Division of Aging and Adult Services

Training Calendar

Table of Contents

Note: You can move directly to any training event description listed on this Table of Contents by moving your mouse/cursor over the subject and clicking on the title while pressing the CTRL key.

As a reminder: All participants should download the applicable training materials from the 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

Central Office

Karey Perez	Section Chief
Sarah M. Richardson	Adult Services Program Administrator
Kristi Wall	Administrative Assistant
LeShana Baldwin	Adult Services Program Coordinator
Kasie Odham	Adult Services Program Coordinator
Alexandria Wilkens	Adult Services Program Coordinator
Vacant	Adult Services Program Coordinator
Denyse Leake	Adult Protective Services Consultant
Vacant	Guardianship Consultant
Kimberly Johnson	Program Assistant

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

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

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.

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 101: The Basics of APS	
February 6-10	Virtual
April 24-28	Virtual
May 31-June 1 & June 6-8	Dorothea Dix Campus

APS 102: APS for the Non-APS Worker

Description:

APS 102: 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 102: APS For the Non-APS Worker	
February 1-2	Virtual
May 18-19	Dorothea Dix Campus

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.

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: Financial Exploitation	
January 3	Dorothea Dix Campus
March 1	Virtual
May 16	Virtual

APS 202: Assessing Capacity

Description:

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.

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: Assessing Capacity	
January 4	Dorothea Dix Campus
March 2	Virtual
May 17	Virtual

Guardianship 101: The Basics of Guardianship

Description:

Guardianship 101: 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. This is new curriculum that will replace the previous two modules of guardianship 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.

Registration:

Registration is online via the **NCDAAS LMS** 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	
January 18-20	Virtual
March 29-31	Virtual
May 24-26	Dorothea Dix Campus
June 28-30	Virtual

Guardianship 102: Guardianship for Corporations

Description:

Guardianship 102: 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. Understand the Adult Protective Services process for county department of social services,
2. 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 102: Guardianship for Corporations	
January 26	Virtual
March 22	Virtual
June 14	Virtual

Guardianship 200: Beyond Guardianship

Description:

Guardianship 200: Beyond Guardianship, builds on the Fundamentals of Guardianship 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. Recognize when guardianship may be appropriate.
4. Describe what Supported Decision-Making (SDM) is and what other options exist for supporting independence.
5. Discuss why Supported Decision-Making (SDM) and other less restrictive options are valuable to individual choice and self-determination.
6. Select appropriate Supported Decision-Making and other options for specific strategies to support greater choice and self-determination.
7. Initiate use of SDM and other options to support choice and self-determination of an individual being assisted; and,
8. Recognize the goals of and resources provided by the North Carolina Rethinking Guardianship initiative.
9. Discuss how North Carolina law is undergoing transformation to better support self-determination and ensure that guardianship is used as a last resort.

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 the listserv at DAAS.AdultServices@dhhs.nc.gov.

Guardianship 200: Beyond Guardianship	
May 23	Virtual

General AS 101: The Basics of Social Work Practice

Description:

General AS 101: The Basics of Social Work Practice is a 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.

Registration:

Registration is online via the **NCDAAS LMS** 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	
March 7-9	Virtual
May 9-11	Dorothea Dix Campus

General AS 102: Adult and Family Service Planning

Description:

General AS 102: 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 the listserv at DAAS.AdultServices@dhhs.nc.gov.

General AS 102: Adult and Family Service Planning	
March 14	Virtual
May 23	Virtual

General AS 103: Medicaid Administrative Claiming

Description:

General AS 103: 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 **NCDAAS LMS** 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)	
February 21	Virtual
April 4	Virtual
June 26	Dorothea Dix Campus

General AS 200: Severe and Persistent Mental Illness

Description:

General AS 200: 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 the listserv at DAAS.AdultServices@dhhs.nc.gov.

General AS 200: Severe and Persistent Mental Illness (SPMI)	
January 11-12	Virtual
April 12-13	Virtual
June 20-21	Dorothea Dix Campus

General AS 201: Legal Concepts

Description:

General AS 201: 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 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.

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 201: Legal Concepts	
January 5th	Virtual
April 21st	Virtual

SAIH 101: The Basics of Case Management

Description:

SAIH 101: 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. 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."

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.

SAIH 101: The Basics of Case Management	
February 16	Virtual
June 1	Virtual

Leadership 100: Adult Supervisor Training

Description:

Leadership 100: Adult 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 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 asses 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 **NCDAAS LMS** 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	
January 24-25	Virtual
May 2-3	Dorothea Dix Campus

Online Courses

DAAS LMS:

Micro-Learning:

APS Legal Interventions

Webinars:

General AS 104: Working with LGBTQ Adults
General AS 105: Health Equity
General AS 106: COVID

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