



## **Adult Services Training Schedule**

*Building Excellence in Adult Services*

*Adult Services Section  
North Carolina Division of Aging & Adult Services*

*2020-2021*

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**Please be aware that several of the SFY 2020-2021 trainings have been moved to a virtual format in response to COVID-19 restrictions; to help maintain appropriate social distancing practices and follow DHHS guidelines. These trainings are listed under the Virtual Training headings in the training descriptions. If you register for one of these trainings, that trainer will be in contact with you about how you will access this training.**

**Please note that training dates, locations and classroom size are subject to change based on state and local mandates as well as DHHS guidelines. DAAS will make every effort to inform participants as soon as possible and accommodate for these changes; we thank you for understanding.**

**ADULT SERVICES SECTION**

**Central Office**

**(919) 855-3400**

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Charlene Wilson	Administrative Assistant
Sarah M. Smith	Adult Services Program Administrator
LeShana Baldwin	Social Services Program Coordinator
Lara Gurganus	Adult Services Program Coordinator
Denyse Leake	Adult Protective Services Consultant
Kasie Odham	Program Assistant
Evelyn Pitchford	Guardianship Consultant
Charles Williams	Social Services Program Coordinator
(Vacant)	Social Services Program Coordinator

**Special Assistance**

(Vacant)	Special Assistance Program Administrator
Charlotte Blake	Special Assistance Program Representative
Wendy Booth	Special Assistance Program Representative
Charlotte Gibbons	(NC FAST) Special Assistance Program Representative
Latesha Haddock	Special Assistance Program Representative
Suzanne Harlow	Special Assistance Program Representative
Monica Nealous	Program Assistant
Angie Phillips	Lead Special Assistance Program Representative

**Field-Based Staff**

April Black	Adult Programs Representative
Laverne Blue	Adult Programs Representative
Linda Brumsey-Moore	Adult Programs Representative
Kathi Graham	Adult Programs Representative
Rick Hall	Adult Programs Representative
Kate Walton	Adult Programs Representative
Joann Windley	Adult Programs Representative

## Adult Services 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.

### Audience

Recommended for: Adult Services Supervisors and Program Managers employed by a NC County Department of Social Services agency

### Contact Person

Registration is online at <http://www.ncswLearn.org>. For questions regarding training content, contact Lara Gurganus at (919)-815-8185, or by email at [lara.gurganus@dhhs.nc.gov](mailto:lara.gurganus@dhhs.nc.gov).

### Dates and Locations of Classroom Training

September 15 – 16, 2020  
Beaufort County DSS  
632 W 5<sup>th</sup> Street  
Washington, NC 27889

November 17 – 18, 2020  
Alamance County DSS  
319 N Graham Hopedale Road C  
Burlington, NC 27217

January 27 – 28, 2021  
Robeson County DSS  
120 Glen Cowan Road  
Lumberton, NC 28360

April 7 – 8, 2021  
Henderson County DSS  
1200 Spartanburg Highway  
Hendersonville, NC 28792

## Adult Protective Services: Basic Skills

### **Description**

The Adult Protective Services: Basic Skills, pre-service and classroom training components, provide county DSS staff with a working knowledge of law, policy, and practice competencies 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 three (3) days 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) ethics and 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. Intake is the foundation of Adult Protective Services and is the first contact with 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 all functional domains of the adult.

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(s)**

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) and/or Lara Gurganus at (919) 815-8185 or [lara.gurganus@dhhs.nc.gov](mailto:lara.gurganus@dhhs.nc.gov)

**Training will be conducted using two different delivery formats this fiscal year. In the first format, as it has been traditionally delivered using two separate weeks for the five classroom days and in the second format the five classroom days will be conducted all within one week. The content of the training has also been updated and will be the same regardless of the format. Please see below for an example:**

#### **Traditional format:**

**Week One In-Person Classroom - Basic Skills Day 1 & 2**

**Week Two In-Person Classroom - Basic Skills Days 3, 4 & 5**

**Pre-service is completed virtually at the DSS by the participant prior to attending the in-person classroom training.**

#### **Updated format:**

**Week One In-Person Classroom - Basic Skills Days 1, 2, 3, 4 & 5, Monday through Friday**

**Pre-service is completed virtually at the DSS by the participant prior to attending the in-person classroom training.**

#### **Virtual Training**

*(This training was originally scheduled in the updated format and all five days will be included.)*

August 10 – 14, 2020

#### **Updated Format**

November 30 – December 4, 2020

Moore County DSS  
1036 Carriage Oaks Drive  
Carthage, NC 28327

March 8 – 12, 2020

Watauga County DSS  
Human Services Building  
132 Poplar Grove Connector  
Boone, NC 28607

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## Traditional Format

September 23 – 24, 2020 & September 29, 30 and October 1, 2020

Dorothea Dix Campus  
Dix Grill  
1101 Cafeteria Drive  
Raleigh, NC 27603

October 21 – 22, 2020 & October 27 – 29, 2020

New Hanover County DSS  
Room B  
1650 Greenfield Street  
Wilmington, NC 28402

February 3 – 4, 2021 & February 9 – 11, 2021

Robeson County DSS  
120 Glen Cowan Road  
Lumberton, NC 28360

## 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 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 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) and/or Lara Gurganus at (919) 815-8185 or [lara.gurganus@dhhs.nc.gov](mailto:lara.gurganus@dhhs.nc.gov)

### Virtual Training

August 20, 2020

### Dates and Locations for Classroom Training

October 14, 2020  
Onslow County DSS  
1612 College Street  
Jacksonville, NC 2850

November 5, 2020  
Harnett County DSS  
311 West Cornelius Harnett Blvd.  
Lillington, NC 27546

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**Dates and Locations for Traditional Training Continued**

January 7, 2021

Alamance County DSS  
Education Rooms A & B  
319 N. Graham Hopedale Road  
Burlington, NC 27217

February 25, 2021

Richmond County Health and Human Services  
125 Caroline Street  
Rockingham, NC 28379

April 7, 2021

Land of Sky Regional Council  
339 New Leicester Highway  
Suite 140  
Asheville, NC 28806

## Adult Protective Services: Financial Exploitation

### 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: 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.

**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) and/or Lara Gurganus at (919) 815-8185 or [lara.gurganus@dhhs.nc.gov](mailto:lara.gurganus@dhhs.nc.gov)

### Virtual Training

August 19, 2020

### Dates and Locations for Traditional Training

October 13, 2020  
Onslow County DSS  
1612 College Street  
Jacksonville, NC 2850

November 4, 2020  
Harnett County DSS  
311 West Cornelius Harnett Blvd.  
Lillington, NC 27546

January 6, 2021  
Alamance County DSS  
Education Rooms A & B  
319 N. Graham Hopedale Road  
Burlington, NC 27217

February 24, 2021  
Richmond County Health and Human Services  
125 Caroline Street  
Rockingham, NC 28379

April 6, 2021  
Land of Sky Regional Council  
339 New Leicester Hwy, Suite 140  
Asheville, NC 28806

## 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 LeShana Baldwin at (919) 855-3456 or [LeShana.Baldwin@dhhs.nc.gov](mailto:LeShana.Baldwin@dhhs.nc.gov).

#### Virtual Training

July 30 – 31, 2020

August 20 – 21, 2020

#### Dates and Locations for Traditional Training

September 24 – 25, 2020  
Harnett County DSS  
311 West Cornelius Harnett Blvd.  
Lillington, NC 27546

October 8 – 9, 2020  
Rowan County DSS  
1813 E Innes Street  
Salisbury, NC 28146

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**Dates and Locations for Traditional Training Continued**

January 14 – 15, 2021  
Dorothea Dix Campus  
Dix Grill  
1101 Cafeteria Drive  
Raleigh, NC 27603

February 25 – 26, 2021  
New Hanover County DSS  
Room B  
1650 Greenfield Street  
Wilmington, NC 28402

April 1 – 2, 2021  
Craven County DSS  
2818 Neuse Blvd  
New Bern, NC 28561

May 13 – 14, 2021  
Burke County DSS  
700 E. Parker Road  
Morganton, NC 28655

June 3 – 4, 2021  
Johnston County DSS  
714 North Street  
Smithfield, NC 27575

## 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 LeShana Baldwin at (919) 855-3456 or [LeShana.Baldwin@dhhs.nc.gov](mailto:LeShana.Baldwin@dhhs.nc.gov).

### Virtual Training

August 17 – 18, 2020

August 24 – 25, 2020

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## Dates and Locations for Traditional Training

September 29 – 30, 2020  
Harnett County DSS  
311 West Cornelius Harnett Blvd.  
Lillington, NC 27546

October 15 – 16, 2020  
Rowan County DSS  
1813 E. Innes Street  
Salisbury, NC 28146

January 21 – 22, 2021  
Dorothea Dix Campus  
Dix Grill  
1101 Cafeteria Drive  
Raleigh, NC 27604

March 3 – 4, 2021  
New Hanover County DSS  
Room B  
1650 Greenfield Street  
Wilmington, NC 28402

April 7 – 8, 2021  
Craven County DSS  
2818 Neuse Blvd  
New Bern, NC 28561

May 20 – 21, 2021  
Burke County DSS  
700 E. Parker Road  
Morganton, NC 28655

June 24 – 25, 2021  
Johnston County DSS  
714 North Street  
Smithfield, NC 27577

## 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.

### Dates

July 23, 2020

August 4, 2020

September 17, 2020

November 17, 2020

January 5, 2021

March 2, 2021

June 2, 2021

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

### 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/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 for Traditional Training

September 22, 2020  
Cumberland County DSS  
1225 Ramsey Street  
Fayetteville, NC 28301

December 8, 2020  
Guilford County DSS  
1203 Maple Street  
Greensboro, NC 27405

January 19, 2021  
Mecklenburg County DSS  
3205 Freedom Drive  
Charlotte, NC 28208

March 16, 2021  
Robeson County DSS  
120 Glen Cowan Road  
Lumberton, NC 28361

April 6, 2021  
Blue Ridge Electric  
2491 US Highway 421 S  
Boone, NC 28607

April 27, 2021  
Martin Community College  
1161 Kehukee Park Road  
Williamston, NC 27892-9988



## Service Planning (Webinar)

### 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)

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.

### Dates

July 14, 2020	August 28, 2020
November 10, 2020	February 2, 2021
March 17, 2021	April 28, 2021
June 1, 2021	

## 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).

### Virtual Training

August 5 – 7, 2020

### Dates and Locations for Traditional Training

November 4 – 6, 2020

Guilford County DSS  
1203 Maple Street  
Greensboro, NC 27405

January 26 – 28, 2021

Mecklenburg County DSS  
3205 Freedom Drive  
Charlotte, NC 28208

March 9 – 11, 2021

Robeson County DSS  
120 Glen Cowan Road  
Lumberton, NC 28360

April 20 – 22, 2021

Blue Ridge Electric  
2491 US Highway 421 S  
Boone, NC 28608

May 25-27, 2021

Martin Community College  
1161 Kehukee Pak Drive  
Williamston, NC 27892-9989

## 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.

### 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)

#### Virtual Training

August 26 – 27, 2020

#### Dates and Locations for Traditional Training

September 1 – 2, 2020  
Haywood County DSS  
157 Paragon Parkway, Suite 300  
Clyde, NC 28721-9481

October 7 – 8, 2020  
Cumberland County DSS  
1225 Ramsey Street  
Fayetteville, NC 28301

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**Dates and Locations for Traditional Training Continued**

December 1 – 2, 2020  
Guilford County DSS  
1203 Maple Street  
Greensboro, NC 27405

January 12 – 13, 2021  
Mecklenburg County DSS  
3205 Freedom Drive, Suite 4000  
Charlotte, NC 28208

March 23 – 24, 2021  
Robeson County DSS  
120 Glen Cowan Road  
Lumberton, NC 28362

April 13 – 14, 2021  
Blue Ridge Electric  
2491 US Highway 421 S  
Boone, NC 28607

May 18 – 19, 2021  
Martin Community College  
1161 Kehukee Park Road  
Williamston, NC 27892-9988

## 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).

### Virtual Trainings September 23, 2020

### Dates and Locations for Traditional Training

November 5, 2020  
Iredell County DSS  
549 Eastside Drive  
Statesville, NC 28625

February 16, 2021  
Pitt Agricultural Auditorium  
403 Government Circle  
Greenville, NC 27834

April 20, 2021  
Robeson County DSS  
120 Glen Cowan Road  
Lumberton, NC 28360

June 2020 (Specific Date TBD)  
Western NC Region