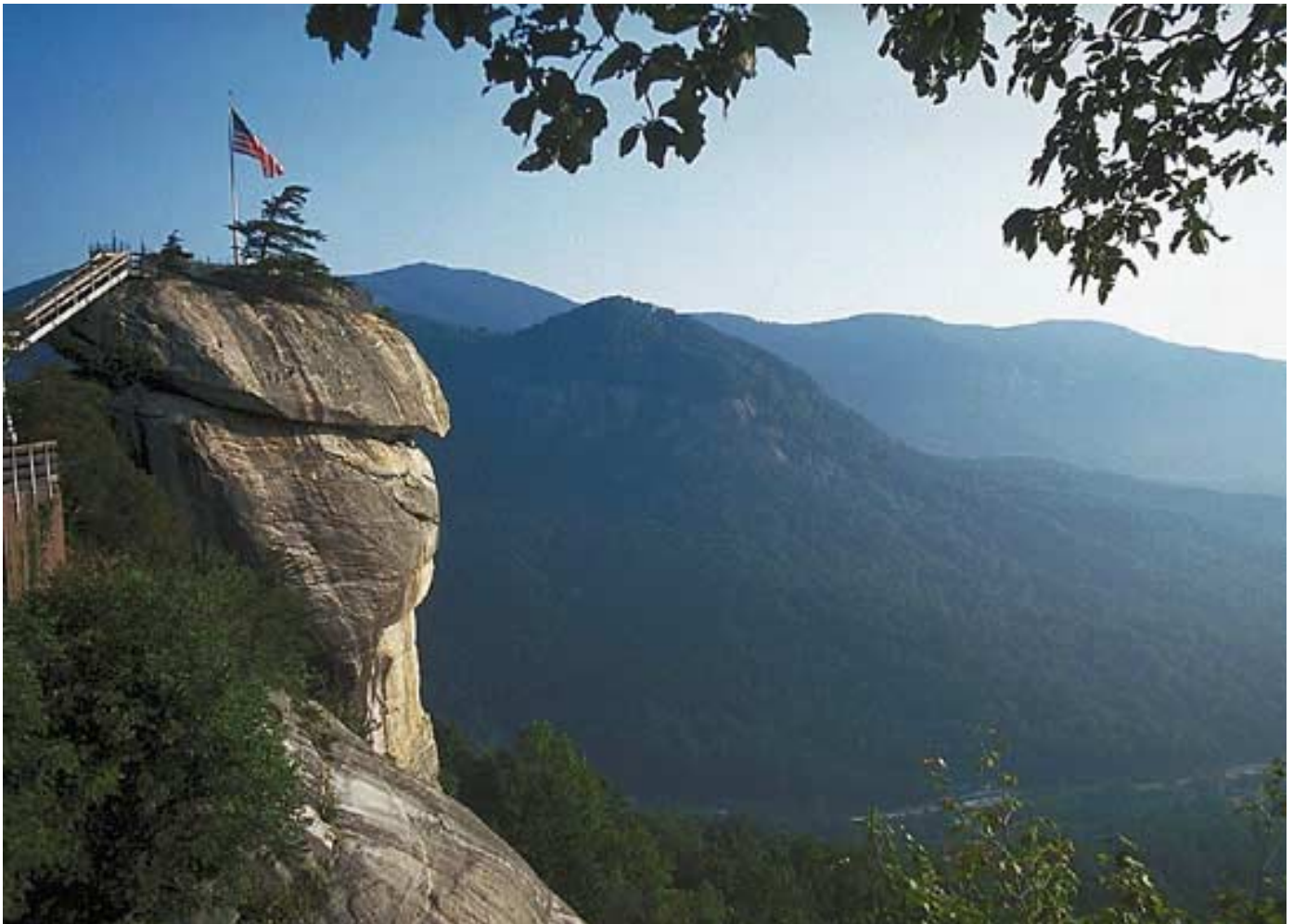


Adult Services Training Schedule

Building Excellence in Adult Services

**Adult Services Branch
North Carolina Division of Social Services**



2003-2004

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Staff Directory

Adult Services Branch (919) 733-3818

Suzanne Merrill	Branch Head
Vicki Kryk	Adult Protective Services/Guardianship Program Coordinator
Rosalyn Pettyford	Guardianship Consultant
John Margolis	Adult Protective Services Consultant
Jackie Franklin	State County Special Assistance Program Coordinator
Geoff Santoliquido	Adult Services Program Coordinator
Kathy Schindler	Office Assistant
Monica Nealous	Office Assistant

Adult Programs Representatives

Sam Hubbard, Team 1	(828) 684-3248
LaVerne Blue, Team 2	(704) 569-4391
Sam Robertson, Team 3	(828) 664-0366
Joyce Massey-Smith, Team 4	(336) 591-4205
John Castro, Team 5	(704) 639-7729
Barbara Gillespie, Team 6	(919) 484-1458
Nancy Warren, Team 7	(919) 639-6711
Emily Hale, Team 8	(252) 536-4586
Terry Brubaker, Team 9	(252) 637-3279
Shannon Wilson, Team 10	(252) 637-4498

Center for Aging Research and Educational Services (CARES) (919) 962-0650

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

Gary Nelson	Center Director
Jane Armstrong	Education Specialist
Robin Gault-Winton	Education Specialist
Mary Anne Salmon	Research Specialist
Margaret Morse	Publications Specialist
Libby Phillips	Office Assistant

Adult Care Home Case Management Basic Training

Description

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

Objectives

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

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

Audience

Adult care home case managers and their supervisors from county departments of social services and area mental health/developmental disabilities programs.

Contact Person: Geoff Santoliquido

Dates:

February 3, 2004

March 11, 2004

Locations:

Cumberland Co. Department of Social Services
1225 Ramsey Street
Fayetteville, NC

Yadkin County Human Services
250 Willow Street
Yadkinville, NC

Adult Day Care Coordinator Basic Training

Description

This one-day training is designed to assist county DSS staff in developing monitoring skills and knowledge of Adult Day Care Policies and Procedures. Emphasis is given to the North Carolina Adult Day Care and Day Health Services Standards for Certification and the role of county DSS staff in assuring compliance with standards. Training will focus on key points of certification, monitoring and certification renewal. Training methods include lectures, skills practice, and large and small group discussions. In addition, the training familiarizes participants with sources of additional information and assistance through a comprehensive training/resource notebook that is given to each participant to use in his/her work.

Objectives

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

1. understand the role and responsibilities carried out by county departments of social services related to adult day care, particularly those of the Adult Day Care Coordinator;
2. understand the statutory requirements, state policies, and procedures for adult day care and adult day health;
4. understand current standards for adult day care and adult day health services and gain basic skills in the monitoring and enforcement of standards; and
5. understand policies and procedures for the initial certification and recertification of adult day care and day health programs.

Audience

The Adult Day Care Coordinator Basic Training is designed for social workers who have responsibility for monitoring adult day care and day health programs.

Contact Person: Karisa Darence, NC Division of Aging, (919) 733-0440

Dates:

Locations:

Dates and locations to be announced.

Adult Home Specialist Basic Orientation

Description

This one-week workshop is designed to provide new Adult Home Specialists (AHSs) and new Supervisors of AHSs a beginning level of knowledge and skills in monitoring and reporting compliance with the Adult Care Homes Rules (10 NCAC 42C and 10 NCAC 42D). Training methods include lecture, large and small group discussion, exercises and opportunity for questions and answers.

Objectives

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

1. understand the role and responsibilities carried out by county departments of social services related to adult care homes, particularly those of the Adult Home Specialist;
2. understand the statutory requirements, state policies, and procedures pertaining to adult care homes;
3. understand current standards for adult care homes and gain basic skills in the monitoring and enforcement of standards; and
4. understand policies and procedures for the initial licensure and license renewal of adult care homes.

Audience

New Adult Home Specialists (AHSs) and new AHS supervisors

Contact Person: Ann Barefoot, Training Coordinator, Adult Care Licensure Section, Division of Facility Services, at (919) 855-3768

Dates:

November 4-7, 2003

Location:

Courtyard by Marriott
3111 University Parkway
Winston-Salem, NC

Adult Protective Services Basic Skills Training

Description

The Adult Protective Services Basic Skills Training provides county DSS staff with a working knowledge of law, policy, and practice issues which will enhance their basic skills in receiving and evaluating reports and in planning services for abused, neglected or exploited disabled adults who are found to be in need of protective services. Training methods include lecture, group discussions, skills practice, and work with case studies. The training consists of two Modules. Module I will be offered as an independent session at all of the sites across the state.

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

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

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

Objectives

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

1. understand and use the statutory requirements, state policies, and social work practice guidelines in APS;
2. understand the reason for consistent implementation of these statutory requirements and policies and guidelines from county to county;
3. improve service delivery to APS clients through the use of knowledge, skills, and values covered in this training;
4. demonstrate basic skills in APS report screening; assessment and evaluation; case decision-making; assessment of capacity to consent; service authorization, planning and provision; special issues related to APS in facilities; and case documentation;
5. understand the philosophical framework which emphasizes social work values critical to APS practice; and
6. be able to operate with confidence in a complex program area.

Audience

Social workers who have responsibility for evaluating and planning services for Adult Protective Services cases and line supervisors who have management responsibility for this program area. Social workers who provide back-up or after-hours coverage for Adult Protective Services, or have responsibility for adult services intake will also find this training beneficial.

Contacts: For questions regarding training content, contact John Margolis or Vicki Kryk

(continued on next page)

Dates and Locations:

MODULE I

September 11-12, 2003

Catawba Co. Department of Social Services
3030 11th Avenue Drive, SE
Hickory, NC

October 23-24, 2003

Guilford Co. Department of Social Services
301 N. Eugene Street
Greensboro, NC

November 17-18, 2003

Cumberland Co. Department of Social Services
1225 Ramsey Street
Fayetteville, NC

January 5-6, 2004

Wilson Co. Department of Social Services
100 NE Gold Street
Wilson, NC

MODULE II

October 7-9, 2003

Catawba Co. Department of Social Services
3030 11th Avenue Drive, SE
Hickory, NC

November 5-7, 2003

Guilford Co. Department of Social Services
301 N. Eugene Street
Greensboro, NC

December 2-4, 2003

Cumberland Co. Department of Social Services
1225 Ramsey Street
Fayetteville, NC

January 21-23, 2004

Wilson Co. Department of Social Services
100 NE Gold Street
Wilson, NC

Adult Protective Services: Assessing An Adult's Capacity To Consent

Description

This one-day workshop entitled “*Assessing An Adult's Capacity To Consent*” provides participants an excellent opportunity to learn about and discuss mental capacity as it relates to Adult Protective Services. Mental capacity is defined and the differences and similarities between mental capacity and mental competence are discussed. Lecture and small group discussion is used to break mental capacity down into its very basic degrees and components, to help participants better understand the concept of mental capacity. Principles for determining whether an adult has or lacks capacity to consent to protective services are explored, including using APS evaluation data to assist with making a decision about capacity to consent. Participants learn the importance of obtaining help, when necessary, in making a capacity decision, and the importance of accurately and thoroughly documenting how the decision was reached.

Objectives

At the conclusion of this training, participants will:

1. Be able to identify indicators of capacity.
2. Be familiar with tools used to assist in assessing capacity.
3. Be familiar with mental health problems and acute illness and how these impact capacity.
4. Be empowered to make the capacity decision.
5. Understand that a social worker's judgement and skills are a valuable resource in determining an adult's capacity.
6. Be able to access other professionals to assist with gathering information to make a capacity decision.

Audience

Social workers and supervisors with responsibility for evaluating and planning service interventions in APS cases. The workshop is being offered as an advanced level training (beyond the Basic Skills Training) for APS staff. Completion of both Modules I and II of the Adult Protective Services Basic Skills Training is a prerequisite for attending this workshop.

Contacts: For questions regarding training content, contact John Margolis or Vicki Kryk

(continued on next page)

Dates:

September 30, 2003

October 17, 2003

November 25, 2003

December 19, 2003

Locations:

Buncombe County Department of Social Services
40 Coxe Avenue
Asheville, NC

Edwin W. Monroe AHEC Conference Center
2000 Tower Venture Drive
Greenville, NC

Guilford County Department of Social Services
301 N. Eugene Street
Greensboro, NC

Cumberland County Department of Social Services
1225 Ramsey Street
Fayetteville, NC

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

Description

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

Objectives

At the conclusion of this training, participants will:

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

Audience

Social workers who have responsibility for evaluating and planning services for Adult Protective Services cases and their supervisors. The workshop is being offered as an advanced level training (beyond the Basic Skills Training) for APS staff. Completion of both Modules I and II of the Adult Protective Services Basic Skills Training is a prerequisite for attending this workshop.

Contacts: For questions regarding training content, contact John Margolis or Vicki Kryk

Dates:

October 31, 2003

February 20, 2004

Locations:

Iredell County Health Department
318 Turnersburg Highway
Statesville, NC

Martin Community College
1161 Kehukee Road
Williamston, NC

Adult Protective Services: Protecting Facility Residents and Patients

Description

This two day training is an advanced and specialized training covering the topic of APS evaluations and service planning in facilities. It provides participants an excellent opportunity to learn about and discuss the function of Adult Protective Services in facilities. The curriculum furthers an understanding of the difference between protecting disabled adults and regulating facilities, stresses collaboration with other agencies and disciplines, and covers diverse methods of protecting disabled adults in facilities.

Participants will have already attended the APS Basic Skills training. This training session will offer more in-depth knowledge and skills pertaining to APS in facility settings.

Objectives

At the conclusion of this training, participants will:

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

Audience

Social workers and supervisors with responsibility for evaluating and planning service interventions in APS cases involving facility settings. The workshop is being offered as an advanced level training (beyond the Basic Skills Training) for APS staff. Completion of both Modules I and II of the Adult Protective Services Basic Skills Training is a prerequisite for attending this workshop.

Contacts: For questions regarding training content, contact Vicki Kryk

Dates:

November 13-14, 2003

December 11-12, 2003

Locations:

Watauga County Department of Social Services
132 Poplar Grove Connector, Suite C
Boone, NC

Durham County Department of Social Services
220 E. Main Street
Durham, NC

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February 12-13, 2004

Chowan County Agricultural Center
730 North Granville Street
Edenton, NC

March 3-4, 2004

McDowell County Department of Social Services
145 East Court Street
Marion, NC

March 17-18, 2004

Rowan County Department of Social Services
1236 West Innes Street
Salisbury, NC

March 30-31, 2004

Columbus County Department of Social Services
40 Government Complex Road
Whiteville, NC

An Introduction to Aging: Knowledge and Skills for Working with Older Adults and Their Families

Description

This is a two-day foundation course in aging for health and human services professionals from diverse settings. It is designed to provide basic information and skills needed to work effectively with older adults and their families. The training is divided into four modules: Aging Processes, Group and Individual Differences, Changes and Losses, and Practice Challenges. Training methods include lectureries, skills practice, videos, work with case studies, and opportunities for discussion among participants about topics such as practice challenges, ethics and values, and end-of-life issues.

Objectives

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

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

Audience

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

Contact Persons: Suzanne Merrill or for registration information, contact Libby Phillips of CARES at (919) 962-0650 or visit the CARES training event web site (<http://www.ncswtrain.org>).

Dates:

January 6-7, 2004

March 17-18, 2004

Locations:

Davidson County Department of Social Services
913 Greensboro Street
Lexington, NC

Wake County Human Services
220 Swinburne Street
Raleigh, NC

At-Risk Case Management Services Basic Training

Description

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

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

Objectives

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

1. Understand the criteria for eligibility for At-Risk Case Management Services
2. Correctly identify clients who are eligible for the service
3. Identify the required case management steps
4. Document service provision in accordance with policy requirements

Audience

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

Contact Persons: Geoff Santoliquido, Adult Services
Hope Hunt, Children's Services

Dates:

Locations:

Scheduled by Request of Adult or Children's Services Program Representative or Local Business Liaisons

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

Description

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

Objectives

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

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

Audience

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

Contact Persons: Suzanne Merrill or for registration information, contact Libby Phillips of CARES at (919) 962-0650 or visit the CARES training event web site (<http://www.ncswtrain.org>).

Dates:

October 17, 2003

March 3, 2004

Locations:

Mecklenburg County Department of Social Services
301 Billingsley Road
Charlotte, NC

High Point University
Madison Park Campus
Mercantile Drive
Winston-Salem, NC

Effective Counseling in Adult Services

Description

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

Objectives

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

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

Audience

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

Contact Persons: Suzanne Merrill or for registration information, contact Libby Phillips of CARES at (919) 962-0650 or visit the CARES training event web site (<http://www.ncswtrain.org>).

Dates:

January 15-16, 2004

May 13-14, 2004

Locations:

Wake County Human Services
220 Swinburne Street
Raleigh, NC

Watauga County Department of Social Services
132 Poplar Grove Connector, Suite C
Boone, NC

Effective Social Work Practice in Adult Services: A Core Curriculum

Description

This six-day training, offered in two 3-day sessions, is designed to assist DSS adult services social workers in understanding and integrating the concepts of *A Model for Excellence in Adult Services Administration and Social Work Practice* into their practice. This includes an emphasis on family-centered practice, empowerment of adults and their families, and the importance of cultural differences in work with adults and their families. Participants learn and practice basic skills in counseling, functional assessment, helping adults and their families set goals, emergency and crisis intervention, and service planning and monitoring. Participants also have the opportunity to use a set of tools for case recordkeeping to support and document their practice. Teaching methods include brief presentations, videotapes, role-plays, large and small group discussion, and extensive skills practice.

Objectives

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

1. explain the major concepts of *A Model for Excellence*;
2. explain and demonstrate the steps in the Family Assessment and Change Process;
3. describe how awareness of and sensitivity to cultural differences affect social workers' relationships with adults and their families;
4. enhance relationships with human services providers in the community; and
5. demonstrate the use of recordkeeping tools for each step of the Family Assessment and Change Process.

Audience

Adult Services social workers and supervisors.

Contact Persons: Suzanne Merrill or for registration information, contact Libby Phillips of CARES at (919) 962-0650 or visit the CARES training event web site (<http://www.ncswtrain.org>).

Dates:

October 28-30, 2003 and
November 12-14, 2003

March 10-12, 24-26, 2004

April 27-29, 2004 and
May 11-13, 2004

Locations:

Graham County Department of Social Services
196 Knight Street
Robbinsville, NC

Mecklenburg County Department of Social Services
301 Billingsley Road
Charlotte, NC

Wake County Human Services
220 Swinburne Street
Raleigh, NC

Effective Supervision and Management in Adult Services

Description

This is a six-module curriculum designed to enhance knowledge and skills essential for the administrative, supportive, and educational functions of an effective adult services manager. Each two-day module provides participants with the opportunity to examine current professional concepts, practice their application, and share ideas and experiences among peers. Training methods include lecturettes, assessment tools, videos, case studies, skills practice, and large and small group discussions. Participants are given reference materials and tools to apply in their work.

Module I: "The Supervisor's Role in Supporting Excellent Adult Services Social Work Practice" focuses on developing and demonstrating effective leadership in adult services to support excellent family-centered social work practice in county DSSs. Participants will assess critical success factors, leadership characteristics, and communication styles that support their mission. Participants will perform a self-analysis to address their own strengths and limitations in these areas.

Module II: "The Supervisor's Role in Strategic Planning" focuses on the important role of planning and goal setting for adult services programs. Participants will identify how effective plans and goals aid in establishing a mission, budgeting appropriately, and responding to an ever-changing environment. Class work is done on an actual strategic plan which can be used back on the job.

Module III: "The Supervisor's Role in Developing a Supportive Community Environment" focuses on identifying and practicing effective ways to develop and strengthen support for adult services within the DSS and the community. Project and resource management as well as customer service are examined as ways to increase productivity and collaboration. Working through a worksheet, the value of the adult services program is identified and strategies for marketing it effectively are achieved, allowing participants to return to work with a marketing concept in hand. Not offered in FY 2003-2004.

Module IV: "The Supervisor's Role in Directing Daily Social Work Activities" focuses on developing a positive approach to supporting the team, which includes recruiting, hiring, roles and relationships, and conflict resolution. Additionally, this workshop addresses cultural sensitivity and competence.

Module V: "The Supervisor's Role in Teaching and Motivation" focuses on supporting retention of staff through professional development and continuous self-improvement, creating an adult learning environment, and motivating staff. Participants will create a learning module to be used with their staff.

Module VI: "The Supervisor's Role in Managing Program Performance" focuses on developing performance outcomes, linking program and client outcomes, and tracking, measuring, and reporting the results. Aspects of quality improvement and risk management are addressed. Not offered in FY 2003-2004.

Objectives

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

1. articulate a vision of an optimally functioning adult services practice environment;
2. use strategic planning and goal setting skills to strengthen adult services programs;
3. improve community support for adult services;

(continued on next page)

4. use effective techniques to direct and manage a productive team,
5. use skills to create a learning and motivational environment; and
6. improve program evaluation and establish a self-evaluative environment.

Audience

Adult services supervisors and program managers.

Contact Persons: Suzanne Merrill or for registration information, contact Libby Phillips of CARES at (919) 962-0650 or visit the CARES training event web site (<http://www.ncswtrain.org>).

Dates:

Locations:

Note: four of the six modules will be conducted during FY 03-04

Module 1

October 23-24, 2003

Wake County Human Services
220 Swinburne Street
Raleigh, NC

Module 2

April 14-15, 2004

Charlotte-Mecklenburg Senior Center
2225 Tyvola Road
Charlotte, NC

Module 4

February 25-26, 2004

Wake County Human Services
220 Swinburne Street
Raleigh, NC

Module 5

June 2-3, 2004

Charlotte-Mecklenburg Senior Center
2225 Tyvola Road
Charlotte, NC

Ethics and Everyday Judgments

Description

Every day, adult services workers are faced with ethical dilemmas that are becoming increasingly complex. Issues around confidentiality, privacy, self-determination, boundaries, telecommunications, and dual roles are some examples of circumstances in which workers and supervisors must make decisions. Knowing how to make effective ethical decisions requires self-reflection, knowledge of social work standards, use of resources, and supervisory support. This one-day workshop will review effective ways to identify and make ethical decisions and will give participants practice in resolving everyday dilemmas.

Objectives

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

- recognize ethical issues in everyday practice.
- evaluate dilemmas against social work standards of right and wrong that support responsible and ethical action.
- understand the essential steps for ethical problem solving.
- use the *NASW Code of Ethics* to guide decision-making.

know how to use peer review and supervision to make effective judgments.

Audience

Adult Services social workers and supervisors.

Contact Persons: Suzanne Merrill or for registration information, contact Libby Phillips of CARES at (919) 962-0650 or visit the CARES training event web site (<http://www.ncswtrain.org>).

Dates:

February 9, 2004

Locations:

Wake County Human Services
220 Swineburne Street
Raleigh, NC

Family Centered Practice with Adults: Next Steps

Description

This one- day workshop is valuable to all staff who work with older and disabled adults and their families as it further examines the practical applications of the Principles for Family Centered Practice. Through case scenarios, discussion, and group exercises, participants will explore real-life applications of these principles and the accompanying values and ethics that support best practices.

Objectives

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

1. demonstrate family-centered goal setting and service planning; and
2. identify and address challenges to family-centered practice in their current work setting.

Audience

Adult services social workers, supervisors, program managers, and other staff providing services to older and disabled adults and their families.

Contact Persons: Suzanne Merrill or for registration information, contact Libby Phillips of CARES at (919) 962-0650 or visit the CARES training event web site (<http://www.ncswtrain.org>).

Dates:

February 24, 2004

April 22, 2004

May 5, 2004

Locations:

Union County Department of Social Services
1212 W. Roosevelt Blvd
Monroe, NC

Craven Co Department of Social Services
2818 Neuse Blvd
New Bern, NC

Watauga County Department of Social Services
132 Poplar Grove Connector, Suite C
Boone, NC

Geriatric Mental Health Workshop

Description

This four-day training, offered in two 2-day sessions, is designed to enhance knowledge and skills for effective work with older adults with mental disorders and with their families. The curriculum provides an introduction to normal aging and an overview of mental disorders in older adults. It introduces specialized assessment techniques and presents biopsychosocial treatment approaches including modules on psychotropic medications, behavioral approaches to dementia, and counseling older adults and their families. Information on legal issues and ways to plan for potential problems is provided. Participants are introduced to community resources for older adults with mental disorders and their families. Training methods include presentations by experts in the content areas, discussion, videotapes, and skills practice. In addition, the training familiarizes participants with sources of additional information and assistance through a comprehensive resource notebook.

Objectives

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

1. recognize symptoms of mental disorders in older adults;
2. conduct mental health assessments with older people;
3. understand the importance of addressing medical, drug, and alcohol issues that cause or exacerbate mental illness;
4. incorporate reminiscing and cognitive-behavioral approaches into their counseling with older adults and their families;
5. describe how to implement behavioral interventions for older adults with dementia and access resources for them and their families; and
6. identify legal issues that may confront older adults with mental disorders and their families, and potential remedies for these problems.

Audience

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

Contact Persons: Suzanne Merrill or for registration information, contact Libby Phillips of CARES at (919) 962-0650 or visit the CARES training event web site (<http://www.ncswtrain.org>).

Dates:

October 21-22, 2003 and
November 5-6, 2003

February 17-18, 2004 and
March 15-16, 2004

Locations:

Cumberland Co. Department of Social Services
1225 Ramsey Street
Fayetteville, NC

Eastern AHEC
2000 Venture Tower Drive
Greenville, NC

Guardianship: A Systematic Approach

Description

The focus of this training is consistent with the statutory requirement that all disinterested public agent guardians receive training on their roles and responsibilities as guardians. Information on guardianship law, Department of Health and Human Services policy, and practice issues related to guardianship is included. Training methods include lecturettes, small and large group discussion, presentations by experts in content areas, skills practice, and a case study.

Objectives

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

1. recognize the purpose and scope of guardianship;
2. identify alternatives to guardianship;
3. discuss the statutory requirements in North Carolina General Statute 35A, and state policies in North Carolina Administrative Code that address the roles and responsibilities of the disinterested public agent guardian;
4. describe the jurisdiction of the Clerk of Superior Court and venue for the hearing on the adjudication of incompetence and the appointment of a guardian;
5. identify the procedures for petitioning the court for the adjudication of incompetence and the appointment of a guardian;
6. explain the types of guardianships and the priority of appointment of guardians; and
7. list ethical principles and guidelines the guardian may use to guide decision-making.

Audience

Directors or assistant directors of county departments of social services, area mental health authorities, local health departments, and county departments on aging who serve as disinterested public agent guardians. Social workers, case managers other others who provide case management responsibilities for guardianship will also find this training beneficial.

Contact Person: Rosalyn Pettyford

Dates:

October 2 – 3, 2003

January 15 – 16, 2004

April 7 – 8, 2004

Locations:

Martin County Community College
1161 Kehukee Road
Williamston, NC

Lee County Governmental Center
106 Hilcrest Street
Sanford, NC

Watuaga County Department of Social Services
132 Popular Grove Connector, Suite C
Boone, NC

Guardianship: Planning Services with Wards and Their Families

Description

The purpose of this training is to provide a framework for organizing work with wards and their families to create positive change and enhance decision-making. This framework includes the following core activities that are central to work with wards and their families: conducting a comprehensive functional assessment, identifying areas for change, establishing goals, planning for interventions and services, implementing services, monitoring, reassessment and case closing. Training methods include lectures, small and large group discussion, skills practice exercises, audiovisuals, and case studies.

Objectives

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

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

Audience

This training is appropriate for social workers, case managers, public health nurses, county department on aging staff, and supervisors who provide the day to day responsibility for guardianship services. The workshop is being offered as an advanced level training (beyond the basic training) for staff with guardianship responsibility. Completion of *Guardianship: A Systematic Approach* is a prerequisite for attending this workshop.

Contact Person: Rosalyn Pettyford

Dates:

November 6 – 7, 2003

February 12 – 13, 2004

Locations:

Craven County Department of Social Services
2818 Neuse Boulevard
New Bern, NC

Rowan County Department of Social Services
1236 W. Innes Street
Salisbury, NC

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April 15 – 16, 2004

Guilford County Department of Social Services
232 North Edgeworth Street
Greensboro, NC

May 13 – 14, 2004

Mountain Area Health Education Center
501 Biltmore Avenue
Asheville, NC

Improving the Management and Supervision of In-Home Aide Services

Description

This six-day workshop, offered in three 2-day modules, is designed to enhance knowledge and skills needed to carry out responsibilities for In-Home Aide Services program management and direct aide supervision. Key concepts that are addressed throughout the training include retention of aides and quality assurance. Training methods include discussion, skills practice exercises, and presentations by experts in the field, including local providers from a variety of settings.

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

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

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

Objectives

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

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

Audience

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

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

Contact Persons:	Jodi Hernandez NC Division of Aging (919) 733-0440	Donna White NC Division of Public Health (919) 715-3122
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Dates:

Locations:

Dates and locations to be announced.

Managing Difficult Behaviors In Adult Care Facilities: House Bill 1068 Training

Description

The primary goal of this training is to promote a higher degree of understanding between the providers and regulators and to reduce the inconsistencies in the survey process. The primary focus will be in the areas of managing and documenting difficult resident situations and the new rules.

Objectives

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

1. Identify potentially difficult resident situations
2. Identify interventions specific to the resident and situation
3. Understand the importance of effective documentation
4. Demonstrate effective documentation skills

Audience

Adult Home Specialists (AHSs) and AHS supervisors

Contact Person: Ann Barefoot, Training Coordinator, Adult Care Licensure Section, Division of Facility Services, at (919) 855-3768

Dates and Locations:

October 8, 2003	October 13, 2003	October 14, 2003
Randolph County Community College Auditorium 629 Industrial Park Ave. Asheboro, NC	Mountain AHEC Auditorium Biltmore Ave. Asheville, NC	Western Piedmont Community College Moore Hall Levipon Auditorium Morganton, NC
November 13, 2003	November 18, 2003	November 19, 2003
Cumberland Co. DSS 1225 Ramsey St Fayetteville, NC	Craven County Community College Orringir Hall 800 College Ct New Bern, NC	Martin Community College Auditorium Prison Camp Rd Williamston, NC

State County Special Assistance In-Home Program Training

Description

This two-day workshop is designed for counties who have chosen to participate in the expanded Special Assistance In-Home Program. The first day provides an overview of the SA-In Home Program for all staff who will work with the program, including SA caseworkers, social work case managers, and supervisors. There will be a discussion of the eligibility requirements and the assessment process, with sample case exercises at the end of the day. The second day, primarily for social work case managers, will focus on the clinical aspects of completing the assessment and using the SA In-Home automated assessment tool.

Objectives

At the conclusion of the training, participants should have the skills and tools to apply the policies and procedures for the SA In-Home Program.

Audience

Special Assistance eligibility caseworkers, social work case managers, and supervisors who work with the SA-In Home Program.

Contact Persons: Jackie Franklin, SA Program Coordinator

Dates:

September 22-23, 2003

Location:

Cumberland County Department of Social Services
1225 Ramsey Street
Fayetteville, NC

Undiagnosed: Substance Abuse and Older Adults

Description

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

Objectives

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

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

Audience

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

Contact Persons: Suzanne Merrill or for registration information, contact Libby Phillips of CARES at (919) 962-0650 or visit the CARES training event web site (<http://www.ncswtrain.org>).

Dates:

Location:

This training will be offered once in FY04. Dates and location will be announced.

Working with Clients with Cognitive Disabilities: It's Not Just Alzheimer's

Description

North Carolina's citizens are living longer—into the ages when they are at greater risk for conditions that cause cognitive disabilities (CD). How can county social workers support clients with CD and their families in living as well and as freely as possible? This advanced workshop will review CDs and their causes, teach strategies for assessment, and provide opportunities to practice communication skills with clients.

Objectives

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

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

Audience

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

Contact Persons: Suzanne Merrill or for registration information, contact Libby Phillips of CARES at (919) 962-0650 or visit the CARES training event web site (<http://www.ncswtrain.org>).

Dates:

Locations:

This training will be offered twice in FY04. Dates and locations will be announced.

Working with Clients with Serious Mental Illness: The DSS Perspective

Description

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

Objectives

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

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

Audience

Adult services social workers and supervisors; mental health professionals. The involvement of professionals from both service systems helps promote cross-training and enhances collaboration.

Contact Persons: Geoff Santoliquido or for registration information, contact Libby Phillips of CARES at (919) 962-0650 or visit the CARES training event web site (<http://www.ncswtrain.org>).

Dates:

October 14-15, 2003

March 30-31, 2004

Locations:

Cumberland County Department of Social Services
1225 Ramsey Street
Fayetteville, NC

High Point University
Madison Park Campus
Mercantile Drive
Winston-Salem, NC