

# North Carolina Adult Protection Network Help Desk Menu of Support

We know the work you are doing in the field is critical for our communities, and we want to do our part to enable your success. Listed below are resources available from the UNC School of Government and other organizations to support your work toward establishing and maintaining strong adult protection multidisciplinary teams.

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## School of Government Resources

- 1. Remote advising on legal questions via phone or email**
- 2. Remote consultations via phone, email, Zoom, or Microsoft Teams**
  - Team start-up advice
  - Technical assistance
  - Help with problem-solving
  - Information on other resources
- 3. In-person technical assistance**
  - Group facilitation
  - Team building
  - One-on-one or small-group meetings in your community

### Who Do I Contact?

Kristy Preston  
Adult Protection Network Director  
UNC School of Government  
919.966.4247  
[kpreston@sog.unc.edu](mailto:kpreston@sog.unc.edu)  
<https://protectadults.sog.unc.edu/help-desk>

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## United States Department of Justice Resources

- 1. Remote consultations**

General Q&A sessions conducted via phone, email, or Skype regarding the planning and implementation of an elder abuse case-review MDT and including the following:

  - Advice, direction, and suggested connections
  - Discussions on common pitfalls and barriers
  - Referrals to other professionals or teams
  - Other issues as needed
- 2. On-site consultations**

For more-complex issues that require a hands-on approach, assistance is available, as approved by the Department's Technical Assistance Center, with:

  - Team building
  - Project development
  - Problem solving
  - Other issues as needed

### Who Do I Contact?

Talitha Guinn-Shaver  
MDT Technical Advisor  
U.S. Department of Justice  
202.532.5344  
[Talitha.J.Guinn-Shaver@usdoj.gov](mailto:Talitha.J.Guinn-Shaver@usdoj.gov)

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## North Carolina Division of Aging and Adult Services Resources

Staff at local departments of social services have access to assigned Continuous Quality Improvement Specialists (CQIS). These specialists are available for consultation on a variety of topics, including questions regarding establishing an MDT, maintaining an MDT, and problem-solving issues surrounding an existing MDT.

### Who Do I Contact?

Local DSS managers should contact their assigned CQIS.