

Adult Services Training Schedule

Building Excellence in Adult Services

Adult Services Section
North Carolina Division of Aging & Adult
Services



2011-2012

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**ADULT SERVICES SECTION
(919) 855-3400**

Suzanne Merrill	Section Chief
Nancy Warren	Adult Services Program Administrator
Chris Urso	Special Assistance Program Administrator
Charles Williams	Social Services Program Coordinator
Brenda Porter	Special Assistance Program Representative
Susan Castle	Special Assistance Program Representative
Kate Walton	Social Services Program Coordinator
LeShana Baldwin	Adult Protective Services Program Consultant
Michelle Wilder-Baker	Guardianship Program Consultant
Kathy Schindler	Administrative Assistant
Monica Nealous	Program Assistant
Charlene Wilson	Program Assistant

SPECIAL ASSISTANCE PROGRAM REPRESENTATIVE

Angie Phillips	(828) 726-7900	Field-based
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ADULT PROGRAMS REPRESENTATIVES

Laura Cockman	(910) 949-2319	Field-based
Kathy McDonald	(910) 488-4061	Field-based
LaVerne Blue	(704) 569-4391	Field-based
Latesha Haddock	(919) 850-2769	Field-based
Linda Brumsey-Moore	(252) 335-2188	Field-based
Joann Windley	(252) 927-2095	Field-based

ADULT SERVICES PROGRAM COMPLIANCE REPRESENTATIVES

Deborah Chavis	(252) 332-4341	Field-based
Kem Roberts	(828) 645-6173	Field-based

CENTER FOR AGING RESEARCH AND EDUCATIONAL SERVICES (CARES)

(919) 962-0650

<http://ssw.unc.edu/cares/cares.htm>

Gary Nelson
Dan Hudgins
Tanya Richmond
Mary Anne Salmon
Margaret Morse
Libby Phillips

Center Director
Senior Policy Analyst
Program Coordinator
Research Specialist
Publications Specialist
Office Assistant

1068 Training

Description

This is a legislatively mandated training designed to provide information about the most frequently cited rule areas to both Adult Home Specialists (AHS) and providers. 1068 Training is offered across the state at various sites. Brochures and announcements are sent to both providers and county DSS.

Training methods include large group discussions, and an opportunity for question and answers.

Objectives

At the conclusion of this training the Adult Home Specialists, supervisors and providers will be able to:

1. understand the statutory requirements, State rules and procedures pertaining to adult care homes and family care homes;
2. understand current standards for adult care homes; and
3. gain basic skills in the monitoring and enforcement of standards

Audience

Adult Home Specialists, supervisors, Division of Health Service Regulation staff, and adult care home providers.

Contact Person: For questions regarding training content and registration, contact Frances Messer, Trainer, Adult Care Licensure Section of the Division of Health Service Regulation, at (919) 855-3791 or Frances.Messer@dhhs.nc.gov.

Date:

Location:

October 4, 2011

Iredell County DSS
Statesville

October 5, 2011

Western Piedmont Community College
Morganton

October 6, 2011

Mountain AHEC
Asheville

October 10, 2011

WakeMed
Raleigh

October 11, 2011

Edgecombe Community College
Tarboro

(continued on next page)

Date:

October 12, 2011

October 21, 2011

Location:

Craven Community College
New Bern

Montgomery Community College
Troy

Adult Care Home Case Management Training

Description

This one-day workshop is designed to enhance knowledge and skills to carry out the responsibilities for Adult Care Home Case Management Services. Using the Adult Care Home Case Management Services Manual (Volume V, Chapter IX), participants will concentrate on basic case management principles and program policies and guidelines. Training methods include lecture, large group discussion, small group exercises, and a question and answer session.

Objectives

At the conclusion of this training, participants will be able to:

1. provide Adult Care Home Case Management Services consistent with Medicaid and DSS policies and procedures;
2. locate information in the Adult Care Home Case Management Services Manual to carry out program responsibilities; and
3. list the program requirements for eligibility.

Audience

Adult care home case managers and their supervisors from county departments of social services and area mental health/developmental disabilities programs. Previous completion of “*Effective Social Work Practice in Adult Services: A Core Curriculum*” is helpful, but not required, for participation in this training.

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.

Date:

September 29, 2011

October 5, 2011

November 15, 2011

Location:

Brown Building, Dix Campus
Room 104
801 Biggs Drive
Raleigh

Land-of-Sky Regional Council
Conference Room
339 New Leicester Hwy.
Asheville

Martin County Community College
Building 1, Room 14
1161 Kehukee Park Road
Williamston

(continued on next page)

Date:

Location:

January 5, 2012

New Hanover County DSS
Multipurpose Room A
1650 Greenfield Street
Wilmington

February 29, 2012

Brown Building, Dix Campus
Room 104
801 Biggs Drive
Raleigh

March 21, 2012

Western Piedmont Community College
LRC-120 (Phifer Learning Resource Center)
1001 Burkemont Avenue
Morganton

April 18, 2012

Mecklenburg County DSS
Chapin Hall, Suite 100
3205 Freedom Drive
Charlotte

Adult Home Specialist Basic Orientation

Description

This four-day workshop is designed to provide new Adult Home Specialists (AHSs) and new Adult Home Specialist supervisors a beginning level of knowledge and skills in the inspection of facilities and reporting of substantial non-compliance with the Adult Care Homes Rules (10A NCAC 13F and 10A NCAC 13G).

Objectives

At the conclusion of this training, participants will be able to:

1. understand the role and responsibilities carried out by county departments of social services related to adult care and family care homes, particularly those of the Adult Home Specialist;
2. understand the statutory requirements, and 10 A NCAC 13F/G rules pertaining to adult care and family care homes;
3. understand current standards for adult care homes and gain basic skills in the inspection and enforcement of standards

Audience

New Adult Home Specialists (AHSs) and new Adult Home Specialist supervisors.

Contact Person: For questions regarding training content and registration, contact Frances Messer, Trainer, Adult Care Licensure Section of the Division of Health Service Regulation, at (919) 855-3791 or Frances.Messer@dhhs.nc.gov.

Date:

October 24 – 27, 2011

Location:

Division of Health Service Regulation
Brown Building, Room 104
801 Biggs Drive
Raleigh

Adult Home Specialist Cluster Training – Licensure Process for Adult Care Homes

Description

This one-day training is designed to provide the Adult Home Specialist with the necessary tools to assist providers with the Application for Licensure of Adult Care Homes.

Objectives

At the conclusion of this training, participants will be able to:

1. understand the role and responsibilities carried out by the county departments of social services related to the Licensure of Adult Care homes;
2. understand the statutory requirements pertaining to obtaining a license to operate an Adult Care Home; and
3. be able to assist providers with the Licensure Application from the first contact with the Adult Home Specialist through obtaining the License to operate an Adult Care Home.

Audience

Adult Home Specialists and Adult Home Specialist supervisors.

Contact Person: For questions regarding training content and registration, contact Frances Messer, Trainer, Adult Care Licensure Section of the Division of Health Service Regulation, at (919) 855-3791 or Frances.Messer@dhhs.nc.gov.

NO TRAININGS CURRENTLY SCHEDULED

Adult Home Specialist Complaint Investigation

Description

This two-day workshop is designed to provide new Adult Home Specialists (AHSs) and new Adult Home Specialist supervisors a basic working knowledge of complaint investigation, report writing and administrative penalty proposal as it pertains to Adult Care and Family Care Homes.

Objectives

At the conclusion of this training, participants will be able to:

1. collect and analyze information;
2. identify allegations that are rule-based;
3. plan and prepare for an investigation;
4. document findings and develop a report and action plan;
5. complete follow-up; and
6. write a penalty proposal

Audience

New Adult Home Specialists and new Adult Home Specialist supervisors.

Contact Person: For questions regarding training content and registration, contact Frances Messer, Trainer, Adult Care Licensure Section of the Division of Health Service Regulation at (919) 855-3791 or Frances.Messer@dhhs.nc.gov.

Date:

September 12 – 13, 2011

December 5 – 6, 2011

Location:

Davidson County Community College
Public Safety Building, Room 105
Lexington

Division of Health Service Regulation
Brown Building, Room 104
801 Biggs Drive
Raleigh

Adult Home Specialist Refresher Training

Description

This is a five-hour workshop designed for adult home specialists and their supervisors and adult care licensure staff to review the current Complaint Investigation process, incorporating fundamentals learned in Basic and Complaint orientation training.

Objectives

At the conclusion of this training, participants will have reviewed:

1. the survey process;
2. the complaint intake procedure;
3. planning and implementation;
4. the documentation forms used in the complaint investigation process; and
5. the penalty process.

Audience

The Refresher Basic/Complaint training is offered to experienced county adult home specialists, adult home specialist supervisors and experienced survey consultants.

Contact Person: For questions regarding training content and registration, contact Frances Messer, Trainer, Adult Care Licensure Section of the Division of Health Service Regulation at (919) 855-3791 or Frances.Messer@dhhs.nc.gov.

Date:

September 14, 2011

November 29, 2011

Location:

Davidson Community College
Public Safety Building, Room 105
Lexington

Division of Health Service Regulation
Brown Building, Room 104
801 Biggs Drive
Raleigh

Adult Protective Services Basic Skills Training

Description

The Adult Protective Services Basic Skills Training provides county DSS staff with a working knowledge of law, policy, and practice issues 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 two modules. Module I will be offered as an independent session at all of the sites across the state.

Module I is two days in length and introduces participants to the field of Adult Protective Services and the requirements for receiving and screening reports.

Module II is three days in length and introduces participants to the knowledge and skills necessary for completing evaluations, making case decisions, obtaining authorization, and planning services to protect disabled adults.

Module I is a prerequisite for attending Module II, with one exception. Anyone who has previously attended the APS Basic Skills Training in its entirety may register for either Module I or Module II.

Objectives

At the conclusion of both modules of this training, participants will be able to:

1. understand and use the statutory requirements, state policies, and social work practice guidelines in APS;
2. understand the reason for consistent implementation of these statutory requirements and policies and guidelines from county to county;
3. improve service delivery to APS clients through the use of knowledge, skills, and values covered in this training;
4. 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;
5. understand the philosophical framework which emphasizes social work values critical to APS practice; and
6. 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 <http://www.ncswLearn.org>. For questions regarding training content, contact LeShana Baldwin at (919) 855-3456 or LeShana.Baldwin@dhhs.nc.gov.

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Date and Location:

MODULE I

September 15 – 16, 2011

Brunswick Community College
Building 1
50 College Road
Bolivia

December 1 – 2, 2011

Robeson County DSS
120 Glen Cowan Road
Lumberton

March 8-9, 2012

Martin County Community College
Building 1, Room 14
116 Kehukee Park Road
Williamston

May 10-11, 2012

Chatham County DSS
102 Camp Drive
Pittsboro

MODULE II

September 28 – 30, 2011

Brunswick Community College
Building 1
50 College Road
Bolivia

December 7 – 9, 2011

Robeson County DSS
120 Glen Cowan Road
Lumberton

March 21-23, 2012

Martin County Community College
Building 1, Room 14
116 Kehukee Park Road
Williamston

May 16-18, 2012

Chatham County DSS
102 Camp Drive
Pittsboro

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 mental capacity as it relates to Adult Protective Services. Mental capacity is defined; and the differences and similarities between mental capacity and mental competence are discussed. Lecture and small group discussion are used to break mental capacity down into its very basic degrees and components to help participants better understand the concept of mental capacity. 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. 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 workshop is being offered as an advanced level training (beyond the Basic Skills Training) for APS staff. Completion of both Modules I and II 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 LeShana Baldwin at (919) 855-3456 or LeShana.Baldwin@dhhs.nc.gov.

Date:

November 3, 2011

June 8, 2012

Location:

New Hanover County DSS
Multipurpose Room
1650 Greenfield Street
Wilmington

Guilford County DSS
Room 123
1203 Maple Street

Greensboro

Adult Protective Services: Dynamics of Mistreatment Among Elderly and Disabled Adults

Description

This one-day workshop is designed for Adult Protective Services staff. The curriculum introduces participants to the mental and emotional aspects of violent and abusive relationships. Participants will learn to recognize and begin to deal with the contributing factors and psychological dynamics of mistreatment. This workshop uses domestic violence theories as its basis, but applies these theories to the types of relationships seen in APS cases.

Objectives

At the conclusion of this training, participants will:

1. have knowledge of basic domestic violence theories and how they relate to APS situations;
2. be able to identify and assess situations where family abuse dynamics are present; and
3. be able to integrate the knowledge of domestic violence theories and solutions of domestic violence cases to APS cases.

Audience

Social workers who have responsibility for evaluating and planning services for Adult Protective Services cases and their supervisors. The workshop is being offered as an advanced level training (beyond the Basic Skills Training) for APS staff. Completion of both Modules I and II 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 LeShana Baldwin at (919) 855-3456 or LeShana.Baldwin@dhhs.nc.gov.

Date:

October 5, 2011

June 7, 2012

Location:

Cumberland County DSS
1225 Ramsey Street
Fayetteville

Guilford County DSS
Room 123
1203 Maple Street
Greensboro

Adult Protective Services: Protecting Adults in Facilities

Description

This two-day training is an advanced and specialized training covering the topic of APS evaluations and service planning in facilities. It provides participants an excellent opportunity to learn about and discuss the function of Adult Protective Services in facilities. The curriculum furthers an understanding of the difference between protecting disabled adults and regulating facilities, stresses collaboration with other agencies and disciplines, and covers diverse methods of protecting disabled adults in facilities. Participants will have already attended the APS Basic Skills training. This training session will offer more in-depth knowledge and skills pertaining to APS in facility settings.

Objectives

At the conclusion of this training, participants will:

1. understand the role of APS in a facility and how APS collaborates with other agencies and disciplines to protect disabled adults;
2. be knowledgeable of the variety of records kept by facilities that pertain to patient or resident care;
3. gain skills and knowledge in selecting persons to interview and other resources to use in a facility based APS evaluation; and
4. learn about different approaches to protective plans when the disabled adult is a resident or patient of a facility.

Audience

Social workers and supervisors with responsibility for evaluating and planning service interventions in APS cases involving facility settings. The workshop is being offered as an advanced level training (beyond the Basic Skills Training) for APS staff. Completion of both Modules I and II 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 LeShana Baldwin at (919) 855-3456 or LeShana.Baldwin@dhhs.nc.gov.

Date:

October 6 – 7, 2011

Location:

Cumberland County DSS
1225 Ramsey Street
Fayetteville

Adult Protective Services: Financial Exploitation Training

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: Module I/II APS Basic Skills Training

Objectives

By the end of this training, participants will be able to

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
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.

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

Date:

November 4, 2011

February 29, 2012

Location:

New Hanover County DSS
1650 Greenfield Street
Wilmington

Forsyth County DSS
741 N. Highland Avenue
Winston-Salem

At-Risk Case Management Services Training for Adult Services

Description

At-Risk Case Management is a Medicaid funded service that assists adults and children at-risk of abuse, neglect, or exploitation in gaining access to needed services. The program was created in October 1992 as a way of assisting county departments of social services provide required services to adults and children in the face of shrinking SSBG funds. In May 1996, a new criterion for the service was added, allowing the service to be provided to adults and children who are being abused, neglected or exploited and the need for protective services is substantiated.

This one-day training is intended to provide a detailed review of the service, including agency certification requirements, staffing requirements, client criteria for the service, policies governing the provision of the service, and documentation. Some attention is given to fiscal reporting as well.

Objectives

At the conclusion of this training, participants will be able to:

1. understand the criteria for eligibility for At-Risk Case Management Services;
2. correctly identify clients who are eligible for the service;
3. identify the required case management steps; and
4. document service provision in accordance with policy requirements.

Audience

Adult Services social workers who provide direct services and their supervisors. Previous completion of “*Effective Social Work Practice in Adult Services: A Core Curriculum*” is helpful, but not required, for participation in this training.

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.

Date:

September 27, 2011

October 4, 2011

Location:

Brown Building, Dix Campus
Room 104
801 Biggs Drive
Raleigh

Land-of-Sky Regional Council
Large Conference Room
339 Leicester Hwy.
Asheville

(continued on next page)

Date:

Location:

November 2, 2011	Martin County Community College Building 1, Room 14 1161 Kehukee Park Road Williamston
January 4, 2012	New Hanover County DSS Multipurpose Room A 1650 Greenfield Street Wilmington
February 28, 2012	Brown Building, Dix Campus Room 104 801 Biggs Drive Raleigh
March 20, 2012	Western Piedmont Community College LRC-120 (Phifer Learning Resource Center) 1001 Burkemont Avenue Morganton
April 17, 2012	Mecklenburg County DSS Chapin Hall, Suite 100 3205 Freedom Drive Charlotte

At-Risk Case Management Training (Video Conference)

Description

This video conference training provides information about At-Risk Case Management. At-Risk Case Management is for adults who are at risk for abuse, neglect, or exploitation; and is to assist them in gaining access to needed medical, social, educational and other services. It encourages the use of cost-effective medical care by referrals to appropriate providers and discourages over-utilization of costly services. Case managers in county departments of social services (DSS) assess needs; and then plan, arrange, coordinate and monitor services provided to eligible individuals and families. Efforts are made to access less costly home and community-based services and prevent situations that would require care in acute and long term care settings.

Using the *At-Risk Case Management Policy Manual*, participants will review basic case management skills, learn to identify adults who have deficiencies in activities of daily living or instrumental activities of daily living, and who are at risk or show evidence of abuse, neglect or exploitation.

Objectives

At the conclusion of this training, participants will be able to:

1. understand the criteria for eligibility for At-Risk Case Management Services;
2. correctly identify clients who are eligible for the service;
3. identify the required case management steps; and
4. document service provision in accordance with policy requirements.

Audience

Adult Services social workers who provide direct services and their supervisors. Previous completion of “*Effective Social Work Practice in Adult Services: A Core Curriculum*” is helpful, but not required, for participation in this training.

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.

IMPORTANT:

This video conference training is limited to three hour and 45 minutes, starting promptly at 9:00 a.m. and ending at 12:45 p.m. Because of the compressed time for this training, participants asked to download a copy of the At-Risk Case Management Policy Manual, review it and bring it to the training. Other classroom materials will be emailed to participants before the training, and will also need to be printed and brought to class. The link to the policy manual is:

<http://www.ncdhhs.gov/dma/mp/12A.pdf>

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Dates and Locations

This video conference training will be held on May 31, 2012 from 9:00 a.m. to 12:45 p.m. at the following six locations:

Please register for the specific location you wish to attend.

Wilkes Community College
Lowe's Hall, Room 1712
1328 S. Collegiate Drive
Wilkesboro

Stanly Community College
Snyder Building, Room 226
141 College Drive
Albemarle

UNC-Wilmington
Education Building, Room 266
601 S. College Road
Wilmington

Information Technology Services
3900 Wake Forest Road
Raleigh

UNC-Asheville
Robinson Hall
129 Steelcase Teleconference Center
One University Heights
Asheville

Martin Community College
Building 1, Room 10A
1161 Kehukee Park Road
Williamston

Beginning with the End in Mind: Refining Your Skills in Termination

Description

Termination is the last stage in the Family Assessment and Change Process, and an integral part of family-centered social work practice. This workshop will help social workers and supervisors refine their skills in ending work with clients and families in a way that acknowledges successes, supports clients' and families' change, and "says a good good-bye." This event will assist workers in preparing clients and families to recognize their own strengths, develop resources, find ways to cope with future stressors, and make the transition to leaving the helping relationship. Because not all endings are planned or positive, this event will also cover strategies social workers can use to work with less-than-ideal outcomes.

Objectives

At the conclusion of this training, participants will be able to:

1. understand how termination is an important part of goal setting and productive work with clients;
2. compare positive and negative ways to end work with clients and recognize the steps in minimizing possible adverse effects of terminations;
3. understand and develop ways to address the emotional component for clients and social workers in anticipated and unanticipated endings;
4. demonstrate how to incorporate "closing language" from the beginning of work;
5. demonstrate how to plan and apply appropriate social work interventions for terminating with clients; and
6. understand the key elements of planning and processing terminations in the *NASW Code of Ethics*.

Audience

Adult services social workers, supervisors, providers in the aging network, and others who provide services to older and disabled adults and their families. Previous completion of *Effective Social Work Practice in Adult Services: A Core Curriculum* is helpful, but not required, for participation in this training.

Contact Person: For registration information, contact Libby Phillips of CARES at (919) 962-0650 or visit the CARES training event web site (<http://www.ncswLearn.org>).

Date:

December 6, 2011

March 7, 2012

Location:

Chapel Hill

Burlington

Cognitive Impairments: It's Not Just Alzheimer's

Description

North Carolina's citizens are living longer—into the ages when they are at greater risk for conditions that cause cognitive impairments. How can professionals who work with older adults support clients and their families in living as well and as freely as possible? This two-day advanced workshop will review cognitive impairments and their causes, teach strategies for assessments, and provide opportunities to practice communication skills with clients. It also addresses the needs of family caregivers, and suggests ways to support and assist these individuals in their care giving relationships.

Objectives

At the conclusion of the workshop, participants will be able to:

1. identify the types of cognitive impairments, causes, symptoms, and prognoses;
2. assess clients with sensitivity and respect so as to recognize signs of cognitive decline and the need for further evaluation;
3. communicate more effectively with people with cognitive impairments;
4. develop strategies for working with families and other care providers; and
5. identify resources within their communities to support clients with cognitive impairments and their families.

Audience

Adult services social workers, supervisors, providers in the aging network, and others who provide services to older and disabled adults and their families.

Contact Person: For registration information, contact Libby Phillips of CARES at (919) 962-0650 or visit the CARES training event web site (<http://www.ncswLearn.org>).

Date:

March 6 – 7, 2012

March 20 – 21, 2012

June 19 – 20, 2012

Location:

Smithfield

Asheboro

Asheville

Developing Effective Helping Relationships

Description

This workshop is an opportunity for those who work with older adults to learn and enhance counseling skills in a highly participatory two-day curriculum. This training is intended to teach participants the skills of relationship building, empathic listening, redirection and various counseling approaches, which can be used immediately with adults and their families. Training methods include lecturates, discussion, and demonstrations. Trainees also participate in pairs in extensive skills practice, with individualized feedback from instructors.

Objectives

At the conclusion of this training, participants will be able to:

1. express the importance of the right to privacy, confidentiality, and self-determination in counseling;
2. recognize the importance of nonverbal communication;
3. express the value of supporting, enabling, and empowering adults and their families in the Family Assessment and Change Process;
4. explain and demonstrate basic relationship-building processes;
5. demonstrate empathic listening techniques; and
6. demonstrate counseling approaches to help adults increase coping skills and bring about change.

Audience

Adult services social workers, supervisors, providers in the aging network, and others who provide services to older and disabled adults and their families. Previous completion of *Effective Social Work Practice in Adult Services: A Core Curriculum* is helpful, but not required, for participation in this training.

Contact Person: For registration information, contact Libby Phillips of CARES at (919) 962-0650 or visit the CARES training event web site (<http://www.ncswLearn.org>).

Date:

July 26-27, 2012

Workshop being rescheduled to a date prior to 9/30/2012

Location:

Jacksonville

Burlington

Effective Social Work Practice in Adult Services: A Core Curriculum

Description

This six-day training, offered in two 3-day sessions, 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 practice. This includes an emphasis on family-centered practice, empowerment of adults and their families, and the importance of cultural differences in work with adults and their families. Participants learn and practice basic skills in counseling, functional assessment, helping adults and their families set goals, emergency and crisis intervention, and service planning and monitoring. Participants also have the opportunity to use 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 discussion, 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: For registration information, contact Libby Phillips of CARES at (919) 962-0650 or visit the CARES training event web site (<http://www.ncswLearn.org>).

Date:

November 15 – 17, 2011 and
November 29 – 30 and December 1, 2011

February 7 – 9, 2012 and
February 21 – 23, 2012

May 1 – 3, 2012 and
May 15 – 17, 2012

Location:

Wilmington

Asheboro

Blowing Rock

Effective Supervision and Management in Adult Services

Description

This two-part curriculum provides knowledge and skills essential for the administrative, supportive and educational functions of adult services managers. Each three-day session provides participants the opportunity to examine current professional concepts, practice their application, and share ideas and experiences. Modules were formerly offered individually, but now they have been consolidated into two sessions, one focusing on managing and developing an excellent workforce within the agency; and the other on working with community stakeholders to identify, plan for, and pursue better outcomes for older adults. **Participants who complete both parts receive a special certificate.**

NOTE: In past years, this curriculum has been taught as two-day modules on each topic, with four modules offered in any year. Then, as now, supervisors who complete all six modules receive a special certificate. In 2008 we began offering the whole curriculum as 2 four-day events, each covering three modules. Supervisors who have already completed one or more modules of this curriculum may register for part of an event, with the cost prorated to \$20.00 per day of training. Before registering, contact Libby Phillips to make arrangements.

Part I: “Developing Your Workforce”

Module 1: “*The Supervisor’s Role in Supporting Excellent Adult Services Social Work Practice*”

This module focuses on developing and demonstrating effective leadership in adult services to support excellent family-centered social work practice in county DSSs. Participants will assess critical success factors, leadership characteristics, and communication styles that support their mission. Participants will perform a self-analysis to address their own strengths and limitations in these areas.

Module 4: “*The Supervisor’s Role in Directing Daily Social Work Activities*”

The focus of this module is developing a positive approach in order to support the team, which includes recruiting, hiring, roles and relationships, and conflict resolution. Additionally, this workshop addresses cultural sensitivity and competence.

Module 5: “*The Supervisor’s Role in Teaching and Motivation*”

This module focuses on supporting the retention of staff through professional development and continuous self-improvement, creating an adult learning environment, and motivating staff. Participants will create a learning module to be used with their staff.

Part II: “Working with the Community”

Module 2: “*The Supervisor’s Role as a Leader in Planning*”

The important role of planning and goal setting for adult services programs is the focus of this module.

(continued on next page)

Participants will identify how effective plans and goals aid in establishing a mission, and in responding to an ever-changing environment. Class work is done on an actual strategic plan which can be used back on the job

Module 3: *"The Supervisor's Role in Developing a Supportive Community Environment"*

This module focuses on identifying and practicing effective ways to develop and strengthen support for adult services within the DSS and the community. Project and resource management as well as customer service are examined as ways to increase productivity and collaboration. Working through a worksheet, the value of the adult services program is identified; and strategies for marketing it effectively are achieved, allowing participants to return to work with a marketing concept in hand.

Module 6: *"The Supervisor's Role in Managing Program Performance"*

This module focuses on developing performance outcomes; linking program and client outcomes; and tracking, measuring, and reporting the results. Aspects of quality improvement and risk management are addressed.

Objectives

At the conclusion of all modules of this training, participants will be able to:

1. articulate a vision of an optimally functioning adult services practice environment;
2. use strategic planning and goal setting skills to strengthen adult services programs;
3. improve community support for adult services;
4. use effective techniques to direct and manage a productive team,
5. use skills to create a learning and motivational environment; and
6. improve program evaluation and establish a self-evaluative environment.

Audience

Adult services supervisors and program managers.

Contact Person: For registration information, contact Libby Phillips of CARES at (919) 962-0650 or visit the CARES training event web site (<http://www.ncswLearn.org>).

Date:

Location:

Part One

July 18 – 20, 2012

Boone

Part Two

August 1 – 3, 2012

Boone

Ethics in Everyday Practice

Description

Every day, adult services workers are faced with ethical dilemmas that are becoming increasingly complex. Issues around confidentiality, privacy, self-determination, boundaries, telecommunications, and dual roles are some examples of circumstances in which workers and supervisors must make decisions. Knowing how to make effective ethical decisions requires self-reflection, knowledge of social work standards, use of resources, and supervisory support. This workshop reviews ways to identify and make ethical decisions and gives participants practice in resolving everyday dilemmas. This year the workshop will be offered in a blended format, with approximately four to five hours of self-directed study online and a two hour webinar on the dates below. **TO PARTICIPATE IN THE WEBINAR, YOU MUST HAVE COMPLETED THE SELF-DIRECTED STUDY.**

Objectives

At the conclusion of this training, participants will be able to:

1. recognize ethical issues in everyday practice;
2. evaluate dilemmas against social work standards of right and wrong that support responsible and ethical action;
3. understand the essential steps for ethical problem solving;
4. use the *NASW Code of Ethics* to guide decision-making; and
5. know how to use peer review and supervision to make effective judgments.

Audience

Adult Services social workers, supervisors, providers in the aging network, and others who provide services to older and disabled adults and their families.

Computer Requirements: To participate you must have access to a computer that has:

- **Broadband internet, that is, data transmission speeds of at least 4 megabits per second to your computer and 1 megabit from your computer to the internet, DSL connections meet this requirement, as do most WiFi connections.**
- **A headset with microphone, to participate in the online live session**
- **Adobe/Macromedia Flash Player (version 10 or higher) as a plug in to your web browser. This is a free downloadable software used both to display the self-directed modules and for the web live session. Visit <http://www.adobe.com> for details. You may need to consult with your IT support people for permission to install it.**

Contact Person:

For registration information, contact Libby Phillips of CARES at (919) 962-0650 or visit the CARES training event web site <https://www.ncswlearn.org>

Choose one of these two events:

- **Event 1 - Self-directed study begins May 1, 2012, and runs until May 29. Online live session, May 31, 9:30 a.m. to 11:30 a.m.**
- **Event 2 - Self-directed study begins May 11 and runs until June 8. Online live session, June 12, 9:30 a.m. to 11:30 a.m.**

Geriatric Mental Health Workshop

Description

This four-day training, offered in 2 two-day sessions, provides knowledge and skills for effective work with older adults and their families, with particular emphasis on mental, behavioral and emotional health.

The curriculum provides an overview of mental health disorders in the older adult; intimacy issues; managing behaviors of people with dementia; geriatric assessment; psychopharmacology and older adults; transitions; legal issues; and gerontological counseling. It addresses a wide range of issues related to geriatric mental health from the perspective of both prevention and intervention.

Objectives

Upon conclusion of this workshop, participants should increase their ability to effectively care for older adults by being able to:

1. identify major mental health disorders in older adults;
2. employ strategies for promoting healthy transitions for older adults;
3. recognize the complexity of multiple medication use in older adults;
4. analyze the risks and benefits of medications used for treatment of mental illness in older adults;
5. list assessment tools used to screen for mental health problems in older adults;
6. identify common behavior triggers in older adults;
7. describe a systematic approach to individualized behavior management;
8. discuss legal issues that may confront older adults with mental disorders;
9. understand the unique challenges of maintaining intimacy in older adulthood; and
10. demonstrate a variety of approaches to counseling with older adults.

Participants should also be able to implement these skills into their daily practice.

Agenda

The four-day workshop is offered in two-day sessions in consecutive months.

Part I

Day One: AM: An Overview of Mental Health Disorders
 PM: Gerontological Counseling

Day Two: AM: Geriatric Assessment
 PM: Managing Behaviors of People with Dementia

(continued on next page)

Part II

Day One: AM: Transitions
 PM: Psychopharmacology and Older Adults

Day Two: AM: Intimacy and Older Adults
 PM: Legal Issues

This program will provide 20 contact hours of continuing education credit. Participants must attend all eight modules to receive credit. No partial credit is given for this workshop.

The faculty for this workshop is coordinated by the Center for Aging Research and Educational Services (CARES) at UNC-Chapel Hill School of Social Work.

Invited faculty include:

Valerie Balog, PhD, LPC, NCC
Ann Louise Barrick, PhD
Melanie Bunn, RN, MS, NP
Kathy Lowe, MSW, ACSW, CMSW, CSW-G
Cathy Wilson, LCSW
Vickie Ripley, Pharm D, BCPP
Tanya Richmond, MSW, LCSW, CRCC
J. Gregory Wallace, JD

Audience

Social workers, nurses, psychologists, allied health professionals, and others who work with older adults with mental disorders.

NO TRAININGS CURRENTLY SCHEDULED

Guardianship I: A Systematic Approach

Description

This two-day training helps fulfill the statutory requirement that all disinterested public agent guardians receive training on their roles and responsibilities as guardians. It is the first in a series of three guardianship trainings currently available to disinterested public agent guardians and their representatives.

This first 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.

Audience

Directors or assistant directors of county departments of social services, local management entities, local health departments and county departments on aging who serve as disinterested public agent guardians. Also, program administrators, supervisors, social workers, case managers, local management entity staff, public health nurses, county department on aging staff, 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 Michelle Wilder-Baker at (919) 855-3464 or Michelle.Wilder@dhhs.nc.gov.

Date:

September 21 – 22, 2011

Location:

Wake County Human Services
Northern Regional Center, Room 163
350 East Holding Avenue
Wake Forest

(continued on next page)

Date:

October 4 – 5, 2011

December 8 – 9, 2011

March 15 – 16, 2012

Location:

Transylvania County Public Safety Facility
Training Room
155 Public Safety Way
Brevard

Pamlico County DSS
Conference Room
828 Alliance Main Street
Bayboro

Guilford County DSS
Room 123
1203 Maple Street
Greensboro

Guardianship II: Planning Services with Wards and Their Families

Description

This one-day training is the second in a series of three guardianship trainings. It provides a framework for organizing work with wards and their families to create positive change and enhance decision making. This framework includes core activities central to working with wards and their families: conducting a comprehensive functional assessment, identifying areas for change, establishing goals, planning for interventions and services, implementing services, monitoring, reassessment and case closing. Training methods include lecture, small and large group discussion, skills practice and case studies.

Prerequisites

Completion of “*Guardianship I: A Systematic Approach*” is a prerequisite for attending this training. It is also recommended that individuals complete “*Effective Social Work Practice in Adult Services: A Core Curriculum*”, offered by the Center for Aging Research and Educational Services (CARES) at UNC-CH, before coming to this training.

Objectives

At the conclusion of the training, participants will be able to:

1. recognize the core activities in the Family Assessment and Change Process that provide a method of engagement and planning with wards, their families and caregivers;
2. describe a logical way of approaching and organizing work with wards, their families and caregivers to create positive outcomes and enhance the guardian’s decision making;
3. discuss the importance of setting goals with wards, their families and caregivers that are specific, measurable, attainable, realistic and time-limited;
4. demonstrate how individualized service/treatment plans can be developed from goals;
5. discuss the importance of assuring that wards receive appropriate and continuous care through coordination of both formal and informal resources; and
6. understand the necessity of working toward limiting or terminating the guardianship.

Audience

Social workers, case managers, public health nurses, local management entity staff, county department on aging staff, supervisors 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 Michelle Wilder-Baker at (919) 855-3464 or Michelle.Wilder@dhhs.nc.gov.

NO TRAININGS CURRENTLY SCHEDULED

Guardianship II: Planning Services with Wards and Their Families (Video Conference)

Description

This video conference training provides a framework for organizing work with wards and their families to create positive change and enhance decision making. This framework includes core activities central to working with wards and their families: conducting a comprehensive functional assessment, identifying areas for change, establishing goals, planning for interventions and services, implementing services, monitoring, reassessment and case closing.

Objectives

At the conclusion of the training, participants will be able to:

1. recognize the core activities in the Family Assessment and Change Process that provide a method of engagement and planning with wards, their families and caregivers;
2. describe a logical way of approaching and organizing work with wards, their families and caregivers to create positive outcomes and enhance the guardian's decision making;
3. discuss the importance of setting goals with wards, their families and caregivers that are specific, measurable, attainable, realistic and time-limited;
4. demonstrate how individualized service/treatment plans can be developed from goals;
5. discuss the importance of assuring that wards receive appropriate and continuous care through coordination of both formal and informal resources; and
6. understand the necessity of working toward limiting or terminating the guardianship.

Prerequisites

Completion of "*Guardianship I: A Systematic Approach*" is a prerequisite for attending this training. It is also recommended that individuals complete "*Effective Social Work Practice in Adult Services: A Core Curriculum*", offered by the Center for Aging Research and Educational Services (CARES) at UNC-CH, before coming to this training.

Audience

Social workers, case managers, supervisors 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 Michelle Wilder-Baker at (919) 855-3464 or Michelle.Wilder@dhhs.nc.gov.

IMPORTANT: This video conference training is limited to three hours and 45 minutes, starting promptly at 9:00 a.m. and ending at 12:45 p.m. Classroom materials will be emailed to participants before the training, and will need to be printed and brought to class.

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Date and Locations:

This video conference training will be held on June 13, 2012 from 9:00 a.m. to 12:45 p.m. at the following six locations:

Please register for the specific location you wish to attend.

Wilkes Community College
Lowe's Hall, Room 1712
1328 S. Collegiate Drive
Wilkesboro

Stanly Community College
Snyder Building, Room 226
141 College Drive
Albemarle

UNC-Wilmington
Education Building, Room 266
601 S. College Road
Wilmington

Information Technology Services
3900 Wake Forest Road
Raleigh

UNC-Asheville
Robinson Hall
129 Steelcase Teleconference Center
One University Heights
Asheville

Martin Community College
Building 1, Room 10A
1161 Kehukee Park Road
Williamston

Guardianship III: Decision Making, An Ethical Perspective

Description

This one-and-a-half-day training is geared to line staff who handle daily guardianship responsibilities, including decision making for the wards in their care. It is the third and last training in a series of three guardianship trainings. 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.

Prerequisites

Completion of “*Guardianship I: A Systematic Approach*” is a prerequisite for attending this training. It is also recommended that individuals complete “*Effective Social Work Practice in Adult Services: A Core Curriculum*”, offered by the Center for Aging Research and Educational Services (CARES) at UNC-CH before coming to 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, local management entity staff, public health nurses, county department on aging staff, 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 Michelle Wilder-Baker at (919) 855-3464 or Michelle.Wilder@dhhs.nc.gov.

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Date:**Location:**

October 19-20, 2011

Johnston County DSS
Building #3, Room #1
806 North Street
Smithfield

November 17 – 18, 2011

Burke County Cooperative Extension
Conference Room A
130 Ammons Drive
Morganton

January 26 – 27, 2012

Pamlico County DSS
Conference Room
828 Alliance Main Street
Bayboro

April 12-13, 2012

Guilford County DSS
Room 123
1203 Maple Street
Greensboro

Improving the Management and Supervision of In-Home Aide Services

Description

This six-day workshop, offered in 3 two-day modules, is designed to enhance knowledge and skills needed to carry out responsibilities for In-Home Aide Services program management and direct aide supervision. Key concepts that are addressed throughout the training include retention of aides and quality assurance. Training methods include discussion, skills practice exercises, and presentations by experts in the field, including local providers from a variety of settings.

Module I: Covers supervision and management issues from the beginning of recruitment until the aide is allowed to work independently with clients. The sessions focus heavily on recruitment, interviewing/selection, orientation, and competency testing of aides.

Module II: Covers ongoing supervision and management issues from the time the aide begins to work independently until she leaves employment as an aide. The sessions address scheduling, in-service training of aides and aide supervisory skills, including improving work habits, problem-solving and performance evaluation.

Module III: Covers broad agency and management issues related to directly providing or contracting for In-Home Aide Services. The sessions address service planning and fiscal management, contracting, record keeping and documentation requirements, and recognizing and rewarding staff.

Objectives

At the conclusion of all modules of this training, participants will be able to:

1. know and use successful techniques for recruiting, interviewing, and selecting in-home aides;
2. identify methods and tools for orienting, training and competency testing aides;
3. utilize techniques for assisting an in-home aide to improve work habits;
4. determine own strengths and weaknesses based on individual supervisory style;
5. know and use a range of training techniques for on-going aide training
6. determine the agency's actual unit cost of providing In-Home Aide Services and understand the cost implications of turnover;
7. describe supervisory techniques and agency approaches that can reduce turnover of in-home aides;
8. describe the pros and cons of contracting for In-Home Aide Services and techniques for improving contracting relationships; and
9. understand the importance of agency and community planning for In-Home Aide Services.

Audience

Staff directly responsible for In-Home Aide Services program management and aide supervision; other staff who have a role in the aide service program, such as: social workers, nurses, case managers, service coordinators, and aide schedulers. Participation will be open to participants from public and private agencies, including local aging, health, and social services programs, and home care agencies. Participants will have an opportunity for sharing knowledge and skills with their peers from a variety of local agency settings.

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This training is being sponsored by the NC Division of Aging & Adult Services in cooperation with the NC Divisions of Social Services, Public Health, Health Service Regulation, Services for the Blind, Mental Health, Developmental Disabilities and Substance Abuse Services; the Association of Home and Hospice Care of North Carolina; and a wide range of local provider agencies from all service sectors.

Contact Persons: For questions regarding training content, contact Donna White at (919) 855-3432 or Donna.White@dhhs.nc.gov.

NO TRAININGS CURRENTLY SCHEDULED

Person-Centered Thinking Training

Description

This two-day training was developed to help people who need services and support “get better lives, not just better plans.” It is a foundation for everyone involved in supporting people with significant disabilities, but its strategies can be generalized to many other interactions, both work-related and personal. The training consists of two days of exercises where the participants acquire basic person-centered thinking skills. Training methods include lecturates, guided exercises, group work and discussions.

Day One: Participants are provided instruction and ample practice in the processes and structures used to develop plans that support choice while addressing issues of health and safety. This day of activities relies on group work and discussion. Through a series of applied stories and guided exercises, participants practice sorting information using the following frameworks:

- What is important to a person and what is important for a person.
- Core responsibilities for those who provide support; when judgment and creativity is expected; what is outside the responsibility of paid staff.
- What makes sense and what doesn't make sense, and recording this information from a variety of perspectives.
- Aspects to consider when matching people who receive supports with people who provide supports.

Day Two: Participants are given instruction regarding key principles of person-centered thinking as applied through essential lifestyle planning. Participants develop their skills in person-centered thinking through a series of guided exercises, done in pairs with a fellow participant. Through directed conversation, listening and sorting information, and writing down what they have learned about their partner, participants practice skills required for developing person-centered plans. At the end of the day participants will have made their first person-centered plan.

Objectives

At the conclusion of this training, participants will be able to:

1. understand the importance of being listened to and the effects of having no positive control;
2. understand the role of daily rituals and routines;
3. discover what is important to people;
4. sort what is important for people from what is important to them;
5. respectfully address significant issues of health or safety while supporting choice; and
6. develop goals that help people get more of what is important to them while addressing issues of health and safety.

Audience

All human services providers, regardless of their role or agency.

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Contact Person: For registration information, contact Libby Phillips of CARES at (919) 962-0650 or visit the CARES training event web site (<http://www.ncswLearn.org>).

Date:	Location:
October 10 – 11, 2011	Asheville
November 8 – 9, 2011	Greenville
December 6 – 7, 2011	Hickory
January 18 – 19, 2012	Cary
March 12 – 13, 2012	Durham

Serious Mental Illness

Description

This two-day training is designed to enhance social workers' knowledge and skills in providing services to adults with serious mental illness. The curriculum familiarizes participants with symptoms and functional problems associated with severe and persistent mental illness; acquaints them with medications and side-effects; helps them understand the emotional impact of these illnesses on adults and their families; empowers them to access mental health services for adults; and helps them prevent or better manage difficult behaviors. The training addresses serious mental illness in general as well as the following specific disorders: Schizophrenia, Major Depressive Disorder, and Bipolar Disorders. Training methods include lecture, discussion, presentations by consumers of mental health services and family members, videotapes, and skills practice with case examples.

Objectives

At the conclusion of this training, participants will be able to:

1. define and describe the major types, signs, symptoms, and phases of severe and persistent mental illness and discuss what is known about causation;
2. list the major categories of psychotropic medications, their common use, and the risks and benefits of medication usage;
3. express increased empathy for the difficulties mental illness causes adults and their families;
4. describe effective ways to access mental health services for adults; and
5. identify effective methods of preventing and managing difficult behaviors.

Audience

Adult services social workers, supervisors; providers in the aging network, and others who provide services to older and disabled adults and their families.

Contact Person: For registration information, contact Libby Phillips of CARES at (919) 962-0650 or visit the CARES training event web site (<http://www.ncswLearn.org>).

Date:

December 7 – 8, 2011

January 10 – 11, 2012

Location:

Raleigh

New Bern

Service Planning (Webinar)

Description

The purpose of this webinar 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 one-hour webinar 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 webinar 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 webinar.

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

Adult care home case managers and their supervisors from county departments of social services. Previous completion of "*Effective Social Work Practice in Adult Services: A Core Curriculum*" is helpful, but not required, for participation in this training. Case manager must have access to a computer to participate in this webinar.

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.

Dates:

October 27, 2011

December 13, 2011

February 21, 2012

April 24, 2012

State-County Special Assistance Program Training (Video Conference)

Description

There will be one video conference training for the State-County Special Assistance (SA) Program, which will focus on SA resources assessment (first moment date and look back period) and will provide complex transfer of assets examples. Training will also be provided on how to reduce excess resources by appropriately applying the burial exclusion.

Objectives

At the conclusion of the SA training, SA case workers and supervisors should have a better understanding of how to assess countable resources and how to determine first moment. They should know how to determine the sanction period when multiple transfers are involved. Workers should also be able to understand how using the burial exclusion affects SA eligibility.

Audience

New and experienced workers are the target audience for this SA training. However, we recommend that prior to attending this training newer workers review the resources and transfer or resources training provided this past year, which is now available on the DAAS Special Assistance web page at the following link: http://www.ncdhhs.gov/aging/adultsvcs/SA_training_materials.htm

Contact Person: Registration is online at <http://www.ncswLearn.org>. For questions regarding training content, contact the Special Assistance Program Representatives at SpecialAssistance@dhhs.nc.gov.

IMPORTANT: This video conference training is limited to three hours and 45 minutes, starting promptly at 9:00 a.m. and ending at 12:45 p.m. Classroom materials will be emailed to participants before the training, and will need to be printed and brought to class.

Date and Locations:

This video conference training will be held on June 21, 2012 from 9:00 a.m. to 12:45 p.m. at the following six locations:

Please register for the specific location you wish to attend.

Wilkes Community College
Lowe's Hall, Room 1712
1328 S. Collegiate Drive
Wilkesboro

Stanly Community College
Snyder Building, Room 226
141 College Drive
Albemarle

(continued on next page)

Date and Locations (*continued*):

UNC-Wilmington
Education Building, Room 266
601 S. College Road
Wilmington

Information Technology Services
3900 Wake Forest Road
Raleigh

UNC-Asheville
Robinson Hall
129 Steelcase Teleconference Center
One University Heights
Asheville

Martin Community College
Building 1, Room 10A
1161 Kehukee Park Road
Williamston

State-County Special Assistance Program Training

Description

State-County Special Assistance (SA) Program training will focus on SA and SA In-Home eligibility policy, first moment verification and documentation, and burial exclusion.

Objectives

At the conclusion of the SA training, SA case workers and supervisors should have a better understanding of SA and SA/IH eligibility, first moment verification and documentation, and burial exclusion. They should also have a better understanding of any special issues addressed during the training.

Audience

New and experienced SA caseworkers and supervisors are the target audience for this SA training.

Contact Person: Registration is online at <http://www.ncswLearn.org>. For questions regarding training content, contact the Special Assistance Program Representatives at SpecialAssistance@dhhs.nc.gov.

Date:

Location:

October 26, 2011

Macon County DSS
Rooms A & B
1832 Lakeside Drive
Franklin

November 16, 2011

Wake County Human Services
Northern Regional Center, Room 163
350 East Holding Avenue
Wake Forest

November 17, 2011

Catawba County DSS
CG Assembly Room
3030 11th Avenue Drive, SE
Hickory

March 1, 2012

Pamlico County DSS
828 Alliance Main Street
Bayboro

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 and provides enhanced guidance on program policy and social work practice. It will educate 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.

Contact Person: Registration is online at <http://www.ncswLearn.org>. For questions regarding training content, contact the Adult Programs Representative (<http://www.ncdhhs.gov/aging/adultsvcs/aprlist.htm>) serving your county.

Dates:

Location:

September 14, 2011

Land-of-Sky Regional Council
Room 140
339 New Leicester Hwy.
Asheville

February 9, 2012

Onslow County DSS Training Center
(next to Peebles Department Store)
1245 Hargett Street
Jacksonville

April 19, 2012

Guilford County DSS
Training Room 123
1203 Maple Street
Greensboro

May 9, 2012

Onslow County DSS Training Center
(next to Peebles Department Store)
1245 Hargett Street
Jacksonville

Substance Use and Older Adults

Description

Researchers are beginning to recognize that alcohol and prescription drug misuse/abuse affects as many as 17 percent of older adults. This silent epidemic can mimic other behavioral or medical disorders during the assessment, screening, and treatment process. This workshop will help those who work with older adults recognize symptoms of substance abuse, practice screening questions, and identify treatment options in the community.

Objectives

At the conclusion of the workshop, participants will be able to:

1. identify the difference between early and late onset of alcohol abuse;
2. identify key aspects of use and abuse of prescription and over-the-counter medications of our senior population;
3. use screening tools appropriate for older adults; and
4. identify treatment approaches for people over 60.

Audience

Adult services social workers, supervisors, providers in the aging network, and others who provide services to older and disabled adults and their families.

Contact Person: For registration information, contact Libby Phillips of CARES at (919) 962-0650 or visit the CARES training event web site (<http://www.ncswLearn.org>).

NO TRAININGS CURRENTLY SCHEDULED

Working with Older Adults

Description

This is a two-day foundation course in aging for health and human services professionals from diverse settings. It is designed to provide basic information and skills needed to work effectively with older adults and their families. The training is divided into eight modules: Normal Aging; Diversity and Aging; Cognitive Loss and Older Adults; Mental Health and Older Adults; Change and Loss; Family and Caregiver Issues; Transitions; and Network of Resources. Training methods include lecturettes, skills practice, videos, work with case studies; and opportunities for discussion among participants about topics such as practice challenges, ethics and values, and end-of-life issues.

Objectives

At the conclusion of this training, participants will be able to:

1. distinguish differences between normal aging and pathology;
2. understand the common threads of aging while appreciating the diversity of older people;
3. describe life course transitions and their impact on older people and their families;
4. understand the challenges older adults and their families face; and
5. respect and advocate for the older person's autonomy, dignity, and right to make choices.

Audience

Health and human services professionals who want a basic knowledge of aging as it relates to working with older adults and their families.

Contact Person: For registration information, contact Libby Phillips of CARES at (919) 962-0650 or visit the CARES training event web site (<http://www.ncswLearn.org>).

Date:

November 8 – 9, 2011

April 4 – 5, 2012

Location:

Durham

Marion