



**DIVISION OF AGING AND ADULT
SERVICES TRAINING CATALOGUE**

JULY 2023

THROUGH

JUNE 2024

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ADULT SERVICES STAFF

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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

SPECIAL ASSISTANCE

Thomas Grecco	Special Assistance Program Administrator
Charlotte Blake	Continuous Quality Improvement Specialist
Wendy Booth	Continuous Quality Improvement Specialist
Charlotte Gibbons	(NC FAST) Special Assistance
Latesha Haddock	Continuous Quality Improvement Specialist
Dawn Jernigan	Continuous Quality Improvement Specialist
Saunji Perry	Continuous Quality Improvement Specialist
Valerie Williams	Continuous Quality Improvement Specialist
Laurie Williamson	Continuous Quality Improvement Specialist

ANNOUNCEMENTS / UPDATES

We are thrilled to announce some exciting changes to our training calendar that will greatly enhance your experience and make it easier for both leadership and workforce to navigate and enroll in relevant courses. We have revamped our training structure by introducing new training tracks and updating the names of our courses, streamlining the process, and aligning it more closely with your professional development goals.

1. **Introducing New Training Tracks:** We understand the importance of having clear paths for growth and development within your organization. To better assist you in identifying the most suitable courses for your career progression, we have introduced the following training tracks:
 - a. **Tier 1-Foundations for Aging and Adult Services:** This track will include Prerequisite 100: Foundations of Social Work Practice, which is a new curriculum. Additionally, this track will include Prerequisite 101: Adult and Family Service Planning, and Prerequisite 102: Medicaid Administrative Claiming. We recommend that all new Adult Services staff begin with this track prior to moving on to our program specific training tracks.
 - b. **Tier 2-Program Specific Tracks:** This tier includes Tier 2 A: Adult Protective Services Track, Tier 2 B: Guardianship Track, Tier 2 C: SAIH Track, Tier 2 D: Leadership Track, and Tier 2 E: General Course Work. We recommend that staff members take all assigned courses under their program track, as well as the general course work track. For Adult Services staff that work across multiple programs, the recommendation is to consult with supervision to determine which program track they should start with.
 - c. **Tier 3-Ongoing, Advanced Training:** This track includes advanced level training that participants should enroll in once they have completed the required course work in Tier 1 and Tier 2.
2. **Updated Course Names:** In an effort to provide a clearer understanding of the content and objectives of each course, we have rebranded our training programs with more descriptive names. The updated names reflect the core concepts covered, ensuring that you can easily identify the courses most relevant to your professional goals.
3. **Upcoming Courses:** We are excited to share that our dedicated team is diligently working on developing new courses that will further enhance our training catalogue. These upcoming courses cover a range of topics, including Social Worker Safety, Preparing for Programmatic Monitoring, and an enhanced SPMI curriculum. We are confident that these new additions will provide you with even more opportunities for growth and skill enhancement.
 - a. Upcoming Courses are highlighted in yellow on the map to easily identify which courses are not yet available for registration.

Stay tuned for future announcements and updates as we unveil these exciting new courses through our listserv and SharePoint site. We are committed to continuously expanding and evolving our training offerings to meet your professional needs.

We believe that these enhancements will significantly simplify the process of selecting and enrolling in the right training opportunities. We are excited about these changes and are confident that they will

provide you with greater clarity and improved access to valuable learning experiences. We remain committed to supporting your ongoing growth and development in Adult Services.

TRAINING TRACKS MAP

DAAS Training Tracks Map

Tier 1
Prerequisites

FOUNDATIONS OF
SOCIAL WORK

ADULT AND FAMILY
SERVICE PLANNING

MEDICAID
ADMINISTRATIVE
CLAIMING

Tier 2 Program Tracks

2A

APS

APS 201:
APS for
Non-APS
Worker*

APS 200 APS Basic
Skills*

APS 202: Financial
Exploitation

APS 203: Capacity
to Consent

APS 204: Adult
Abuse, Neglect and
Exploitation

2B

GUARDIANSHIP

Guardianship 200:
The Basics of
Guardianship*

Guardianship 201:
Guardianship for
Corporations

Guardianship 202:
Beyond
Guardianship

2C

SAIH

SAIH 200: The
Basics of Case
Management

2D

LEADERSHIP

Leadership 200: Adult
Services Supervisor
Training

Leadership 201:
Preparing for
Programmatic Monitoring

Leadership 202:
Concepts of CQI

2E

GENERAL
SERVICES

GS 200: The Aging Process

GS 201:
Effectively Interviewing Adults
with Mental Illness and IDD

GS 202: Social Worker Safety

GS 203: Stress and Self-Care

GS 204: Time Management

GS 205: Building Rapport

GS 206: Working with the LGBT-
Population

GS 207: Health Equity

GS 208: COVID-19

Tier 3 Ongoing, Advanced Training

General AS 300:
Foundations of
Mental Health &
Mental Illness

General AS 301:
Anxiety
Disorders
Overview

General AS 302:
Mood Disorders
Overview

General AS 303:
Substance Use
Disorders
Overview

General AS 304:
Severe & Persistent
Mental
Illness

General AS 305:
Legal Concepts

Trainings with an * require an online pre-service component before starting track.



TIER ONE:
FOUNDATIONS FOR AGING AND ADULT
SERVICES

PREREQUISITE 100: FOUNDATIONS OF SOCIAL WORK PRACTICE

DESCRIPTION:

Prerequisite 100: Foundations of Social Work Practice is a two-day instructor led training 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 **NDAAS LMS** at <https://ncdaas.myabsorb.com/#/login>. For questions regarding training content, contact Christie Danforth at christie.danforth@dhhs.nc.gov.

PREREQUISITE 100: FOUNDATIONS OF SOCIAL WORK PRACTICE	
July 18-19	Virtual
September 27-28	Virtual
December 19-20	Dorothea Dix Campus
January 24-25	Virtual
February 13-14	Virtual
April 23-24	Dorothea Dix Campus
June 25-26	Virtual

PREREQUISITE 101: ADULT AND FAMILY SERVICE PLANNING

DESCRIPTION:

Prerequisite 101: 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:

County department of social services adult services social workers and supervisors.

REGISTRATION:

Registration is online via the **NCDAAAS LMS** at <https://ncdaas.myabsorb.com/#/login>. For questions regarding training content, contact Christie Danforth at christie.danforth@dhhs.nc.gov.

PREREQUISITE 101: ADULT AND FAMILY SERVICE PLANNING	
August 15 th	Dorothea Dix Campus
October 25 th	Virtual
December 13 th	Virtual
January 23 rd	Virtual
March 13 th	Virtual
May 16 th	Dorothea Dix Campus

PREREQUISITE 102: MEDICAID ADMINISTRATIVE CLAIMING

DESCRIPTION:

Prerequisite 102: Medicaid Administrative Claiming is a full-day instructor led training describing 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:

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

1. Describe the objective of Medicaid Administrative Claiming (MAC) which is to provide supportive services to Medicaid eligible adults and children;
2. Identify the medical and mental health needs that increase the risk of adverse health events; implement strategies that will address those needs through education in self-care, optimization of medical treatment, and integration of care;
3. Develop strategies that will raise the quality of healthcare, improve health outcomes, prevent costly hospitalizations, and promote the holistic health of families.

AUDIENCE:

County department of social services adult services and child welfare social workers and supervisors.

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 **NCDAAAS LMS** at <https://ncdaas.myabsorb.com/#/login>. For questions regarding training content, contact Christie Danforth at christie.danforth@dhhs.nc.gov.

PREREQUISITE 102: MEDICAID ADMINISTRATION CLAIMING (MAC)	
September 26 th	Virtual
October 4 th	Dorothea Dix Campus
November 8 th	Virtual
January 4 th	Virtual
April 9 th	Virtual
May 7 th	Dorothea Dix Campus



**TIER TWO A:
ADULT PROTECTIVE SERVICES TRACK**

APS 200: THE BASICS OF APS

DESCRIPTION:

APS 200: The Basics of APS provides the foundation for APS. This course contains a pre-service and instructor led 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 instructor led 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 instructor led 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 instructor led 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.

OBJECTIVES:

At the conclusion of the pre-service and instructor led 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 supervisors who have management responsibility for this program area.

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 200: THE BASICS OF APS	
July 24-26, 31 & August 1	Virtual
September 5-6 & 12-14	Virtual
October 10-11 & 17-19	Dorothea Dix Campus
November 13-17	Virtual
January 3-4 & 9-11	Virtual
March 4-5 & 11-13	Virtual
May 14-15 & 21-23	Dorothea Dix Campus

APS 201: APS FOR THE NON-APS WORKER

DESCRIPTION:

APS 201: APS for the Non-APS Worker, consists of a pre-service and instructor led 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 instructor led training.

OBJECTIVES:

At the conclusion of the pre-service and instructor led training, participants will be able to:

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 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 201: APS FOR THE NON-APS WORKER	
August 14-15	Virtual
November 1-2	Dorothea Dix Campus
February 29-March 1	Virtual
June 6-7	Dorothea Dix Campus

APS 202: FINANCIAL EXPLOITATION

DESCRIPTION:

APS 202: Financial Exploitation training is designed to enhance knowledge and skills necessary to perform quality evaluations in response to the complexities involved with allegations of financial exploitation. Training consists of group discussion, lecture, and skills practice.

Completion of the Adult Protective Services 200: The Basics of APS training is a prerequisite for attending this training.

OBJECTIVES:

At the conclusion 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; and
5. Understand the components of a financial exploitation evaluation.

AUDIENCE:

Social workers that have the responsibility for evaluating allegations of financial exploitation cases and line supervisors who have management responsibility for this program area.

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: FINANCIAL EXPLOITATION	
August 7 th	Virtual
October 24 th	Virtual
December 12 th	Dorothea Dix Campus
February 27 th	Dorothea Dix Campus
April 12 th	Virtual
June 11 th	Virtual

APS 203: ASSESSING CAPACITY

DESCRIPTION:

APS 203: 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.

Completion of the Adult Protective Services 200: The Basics of APS training is a prerequisite for attending this training.

OBJECTIVES:

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

1. 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. 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.

REGISTRATION:

Registration is online via the **NDAAS LMS** at <https://ncdaas.myabsorb.com/#/login>. For questions regarding training content, contact Denyse Leake at denyse.leake@dhhs.nc.gov.

APS 203: ASSESSING CAPACITY	
August 8 th	Virtual
October 23 rd	Virtual
December 11 th	Dorothea Dix Campus
February 28 th	Dorothea Dix Campus
April 11 th	Virtual
June 10 th	Virtual

The background is a watercolor-style illustration in shades of teal and light blue, with thin gold lines and dots scattered throughout. A dark grey rounded rectangle is centered on the page, containing the text.

TIER TWO B:
GUARDIANSHIP TRACK

GUARDIANSHIP 200: THE BASICS OF GUARDIANSHIP

DESCRIPTION:

Guardianship 200: 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.

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 instructor led portion of training. Pre-service focuses on policy and law, critical Guardianship definitions, identifying key persons and processes for Guardianship in the DSS agency. The instructor led component has been designed to provide hands on experience to each part of the Guardianship process and to further establish the foundations of Guardianship so that casework is successful. The training consists of pre-service and three (3) days of instructor led 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 that have been 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 Preston Craddock at preston.craddock@dhhs.nc.gov.

GUARDIANSHIP 200: THE BASICS OF GUARDIANSHIP	
August 9-11	Dorothea Dix Campus
September 6-8	Virtual
November 27-29	Virtual
January 17-19	Virtual
February 7-9	Virtual
March 6-8	Dorothea Dix Campus
May 8-10	Virtual

GUARDIANSHIP 201: GUARDIANSHIP FOR CORPORATIONS

DESCRIPTION:

Guardianship 201: 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. Better understand the North Carolina Adult Protective Services process,
2. Better 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 contracted through DHHS and appointed by county clerks of court to work 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 201: GUARDIANSHIP FOR CORPORATIONS	
August 9 th	Virtual
October 10 th	Virtual
January 10 th	Virtual
April 16 th	Virtual

GUARDIANSHIP 202: BEYOND GUARDIANSHIP

DESCRIPTION:

Guardianship 202: Beyond Guardianship, builds upon the Basics of Guardianship course 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; learn about alternatives to guardianship and how to put them into place to safely support autonomy and independence.

Completion of Guardianship 200: The Basics of Guardianship training is a prerequisite for attending this training.

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. Discuss why Supported Decision-Making (SDM) and other less restrictive options are valuable to individual choice and self-determination.
4. Recognize the goals of and resources provided by the North Carolina Rethinking Guardianship initiative.

AUDIENCE:

Program administrators, supervisors, social workers, case managers, staff of county departments of social services and contracted corporations that have been 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 Preston Craddock at preston.craddock@dhhs.nc.gov.

GUARDIANSHIP 202: BEYOND GUARDIANSHIP	
August 22 nd	Virtual
September 14 th	Virtual
October 6 th	Dorothea Dix Campus
January 31 st	Virtual
April 10 th	Virtual
May 17 th	Dorothea Dix Campus
June 12 th	Virtual



TIER TWO C:
SAIH TRACK

SAIH 200: THE BASICS OF CASE MANAGEMENT

DESCRIPTION:

SAIH 200: 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. This course has been updated to reflect the latest changes in the SAIH Case Management Manual.

OBJECTIVES:

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

1. Have a better understanding of the SAIH program;
2. Apply what they have learned to improve everyday practice.

AUDIENCE:

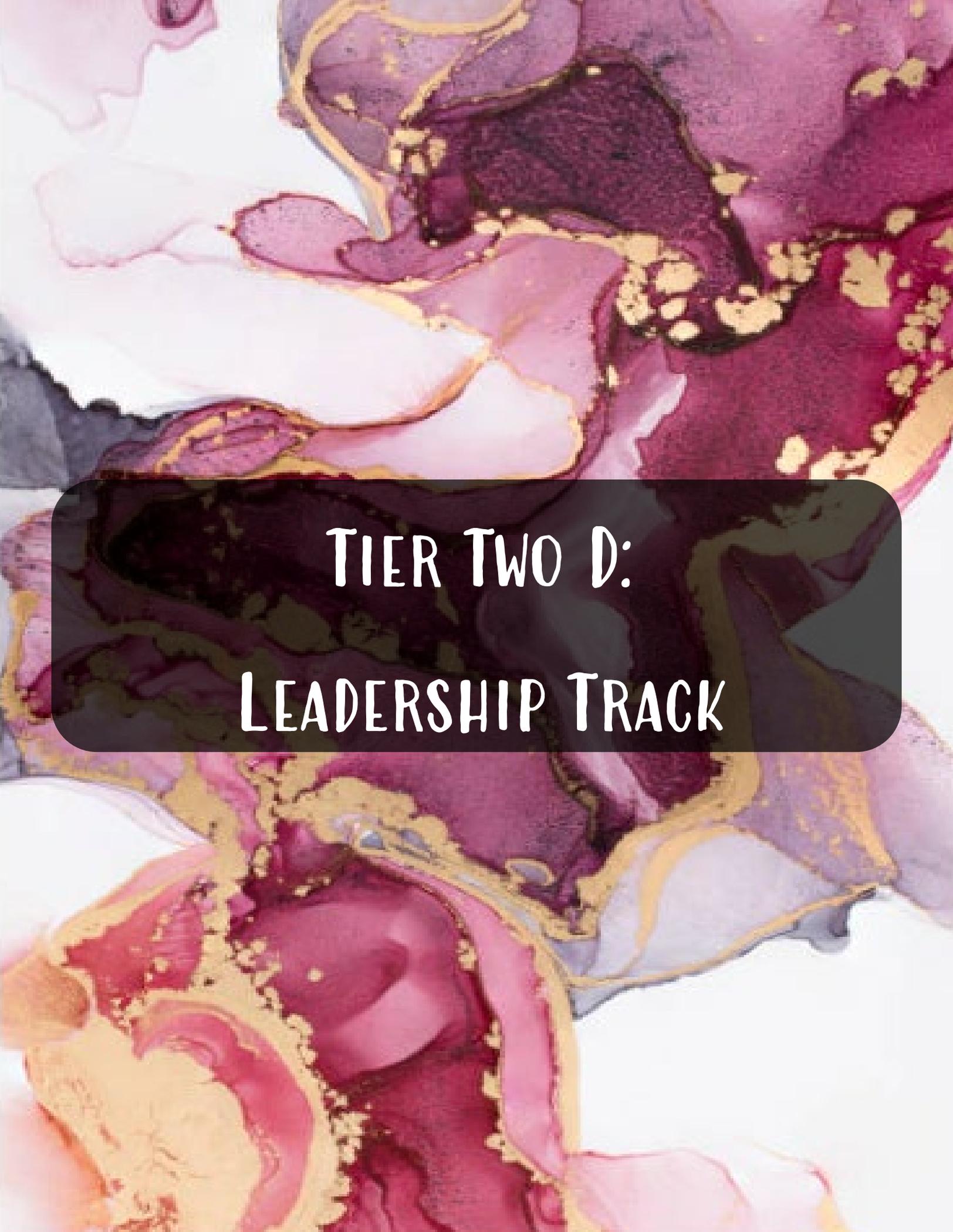
Staff in county departments of social services who provide case management or supervision for SAIH recipients.

PLEASE NOTE: This session does not cover specific guidance for working with consumers eligible for SAIH under the “Transitions to Community Living.”

REGISTRATION:

Registration is online via the **NCDAAAS LMS** at <https://ncdaas.myabsorb.com/#/login>. For questions regarding training content, contact Christie Danforth by email at christie.danforth@dhhs.nc.gov.

SAIH 200: THE BASICS OF CASE MANAGEMENT	
July 12 th	Virtual
September 26 th	Virtual
January 17 th	Virtual
April 18 th	Virtual
May 8 th	Virtual
June 5 th	Dorothea Dix Campus

The background is a vibrant watercolor composition. It features a mix of deep purple, magenta, and pink hues, with some areas of white and light yellow. The colors are blended and layered, creating a rich, textured effect. A dark, semi-transparent rounded rectangle is centered over the image, containing the text.

TIER TWO D:
LEADERSHIP TRACK

LEADERSHIP 200: ADULT SERVICES SUPERVISOR TRAINING

DESCRIPTION:

Leadership 200: Adult Services 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 supervisor, strength-based leadership as well as coaching, mentoring, and training. This interactive training utilizes lectures and group participation. Although this training is designed for new supervisors, all levels of experience 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 assess 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.

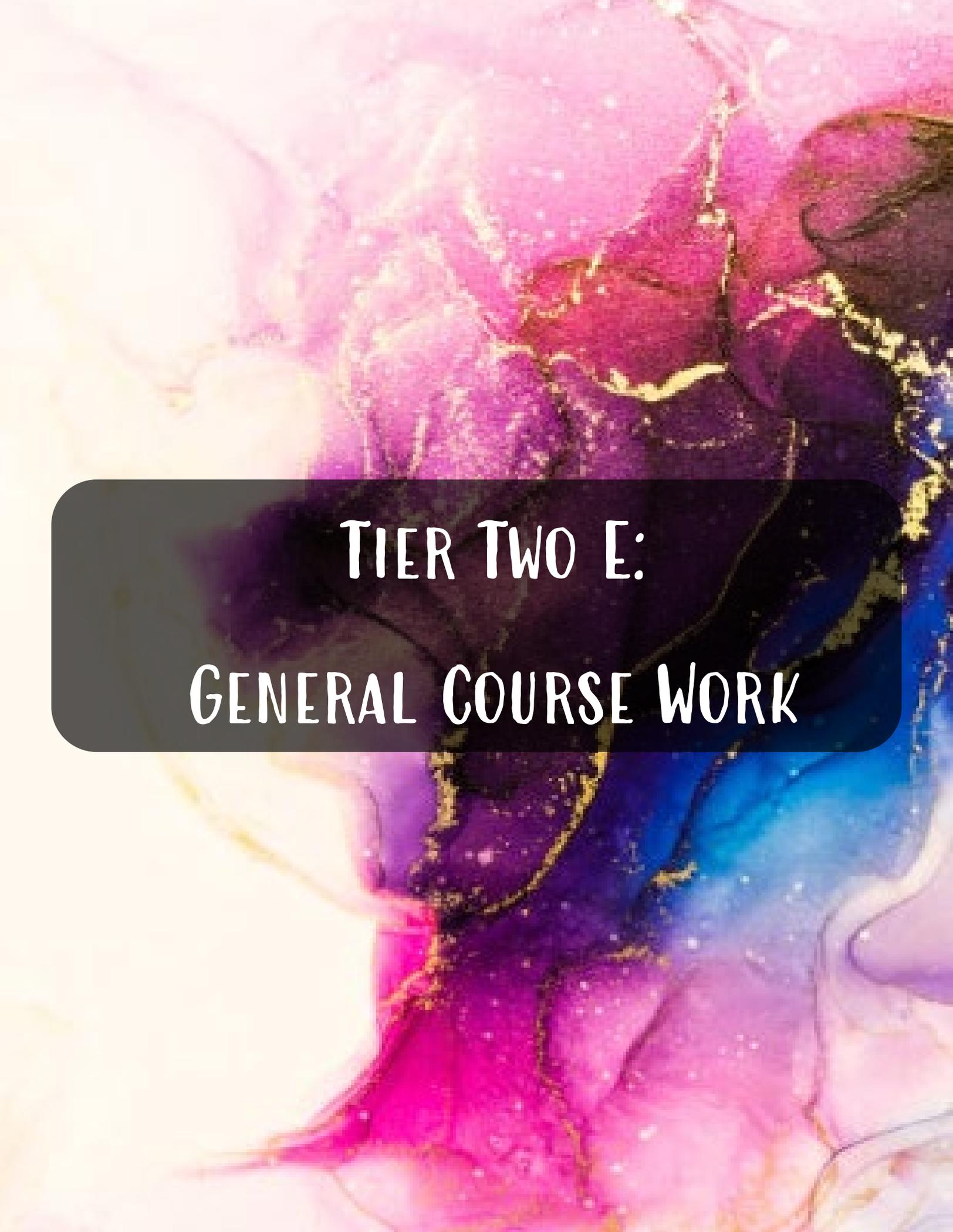
AUDIENCE:

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 200: ADULT SERVICES SUPERVISOR TRAINING	
September 18-19	Virtual
November 6-7	Dorothea Dix Campus
February 21-22	Virtual
June 4-5	Virtual



**TIER TWO E:
GENERAL COURSE WORK**

GENERAL SERVICES 206: WORKING WITH THE LGBTQ+ POPULATION

DESCRIPTION:

General Services 206: Working With the LGBTQ+ Population is an on-demand training that introduces learners to topics that are particularly relevant to working with this population.

OBJECTIVES:

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

1. Have a better understanding of working with the LGBTQ+ population;
2. Understanding of specific terminology and person-centered language.

AUDIENCE:

County DSS staff and guardianship corporation staff that would like to enhance their knowledge in working with the LGBTQ+ population.

REGISTRATION:

Registration is online via the **NCDAAS LMS** at <https://ncdaas.myabsorb.com/#/login>.

GENERAL SERVICES 207: HEALTH EQUITY

DESCRIPTION:

General Services 207: Health Equity is an on-demand training that will introduce participants to topics regarding the differences between equity and equality in healthcare.

OBJECTIVES:

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

1. Understand the differences between health equity and health equality;
2. Understand how these differences impact adults.

AUDIENCE:

County DSS staff and guardianship corporation staff that would like to enhance their knowledge in health equity.

REGISTRATION:

Registration is online via the **NCDAAS LMS** at <https://ncdaas.myabsorb.com/#/login>.

GENERAL SERVICES 208: COVID-19

DESCRIPTION:

General Services 208: COVID-19 is an on-demand training that will introduce participants to topics regarding COVID-19 pandemic and safety protocols.

OBJECTIVES:

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

1. Understand the challenges faced during the COVID-19 pandemic;
2. Understand safety protocols used during emergency declarations.

AUDIENCE:

County DSS staff and guardianship corporation staff that would like to enhance their knowledge of pandemic safety protocols.

REGISTRATION:

Registration is online via the **NCDAAS LMS** at <https://ncdaas.myabsorb.com/#/login>.



**TIER THREE:
ONGOING, ADVANCED TRAINING**

GENERAL AS 304: SEVERE AND PERSISTENT MENTAL ILLNESS

DESCRIPTION:

General AS 304: Severe and Persistent Mental Illness is a two-day instructor led training that will provide information about mental illness, to offer skill-building exercises for workers providing services to individuals diagnosed with a mental illness, familiarize 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 Christie Danforth by email at christie.danforth@dhhs.nc.gov.

GENERAL AS 304: SEVERE AND PERSISTENT MENTAL ILLNESS (SPMI)	
August 29-30	Virtual
September 20-21	Dorothea Dix Campus
October 31-November 1	Virtual
December 5-6	Dorothea Dix Campus
March 20-21	Virtual
April 16-17	Virtual
May 29-30	Virtual

GENERAL AS 305: LEGAL CONCEPTS

DESCRIPTION:

General AS 305: Legal Concepts is an instructor led 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 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;
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 **NCDAAAS 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 305: LEGAL CONCEPTS	
September 29 th	Virtual
December 8 th	Virtual
March 22 nd	Virtual
June 28 th	Virtual

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>