Adult Services Training Schedule

Building Excellence in Adult Services
Adult Services Section
North Carolina Division of Aging & Adult Services

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ADULT SERVICES SECTION

Central Office

(Vacant)  
Charlene Wilson  
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Wendy Booth  
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Section Chief  
Administrative Secretary  
Adult Services Program Administrator  
Social Services Program Coordinator  
Social Services Program Coordinator  
Guardianship Program Consultant  
Adult Protective Services Consultant  
Program Assistant V  
Special Assistance Program Administrator  
Special Assistance Program Representative  
Special Assistance Program Representative  
Special Assistance Program Representative  
Special Assistance Program Representative  
Program Assistant V

Field-Based Staff

Laverne Blue  
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919-594-7496  
919-594-0851  
919-609-1966  
919-610-0541  
919-710-1557  
919-214-4395  
919-609-3435  
919-214-4396  
919-214-4402

Adult Programs Representative  
Adult Programs Representative  
Adult Programs Representative  
Adult Programs Representative  
Adult Programs Representative  
Special Assistance Program Representative  
Adult Programs Representative  
Adult Programs Representative  
Adult Programs Representative
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 Sarah M. Smith at (919) 855-3463 or sarah.smith@dhhs.nc.gov

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<tr>
<td>Beaufort County DSS</td>
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<tr>
<td>632 W. 5th Street</td>
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<tr>
<td>Washington, NC</td>
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<tr>
<td><strong>September 5 - 6, 2018</strong></td>
<td><strong>September 26-27-28, 2018</strong></td>
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<tr>
<td>Randolph County Community College</td>
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<td>Martha Luck Corner</td>
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<td>Conference Center</td>
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<tr>
<td>629 Industrial Park Avenue</td>
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<tr>
<td>Asheboro, NC</td>
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<tr>
<td><strong>November 14 - 15, 2018</strong></td>
<td><strong>November 28-29-30, 2018</strong></td>
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<tr>
<td>Watauga County DSS</td>
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<tr>
<td>132 Poplar Grove Connector</td>
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<tr>
<td>Suite C</td>
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<td>Boone, NC</td>
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<td><strong>January 9 - 10, 2019</strong></td>
<td><strong>January 16-17-18, 2019</strong></td>
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<tr>
<td>Onslow County DSS</td>
<td>Onslow County DSS</td>
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<tr>
<td>612 College Street</td>
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<tr>
<td>Jacksonville, NC</td>
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<tr>
<td><strong>March 20 - 21, 2019</strong></td>
<td><strong>March 27-28-29, 2019</strong></td>
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<td>Haywood County DSS</td>
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<tr>
<td>157 Paragon Highway</td>
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<td>Suite 300</td>
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<td><strong>May 8 - 9, 2019</strong></td>
<td><strong>May 22-23-24, 2019</strong></td>
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<tr>
<td>Granville County Expo and Convention Center</td>
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<td>4185 US Highway 15 South</td>
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<td>Oxford, NC</td>
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**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](http://www.ncswLearn.org). For questions regarding training content, contact Sarah M. Smith at (919) 855-3463 or sarah.smith@dhhs.nc.gov

**Dates and Locations:**

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
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<tbody>
<tr>
<td>October 16, 2018</td>
<td>Swain County Technology and Training Center Room 307 45 E. Ridge Drive, Bryson City, NC</td>
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<tr>
<td>December 19, 2018</td>
<td>Wilson County DSS 100 Gold Street NE Wilson, NC</td>
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February 7, 2019
Alamance County DSS
Education Rooms A & B 1st Floor
319 N Graham Hopedale Road
Burlington, NC

February 27, 2019
Craven County DSS
2818 Neuse Boulevard
New Bern, NC

March 6, 2019
Cumberland County DSS
1225 Ramsey Street
Fayetteville, NC

April 24, 2019
Iredell County DSS
549 Eastside Drive
Statesville, NC

May 30, 2019
Pasquotank County DSS
709 Roanoke Avenue
Elizabeth City, NC
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 Sarah M. Smith at (919) 855-3463 or sarah.smith@dhhs.nc.gov

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<tr>
<td>October 15, 2018</td>
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<td>45 E. Ridge Drive,</td>
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<td>Bryson City, NC</td>
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<td>December 18, 2018</td>
<td>Wilson County DSS</td>
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<td>2818 Neuse Boulevard</td>
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<td>New Bern, NC</td>
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March 5, 2019
Cumberland County DSS
1225 Ramsey Street
Fayetteville, NC

April 23, 2019
Iredell County DSS
549 Eastside Drive
Statesville, NC

May 29, 2019
Pasquotank County DSS
709 Roanoke Ave
Elizabeth City, NC
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.

Dates and Locations:

September 20 - 21, 2018  September 26 - 27, 2018
Western Piedmont Charlotte East Building
Community College 4th Floor
200 East College Drive 5800 Executive Center Drive
Morganton, NC Charlotte, NC

(continued on next page)
November 7 - 8, 2018
Martin County Community College
1161 Kehukee Park Road
Williamston, NC

January 10 - 11, 2019
Cumberland County DSS
1225 Ramsey Street
Fayetteville, NC

March 14 – 15, 2019
Guilford County DSS
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.

Dates and Locations:

<table>
<thead>
<tr>
<th>October 4 - 5, 2018</th>
<th>October 11 - 12, 2018</th>
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<tr>
<td>Western Piedmont</td>
<td>Charlotte East Building</td>
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<tr>
<td>200 East College Drive</td>
<td>4th Floor</td>
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<tr>
<td>Morganton, NC</td>
<td>5800 Executive Center Drive</td>
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<td>Charlotte, NC</td>
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December 6 - 7, 2018
Martin County Community College
1161 Kehukee Park Road
Williamston, NC

April 4 - 5, 2019
Guilford County DSS
1203 Maple Street
Greensboro, NC

February 12 - 13, 2019
Cumberland County DSS
1225 Ramsey Street
Fayetteville, NC
Objectives

The objective of this two-hour online seminar (10:00am - 12:00pm) is to discuss how to provide supportive services to Medicaid eligible adults 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.

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/3445296987333172482

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/3445296987333172482
For questions regarding training content, contact Charles Williams at (919) 855-3465 or Charles.Williams@dhhs.nc.gov

Online Training Dates:

- August 21, 2018
- October 2, 2018
- January 8, 2019
- February 12, 2019
- April 1, 2019
Medicaid Administrative Claiming for Adults and Children (Classroom Training)

Description

This full-day classroom training (8:30 am to 5:00 pm) 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

Dates and Locations:

- September 11, 2018
  Ashe County DSS
  150 Government Circle West
  Jefferson, NC

- September 25, 2018
  Guilford County DSS
  1203 Maple Street
  Greensboro, NC

- November 1, 2018
  Martin County Community College
  1161 Kehukee Park Road
  Williamston, NC

- December 4, 2018
  Land of Sky Regional Council
  339 New Leicester Highway
  Asheville, NC

- March 12, 2019
  Cumberland County DSS
  1225 Ramsey Street
  Fayetteville, NC

- May 14, 2019
  Brunswick County DSS
  60 Government Center Drive NE
  Bolivia, NC
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 in this event.

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

Online Training Dates:

August 14, 2018
February 5, 2019
April 15, 2019
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.

Dates and Locations:

August 7-8 - 9, 2018
Guilford County DSS
1203 Maple Street
Greensboro, NC

October 3-4-5, 2018
Watauga Medical Center
336 Deerfield Road
Boone, NC

January 29 -30 – 31, 2019
Martin County DSS
1161 Kehukee Park Road
Williamston, NC

April 9 – 10 – 11, 2019
Robeson County DSS
120 Glen Cowan Road
Lumberton, NC
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](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:

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<thead>
<tr>
<th>August 29 – 30, 2018</th>
<th>November 7 – 8, 2018</th>
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<td>Guilford County DSS</td>
<td>Agricultural Extension Boone</td>
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<tr>
<td>1203 Maple Street</td>
<td>971 W King Street</td>
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<td>Greensboro, NC</td>
<td>Boone, NC</td>
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February 20 – 21, 2019
Martin County Community College
1161 Kehukee Park Road
Williamston, NC

May 1 – 2, 2019
Cumberland County DSS
1225 Ramsey Street
Fayetteville, NC
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.

Dates and Locations:

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 18, 2018</td>
<td>Johnston County DSS 806 North Street</td>
<td></td>
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<tr>
<td></td>
<td>DSS Building 3 Smithfield, NC</td>
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<tr>
<td>February 27, 2019</td>
<td>Randolph County DSS 1512 North Fayetteville Street</td>
<td>Asheboro, NC</td>
</tr>
<tr>
<td>March 21, 2019</td>
<td>Pitt County Ag Center 403 Government Circle</td>
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<tr>
<td></td>
<td>Greenville, NC</td>
<td></td>
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<tr>
<td>June 2019 (Date to be determined)</td>
<td>Transylvania County Library 212 S. Gaston St</td>
<td>Brevard, NC</td>
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