

Adult Services Training Schedule



Building Excellence in Adult Services
Adult Services Section
North Carolina Division of Aging & Adult Services
2022-2023



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Please note that additional sessions for each of the adult services trainings will be scheduled for January 2023 through June 2023. The next training calendar will be released November 2022 and will include more options for in person training sessions.

Staff will receive email messages from NC DAAS LMS with the email address noreply@myabsorb.com. Please make sure that this email is set as a safe sender and staff are able to receive these emails.

As a reminder: All participants should download the applicable training materials from NC DAAS LMS prior to attending the training.

To ensure an interactive training experience and to prevent delays for all participants; **those that have not downloaded the materials prior to the first scheduled day will be asked to register for the next available training.**

ADULT SERVICES SECTION

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Region 2 - Continuous Quality Improvement Specialist
Region 4 - Continuous Quality Improvement Specialist
Region 6 - Continuous Quality Improvement Specialist

APS 101: The Basics of APS

Description

APS 101: 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.

Day 1 of APS Basic Skills concentrates on the competency of Intake, which includes making the Screening Decision and Initiation of the report. Intake is the foundation of Adult Protective Services, as it is the first opportunity to gather information about the adult.

Day 2 of APS Basic Skills concentrates on the competency of the Evaluation. The Evaluation phase not only provides the information necessary to confirm or unconfirm maltreatment but provides an in depth look at each of the functional domains of the adult’s life.

Day 3 of APS Basic Skills concentrates on the competency of the Planning and Mobilization phase. The Planning and Mobilization phase is dynamic and has multiple components. It is divided into two parts with the focus of Day 3 being on making the case decision and capacity decision.

Day 4 of APS Basic Skills continues its concentration on the competency of Planning and Mobilization. The second component of Planning and Mobilization is on obtaining service authorization, the provision of services, and developing the protective services service plan.

Day 5 of APS Basic Skills finishes its training of all competencies by focusing on the Reassessment and Closure, Special Circumstances, and an overview of the administrative functions of APS. APS is a short term, crisis-oriented service and careful attention to the reassessment is critical.

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.

Contact Person

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

APS 101: The Basics of APS	
August 8-12	Virtual
October 18-20 & 25-26	In-Person (Dix Grill on Dorothea Dix Campus)
September 12-13 & 19-21	Virtual
December 5-6 & 12-14	Virtual

APS 102: APS For the Non-APS Worker

Description

The APS for the Non-APS Worker, pre-service and classroom training components, is 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.

Contact Person

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

APS 102: APS For the Non-APS Worker	
August 29-30	In-Person (Dix Grill on Dorothea Dix Campus)
November 2-3	Virtual

APS 201: Financial Exploitation

Description

APS 201: 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 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.

Contact Person

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

APS 201: Financial Exploitation	
August 23	Virtual
October 11	Virtual
November 8	In-Person (Dix Grill on Dorothea Dix Campus)

APS 202: Assessing Capacity

Description

This one-day training entitled “APS 202: 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. 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 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.

Contact Person

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

APS 202: Assessing Capacity	
August 24	Virtual
October 10	Virtual
November 9	In-Person (Dix Grill on Dorothea Dix Campus)

Guardianship 101: The Basics of Guardianship

Description

The training 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. This is new curriculum that will replace the previous two modules of guardianship training.

Prerequisite

The pre-service component must be completed, submitted, and approved prior to the first day of training.

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.

Contact Person

Registration is online at <https://ncdaas.myabsorb.com/#/login>. For questions regarding training content, contact the listserv at DAAS.AdultServices@dhhs.nc.gov.

Guardianship 101: The Basics of Guardianship	
August 24-26	Virtual
September 26-28	Virtual
October 26-28	Virtual
November 30- December 2	In-Person (Dix Grill on Dorothea Dix Campus)

General AS 101: The Basics of Social Work Practice

Description

This three-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.

Contact Person

Registration is online at <https://ncdaas.myabsorb.com/#/login>. For questions regarding training content, contact the listserv at DAAS.AdultServices@dhhs.nc.gov.

General AS 101: The Basics of Social Work Practice	
August 16-18	Virtual
October 4-6	Virtual
December 7-9	In-Person (Dix Grill on Dorothea Dix Campus)

General AS 102: Adult and Family Service Planning

Description

The purpose of this training is 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.

Contact Person

Registration is online at <https://ncdaas.myabsorb.com/#/login>. For questions regarding training content, contact the listserv at DAAS.AdultServices@dhhs.nc.gov.

General AS 102: Adult and Family Service Planning	
August 23	Virtual
December 15	Virtual

General AS 103: Medicaid Administration Claiming (MAC)

Description

This 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.

Contact Person

Registration is online at <https://ncdaas.myabsorb.com/#/login>. For questions regarding training content, contact the listserv at DAAS.AdultServices@dhhs.nc.gov.

General AS 103: Medicaid Administration Claiming (MAC)	
July 26	Virtual
September 8	Virtual
November 1	In-Person (Dix Grill on Dorothea Dix Campus)

General AS 200: Severe and Persistent Mental Illness (SPMI)

Description

The overall goal of this two-day training is to: 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.

Contact Person

Registration is online at <https://ncdaas.myabsorb.com/#/login>. For questions regarding training content, contact the listserv at DAAS.AdultServices@dhhs.nc.gov.

General AS 200: Severe and Persistent Mental Illness (SPMI)	
July 21-22	Virtual
September 14-15	Virtual
November 15-16	In-Person (Dix Grill on Dorothea Dix Campus)

General AS 201: Legal Concepts

Description

This training is designed for county staff who have responsibilities in Adult Protective Services and/or Guardianship service areas. The training will be delivered by N.C. Assistant Attorney General, Raj Premakumar, and is designed to review the forms and tools associated with the court processes in both of these 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.

Contact Person

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

General AS 201: Legal Concepts	
August 19	Virtual
November 10	Virtual

SAIH 101: The Basics of Case Management

Description

The Special Assistance In-Home (SAIH) 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. Participants will also get the opportunity to work in groups on a practice case.

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 trainings 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.”

Contact Person

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

SAIH 101: The Basics of Case Management	
October 11	Virtual
December 13	In-Person (Dix Grill on Dorothea Dix Campus)

Leadership 100: Adult Supervisor 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 foundations of leadership, transition from peer to Adult Services 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.

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.

Contact Person

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

Leadership 100: Adult Supervisor Training	
July 27-28	Virtual
September 29-30	In-Person (Dix Grill on Dorothea Dix Campus)