Adult Services Training Catalog FY 25/26

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North Carolina Department of Health and Human Services, Division of Social Services

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Adult Services Staff

Leadership Team   (919) 855-3400

Karey Perez	Deputy Director
Sarah M. Richardson	Program Administrator

Program Team

LeShana Baldwin	Adult Services Program Coordinator
Christie Danforth	Adult Services Program Coordinator
Alexandria Wilkens	Adult Services Program Coordinator
Denyse Leake	Adult Protective Services Consultant
Preston Craddock	Guardianship Consultant
Arlette Lambert	Adult Services Policy Consultant

Administrative Team

Kristi Dunn	Administrative Specialist
Kimberly Johnson	Administrative Specialist
Charlene Wilson	Administrative Specialist

CQI Specialist Team

April Black	Continuous Quality Improvement Specialist
LaVerne Blue	Continuous Quality Improvement Specialist
Melanie Corprew	Continuous Quality Improvement Specialist
Anthony Hodges	Continuous Quality Improvement Specialist
Katie McCarron	Continuous Quality Improvement Specialist
Kate Walton	Continuous Quality Improvement Specialist
Wendy Whitfield	Continuous Quality Improvement Specialist
Linda Brumsey-Moore	Human Services Coordinator

Announcements & Updates

LMS Training Access and New Course Updates
To improve access to the full training schedule, we've made the following enhancements to the LMS:
- Course Details in LMS: Clicking on a course description in the LMS course catalog now displays the session type and available dates directly for each course.
- New Calendar Button: A Calendar button has been added to the Training Catalog, allowing you to download a calendar view of all available trainings for the fiscal year.

New and Updated Courses
- New Course – Guardianship 205: Working Towards Restoration
  This instructor-led course will guide counties through the restoration process, including how to identify when an individual under guardianship may be ready for restoration, how to petition for restoration, and the challenges that may arise during the process.
- Revised Course – Guardianship 200: The Basics of Guardianship
  Launching later this year, this updated version adds a full day of training to better support new guardianship social workers and provide a refresher for experienced staff.

As a reminder, we recommend that County DSS staff complete the basic courses every four years, as course content is regularly updated to reflect current practice and policy.

Total Training Hours Available This Fiscal Year: 1,452
We encourage staff to take advantage of the expanded offerings and improved access features to support their continued professional development. We will continue to add additional courses continuously throughout the year. If a course is listed, but not currently available on the LMS, that means the course is in development and will be made available at a later date.
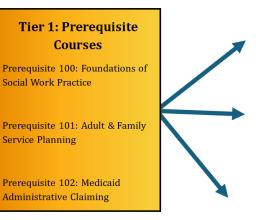
Prior to Attending Training:
- Participants must have access to a microphone in order to fully participate and receive credit for virtual sessions.
- Participants should avoid having anything scheduled during training times. Participants should notify the instructor for absences less than 15 minutes. Absences longer than 15 may result in loss of credit and a need to re-enroll.
- Participants cannot attend part of a multiday training and then make up other days at a different session.
- Please make sure materials are printed prior to attending training. For virtual sessions, the participants should have the materials downloaded and easily accessible.

Training Tracks Map

Step 1

Tier 1: Prerequisite Courses

Prerequisite 100: Foundations of Social Work Practice

Prerequisite 101: Adult & Family Service Planning

Prerequisite 102: Medicaid Administrative Claiming

Step 2

Tier 2 A: APS Training Courses
APS 200: The Basics of APS   OR   APS 201: APS for the Non-APS Worker
APS 202: Financial Exploitation
APS 203: Assessing Capacity
APS eLearning Courses

Tier 2 B: Guardianship Training Courses
Guardianship 200: The Basics of Guardianship
Guardianship 201: Guardianship for Corporations (Corporation Staff Only)
Guardianship 202: Beyond Guardianship
Guardianship 203: GOE & General Guardianship
Guardianship 204: Guardianship Today
Guardianship 205: Working Towards Restoration
Guardianship eLearning Courses

Tier 2 C: SAIH Training Courses
SAIH 200: The Basics of SAIH Case Management
SAIH eLearning Courses

Step 2a: Leadership

Tier 2 D: Leadership Training Courses
Leadership 200: Adult Services Supervisor Training
Leadership eLearning Courses

Step 2b: General Course Work

Tier 2 E: General Course Work Training Courses
General Course Work eLearning Courses

Step 3

Tier 3: Ongoing, Advanced Training Courses
*GS 300: Foundations of Mental Health and Mental Illness
*GS 301: Anxiety Disorders Overview
*GS 302 Depressive Disorders Overview
*GS 303: Substance Use Disorders Overview

GS 304: Severe & Persistent Mental Illness
GS 305: Legal Concepts
Tier 3 eLearning Courses

*These eLearning courses must be completed prior to GS 304

Tier 4: Tech How-To Hub eLearning Courses
Adult Services SharePoint Tutorial
AS Platform Registration & Support Form Walkthrough

Tier 1:
Foundations for Adult Services Training

Tier 1: Training Track Map

Tier 1: Prerequisite Courses

Prerequisite 100: Foundations of Social Work Practice

Tier 1: Prerequisite Courses

Prerequisite 101: Adult & Family Service Planning

Tier 1: Prerequisite Courses

Prerequisite 102: Medicaid Administrative Claiming

Prerequisite 100: Foundations of Social Work Practice

Description:
This thorough training course delves into the fundamental principles and practices of social work within the context of Adult Services. Participants will begin with an overview of Adult Services' roles and responsibilities and the philosophy and values that guide their work. They will also review the concepts of integrating Adult Services administration and social work practice into their daily work. Additionally, participants will learn the vital role they play in promoting family centered practices, empowering adults and their families, and recognizing the importance of cultural differences when working with adults and their families. This is a five-day course that provides 30 training hours.

Objectives:
At the conclusion of this training, participants will be able to:
1. Describe the legal and ethical frameworks that govern decision-making about least restrictive settings, including the principle of informed consent and the use of least restrictive alternatives.
2. Explain the roles and responsibilities of their position.
3. Explain the components of assessments and service planning.

Audience:
County Department of Social Services Adult Services Social Workers and Supervisors.

Registration:
Registration is online via the DHHS Adult Services LMS at https://ncdhhs-adult-services.myabsorb.com/#/login. For questions regarding training content, contact Christie Danforth at christie.danforth@dhhs.nc.gov.

Training Dates	Type of Training
July 28-August 1	In-Person
September 8-12	Virtual
October 6-10	Virtual
November 3-7	In-Person
January 5-9	Virtual
February 2-6	In-Person
April 6-10	Virtual
May 4-8	In-Person

Prerequisite 101: Adult and Family Service Planning

Description:
Adult and Family Service Planning is a training 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. This is a one-day course that provides 6 training hours.

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 designing solutions to meet those needs.
3. Listen to the individual to determine not only what they need but what they want using the concepts of person-centered planning.
4. Learn how to evaluate progress on the service plan and what to do when a goal is met or is no longer relevant.

Audience:
Social Workers and Supervisors responsible for developing and implementing service plans.

Registration:
Registration is online via the DHHS Adult Services LMS at https://ncdhhs-adult-services.myabsorb.com/#/login. For questions regarding training content, contact Christie Danforth at christie.danforth@dhhs.nc.gov.

Training Dates	Type of Training
July 14	Virtual
October 20	Virtual
November 10	In-Person
January 23	In-Person
March 30	In-Person
May 21	Virtual
June 22	Virtual

Prerequisite 102: Medicaid Administrative Claiming

Description:
Medicaid Administrative Claiming (MAC) is a training that describes MAC billable activities. It provides examples of appropriate interactions and strategies for Medicaid eligible adults and children with physical or mental health needs; and will utilize skills practice exercises, audiovisuals, and case studies. This is a one-day course that provides 6 training hours.

Objectives:
At the conclusion of this training, participants will be able to:
1. Understand the role of Medicaid Administrative Claiming (MAC).
2. Identify program codes related to MAC.
3. Identify which services can be billed to MAC program codes.

Audience:
This course is open to Adult Services Social Workers and Child Welfare Social Workers and their Supervisors located in the Adult Services and/or Children Services units from County Departments of Social Services.

Registration:
Registration is online via the DHHS Adult Services LMS at https://ncdhhs-adult-services.myabsorb.com/#/login. For questions regarding training content, contact Christie Danforth at christie.danforth@dhhs.nc.gov.

Training Dates	Type of Training
July 15	Virtual
September 26	Virtual
October 21	Virtual
December 18	In-Person
January 12	Virtual
March 31	In-Person
May 22	Virtual
June 26	Virtual

Tier 2A:
Adult Protective Services Training

Tier 2A: Training Track Map

APS Training Courses: The Basics

APS 200: The Basics of APS   OR   APS 201: APS for the Non-APS Worker

Only one course is required. APS 200 should be completed by APS workers, while APS 201 should be completed by staff that will participate in intake and screening activities only.

APS Training Courses: Advanced

APS 202: Financial Exploitation
APS 203: Assessing Capacity

Staff must have completed APS 200 or APS 201 no more than 4 years prior to taking these courses.

APS Training Courses: eLearning

APS 205: APS in Facilities
APS 206: County of Location/County of Residence
APS 207: Capacity Overview
APS 208: Intake Excellence
APS 210: Mastering Case Decisions
APS 211: Review of the 5026
APS 212: Utilizing HelpVul in Adult Services
APS 213: Mobilization of Protection

eLearning can be taken in any order.

APS 200: The Basics of APS

Description:
This course provides the foundation for APS and contains a pre-service and instructor-led component to provide County DSS staff with a working knowledge of law, policy, and practice competencies. This training will enhance basic skills in receiving and evaluating reports and in planning services for abused, neglected, or exploited disabled adults who are found to need protective services. This course is a prerequisite for APS 202: Financial Exploitation and APS 203: Assessing Capacity, and the APS eLearning courses. This is a five-day course that provides 30 training hours.

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, and the reason for consistent implementation of these statutory requirements and policies.
2. Understand what the Administration for Community Living (ACL) "voluntary APS guidelines" are.
3. 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.
4. Understand the philosophical framework which emphasizes social work values critical to APS practice.

Audience:
Social Workers who primarily work APS cases and line Supervisors who have management responsibility for this program area.

Registration:
Registration is online via the DHHS Adult Services LMS at https://ncdhhs-adult-services.myabsorb.com/#/login. For questions regarding training content, contact Denyse Leake at: denyse.leake@dhhs.nc.gov.

Training Dates	Type of Training
July 7-11	Virtual
August 11-15	In-Person
September 29-October 3	Virtual
November 3-7	Virtual
December 8-12	In-Person
January 26-30	Virtual
February 9-13	In-Person
March 2-6	Virtual
May 11-15	In-Person
June 1-5	Virtual

APS 201: APS for the Non-APS Worker

Description:
APS for the Non-APS Worker consists of a pre-service and instructor-led component, which are designed for County **DSS staff whose primary responsibility isn't working in the APS program**. This training will provide participants with a basic knowledge of law, policy, and practice competencies as well as a basic overview in receiving and evaluating reports for abused, neglected or exploited disabled adults. This is a two-day course that provides 12 training hours.

Objectives:
By the end of this training participants will:
1. Understand basic components of the intake process for APS.
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.
5. Know the "do's and don'ts" of making their first home visit.

Audience:
Social Workers who provide back-up or after-hours coverage for APS or have responsibility for Adult Services intake. **This training is not meant for County DSS staff whose primary responsibility is working in Adult Protective Services.**

Registration:
Registration is online via the DHHS Adult Services LMS at https://ncdhhs-adult-services.myabsorb.com/#/login. For questions regarding training content, contact Denyse Leake at denyse.leake@dhhs.nc.gov.

Training Dates	Type of Training
August 25-26	Virtual
October 28-29	Virtual
December 15-16	In-Person
February 2-3	In-Person
April 27-28	Virtual
May 18-19	Virtual

APS 202: Financial Exploitation

Description:
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, lectures, and skills practice. This is a one-day course that provides 6 training hours.

Completion of the Adult Protective Services Basic Skills training is a prerequisite for attending this training.

Objectives:
By the end of this training, participants will:
1. Be able to identify indicators of financial exploitation.
2. Be familiar with tools used to assist in evaluating financial exploitation.
3. Understand indicators of financial exploitation.
4. Recognize common victim and perpetrator characteristics of financial exploitation.
5. Understand the components of a financial exploitation evaluation.

Audience:
Social Workers that have the responsibility of evaluating allegations of financial exploitation cases in APS and line Supervisors who have management responsibility for this program area. This training is being offered as an advanced level course (beyond the Basic Skills Training) for APS staff. Completion of the Adult Protective Services Basic Skills training is a prerequisite for attending this training

Registration:
Registration is online via the DHHS Adult Services LMS at https://ncdhhs-adult-services.myabsorb.com/#/login. For questions regarding training content, contact Denyse Leake at denyse.leake@dhhs.nc.gov.

Training Dates	Type of Training
July 28	Virtual
September 16	Virtual
November 18	In-Person
December 2	Virtual
February 24	In-Person
April 30	Virtual
June 12	Virtual

APS 203: Assessing Capacity

Description:
APS 203: Assessing Capacity provides participants with 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 competency are discussed. 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. This is a one-day course that provides 6 training hours.

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 illnesses and how these impact capacity and 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. This training is being offered as an advanced level course (beyond the APS Basic Skills Training) for APS staff. Completion of The Basics of APS is a prerequisite for attending this training.

Registration:
Registration is online via the DHHS Adult Services LMS at https://ncdhhs-adult-services.myabsorb.com/#/login. For questions regarding training content, contact Denyse Leake at denyse.leake@dhhs.nc.gov.

Training Dates	Type of Training
July 29	Virtual
September 15	Virtual
October 27	Virtual
November 17	In-Person
December 1	Virtual
February 23	In-Person
April 29	Virtual
June 11	Virtual

APS eLearning Courses

Each of these eLearning training courses will take approximately 15-60 minutes to complete and are appropriate for all levels of staff.

APS 205: APS in Facilities
APS in Facilities is appropriate for all levels of staff. In this training, participants will learn the skills they will need to conduct Adult Protective Services reports in a facility.

APS 206: Count of Location/County of Responsibility
COL/COR is an eLearning training in which participants will learn County of Location (COL) and County of Residence (COR) practices regarding APS reports.

APS 207: Capacity Overview
Capacity Overview is appropriate as a refresher for participants who have already completed the instructor-led APS 203: Assessing Capacity course. In this training, participants will learn how to assess capacity and incapacity and use the FRAME acronym when asking questions about capacity while completing exercises.

APS 208: Intake Excellence
Intake and Screening is an eLearning course where participants will learn how to identify and understand the components of the intake process for APS to gather sufficient information. Participants will get refreshers on how to screen in or out an APS report and determine the time frame.

APS 210: Mastering Case Decisions
In the Case Decisions eLearning course participants will learn the difference between crisis and emergency during the evaluation phase, define the 3 types of case decisions, understand case decisions guidelines and timeframes, and how to document the case decision date on the 5026 form.

APS 211: Review of the 5026
This training was designed to provide self-paced instruction to all levels of staff about the purpose and function of the 5026 form (Report to Adult Services Register) and step-by-step guidance on how to complete each section located within the form.

APS eLearning Courses

APS 212: Utilizing HelpVul in Adult Services
This training covers HelpVul, a cutting-edge platform that streamlines APS intake reports/referrals from financial institutions and will provide the crucial skills necessary to effectively use HelpVul, ensuring APS cases are handled promptly and accurately. Participants will discover how to utilize this tool to improve collaboration with financial entities and grasp its features and advantages during APS intake procedures. This training is appropriate for all levels of staff.

APS 213: Mobilization of Protection
In this eLearning course participants will learn what mobilization of services is, identify when services should be mobilized, the differences between risk and safety issues and make service plans to provide adequate and timely mobilization of protection for both risk and safety issues.

Registration & Assistance:
Registration is online via the DHHS Adult Services LMS at https://ncdhhs-adult-services.myabsorb.com/#/login. For questions regarding training content, contact Denyse Leake at denyse.leake@dhhs.nc.gov.

*eLearning courses are continually added throughout the year.

Tier 2B:
Guardianship Training

Tier 2B: Training Track Map

Guardianship Training Courses: The Basics

Guardianship 200: The Basics of Guardianship
Guardianship 201: Guardianship for Corporations

Guardianship Corporation staff should take both Guardianship 200 and Guardianship 201.

Guardianship Training Courses: Advanced

Guardianship 202: Beyond Guardianship
Guardianship 203: GOE & General Guardianship
Guardianship 204: Guardianship Today
Guardianship 205: Working Towards Restoration

Guardianship Training Courses: eLearning

Guardianship 206: Single Protective Arrangements and Single Transactions – What Adult Services Staff Need to Know
Guardianship 207: Status Reports Overview
Guardianship 208: Alternatives to Guardianship

eLearning can be taken in any order.

Guardianship 200: The Basics of Guardianship

Description:
The Basics of Guardianship is designed for staff who work with individuals served through guardianship. Participants will review both what guardianship is and what less restrictive alternatives look like as well as how to complete a thorough and comprehensive assessment of the needs of the individual. This course is a prerequisite for all of the Advanced level Guardianship training courses as well as the Guardianship eLearning training courses. This is a three-day course that provides 18 training hours.

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. 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 DHHS contracted Corporations that are delegated the responsibility and support for individuals under guardianship.

Registration:
Registration is online via the DHHS Adult Services LMS at https://ncdhhs-adult-services.myabsorb.com/#/login. For questions regarding training content, contact Preston Craddock at preston.craddock@dhhs.nc.gov.

Training Dates	Type of Training
July 30-August 1	Virtual
August 25-27	In-Person
September 8-10	Virtual
October 7-10	Virtual
November 4-7	In-Person
January 13-16	In-Person
February 3-6	Virtual
March 3-6	Virtual
April 7-10	Virtual
May 5-8	In-Person
June 8-11	Virtual

Guardianship 201: Guardianship for Corporations

Description:
Guardianship for Corporations is designed for DHHS contracted corporation staff who work with individuals served through guardianship. This course builds off information learned in Guardianship 200: The Basics of Guardianship and is designed to help corporation staff better understand the state contract scope of work, and covers policies and procedures related to working with County DSS Adult Protective Services. This is a one-day course that provides 6 training hours.

Objectives:
At the conclusion of the training, participants will be able to:
1. Understand the DHHS State Contract Scope of Work.
2. Understand the North Carolina Adult Protective Services process.
3. Recognize how the work of Adult Protective Services and the requirements of the Guardian intersect.
4. Understand the responsibilities of corporation staff during APS evaluations.

Audience:
DHHS contracted Guardianship Corporation staff assigned to work with those individuals served through guardianship. This training is being offered as an advanced level course (beyond the Basic Skills Training) for Guardianship Corporation staff. Completion of the Guardianship Basic Skills training is a prerequisite for attending this training.

Registration:
Registration is online via the DHHS Adult Services LMS at https://ncdhhs-adult-services.myabsorb.com/#/login. For questions regarding training content, contact LeShana Baldwin by email at LeShana.baldwin@dhhs.nc.gov.

Training Dates	Type of Training
July 17	Virtual
August 6	Virtual
October 8	Virtual
December 3	Virtual
March 11	Virtual
May 19	Virtual

Guardianship 202: Beyond Guardianship

Description:
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; review situations in which guardianship may be appropriate; learn about alternatives to guardianship and how to put them in place to safely support autonomy and independence. This is a one-day course that provides 6 training hours.

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:
This training is offered to County DSS Guardianship and DHHS contracted Guardianship Corporation staff of all levels. This training is being offered as an advanced level course (beyond the Basic Skills training) for guardianship staff. Completion of the Guardianship Basic Skills training is a prerequisite for attending this training.

Registration:
Registration is online via the DHHS Adult Services LMS at https://ncdhhs-adult-services.myabsorb.com/#/login. For questions regarding training content, contact Preston Craddock at preston.craddock@dhhs.nc.gov.

Training Dates	Type of Training
August 18	In-Person
September 22	Virtual
October 13	Virtual
November 17	Virtual
January 26	In-Person
February 16	Virtual
March 23	Virtual
April 13	Virtual
May 12	Virtual

Guardianship 203: General and Estate Guardianship

Description:
This comprehensive course delves into the intricacies of General and Estate Guardianships, building upon the foundational knowledge acquired in The Basics of Guardianship. Participants will explore the specific applications of guardianship within the DSS framework, understand the distinctions between General and Guardian of the Estate Guardianships and GOP, and learn the critical bonding and accounting requirements essential for protecting the interests of those under guardianship. This is a one-day course that provides 6 training hours.

Objectives:
1. Apply knowledge from The Basics of Guardianship to real-world scenarios involving General and Guardian of the Estate Guardianships.
2. Differentiate between General and Guardian of the Estate.
3. Comprehend the bonding requirements for guardians to ensure adequate protection of the wards' assets.
4. Master the process of filing accurate accounting reports to the Clerk of Court and discern how they differ from status reports.

Audience:
This training is offered to County DSS Guardianship staff of all levels. This training is being offered as an advanced level course (beyond the Basic Skills training) for guardianship staff. Completion of the Guardianship Basic Skills training is a prerequisite for attending this training.

Registration:
Registration is online via the DHHS Adult Services LMS at https://ncdhhs-adult-services.myabsorb.com/#/login. For questions regarding training content, contact Preston Craddock at preston.craddock@dhhs.nc.gov.

Training Dates	Type of Training
August 19	In-Person
September 23	Virtual
October 14	Virtual
November 18	Virtual
January 27	In-Person
February 17	Virtual
March 24	Virtual
April 14	Virtual
May 13	Virtual

Guardianship 204: Guardianship Today

Description:
Guardianship Today is a dynamic training course that explores the multifaceted landscape of guardianship, blending historical context with contemporary perspectives. Participants will delve into the evolution of guardianship over time, gaining insights into its development and relevance in today's society. This is a one-day course that provides 6 training hours.

Objectives:
1. Explain the historical development of guardianship and its evolution over time.
2. Recognize the contemporary emphasis on choice, self-determination, protection, and rights in guardianship.
3. Analyze recent legislation in North Carolina related to guardianship and its impact on practice and apply law in guardianship practice, considering individual rights and less restrictive options.
4. Discuss and examine case studies and real-life scenarios related to guardianship and the new legislation.

Audience:
This training is offered to County DSS Guardianship and DHHS contracted Guardianship Corporation staff of all levels. This training is being offered as an advanced level course (beyond the Basic Skills training) for guardianship staff. Completion of the Guardianship Basic Skills training is a prerequisite for attending this training.

Registration:
Registration is online via the DHHS Adult Services LMS at https://ncdhhs-adult-services.myabsorb.com/#/login. For questions regarding training content, contact Preston Craddock at preston.craddock@dhhs.nc.gov.

Training Dates	Type of Training
August 21	In-Person
September 24	Virtual
October 16	Virtual
December 1	Virtual
January 28	In-Person
February 19	Virtual
March 25	Virtual
April 16	Virtual
May 14	Virtual

Guardianship 205: Working Towards Restoration

Description:
This course on restoration will focus on applying Session Law 2023-124 to existing guardianships to assist in the process and strategies for working toward the restoration of rights for individuals subject to guardianship. The course will equip participants with comprehensive strategies and tools to effectively work with and advocate for individuals desiring to regain their rights and independence. This is a one-day course that provides 6 training hours.

Objectives:

1. Examine the legal principles, statutory requirements, and policy guidance that govern restoration of rights under Session Law 2023-124, with a focus on how these frameworks impact decision-making and case planning.
2. Gain practical skills in evaluating individual readiness for restoration, including identifying and interpreting indicators of decision-making capacity, progress toward personal goals, and changes in support systems or circumstances.
3. Learn how to identify and implement less restrictive alternatives (LRAs) essential for achieving successful outcomes in guardianship restoration efforts.

Audience:
This training is offered to County DSS Guardianship and DHHS contracted Guardianship Corporation staff of all levels. This training is being offered as an advanced level course (beyond the Basic Skills training) for guardianship staff. Completion of the Guardianship Basic Skills training is a prerequisite for attending this training.

Registration:
Registration is online via the DHHS Adult Services LMS at https://ncdhhs-adult-services.myabsorb.com/#/login. For questions regarding training content, contact Preston Craddock at preston.craddock@dhhs.nc.gov.

Training Dates	Type of Training
August 22	Virtual
September 5	Virtual
September 26	Virtual
October 17	Virtual
December 2	In-Person
January 29	In-Person
February 20	Virtual
March 27	Virtual
April 17	Virtual

Guardianship eLearning Courses

Each of these eLearning training courses will take approximately 15-60 minutes to complete.

Guardianship 206: Single Protective Arrangements and Single Transactions – What Adult Services Staff Need to Know
This training offers County DSS social workers in North Carolina a comprehensive overview of single transactions and protective arrangements in guardianship cases. Delving into legal frameworks and practical considerations, participants will gain valuable insights into identifying, filing, and implementing protective arrangements effectively.

Guardianship 207: Status Reports Overview
This training will discuss the legal requirement of the guardian to submit timely and quality status reports. The information covered by this training will include an overview of the status report, components of the status report and preparing and submitting status reports to the Clerk of Court.

Guardianship 208: Alternatives to Guardianship
This eLearning is broken down into three modules to support progressive learning: the first and second modules provide an introduction to alternatives and real-world examples and application strategies, and the third focuses on documentation practices essential for demonstrating that all viable alternatives have been considered prior to petitioning for guardianship.

Registration:
Registration is online via the DHHS Adult Services LMS at https://ncdhhs-adult-services.myabsorb.com/#/login. For questions regarding training content, contact Preston Craddock at preston.craddock@dhhs.nc.gov.

*eLearning courses are continually added throughout the year.

Tier 2C:
SAIH Training

Tier 2C: Training Track Map

SAIH Training Courses: The Basics

SAIH 200: The Basics of SAIH Case Management

SAIH Training Courses: eLearning

SAIH 201: SAIH Critical Timeframes

eLearning can be taken in any order.

SAIH 200: The Basics of SAIH Case Management

Description:
SAIH 200: The Basics of SAIH Case Management training is based upon the SAIH manual for County DSS Social Workers and provides enhanced guidance on program policy and social work practice. The training begins with the intake process and continues throughout 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. This is a one-day course that provides 6 training hours.

Objectives:
At the conclusion of this training session, SAIH Case Managers and Supervisors will have a better understanding to:
1. Demonstrate a comprehensive understanding of the SAIH program, including its purpose, eligibility criteria, funding structure, and the key responsibilities of case managers throughout the service delivery process.
2. Apply knowledge of program policy and case management principles to improve documentation, service planning, client engagement, and coordination with other supports, ultimately enhancing the effectiveness and consistency of everyday practice.

Audience:
County Departments of Social Services Social Workers and Supervisors providing case management for SAIH recipients. There is no pre-requisite training required for this course.

PLEASE NOTE: This session does not cover specific guidance for working with consumers eligible for SAIH under 'Transitions to Community Living.' Training related to TCL is provided by the LME/MCO based on guidance provided by DHHS.

Registration:
Registration is online via the DHHS Adult Services LMS at https://ncdhhs-adult-services.myabsorb.com/#/login. For questions regarding training content, contact Christie Danforth by email at christie.danforth@dhhs.nc.gov.

Training Dates	Type of Training
August 11-12	In-Person
September 29-30	Virtual
December 11-12	Virtual
January 26-27	Virtual
February 19-20	Virtual
March 16-17	In-Person
April 13-14	In-Person
June 8-9	Virtual

SAIH eLearning Course

This eLearning training course will take approximately 30 minutes to complete.

SAIH 201: SAIH Critical Timeframes
SAIH Critical Timeframes is designed specifically for Adult Services Social Workers, with a focus on key timelines and requirements related to the Special Assistance In-Home Program. Whether you are new to the program or simply need a refresher, this training will help reinforce timely and accurate documentation and ensure you are providing services in accordance with administrative code and policy.

Registration is online via the DHHS Adult Services LMS at https://ncdhhs-adult-services.myabsorb.com/#/login.For questions regarding training content, contact Christie Danforth by email at christie.danforth@dhhs.nc.gov.

*eLearning courses are continually added throughout the year.

Tier 2D:
Leadership Training

Tier 2D: Training Track Map

Leadership Training Courses: The Basics

Leadership 200: Adult Services Supervisor Training

Leadership Training Courses: eLearning

Leadership 202: Understanding Leadership and Learning Styles to Maximize Team Effectiveness
Leadership 203: Leading a Multigenerational Team
Leadership 204: Leadership in a Hybrid World
Leadership 205: Building Effective Teams

eLearning can be taken in any order.

Leadership 200: Adult Services Supervisor Training

Description:
Adult Services Supervisor Training serves as an introduction to supervision course. Supervisors will acquire tools to assist them in understanding their multi-dimensional role. This course will highlight the foundations of leadership, transition from peer to Adult Services Supervisor, strength-based leadership as well as coaching, mentoring, and training. This interactive training utilizes lectures and group participation. Although this training is designed for new supervisors, all levels are encouraged to attend. This is a two-day course that provides 12 training hours.

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 DHHS Adult Services LMS at https://ncdhhs-adult-services.myabsorb.com/#/login. For questions regarding training content, contact Arlette Lambert by email at arlette.lambert@dhhs.nc.gov

Training Dates	Type of Training
October 13-14	Virtual
March 9-10	In-Person

Leadership eLearning Courses

Each of these eLearning training courses will take approximately 15-60 minutes to complete.

Leadership 202: Understanding Leadership and Learning Styles to Maximize Team Effectiveness
This eLearning course dives deeper into leadership principles by exploring various leadership and learning styles and their impact on team dynamics. Participants will identify their own leadership style, recognize diverse learning preferences within their teams, and develop strategies to foster collaboration, communication, and productivity. Participants will leave equipped with tools to adapt their leadership approach to meet the needs of their team and drive departmental success at the county level.

Leadership 203: Leading a Multigenerational Team
This eLearning course equips leaders with the skills to effectively manage and encourage teams comprising of diverse generations. Participants will explore the unique values, communication styles, and work preferences of each generation in the workplace. Through case examples, learners will develop strategies to foster inclusivity, enhance teamwork, and leverage the strengths of a multigenerational workforce to achieve departmental success.

Leadership 204: Leadership in a Hybrid World
This eLearning course prepares leaders to navigate the complexities of managing teams in a hybrid work environment. Participants will explore strategies to foster collaboration, maintain engagement, and ensure equity across in-person and remote team members. Participants will develop skills to adapt their leadership style, build trust, and drive productivity at the county level.

Leadership 205: Building Effective Teams
This eLearning course is designed to equip both new and experienced supervisors with the tools and insights necessary to foster well-functioning and cohesive teams. Whether you're stepping into a supervisory role for the first time or looking to refine your existing leadership skills, this program delves into key strategies for effective leadership and team development. The course focuses on the characteristics of effective leaders, essential skills tied to these characteristics, and practical approaches to cultivating strong and resilient teams. The insights gained from the course will empower supervisors to tackle challenges, inspire their teams, and contribute meaningfully to their county's success.

*eLearning courses are continually added throughout the year.

Tier 2E:
General Course Work

General Course Work eLearning Courses

General coursework courses can be completed in any order that you prefer and are designed for all levels of staff. Each of these eLearning training courses will take approximately 15-60 minutes to complete.

GS 202: Social Worker Safety
This course equips participants with essential knowledge and practical strategies to enhance their personal safety during APS home visits. Participants will learn how to assess potential risks, respond to safety concerns in high-stress environments, and apply best practices to conduct thorough evaluations while maintaining situational awareness and professionalism in the field.

GS 203: Stress & Self-Care
Stress & Self-Care explores the differences between stress and anxiety, provides practical strategies for recognizing and managing burnout, and offers valuable information and resources to support self-care.

GS 206: Working with the LGBTQ+ Population
In this training, participants will gain a better understanding of how to effectively work with members of the LGBTQ+ population, including understanding the unique challenges faced by members of this community.

GS 207: Health Equity
In this training, participants will explore the fundamental concepts of health equity and how it differs from health equality, with an emphasis on how these differences impact service delivery. Through discussion and examples, learners will examine the root causes of health disparities, and the roles Adult Services workers play in advancing equitable outcomes for vulnerable and underserved populations.

GS 208: COVID-19
This course provides an overview of the impact of the COVID-19 pandemic and highlights the evolving responsibilities of social workers in supporting individuals, families, and communities affected by the crisis. Participants will review relevant public health guidelines, explore ethical considerations, and discuss strategies for crisis intervention.

GS 209: Legal Interventions
This course covers five common legal interventions in Adult Services: Administrative Search and Inspection Warrants, Orders to Freeze Assets, Involuntary Committals, Adult Protective Services Orders, and Guardianship Orders. Participants will learn the application of these interventions and how to determine their appropriate use.

General Course Work eLearning Courses

GS 210: Review of the 5027
This course was designed to provide self-paced instruction to participants regarding the purpose and function of the DSS-5027 (Client Entry Form) and step-by-step guidance on how to complete each section located within the form.

GS 211: Vicarious Trauma & Compassion Fatigue
During this training, participants will learn the differences and similarities between compassion fatigue and vicarious trauma. This training includes a discussion on identifying when Adult Services workers may experience these phenomena, and how to reduce the risk. This training also provides a short section on how supervisors can support workers who may be experiencing compassion fatigue or vicarious trauma.

GS 212: Trauma Informed Care
Trauma Informed Care discusses the principles of trauma-informed care in Adult Services work. Information is provided on Adverse Childhood Experiences, and how these experiences can create trauma later in adulthood.

GS 213: HelpVul Coordinator Registration
This course is designed to help the County Coordinator who is responsible for managing county access to HelpVul for each authorized employee. The purpose of this training is to provide learners with information on the County Coordinator role in the HelpVul Platform.

GS 214: Review of the Placement Manual
In this course, participants will learn the basic principles for Adult Services placements, legal base, priority of service, and the application process outlined in placement manual which is guided by the Provision of Services and Adult Services Manuals.

GS 215: Services for Undocumented Individuals
This eLearning provides clarification on the laws, code, and policy concerning the Provisions of Adult Services to undocumented individuals living in the United States, and how the policy and guidance varies depending on the services needed and/or provided.

GS 216: Area Agencies on Aging (AAA) Overview
Area Agencies on Aging (AAA) Overview is a training that can be used as a resource when communicating with local community partners about what programs are available from the Division of Social Services.

GS 217: DSS Procedures for Working with Unclaimed Bodies
This eLearning course provides learners with a comprehensive overview of the responsibilities and procedures involved when handling cases of unclaimed bodies. Participants will explore key definitions, step-by-step procedures, and the role of DSS agencies in coordinating final arrangements.

General Course Work eLearning Courses

GS 218: Review of the Provision of Services Manual
Review of the Provision of Services Manual training provides an overview of how Adult Services Programs are administered through guidance provided in this manual as well as program specific manuals and guidance.

GS 219: Skillful Approaches to Complex Client Interactions
This course addresses the intricate dynamics and challenges encountered when working with complex client situations, emphasizing the crucial elements of client engagement, effective communication, safety protocols, and motivational strategies for successful outcomes.

GS 220: Ethical Principles in Adult Services
This training is designed to provide workers with a comprehensive understanding of ethics within the realm of Adult Services. The course will delve into the intricate ways in which ethical considerations are embedded within the fabric of Adult Services practices and interventions.

GS 221: Documentation
Documentation is designed to support staff in completing thorough and timely documentation. The training includes an overview of why documentation matters and provides guidance on how to write high-quality entries by reviewing the core elements of effective documentation.

GS 224: Adult Services Continuous Quality Improvement
This training is intended to prepare County DSS Adult Services staff for participation in the Continuous Quality Improvement process with NCDHHS Adult Services Team members. This eLearning will review the purpose of the CQI process, advise as to how the process is conducted, and provide practical guidance for how to prepare for this collaborative process.

GS 225: Safeguarding Older Adults – Understanding the Impact of Modern Technology Regarding Financial Exploitation
This training explores the expanding landscape of financial elder abuse made possible through technological advances. Participants will gain insight into how scammers are leveraging tools like artificial intelligence, deepfakes, and identity theft to deceive and defraud. This course will review prevalent scams, and highlight how increased reliance technologies can be used to manipulate or isolate older adults.

Registration is online via the DHHS Adult Services LMS at https://ncdhhs-adult-services.myabsorb.com/#/login.

*eLearning courses are continually added throughout the year.

Tier 3:
Ongoing, Advanced Training

Tier 3: Training Track Map

Tier 3: SPMI eLearning Courses

GS 300: Foundations of Mental Health and Mental Illness
GS 301: Anxiety Disorders Overview
GS 302: Depressive Disorders Overview
GS 303: Substance Use Disorders Overview

These courses must be completed prior to taking GS 304.

Tier 3: Ongoing, Advanced Training Courses

GS 304: Severe & Persistent Mental Illness
GS 305: Legal Concepts

Tier 3: eLearning

GS 306: Introduction to Brain Health, Alzheimer's Disease and Related Dementias
GS 307: Safeguarding Individuals with Alzheimer's Disease and Related Dementias from Abuse, Neglect, and Exploitation
GS 308: Person Centered Approaches to Supporting Individuals with Alzheimer's Disease and Related Dementias
GS 310: Intellectual and Developmental Disorders (I/DD) Overview
GS 311: Introduction to Dementia
GS 312: Building Adult Protection Multidisciplinary Teams
GS 313: Beyond the Basics – Strengthening Adult Protection Multidisciplinary Teams
GS 314: Understanding and Utilizing Cognitive Tests in APS Evaluations

eLearning can be taken in any order.

SPMI eLearning Courses

*Prior to attending the instructor led GS 304: Severe and Persistent Mental Illness training, participants must complete all four online, self-paced trainings as they serve as an introduction to the topic. **A valid certificate is required to attend the instructor led portion.**

GS 300: Foundations of Mental Health and Mental Illness
In this online, self-paced training, participants will be introduced to the topic of Mental Health and Mental Illness in preparation to attend GS 304: Severe and Persistent Mental Illness. This training reviews: differences between mental health and mental illness, the Diagnostic and Statistical Manual (DSM-5), approaches to mental health treatment, and the NC behavioral health system, among other topics.

GS 301: Anxiety Disorders Overview
In this online, self-paced training, participants will be introduced to anxiety disorders. This training reviews: differences between anxiety and anxiety disorders, identifies types of anxiety disorders, their prevalence and impact in social work, and identifies risk and protective factors for anxiety disorders, among other topics.

GS 302: Depressive Disorders Overview
In this online, self-paced training, participants will be introduced to depressive disorders. This training reviews: the types of depressive disorders, the common comorbidities and prevalence of depressive disorders, risk and protective factors, and various treatment options, among other topics.

GS 303: Substance Use Disorders Overview
In this online, self-paced training, participants will be introduced to substance use disorders. This training reviews: types of substance use disorders, defines addiction and other key terms, identifies the prevalence and impact of substance use disorders, identifies risk and protective factors, and various prevention strategies, among other topics.

Registration is online via the DHHS Adult Services LMS at https://ncdhhs-adult-services.myabsorb.com/#/login.For questions regarding training content, contact Christie Danforth by email at christie.danforth@dhhs.nc.gov.

GS 304: Severe & Persistent Mental Illness

Description:
Severe and Persistent Mental Illness will provide information about mental illness and offer skill-building exercises for Social Workers providing services to individuals diagnosed with a mental illness. The training will acquaint workers with the variety of mental health services that has been provided to individuals and 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. This is a two-day course that provides 12 training hours.

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 individuals.
5. Identify resources and explore ways that community agencies can work together to serve individuals.

Audience:
County Department of Social Services Adult Services Social Workers and Supervisors. Successful completion of the GS 300, GS 301, GS 302 and GS 303 eLearning modules is a prerequisite for this training.

Registration:
Registration is online via the DHHS Adult Services LMS at https://ncdhhs-adult-services.myabsorb.com/#/login.For questions regarding training content, contact Christie Danforth by email at christie.danforth@dhhs.nc.gov.

Training Dates	Type of Training
July 21-22	Virtual
November 24-25	Virtual
January 29-30	Virtual
March 19-20	In-Person
April 30- May 1	Virtual
June 29-30	In-Person

GS 305: Legal Concepts

Description:
Legal Concepts is designed for county staff who have responsibilities in Adult Protective Services and/or Guardianship program areas. The training is designed to review the forms and tools associated with the court processes in both areas. This is a one-day course that provides 6 training hours.

Objectives:
At the conclusion of the training, participants will be able to:
1. Understand the court processes for both Adult Protective Services and Guardianship programs; and
2. Recognize and be able to complete the court forms associated with each program.

Audience:
County Adult Services staff and Supervisors who have primary responsibility in Adult Protective Services and/or Guardianship program areas. This training is also open to DSS attorneys.

Registration:
Registration is online via the DHHS Adult Services LMS at https://ncdhhs-adult-services.myabsorb.com/#/login. For questions regarding training content, contact the Adult Services Listserv at adult.services@dhhs.nc.gov.

Training Dates	Type of Training
August 22	Virtual
December 5	Virtual
February 27	Virtual
June 26	Virtual

Tier 3 eLearning Courses

Each of these eLearning training courses will take approximately 15-60 minutes to complete and are designed for all levels of staff.

GS 306: Introduction to Brain Health, Alzheimer's Disease and Related Dementias
In this online, self-paced training participants will be introduced to Alzheimer's Disease and Related Dementias, commonly referred to as ADRD. This is the first in a series of eLearning courses that will explore topics relevant to working with individuals with ADRD.

GS 307: Safeguarding Individuals with Alzheimer's Disease and Related Dementias from Abuse, Neglect, and Exploitation
In this online, self-paced training, participants will expand on ideas discussed in GS 306. Specifically, this eLearning will discuss how individuals with ADRD's are at a greater risk of abuse, neglect and exploitation, and what participants can do to help recognize and mitigate safety concerns.

GS 308: Person Centered Approaches to Supporting Individuals with Alzheimer's Disease and Related Dementias
In this online, self-paced training, participants will continue to expand on ideas discussed in GS 306. Specifically, this eLearning will discuss common behaviors in individuals with ADRD, person-centered thinking, planning and care, and strategies for addressing challenging behaviors, communicating effectively and promoting dignity.

GS 310: Intellectual and Developmental Disorders (I/DD) Overview
In this online, self-paced training reviews information regarding these specific diagnoses, including different types of diagnosis and the differences between them. This course is for those who wish to learn more about Intellectual and Developmental Disabilities, including ways to support individuals who have these diagnoses.

GS 311: Introduction to Dementia
Introduction to Dementia participants will gain knowledge regarding dementia including what dementia is, several different types of dementia, signs and symptoms of dementia, risk factors for developing dementia and current therapies available.

GS 312: Building Adult Protection Multidisciplinary Teams
This eLearning series offers a guide to creating, growing, and expanding adult protection multidisciplinary teams (MDTs). An adult protection MDT is a group of professionals from diverse fields who work together to address a common problem from multiple perspectives. Adult protection MDTs typically work together to address abuse, neglect, and financial exploitation of vulnerable adults in their communities. This module series is a helpful resource for anyone who is interested in forming an adult protection MDT or actively involved with maintaining or re-energizing an adult protection MDT.

Tier 3 eLearning Courses

GS 313: Beyond the Basics – Strengthening Adult Protection Multidisciplinary Teams
This eLearning series is comprised of 5 modules, exploring the topics of Confidentiality and Information Sharing, Adult Protective Services, Guardianship, Law Enforcement and Prosecution, and Mental Health through the lens of multidisciplinary teams.

GS 314: Understanding and Utilizing Cognitive Tests in APS Evaluations
This eLearning course delivers a concise overview of key cognitive assessments, outlining the strengths and limitations of each. Learners are guided in choosing the most appropriate tool for a given situation and gain practical insight into applying test results to informed decision-making.

Registration is online via the DHHS Adult Services LMS at https://ncdhhs-adult-services.myabsorb.com/#/login.For questions regarding training content, contact Christie Danforth by email at christie.danforth@dhhs.nc.gov.

*eLearning courses are continually added throughout the year.

Tier 4:
Tech How-To Hub

Tier 4 eLearning Courses

<u>Adult Services SharePoint Tutorial</u>
This training will walk participants through the Adult Services SharePoint site, breaking down how to navigate the site, and identifying what information can be found on each page of the site. This training is appropriate for all levels of staff and includes helpful troubleshooting tips which should be used prior to completing a Platform Registration and Support form for assistance.

<u>AS Platform Registration & Support Form Walkthrough</u>
This training will walk participants through the AS Platform Registration & Support Form, breaking down the various options that can be used to register or obtain support for our Adult Services Platforms which include: the Adult Services SharePoint site, the NCDHHS Learning Management System (LMS), and the County DSS Adult Services Supervisor's Listserv. This training is appropriate for all levels of staff.