



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEV DUTTA SANGVAI • Secretary

LISA TUCKER CAULEY • Division Director,
Human Services

May 28, 2026

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: ADULT SERVICES SUPERVISORS AND PROGRAM MANAGERS

SUBJECT: NCDHHS ADULT SERVICES LMS MANAGER EXPERIENCE

The NC Department of Health and Human Services (NCDHHS), Division of Social Services, Adult Services Section, is pleased to offer the Manager Experience in the NCDHHS Adult Services Learning Management System (LMS) to county departments of social services (DSS) leadership. The process of onboarding will be on a rolling basis starting on June 1, 2026, and all counties are expected to have access no later than July 1, 2026.

County DSS staff members who were identified during their Annual Reconciliation survey process as having direct (staff) reports will be provided with access to the Manager Experience. The implementation of the Manager Experience will allow these individuals who have direct and indirect (staff) reports to view their staff's training status, enroll them in training, and send messages through the LMS.

A training course titled **LMS Manager Access** is available on the LMS under **Tier 4: Tech How-To Hub** beginning May 28, 2026. In addition, the training is being provided during the Adult Services Statewide Monthly Consultation on May 28, 2026.

If someone at your agency needs access to the Manager Experience, or if you need to provide updates to your direct (staff) reports, please complete the [Platform Registration and Support form](#). If you need any additional assistance, please contact the Adult Services team at DHHS.AdultServices@dhhs.nc.gov.

Sincerely,

Karey Perez,
Deputy Director, Adult Services

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NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES

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