



**DIVISION OF AGING AND ADULT
SERVICES**

JULY 2023

JUNE 2024

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ADULT SERVICES STAFF

CENTRAL OFFICE

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Kasie Odham	Adult Services Program Coordinator
Alexandria Wilkens	Adult Services Program Coordinator
Christie Danforth	Adult Services Program Coordinator
Denyse Leake	Adult Protective Services Consultant
Preston Craddock	Guardianship Consultant
Kimberly Johnson	Program Assistant

ADULT SERVICES

April Black	Continuous Quality Improvement Specialist
Laverne Blue	Continuous Quality Improvement Specialist
Kathi Graham	Continuous Quality Improvement Specialist
Brandy Mann	Continuous Quality Improvement Specialist
Katie McCarron	Continuous Quality Improvement Specialist
Kate Walton	Continuous Quality Improvement Specialist
Joann Windley	Continuous Quality Improvement Specialist

SPECIAL ASSISTANCE

Thomas Grecco	Special Assistance Program Administrator
Charlotte Blake	Continuous Quality Improvement Specialist
Wendy Booth	Continuous Quality Improvement Specialist
Latesha Haddock	Continuous Quality Improvement Specialist
Dawn Jernigan	Continuous Quality Improvement Specialist
Valerie Williams	Continuous Quality Improvement Specialist
Charlotte Gibbons	(Nc Fast) Special Assistance
Vacant	Program Assistant

ANNOUNCEMENTS / UPDATES

We are thrilled to announce some exciting changes to our training calendar that will greatly enhance your experience and make it easier for both supervisors and staff to navigate and enroll in relevant courses. We have revamped our training structure by introducing new training tracks and updating the names of our courses, streamlining the process and aligning it more closely with your professional development goals.

1. **Introducing New Training Tracks:** We understand the importance of having clear paths for growth and development within our organization. To better assist you in identifying the most suitable courses for your career progression, we have introduced the following training tracks:
 - a. **Tier One-Foundations for Aging and Adult Services:** This track will include Prerequisite 100: Foundations of Social Work Practice, which is a new curriculum that will replace General AS 100: The Basics of Social Work. The new curriculum is currently in development, but the course name has already been updated. Additionally, this track will include Prerequisite 101: Adult and Family Service Planning (formerly General AS 102: Service Planning), and Prerequisite 102: Medicaid Administrative Claiming (formerly General AS 103: MAC). We recommend that all new Adult Services staff begin with this track prior to moving on to our program specific training tracks.
 - b. **Tier Two-Program Specific Tracks:** This tier includes Tier Two A: Adult Protective Services Track, Tier Two B: Guardianship Track, Tier Two C: SAIH Track, Tier Two D: Leadership Track, and Tier Two E: General Course Work. We recommend that staff members take all assigned courses under their program track, as well as the general course work track. For Adult Services staff that work across multiple programs, the recommendation is to consult with supervision to determine which program track they should start with.
 - c. **Tier Three-Ongoing, Advanced Training:** This track includes advanced level training that participants should enroll in once they have completed the required course work in Tier One and Tier Two.
2. **Updated Course Names:** In an effort to provide a clearer understanding of the content and objectives of each course, we have rebranded our training programs with more descriptive names. The updated names reflect the core concepts covered, ensuring that you can easily identify the courses most relevant to your professional goals.
3. **Upcoming Courses:** We are excited to share that our dedicated team is diligently working on developing new courses that will further enhance our training catalogue. These upcoming courses cover a range of topics, including Social Worker Safety, Preparing for Programmatic Monitoring, and an enhanced SPMI curriculum. We are confident that these new additions will provide you with even more opportunities for growth and skill enhancement.
 - a. Upcoming Courses will be marked with an asterisk (*) on the training tracks map, to easily identify which courses are not yet available for registration.

Stay tuned for future announcements and updates as we unveil these exciting new courses. We are committed to continuously expanding and evolving our training offerings to meet your professional needs.

We believe that these enhancements will significantly simplify the process of selecting and enrolling in the right training opportunities. We are excited about these changes and are confident that they will provide you with greater clarity and improved access to valuable learning experiences. We remain committed to supporting your ongoing growth and development.

TRAINING TRACKS MAP

Tier 1 Prerequisites

TBD: FOUNDATIONS OF SOCIAL WORK

ADULT AND FAMILY SERVICE PLANNING

MEDICAID ADMINISTRATIVE CLAIMING

Tier 2 Program Tracks

2A

APS

2B

GUARDIANSHIP

2C

SAIH

2D

LEADERSHIP

2E

GENERAL SERVICES

APS 201: APS for Non-APS Worker*

APS 200 APS Basic Skills*

APS 202: Financial Exploitation

APS 203: Capacity to Consent

APS 204: Adult Abuse, Neglect and Exploitation- TBD

Guardianship 200: The Basics of Guardianship*

Guardianship 201: Guardianship for Corporations

Guardianship 202: Beyond Guardianship

SAIH 200: The Basics of Case Management

Leadership 200: Adult Services Supervisor Training

Leadership 201: Preparing for Programmatic Monitoring-TBD

Leadership 202: Concepts of CQI-TBD

GS 200: The Aging Process- TBD

GS 201: Effectively Interviewing Adults with Mental Illness and IDD-TBD

GS 202: Social Worker Safety-TBD

GS 203: Stress and Self-Care-TBD

GS 204: Time Management-TBD

GS 205: Building Rapport-TBD

GS 206: Working with the LGBT+ Population

GS 207: Health Equity

GS 208: COVID-19

Tier 3 Ongoing, Advanced Training

General AS 300: Foundations of Mental Health & Mental Illness

General AS 301: Anxiety Disorders Overview

General AS 302: Mood Disorders Overview

General AS 303: Substance Use Disorders Overview

General AS 304: Severe & Persistent Mental Illness

General AS 305: Legal Concepts

Trainings with an * require an online pre-service component before starting track.



TIER ONE:
FOUNDATIONS FOR AGING AND ADULT
SERVICES

PREREQUISITE 100: FOUNDATIONS OF SOCIAL WORK PRACTICE

DESCRIPTION:

Prerequisite 100: Foundations of Social Work Practice is a two-day classroom training 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, video, 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 and demonstrate the steps in the Family Assessment and Change Process;
2. Describe how awareness of and sensitivity to cultural differences affect social workers’ relationships with adults and their families;
3. Enhance relationships with human services providers in the community; and
4. Demonstrate the use of recordkeeping tools for each step of the Family Assessment and Change Process.

AUDIENCE:

County department of social services adult services social workers and supervisors.

REGISTRATION:

Registration is online via the **NDAAS LMS** at <https://ncdaas.myabsorb.com/#/login>. For questions regarding training content, contact Christie Danforth at christie.danforth@dhhs.nc.gov.

PREREQUISITE 100: FOUNDATIONS OF SOCIAL WORK PRACTICE	
July 18-19	Virtual
September 27-28	Virtual
December 19-20	Dorothea Dix Campus
January 24-25	Virtual
February 13-14	Virtual
April 23-24	Dorothea Dix Campus
June 25-26	Virtual

PREREQUISITE 101: ADULT AND FAMILY SERVICE PLANNING

DESCRIPTION:

Prerequisite 101: Adult and Family Service Planning is designed to teach social workers 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. Social workers must therefore be creative in their approach to service plans. This training event teaches techniques for making individualized service plans that create an atmosphere of real change for clients and families.

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 those needs;
3. Listen to the individual 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.

REGISTRATION:

Registration is online via the **NCDAAS LMS** at <https://ncdaas.myabsorb.com/#/login>. For questions regarding training content, contact Christie Danforth at christie.danforth@dhhs.nc.gov.

PREREQUISITE 101: ADULT AND FAMILY SERVICE PLANNING	
August 15	Dorothea Dix Campus
October 25	Virtual
December 13	Virtual
January 23	Virtual
March 13	Virtual
May 16	Dorothea Dix Campus

PREREQUISITE 102: MEDICAID ADMINISTRATIVE CLAIMING

DESCRIPTION:

Prerequisite 102: Medicaid Administrative Claiming is a full-day classroom training describes MAC billable activities. It provides examples of appropriate interactions and strategies for Medicaid eligible adults and children with medical or 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 and 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 to adult services social workers and child welfare social workers and their supervisors located in the adult services and/or children services units from 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 course.

REGISTRATION:

Registration is online via the **NCDAAAS LMS** at <https://ncdaas.myabsorb.com/#/login>. For questions regarding training content, contact Christie Danforth at christie.danforth@dhhs.nc.gov.

PREREQUISITE 102: MEDICAID ADMINISTRATION CLAIMING (MAC)	
September 26	Virtual
October 4	Dorothea Dix Campus
November 8	Virtual
January 4	Virtual
April 9	Virtual
May 7	Dorothea Dix Campus



**TIER TWO A:
ADULT PROTECTIVE SERVICES TRACK**

APS 200: THE BASICS OF APS

DESCRIPTION:

APS 200: The Basics of APS provides the foundation for APS. This course contains a pre- service and classroom training component and provides county DSS staff with a working knowledge of law, policy, and practice competencies. This training 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 pre-service and five (5) days of classroom training.

The pre-service component of this training will provide DSS staff with a baseline of information and resources. It is designed to give a starting foundation for the classroom portion of training. Pre-service focuses on policy and law, critical APS definitions, the eight (8) Basic Principles of APS, APS statistics, Administration for Community Living (ACL) “voluntary APS guidelines” and identifying key persons and processes for APS in the DSS agency. The classroom component has been designed to provide hands on experience to each part of the APS process and to further establish the foundations of APS so that casework is successful.

OBJECTIVES:

At the conclusion of the pre-service and classroom training, participants will be able to:

1. Understand and use the statutory requirements, state policies, and social work practice guidelines in APS;
2. Understand what the Administration for Community Living (ACL) “voluntary APS guidelines” are and how many of the APS voluntary guidelines are already implemented in what you do;
3. Understand the reason for consistent implementation of these statutory requirements and policies and guidelines from county to county;
4. Improve service delivery to APS clients through the use of knowledge, skills, and values covered in this training;
5. 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
6. Understand the philosophical framework which emphasizes social work values critical to APS practice; and
7. 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.

REGISTRATION:

Registration is online via the **NCDAAS LMS** at: <https://ncdaas.myabsorb.com/#/login>. For questions regarding training content, contact Denyse Leake at: denyse.leake@dhhs.nc.gov.

APS 200: THE BASICS OF APS	
July 24-26, 31 & August 1	Virtual
September 5-6 & 12-14	Virtual
October 10-11 & 17-19	Dorothea Dix Campus
November 13-17	Virtual
January 3-4 & 9-11	Virtual
March 4-5 & 11-13	Virtual
May 14-15 & 21-23	Dorothea Dix Campus

APS 201: APS FOR THE NON-APS WORKER

DESCRIPTION:

APS 201: APS for the Non-APS Worker, consists of a pre-service and classroom training component, which are designed for county DSS staff whose primary responsibility isn't working in the APS program. The training will provide them with a working knowledge of law, policy, and practice competencies as well as an overview 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 pre-service and two (2) days of classroom training.

OBJECTIVES:

By the end of this training participants will:

1. Understand all components of the intake process for Adult Protective Services;
2. Know how to take a report, when to take a report and why a report is important;
3. Understand how to appropriately screen the APS report;
4. Know how to initiate a screened in APS report; and
5. Know the "do's and don'ts" of making their first home visit

AUDIENCE:

Social workers who are primarily responsible for programs other than Adult Protective Services and on call 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.

REGISTRATION:

Registration is online via the **NCDAAS LMS** at: <https://ncdaas.myabsorb.com/#/login>. For questions regarding training content, contact Denyse Leake at denyse.leake@dhhs.nc.gov.

APS 201: APS FOR THE NON-APS WORKER	
August 14-15	Virtual
October 25-26	Dorothea Dix Campus
February 29-March 1	Virtual
June 6-7	Dorothea Dix Campus

APS 202: FINANCIAL EXPLOITATION

DESCRIPTION:

APS 202: 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.

Completion of the Adult Protective Services Basic Skills training is a prerequisite for attending this 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 that have 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.

REGISTRATION:

Registration is online via the **NCDAAS LMS** at <https://ncdaas.myabsorb.com/#/login>. For questions regarding training content, contact Denyse Leake at denyse.leake@dhhs.nc.gov.

APS 202: FINANCIAL EXPLOITATION	
August 7	Virtual
October 24	Virtual
December 12	Dorothea Dix Campus
February 27	Dorothea Dix Campus
April 12	Virtual
June 11	Virtual

APS 203: ASSESSING CAPACITY

DESCRIPTION:

APS 203: Assessing Capacity, provides participants an excellent opportunity to learn about and discuss capacity as it relates to Adult Protective Services. Capacity is defined; and the differences and similarities between capacity and competence are discussed. Lecture and small group discussion are used to break capacity down into its very basic degrees and components to help participants better understand the concept of capacity to consent or refuse protective services. 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 as well as available assessment tools for determining capacity.

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. 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 training is being offered as an advanced level course (beyond the Basic Skills Training) for APS staff. Completion of the Adult Protective Services Basic Skills training is a prerequisite for attending this training.

REGISTRATION:

Registration is online via the **NCDAAAS LMS** at <https://ncdaas.myabsorb.com/#/login>. For questions regarding training content, contact Denyse Leake at denyse.leake@dhhs.nc.gov.

APS 203: ASSESSING CAPACITY	
August 8	Virtual
October 23	Virtual
December 11	Dorothea Dix Campus
February 28	Dorothea Dix Campus
April 11	Virtual
June 10	Virtual



TIER TWO B:
GUARDIANSHIP TRACK

GUARDIANSHIP 200: THE BASICS OF GUARDIANSHIP

DESCRIPTION:

Guardianship 200: The Basics of Guardianship, is designed for staff who work with individuals served through guardianship. Participants will review both what guardianship is and what less restrictive alternatives look like as well as how to complete a thorough and comprehensive assessment of the needs of the individual.

OBJECTIVES:

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

1. Understand N.C.G.S. 35A and the terminology associated with guardianship;
2. Better understand the role of the guardian in assisting the individual served through guardianship make decisions;
3. Recognize alternatives to guardianship and what least restrictive alternatives may be available;
4. How to complete a thorough and comprehensive assessment of the strength and needs of an individual served through guardianship;
5. Understand how a referral from Adult Protective Services can lead to guardianship; and
6. Be able to complete legal forms associated with the guardianship process.

AUDIENCE:

Program administrators, supervisors, social workers, case managers, staff of county departments of social services and contracted corporations delegated the responsibility and support for individuals under guardianship.

REGISTRATION:

Registration is online via the **NDAAS LMS** at <https://ncdaas.myabsorb.com/#/login>. For questions regarding training content, contact Preston Craddock at preston.craddock@dhhs.nc.gov.

GUARDIANSHIP 200: THE BASICS OF GUARDIANSHIP	
August 9-11	Dorothea Dix Campus
September 6-8	Virtual
November 27-29	Virtual
January 17-19	Virtual
February 7-9	Virtual
March 6-8	Dorothea Dix Campus
May 8-10	Virtual

GUARDIANSHIP 201: GUARDIANSHIP FOR CORPORATIONS

DESCRIPTION:

Guardianship 201: Guardianship for Corporations, is designed for corporation staff who work with individuals served through guardianship. Participants will review both what guardianship is, identify what less restrictive alternatives look like and better understand the state contract scope of work.

OBJECTIVES:

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

1. Better understand the North Carolina Adult Protective Services process,
2. Better understand the roles and responsibilities of a Guardian
3. Recognize how the work of Adult Protective Services and the requirements of the Guardian intersect.

AUDIENCE:

Guardianship Corporation staff assigned to working with those individuals under guardianship.

REGISTRATION:

Registration is online via the **NCDAAS LMS** at <https://ncdaas.myabsorb.com/#/login>. For questions regarding training content, contact LeShana Baldwin by email at LeShana.baldwin@dhhs.nc.gov.

GUARDIANSHIP 201: GUARDIANSHIP FOR CORPORATIONS	
August 9	Virtual
October 10	Virtual
January 10	Virtual
April 16	Virtual

GUARDIANSHIP 202: BEYOND GUARDIANSHIP

DESCRIPTION:

Guardianship 202: Beyond Guardianship, builds upon the Basics of Guardianship course and the importance of supporting choice and self-determination to the greatest extent possible. Participants will consider different tools available for assessing decision-making capacity; review situations in which guardianship may be appropriate; learn about alternatives to guardianship and how to put them into place to safely support autonomy and independence.

OBJECTIVES:

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

1. Recognize the importance of individual choice and self-determination.
2. Identify tools for assessing decision-making capacity.
3. Discuss why Supported Decision-Making (SDM) and other less restrictive options are valuable to individual choice and self-determination.
4. Recognize the goals of and resources provided by the North Carolina Rethinking Guardianship initiative.

AUDIENCE:

Program administrators, supervisors, social workers, case managers, staff of county departments of social services and contracted corporations delegated the responsibility and support for individuals under guardianship.

REGISTRATION:

Registration is online via the **NCDAAS LMS** at <https://ncdaas.myabsorb.com/#/login>. For questions regarding training content, contact Preston Craddock at preston.craddock@dhhs.nc.gov.

GUARDIANSHIP 202: BEYOND GUARDIANSHIP	
August 22	Virtual
September 14	Virtual
October 6	Dorothea Dix Campus
January 31	Virtual
April 10	Virtual
May 17	Dorothea Dix Campus
June 12	Virtual



TIER TWO C:
SAIH TRACK

SAIH 200: THE BASICS OF CASE MANAGEMENT

DESCRIPTION:

SAIH 200: The Basics of Case Management training is based upon the SAIH 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 SAIH policy. The training begins with the intake process and guides the social worker all the way through the SAIH case management process. Practical guidance for everyday practice is included in this curriculum. This course has been updated to reflect the latest changes in the SAIH Case Management Manual.

OBJECTIVES:

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

AUDIENCE:

Staff in county departments of social services who provide case management or supervision for SAIH recipients are the target audience for this training. There are no pre-requisite training required for this course.

PLEASE NOTE: This session does not cover specific guidance for working with consumers eligible for SAIH under the “Transitions to Community Living Initiative.”

REGISTRATION:

Registration is online via the **NDAAS LMS** at <https://ncdaas.myabsorb.com/#/login>. For questions regarding training content, contact Christie Danforth by email at christie.danforth@dhhs.nc.gov.

SAIH 200: THE BASICS OF CASE MANAGEMENT	
July 12	Virtual
October 17	Virtual
January 17	Virtual
April 18	Virtual
May 8	Virtual
June 5	Dorothea Dix Campus



TIER TWO D:
LEADERSHIP TRACK

LEADERSHIP 200: ADULT SERVICES SUPERVISOR TRAINING

DESCRIPTION:

Leadership 200: Adult Services Supervisor Training, is an introduction to supervision course. Supervisors will acquire tools to assist them in understanding their multi-dimensional role. This course will highlight the foundations of leadership, transition from peer to Adult Services Supervisor, strength-based leadership as well as coaching, mentoring, and training. This interactive training utilizes lectures and group participation. Although this training is designed for new supervisors, all levels are encouraged to attend.

OBJECTIVES:

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

1. Identify the various roles of a supervisor and assess their own competency in each role.
2. Learn and integrate a strength-based leadership skill set into their current supervision style.
3. Identify and learn how to use mentoring, training, and coaching with their staff.
4. Describe their own personal vision for effective and productive work environments as well as steps to implement change.

AUDIENCE:

Adult services supervisors and program managers employed by a county department of social services agency.

REGISTRATION:

Registration is online via the **NCDAAAS LMS** at <https://ncdaas.myabsorb.com/#/login>. For questions regarding training content, contact Kasie Odham by email at kasie.odham@dhhs.nc.gov.

LEADERSHIP 200: ADULT SERVICES SUPERVISOR TRAINING	
September 18-19	Virtual
November 6-7	Dorothea Dix Campus
February 21-22	Virtual
June 4-5	Virtual



TIER TWO E:
GENERAL COURSE WORK

GENERAL SERVICES 202: SOCIAL WORKER SAFETY

DESCRIPTION:

General Services 202: Social Worker Safety is an on-demand training that introduces learners to topics regarding staying safe while working in Adult Protective Services.

OBJECTIVES:

At the conclusion of this training session, Social Workers will have a better understanding of how to maintain safety while working out in the field, how working with law enforcement can improve safety, and how to maintain safety while working in the office.

AUDIENCE:

This training is appropriate for any individual that would like to enhance their understanding of safety in Adult Protective Services.

REGISTRATION:

Registration is online via the **NCDAAAS LMS** at <https://ncdaas.myabsorb.com/#/login>.

GENERAL SERVICES 203: STRESS & SELF-CARE

DESCRIPTION:

General Services 203: Stress & Self-Care is an on-demand training that introduces learners to topics regarding stress, anxiety, burnout, and self-care.

OBJECTIVES:

At the conclusion of this training session, Social Workers will have a better understanding of acute and chronic stress, anxiety, burnout and self-care. Participants will have an opportunity to learn about and practice various stress management techniques and will also work to build a self-care plan.

AUDIENCE:

This training is appropriate for any individual that would like to better understand the symptoms of stress and burnout, how to identify if they are experiencing burnout, and what to do to avoid burnout and chronic stress.

REGISTRATION:

Registration is online via the **NCDAAS LMS** at <https://ncdaas.myabsorb.com/#/login>.

GENERAL SERVICES 206: WORKING WITH THE LGBTQ+ POPULATION

DESCRIPTION:

General Services 206: Working With the LGBTQ+ Population is an on-demand training that introduces learners to topics that are particularly relevant to working with this population.

OBJECTIVES:

At the conclusion of this training session, Social Workers will have a better understanding of working with the LGBTQ+ population, including an understanding of specific terminology and person-centered language.

AUDIENCE:

This training is appropriate for any individual that would like to enhance their competence in working with the LGBTQ+ population.

REGISTRATION:

Registration is online via the **NCDAAS LMS** at <https://ncdaas.myabsorb.com/#/login>.

GENERAL SERVICES 207: HEALTH EQUITY

DESCRIPTION:

General Services 207: Health Equity is an on-demand training that will introduce participants to topics regarding the differences between equity and equality in healthcare.

OBJECTIVES:

At the conclusion of this training session, participants will be able to better understand the differences between health equity and health equality, and how these differences impact adults.

AUDIENCE:

This training is appropriate for anyone who would like to enhance their understanding of health equity.

REGISTRATION:

Registration is online via the **NCDAAS LMS** at <https://ncdaas.myabsorb.com/#/login>.



**TIER THREE:
ONGOING, ADVANCED TRAINING**

GENERAL AS 304: SEVERE AND PERSISTENT MENTAL ILLNESS

DESCRIPTION:

General AS 304: Severe and Persistent Mental Illness is a two-day training that will provide information about mental illness, to offer skill-building exercises for workers providing services to individuals diagnosed with a mental illness, acquaint workers with the variety of mental health services that has been provided to individuals, and to encourage social workers to explore ways that people in the community and agencies can work together to serve individuals with serious mental illness more effectively.

OBJECTIVES:

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

1. Define and describe the major types, signs, symptoms and phases of severe and persistent mental illness.
2. Understand that people with severe and persistent mental illness may vary at times in their ability to function.
3. Describe the common treatment modalities utilized with severe and persistent mental illnesses.
4. Describe effective social work practice in working with these individuals.
5. Identify resources and explore ways that community agencies can work together to serve these individuals.

AUDIENCE:

County department of social services adult services social workers and supervisors.

REGISTRATION:

Registration is online via the **NCDAAS LMS** at <https://ncdaas.myabsorb.com/#/login>. For questions regarding training content, contact Christie Danforth by email at christie.danforth@dhhs.nc.gov.

GENERAL AS 304: SEVERE AND PERSISTENT MENTAL ILLNESS (SPMI)	
August 29-30	Virtual
September 28-29	Dorothea Dix Campus
October 31-November 1	Virtual
December 5-6	Dorothea Dix Campus
March 20-21	Virtual
April 16-17	Virtual
May 29-30	Virtual

GENERAL AS 305: LEGAL CONCEPTS

DESCRIPTION:

General AS 305: Legal Concepts is a training designed for county staff who have responsibilities in Adult Protective Services and/or Guardianship service areas. The training is designed to review the forms and tools associated with the court processes in both areas.

OBJECTIVES:

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

1. Understand the court processes for both Adult Protective Services and Guardianship programs; and
2. Recognize and be able to complete the court forms associated with each program.

AUDIENCE:

County adult services staff and supervisors who have primary responsibility in Adult Protective Services and/or Guardianship program areas.

REGISTRATION:

Registration is online via the **NCDAAS LMS** at <https://ncdaas.myabsorb.com/#/login>. For questions regarding training content, contact the Adult Services Listserv at adult.services@dhhs.nc.gov.

GENERAL AS 305: LEGAL CONCEPTS	
September 29	Virtual
December 8	Virtual
March 22	Virtual
June 28	Virtual

DHHS YOUTUBE CHANNEL

Documentation

SAIH Payment Process

Instructions for SSI 1619 B Applicants Recipients

Checking SDX History for SSI Denials

SEEMAP

DAAS & NC3PA: Adult Protective Services: Real Stories, Real Impacts-Full Presentation

DAAS Special Assistance: The Reasons to Suspend SA Case Webinar

SA Application Processing Time Standards and Reasons for Pending Past the Due Date

What is Adult Protective Services? Identifying and Reporting Abuse in NC

Older Voices: Celebrating Communities of Strength Through the Voices of Experience and Change

Adult Protective Services (APS) & Medicaid Administrative Claiming (MAC)

DSS 5027 Form

OAM Celebration 2022 "Aging My Way!"

*Find the whole playlist at: <https://www.youtube.com/user/ncdhhs/featured>