



**North Carolina Department of Health and Human Services  
Division of Aging and Adult Services**

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Beverly Eaves Perdue, Governor  
Lanier M. Cansler, Secretary

Dennis W. Streets, Director  
919-733-3983

October 17, 2011

**Dear County Director of Social Services**

**Attention:** Adult and Children Services Supervisors and Program Managers

**Subject:** Service Planning Webinar

In an effort to provide training in the most cost effective manner, the Division of Aging and Adult Services is initiating webinar trainings. The first in this series is Service Planning. This webinar will teach case managers how to create meaningful service plans to assist people who are in need and find ways to help them meet those needs. This one hour webinar teaches techniques for making individualized service plans that create an atmosphere for real change for clients and families.

Many of the materials utilized in this webinar are taken from *A Guide to Record Keeping for Adult Services Social Workers*. The entire manual can be downloaded by linking to: <http://ssw.unc.edu/cares/rk/recordkeeping.pdf>. This is an extremely helpful tool for case managers, and it is highly recommended that each case manager have his/her own copy. Since a good service plan is dependent on a good assessment, both sections should be reviewed before participating in this webinar.

Previous completion of "*Effective Social Work Practice in Adult Services: A Core Curriculum*" is helpful, but not required, for participation in this training. Case managers must have access to a computer with speakers to participate in this webinar. Scheduled trainings are from 10:00am to 11:00am. Each participant will receive further information about the webinar after registering on-line.

Registration is completed online at <https://www.ncswlearn.org>. For questions regarding training content, contact Charles Williams at (919) 733-3818 or [charles.williams@dhhs.nc.gov](mailto:charles.williams@dhhs.nc.gov).

**Scheduled Dates:**

October 27, 2011  
December 13, 2011  
February 21, 2012  
April 24, 2012

Sincerely,

A handwritten signature in cursive script that reads "Suzanne P. Merrill".

Suzanne P. Merrill, Chief  
Adult Services Section

SPM:cw  
AFS-10-2011