

Help Desk Menu of Support

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

UNC 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?

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Adult Protection Network
UNC School of Government
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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
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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.