



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

JOYCE MASSEY-SMITH, MPA •
Director, Division of Aging and Adult Services

April 29, 2021

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: SPECIAL ASSISTANCE SUPERVISORS AND PROGRAM MANAGERS

SUBJECT: SPECIAL ASSISTANCE STATE-WIDE TRAINING

REQUIRED ACTION: Information Only Time Sensitive Immediate

The Division of Aging and Adult Services (DAAS), Adult Services, Special Assistance (SA) staff will be conducting virtual State-Wide training May 12, 2021. This training is being developed as a result of the SA compliance monitoring results for SFY 2020-2021 as well as the evaluation of our Special Assistance listserv frequently asked questions. The primary agenda topics are listed below:

- Change in Circumstance, to include case examples
- Authorized vs Non-Authorized Representative
- Special Assistance in Relation to the NC Program of All-Inclusive Care for the Elderly (PACE) Program and CAP
- Debut of newly formatted Special Assistance and Special Assistance In-Home policy manuals

The training will be conducted from 9:00 am to 4:00 pm with an hour lunch break. Please note that this training has been converted to a virtual format and will be conducted using the Microsoft Teams LIVE (MS Teams) platform. It is highly recommended that county eligibility staff, team leaders, and supervisors attend this training. Program Integrity staff is also encouraged to attend.

Please see the attached training Information page for the link to this Special Assistance State-Wide Training and helpful access instructions. Registration is not required. If you have any questions, please contact the Special Assistance listserv at specialassistance@dhhs.nc.gov.

We look forward to your participation. Thank you for ensuring your staff completes DAAS, Adult Services, Special Assistance training.

Sincerely,

Karey Perez
Adult Services Section Chief

KP/vw/wb/ap/ctw

DAAS_AS_03_Statewide SA Training 2021

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF AGING AND ADULT SERVICES

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TRAINING INFORMATION PAGE

Special Assistance State-Wide Training, May 12, 2021

This **Special Assistance State-Wide Training** will be offered in real-time using the Microsoft Teams platform. It is important that you review and complete the following chronological steps prior to logging into the meeting. This will increase your success in navigating through the virtual platform.

ENSURE:

- ❖ You save this e-mail attachment for yourself and *share it with all staff who need to attend this training*. **You and they will need to reference the meeting link to access the training.**
- ❖ You have Internet Explorer 11, Edge, Chrome, Firefox or Safari as the selected web browser. If using a mobile device or desktop computer with any other browser, you will need to install the MS Teams app.
- ❖ Pop-ups are enabled, or you may have troubles accessing the Teams platform.

FOR LOGIN:

- ❖ You will join this meeting by following this link: [CLICK HERE TO JOIN THE SPECIAL ASSISTANCE TRAINING](#).
- ❖ As an attendee, you will be able to watch the event in Teams - desktop (Windows or Mac), web, or mobile. If you don't have Microsoft Teams, the same link above can also be used in one of the web browsers mentioned previously on this page to access the training.
- ❖ It is recommended that you join the meeting 15-30 minutes early on the day of the meeting to ensure that you have resolved any computer or software concerns with your own IT staff prior to the onset of the meeting. During the 30 minutes **prior** to the 9 AM start of training, we will provide periodic opportunities for attendees to check their sound/audio levels.

Please note that the Division of Aging and Adult Services will not offer any technical assistance during this meeting. **Do not** attempt to utilize any prior Microsoft Teams meeting links in an effort to access this training. Only the Special Assistance Training link provided above on this page will take you to this Special Assistance State-Wide Training.

If you are new to Microsoft Teams LIVE events and would like more information about them, [CLICK HERE FOR A QUICK MICROSOFT TUTORIAL](#).

If you have any additional questions prior to this meeting, please contact Specialassistance@dhhs.nc.gov.