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# County of San Diego Adult Protective Services Training Team

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## County of San Diego Adult Protective Services Training Team

The training team is designed as a “ revolving band “ model, where the different types of abuse as defined by the welfare and institution code, are matched up with the NAPSA Core Curriculum trainings. Ten complete units, each self-standing are offered on a monthly basis throughout the year, so that an individual can start at any point and complete the course twelve months later.

The APS Training Group meets in person on the third Thursday of every month except July and December. Each session includes a check-in and sharing of work experiences. There is a review of the NAPSA Core Curriculum on line or in person trainings which were previously assigned. Transfer of learning exercises such as discussions and case scenarios are done to cement the theoretical knowledge acquired. This is followed by a visit from a professional expert from the community who presents on different resources germane to the subject matter. The last period of the Training Meeting involves complex or challenging case presentations and discussions brought by the Training Team. Reviews of best practices and person centered approaches are also encouraged and this is where most of the peer coaching occurs with the help of the facilitator.

## The APS Training and Support Group Meetings

The APS Training and Support Group Meetings takes place on the third Thursday of every month for 10 sessions a year. No meetings are held during December and July due to historically high volume of referrals in the summer and the holiday season.

Sessions are held between 12pm and 4pm at the designated training location. Initial APSS are put on “protection” for the whole day during each session. All trainings are divided into four sections:

- Initial check in
- Transfer of learning activities from assigned work
- Subject Matter Expert (SME) professional in service
- Case consultation/peer support and coaching

All assignments must be completed prior to each training session. For e-Learnings assignments, attendees must request transcripts and email them to the training APS Training Supervisor and to the APS Administrative Secretary.

# COUNTY OF SAN DIEGO ADULT PROTECTIVE SERVICES TRAINING & SUPPORT TEAM

The training team is designed as a “revolving band” where new Adult Protective Services Specialists join the APS Training Team at any point throughout the year.

During the first month of employment new workers complete basic induction which includes a general overview of Adult Protective Services, a review of local APS Policies and Procedures, intensive workshops on essential documentation skills from initial interview through case closure, practice sessions on utilizing ALEX software system, and shadowing activities with the APS Assignment Team and other APS investigators in the field.

After completing basic induction, new APSS join the APS Training and Support Group Team. Sessions are held between 12pm and 4pm on the third of every month except July and December. No meetings are held during December and July due to historically high volume of referrals in the summer and the holiday season. An individual can start at any point and complete the course work twelve months later.

The modules were developed by matching the different types of abuse as defined by the California Welfare and Institution Code – WIC 15600 together with the NAPSA Core Curriculum Trainings developed for each type of abuse. Other modules speak to collaborating with community members and the Justice System. The expectation is that all the requirements to obtain NAPSA certification will have been completed within 12 months of starting.

Each session includes a check-in and sharing of work experiences. There is a review of the previously assigned NAPSA Core Curriculum on line or in person. Transfer of learning exercises such as discussions and case scenarios are performed to cement the theoretical knowledge acquired. This is followed by a visit from a professional expert from the community who presents on different resources germane to the subject matter. The last period of the Training Meeting involves complex or challenging case presentations and discussions brought by the Training Team members. Reviews of best practices and person-centered approaches are also encouraged, and this is where most of the peer coaching occurs with the help of the facilitator.

## ***Initial Induction Material***

New APSS must independently complete the following \*e-Learnings within the first month of start date.

- [APS Overview](#)
- [Ethics Values and Cultural Competence](#)
- [California Regulations](#)
- [The Aging Process](#)
- [APS Worker Safety](#)
- [APS Intake Interview](#)
  - Read [Chapter 3](#) of the APS Program Guide

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\*To register for MASTER e-Learning trainings, please send the following information:

- Training participant name
- Email address
- County (within CA) or state (outside CA)
- Department (APS, PG, IHSS)
- Primary job assignment (line worker, supervisor, manager)
- Supervisor name
- Supervisor email

Send email to [AcademyLMS@mail.sdsu.edu](mailto:AcademyLMS@mail.sdsu.edu). Please indicate in the email subject line the training name. You will be registered and obtain a username and password.

For more information about registering for an eLearning, see [Online Training](#).

## Intensive Induction Workshops

During the first month, new APSS will be required to complete three workshops facilitated by the APS Training Team Supervisor:

### *APS Initial Assessment*

Activities	
Pre-requisites	<a href="#">APS Intake Interview</a>
Video	<a href="#">APS Initial Assessment produced by County of San Diego AIS/APS</a>
Facilitator	APS Training Supervisor

### *APS Case Notes*

Activities	
Pre-requisites	<a href="#">APS Case Documentation and Report Writing (3 modules)</a>
ALEX	ALEX Test Environment
Facilitator	APS Training Supervisor

Case Note Exercises

### *APS Case Closings*

Activities	
Pre-requisites	<a href="#">Case Closure in APS</a>
ALEX	ALEX Test Environment
Facilitator	APS Training Supervisor

Case Closing resources

[California APS Standards for Consistency in Determining Findings eLearning](#)

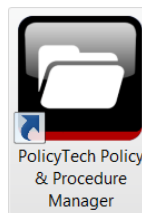
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## ***Ride Along Requirements***

It's important for new APSS to understand the screening process from initial reporting to the **AIS Call Center** to the processing of a referral by the **APS Assignment Team**. New Specialist must schedule an appointment to shadow the AIS Call Center and the APS Assignment Team within the first month of start date as part of their induction. The APS Training Supervisor can facilitate scheduling the *ride along*.

## **County of San Diego Adult Protective Services Policy & Procedure Manual**

There is an expectation that all new workers review the County of San Diego APS Program Guide during the first four weeks of employment. This can be found at the following at the Policy Tech Policy & Procedure Manager site.



Emphasis needs to be made to [APS Chapter 5 Case Investigation and Case Management](#) as elements from this chapter are threaded throughout the 10 units of the Training Team curriculum.

## **Yearlong Training Team Curriculum**

### **The APS Training and Support Group Meetings**

The APS Training and Support Group Meetings take place on the third Thursday of every month for 10 session a year. No meetings are held during December and July due to historically high volume of referrals in the summer and the holiday season.

Sessions are held between 12pm and 4pm at the designated training location. Initial APSS are put on “protection” for the whole day during each session. All trainings are divided into four sections:

- Initial check in
- Transfer of learning activities from assigned work
- Subject Matter Expert (SME) professional in service
- Case consultation/peer support and coaching

All assignments must be completed prior to each training session.

### **SELF-NEGLECT**

e-Learning: [Working with Self-Neglecting Clients](#)

Scheduled Time	Activity
12:00-12:30pm	Check in and sharing
12:30-1:00pm	Self-Care: Video: <a href="#">Tips for Coping with Stress</a>

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1:00-2:30pm	*Professional Expert: Motivational Interviewing
2:30-3:30pm	Self-neglect case presentations
3:30-4:00pm	Debrief and wrap-up

\*Suggested presenter:

Liat Wexler (Pronouns: they/them/theirs) Training Specialist

Center for Community Solutions

Office: (619)697-7477 x106 | Email: [lwexler@ccssd.org](mailto:lwexler@ccssd.org)

### NEGLECT

e-Learning: [Caregiver or Perpetrator Neglect](#)

Scheduled Time	Activity
12:00-12:30pm	Check in and sharing
12:30-1:00pm	Self-Care: Video: <a href="#">Social Workers as Superheroes</a>
1:00-2:30pm	*Professional Expert: Acutely Vulnerable Adults In-service
2:30-3:30pm	Neglect case presentations
3:30-4:00pm	Debrief and wrap-up

\* Suggested presenters:

Kelly Moore, Adult Protective Services Specialist

Aging & Independence Services

County of San Diego Health & Human Services Agency

Office: (619)401-3773 | Email: [Kelly.Moore@sdcounty.ca.gov](mailto:Kelly.Moore@sdcounty.ca.gov)

Kimberly Ingram, Adult Protective Services Specialist

Aging & Independence Services

County of San Diego Health & Human Services Agency

Office: (619)401-3757 | Email: [Kimberly.Ingram@sdcounty.ca.gov](mailto:Kimberly.Ingram@sdcounty.ca.gov)

Training Material and Resources:

- [Chapter 5 Addendum: Acutely Vulnerable Adult Protocol](#)
- [Acutely Vulnerable Adult Power Point](#)

### FINANCIAL ABUSE – PART 1

e-Learning: [Financial Exploitation: An Introduction](#), [Identity Theft Mini-Module](#), and [Undue Influence Mini-Module](#)

Scheduled Time	Activity
12:00-12:30pm	Check in and sharing
12:30-1:00pm	Self-Care: Video: <a href="#">Mind-Body Connection</a>
1:00-2:00pm	*Professional Expert: Elena Sosa
2:00-3:00pm	Case Presentations: Financial Abuse

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3:00-4:00pm	Debrief and wrap-up
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\*Suggested presenter:

Elena Sosa – Program Director  
Identity Theft Resource Center  
3625 Ruffin Rd, 204  
San Diego, CA. 92123  
Office: (888)400-5530 | Email: [Elena@idtheftcenter.org](mailto:Elena@idtheftcenter.org)

Training Material and Resources:

- P&P Financial Chapter

**FINANCIAL ABUSE – PART 2**

e-Learning: [Deed Theft and Foreclosure Rescue Scams Mini-Module](#), [Living Trust and Annuities Scams Mini-Module](#), [Power of Attorney Mini-Module](#), and [Reverse Mortgage Abuse Mini-Module](#)

Scheduled Time	Activity
12:00-12:30pm	Check in and sharing
12:30-1:00pm	Self-Care: Video: <a href="#">Vicarious Trauma 1</a>
1:00-2:00pm	*Professional Expert: Robert Martin, Esq.
2:00-3:00pm	Case Presentations: Financial Abuse
3:00-4:00pm	Debrief and wrap-up

\*Suggested presenter:

Robert Martin Esq.  
Attorney with Elder Law and Advocacy  
5151 Murphy Canyon Rd. Unit 110  
San Diego, CA. 92123  
Office: (858)565-1392 | Email: [bmartin@seniorlaw-sd.org](mailto:bmartin@seniorlaw-sd.org)

Training Material and Resources:

- Consumer Credit Counselors of California
- The Elder Abuse Council
- District Attorney Real Estate Fraud
- Power of Attorney (POA) Templates
- 30 Day Eviction Notice

**MENTAL HEALTH AND SUBSTANCE ABUSE IN APS**

e-Learning: [Mental Health in APS – Part 1 & 2](#) and [Substance Abuse and Mature Populations](#)

Scheduled Time	Activity
12:00-12:30pm	Check in and sharing
12:30-1:00pm	Self-Care: Video: <a href="#">Setting Boundaries video</a>

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1:00-2:00pm	*Professional Expert: NAMI/PERT
2:00-3:00pm	Case Presentations: Mental Health in APS
3:00-4:00pm	Debrief and wrap-up

\*Suggested presenter:

Marla Kingkade - PERT  
Center for Community Research  
8885 Rio San Diego Drive, Suite 111  
San Diego, CA 92108  
Cell: 619-200-9769 | Email: [mkingkade@ccrconsulting.org](mailto:mkingkade@ccrconsulting.org)  
Annette Arehart - NAMI  
Family Education Department  
(858)634-6580 | Email: [Annettearehart@namisd.org](mailto:Annettearehart@namisd.org)

Marla Kingkade – Meth Strike Force Coordinator  
Center for Community Research  
Office: (619)200-9769 | Email: [mkingkade@ccrconsulting.org](mailto:mkingkade@ccrconsulting.org)

Training Material and Resources:

- Suicide Prevention
- Meth Strike Force
- Mental Health Resources

**PHYSICAL AND SEXUAL ABUSE**

e-Learning: [Responding to Physical Elder Abuse and Neglect](#) and [Elder Sexual Abuse](#)

Scheduled Time	Activity
12:00-12:30pm	Check in and sharing
12:30-1:00pm	Self-Neglect Video: <a href="#">Vicarious Trauma 2</a>
1:00-2:00pm	*Professional Expert: Detectives Maureen Perkins and Aaron Dabbs
2:00-3:00pm	Case Presentations: Physical and Sexual Abuse
3:00-4:00pm	Debrief and wrap-up

\*Suggested presenter:

Detective Maureen Perkins – SD Sheriff

Sergeant Melissa Dabbs – SDPD

Training Material and Resources:

Video 3 Miss Mary: In their Own Words: Domestic Abuse in Later Life – Office for Victims of Crime (OVC) Location on file with APS Training Coordinator

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PHYSICAL AND DEVELOPMENTAL DISABILITIES**

e-Learning: [Physical and Developmental Disabilities](#)

Scheduled Time	Activity
12:00-12:30pm	Check in and sharing
12:30-1:00pm	Self-Care: Video: <a href="#">Time Management</a>
1:00-2:00pm	*Professional Expert: SD Regional Center
2:00-3:00pm	Case Presentations: AVA Cases
3:00-4:00pm	Debrief and wrap-up

\*Suggested presenter:

K. C. Simmon – San Diego Regional Center Manager

Email:

Training Material and Resources:

- Victims with Disabilities: The Forensic Interview DVD – Office for Victims of Crime (OVC) Location on file with APS Training Coordinator
- [Chapter 5 Addendum: Acutely Vulnerable Adult Protocol](#)

**ASSESSING CLIENT CAPACITY**

e-Learning: [Assessing APS Client's Decision Making Capacity](#)

Scheduled Time	Activity
12:00-12:30pm	Check in and sharing
12:30-1:00pm	Self-Care: Video: <a href="#">Short Exercises/Stretches</a>
1:00-2:00pm	*Professional Expert: Dr. Litwin
2:00-3:00pm	Review of Client Capacity Tools
3:00-4:00pm	Debrief and wrap-up

\*Suggested presenter:

Dr. Walter Litwin – Chief of Psychology

Bayview Behavioral Health

Email: [wlitwin@san.rr.com](mailto:wlitwin@san.rr.com)

Dr. Valerie Rice

Capacity Declarations and Conservatorships

Cell: (619)531-3047 | Email: [Valerie.Rice@sdcounty.ca.gov](mailto:Valerie.Rice@sdcounty.ca.gov)

Alex Martin – Deputy PG Supervisor

Public Administration/Public Guardianship

Office: (858)694-3502 | Email: [Alejandrina.Martin@sdcounty.ca.gov](mailto:Alejandrina.Martin@sdcounty.ca.gov)

Beth Olin – Mental Health Program Manager, LPS Conservatorship

Public Administration/Public Guardianship



**COUNTY OF SAN DIEGO  
ADULT PROTECTIVE SERVICES  
TRAINING & SUPPORT TEAM**

Office: (858)694-3947 | Email: [Beth.Olin@sdcounty.ca.gov](mailto:Beth.Olin@sdcounty.ca.gov)

Training Material and Resources:

**WORKING WITH THE CRIMINAL JUSTICE**

e-Learning: [Working with the Criminal Justice System](#)

Scheduled Time	Activity
12:00-12:30pm	Check in and sharing
12:30-1:00pm	Self-Care: Video: <a href="#">Implicit Bias</a>
1:00-2:00pm	*Professional Expert: DDA Elder Abuse & SD City Attorney
2:00-3:00pm	Restraining Orders/Subpoenas
3:00-4:00pm	Debrief and wrap-up

\*Suggested presenter:

Scott Pirello – Deputy District Attorney  
Elder Abuse Unit

Cell: (619)515-8816 | Email: [Scott.Pirrello@sdca.org](mailto:Scott.Pirrello@sdca.org)

Maria Calle – Victim Assistance Program Supervisor  
Victim Advocate DA

Cell: (619)515-8464 | Email: [Maria.Calle@sdca.org](mailto:Maria.Calle@sdca.org)

Bertha Saenz – AIS Protective Services Assistant (PSA)

5560 Overland Ave, Ste 310.

San Diego, CA. 92123

Office: (858)505-6712 | Email: [Bertha.Saenz@sdcounty.ca.gov](mailto:Bertha.Saenz@sdcounty.ca.gov)

Training Material and Resources:

- Recordings for 4 webinars in the [US Department of Justice Elder Justice Initiative](#) series are now available [here](#).

**COLLABORATIONS IN APS**

e-Learning: [Collaboration in APS](#)

Scheduled Time	Activity
12:00-12:30pm	Check in and sharing
12:30-1:00pm	Self-Care: Video: <a href="#">Inclusion/Exclusion</a>
1:00-2:00pm	*Professional Expert: Community Partners and Collaborations Panel
2:00-3:00pm	Case Presentations/Case Discussions: PLEASE bring cases to discuss
3:00-4:00pm	Debrief and wrap-up

\*Suggested presenter:

**COUNTY OF SAN DIEGO  
ADULT PROTECTIVE SERVICES  
TRAINING & SUPPORT TEAM**

Penny Jacobo – APS Supervisor Elder and Dependent Adult Death Review Team (EDADRT)  
Coordinator and Cross Regional Multi-Disciplinary Team (MDT) Coordinator  
Office: (858)505-6719 | Email: [Elizabeth.Jacobo@sdcounty.ca.gov](mailto:Elizabeth.Jacobo@sdcounty.ca.gov)

Pam Smith - Elder Justice Council Coordinator  
Office: (619)515-6545 | Email: [Pam.Smith@sdcounty.ca.gov](mailto:Pam.Smith@sdcounty.ca.gov)

Training Material and Resources:

**Signing up for in person trainings**

**After Hours**

**Satisfaction Survey**