TALES FROM THE DARKSIDE: APS STORIES AND THE LESSONS LEARNED FROM THEM

AKA

PAYING IT FORWARD: APS STORIES AND THE LESSONS LEARNED

Multnomah County APS Portland, Oregon

Pamela Slaughter, Presenter Karen Rigmaiden, APS Supervisor

ADVOCATE AP rule-enforcer RV Investigator counselor

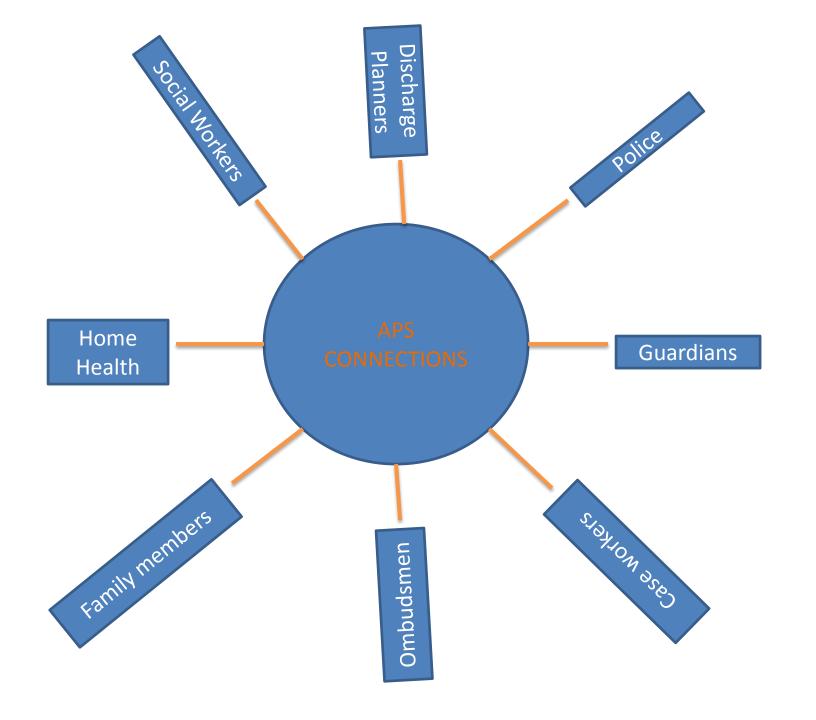
AdultProtectiveServices

RP Write helper report SCREENER Cheerleader SocialWorker

thick-skinned SocialWorker

coach listen observant

Word It Out



ASK YOUR GUT

- "Intuition is a very powerful thing, more powerful than intellect."
 Steve Jobs
- "Often you have to rely on intuition."
 Bill Gates
- "Your intuition knows what to do. The trick is getting your head to shut up so you can hear."

Louise Smith

Our objectives today: At the end of our time today, you will be better equipped to do the following:

- Listen to your gut recognize the difference between intuition and bias.
- To look for more than one way to manage a situation by using tools and questions reviewed or learned in this workshop.
- Recognize that you can be a resource and a great source of support to other APS workers. Consider mentoring or being mentored, even on a very informal basis.
- Continue growing in knowledge and creativity by listening to the experiences of others, putting yourself in their place, and asking how you would have handled it.

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PAMELA SLAUGHTER, MULTNOMAH COUNTY

KAREN RIGMAIDEN, MULTNOMAH COUNTY



STORY ONE:
WHAT WAS FORESEEABLE?
CLUES:
1
2
3
4

WHAT WAS PREVENTABLE?

HOW COULD THE INCIDENT HAVE BEEN PREVENTED?

1._____

2._____

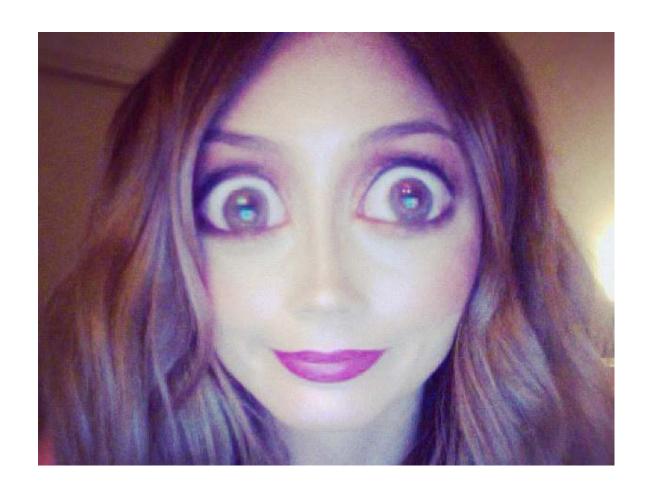
3. _____

4._____

FIND T	NO AC	CFPTABLE	ALTERNATIVE	FNDINGS TO	THE STORY
		VELIAPEE			

1_____

2_____



Just look natural...

STORY TWO:
WHAT WAS FORESEEABLE?
CLUES:
1
2
3
4

WHAT WAS PREVENTABLE?

HOW COULD THE INCIDENT HAVE BEEN PREVENTED?

1._____

2._____

3. _____

4._____

FIND TWO	ACCEPTABLE	ALTERNATIVE	FNDINGS TO	THE STORY
	AUGLI IABLE		LITPIITO IO	

1_____

2_____

PRACTICE, Practice, practice

TIME TO TAKE ACTION!

- **❖** Make yourself available to other APS workers. Let them know that they can come to you for information and guidance.
- **❖** Pay attention to your colleagues. Notice which ones have a genuine expertise in an area, and learn from them, especially.
- Read reports when you have a chance. Reports are a great way to see the slightly different perspectives that others have. It can also be an easy way to practice putting yourself in another Investigator's shoes.
- **Continue practicing the exercises that we did in the workshop.**

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- **Consider sharing your own story with others, even when the story doesn't have a happy ending.** Share the lesson you learned.
- Remember that every mistake, every horror story, contains an important lesson. Learn and grow from those lessons. And share the lessons with others.
- **We work in teams.** And a team is only as strong as its' weakest link. Help to strengthen your team mates.
- Find a way to share information with newer Investigators on a regular basis. Be creative, and make it fun!

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STORY ONE:

STORY ONE:	STORY ONE:
WHAT WAS FORESEEABLE?	WHAT WAS FORESEEABLE?
CLUES:	CLUES:
1	1
2	2
3	3
4	4
WHAT WAS PREVENTABLE?	WHAT WAS PREVENTABLE?
HOW COULD THE INCIDENT HAVE BEEN PREVENTED?	HOW COULD THE INCIDENT HAVE BEEN PREVENTED?
1	1
2	2
3	3
4	4
FIND TWO ACCEPTABLE ALTERNATIVE ENDINGS TO THE STORY	FIND TWO ACCEPTABLE ALTERNATIVE ENDINGS TO THE STORY
1	1
2	2

STORY TWO

STORY FIVE:

WHAT WAS FORESEEABLE?	WHAT WAS FORESEEABLE?		
CLUES:	CLUES:		
1	1		
2	2		
3	3		
4	4		
WHAT WAS PREVENTABLE?	WHAT WAS PREVENTABLE?		
HOW COULD THE INCIDENT HAVE BEEN PREVENTED?	HOW COULD THE INCIDENT HAVE BEEN PREVENTED?		
5.	1		
6	2		
7	3		
8	4		
FIND TWO ACCEPTABLE ALTERNATIVE ENDINGS TO THE STORY	FIND TWO ACCEPTABLE ALTERNATIVE ENDINGS TO THE STORY		
3	1		
4	2		