Karjanis at (919) 855-3430 or [Leslie.Karjanis@dhhs.nc.gov](mailto:Leslie.Karjanis@dhhs.nc.gov).

### Dates and Locations:

June 23 - 24, 2020

Wake County Dorthea Dix Campus  
693 Palmer Drive  
Raleigh, NC 27699

## APS Supervisor's Training

### Description

In this introduction to supervision course, supervisors will acquire tools to assist them in understanding their multi-dimensional role. This course will highlight the transition from peer to APS supervisor, strength-based leadership as well as coaching, mentoring and training. This interactive training utilizes lecture, and group participation. Although this training is designed for new supervisors, all levels are encouraged to attend.

### Prerequisite

There is no prerequisite for attending this training.

**Contact Person:** Registration is online at <http://www.ncswLearn.org>. For questions regarding training content, contact LeShana Baldwin at (919) 855-3456 or [Leshana.baldwin@dhhs.nc.gov](mailto:Leshana.baldwin@dhhs.nc.gov).

### Dates and Locations:

February 12, 2020

Wake County

Dorthea Dix Campus

Location to be determined

May 6, 2020

Wake County

Dorthea Dix Campus

Location to be determined