

The State of the Nation in APS Training – Results from NAPSA's National Survey of APS Training



In the beginning...

- In 2005, a NAPSA committee of experts released the 23* APS core competencies list.
- Step by step, over the next 10 years, all training modules were developed as in-person and eLearnings curriculums
- Next, NAPSA developed a Certificate Program
- Now... the question is, how are the core competencies being used?

*ACL is recommending a 24th- Supported Decision-making

THE NAPSA CERTIFICATE PROGRAM



IN THE BEGINNING

- **CALIFORNIA ELDER JUSTICE COALITION AND CALIFORNIA WELFARE DIRECTOR'S ASSOCIATION**
- **CDSS POSITION**
- **TRAINING FUNDING**

NAPSA CERTIFICATE PROGRAM

- **LAUNCHED IN 2017**
- **REQUIREMENTS**
- **23 CORE COMPETENCIES**
- **TEST OUT**

HOW ARE WE DOING

- **CERTIFICATE APPLICATIONS**
- **NAPSA TRAINING CERTIFICATE COMPLETIONS**

ACCESSING THE TRAININGS & ELEARNINGS

- **INSTRUCTOR LED OF ELEARNING, YOUR CHOICE**
- **HOW TO ACCESS THE INSTRUCTOR LED TRAININGS AND ELEARNINGS**
- **THE SDSU 'MASTER" WEBSITE**

FOR MORE INFORMATION

- **KEVIN BIGELOW**
- **NAPSA CERTIFICATE COORDINATOR**
- **KBIGELOW.CERTIFICATE@GMAIL.COM**
- **714-227-2194**
- **I WILL BE AT THE NAPSA CERTIFICATE TABLE BETWEEN SESSIONS TO ANSWER YOUR QUESTIONS**

In APS Training



Results from NAPSA's National Survey of APS Training Courses

NAPSA/MASTER CORE CURRICULUM SURVEY 2016/2018

For the first time NAPSA and the NAPSA APS Resource Center (NAPSRC) is attempting to complete a comprehensive National Survey of APS Training Courses being used in every State, County, and Regional APS Training Program.

See Handout P1

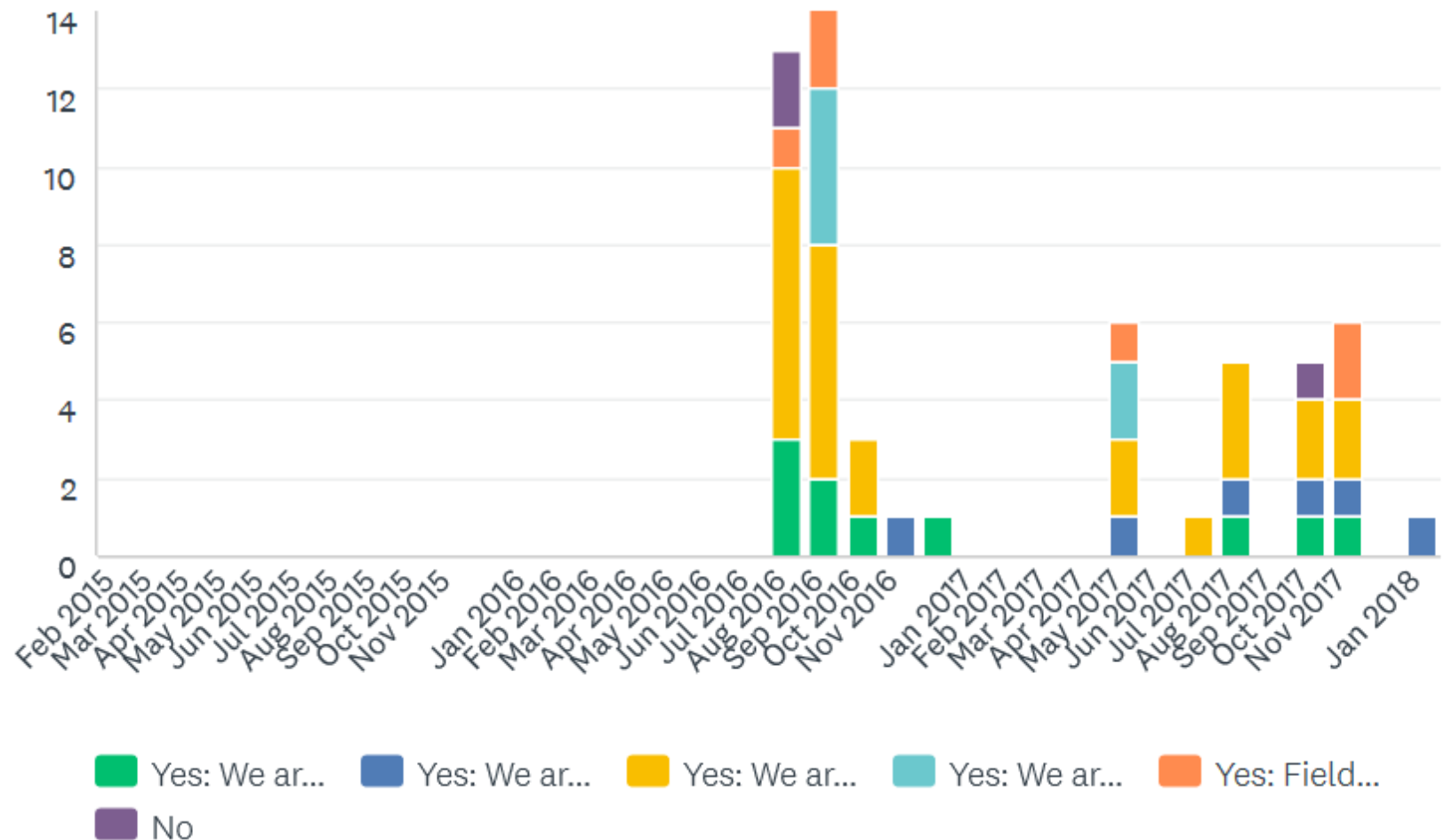
NAPSA/MASTER CORE CURRICULUM SURVEY 2016/2018

SURVEY DEVELOPEMENT	SURVEY GOES OUT TO THE NATION	PRELIMINARY SURVEY STATUS		FINAL SURVEY STATUS
OCTOBER 2015	AUGUST 2016	AUGUST 2017	SEPTEMBER 2017	JANUARY 2018
NAPSA EDUCATION COMMITTEE Started Developing the Survey Questions	The initial Survey went out with a cover email to all the states	Completed Surveys 29 STATES	Completed Surveys 36 STATES	Completed Surveys 49 STATES and DC

NAPSA EDUCATION COMMITTEE 2015-2018

Does your state have training that covers these learning objectives?

Answered: 56 Skipped: 1 First: 8/23/2016 Zoom: Feb 2015 to Jan 2018

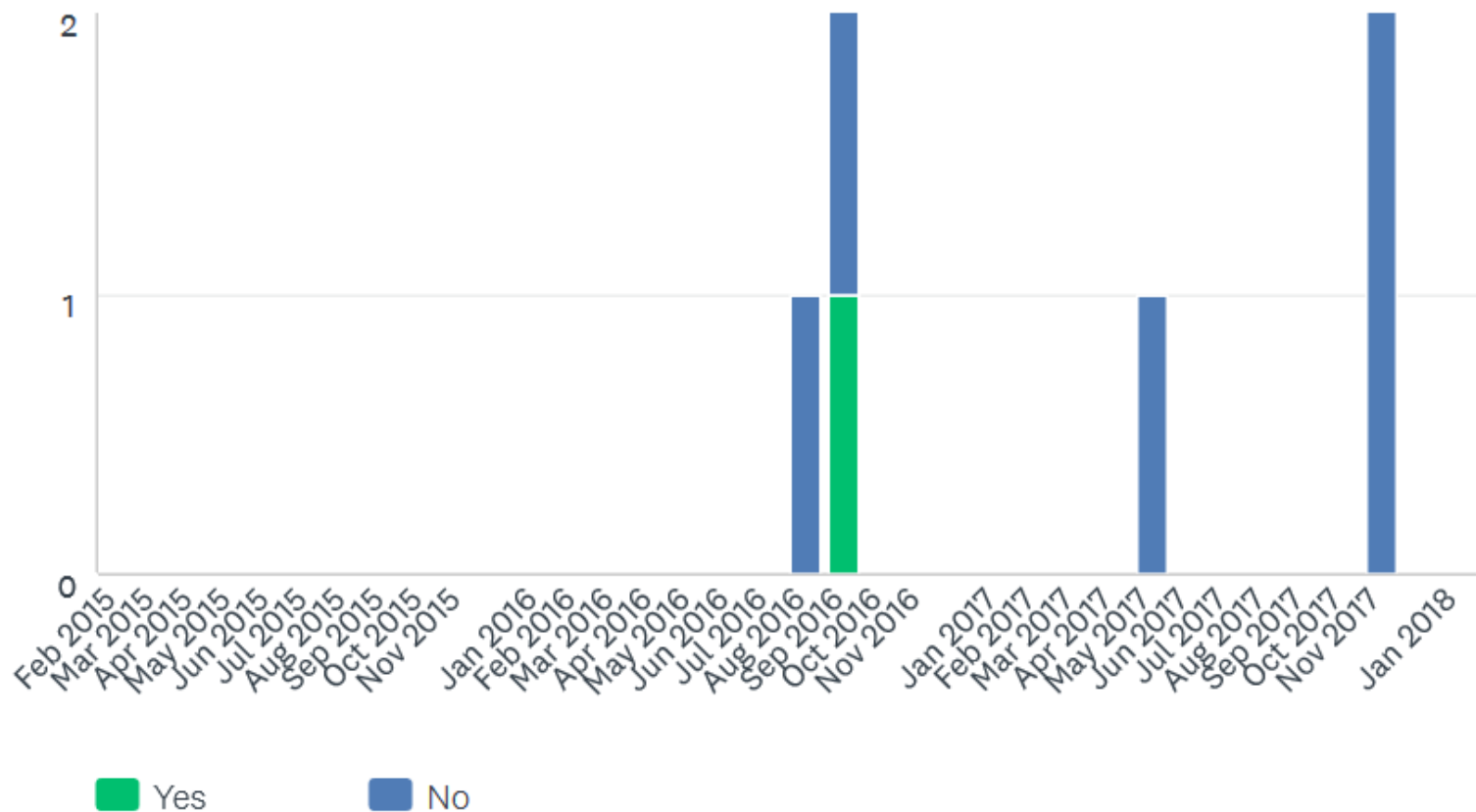


See Handout P2

Q6 (by month)

If you are using field based on the job training, are you using the NAPSA Field Guide for Supervisors

Answered: 6 Skipped: 51 First: 8/23/2016 Zoom: Feb 2015 to Jan 2018



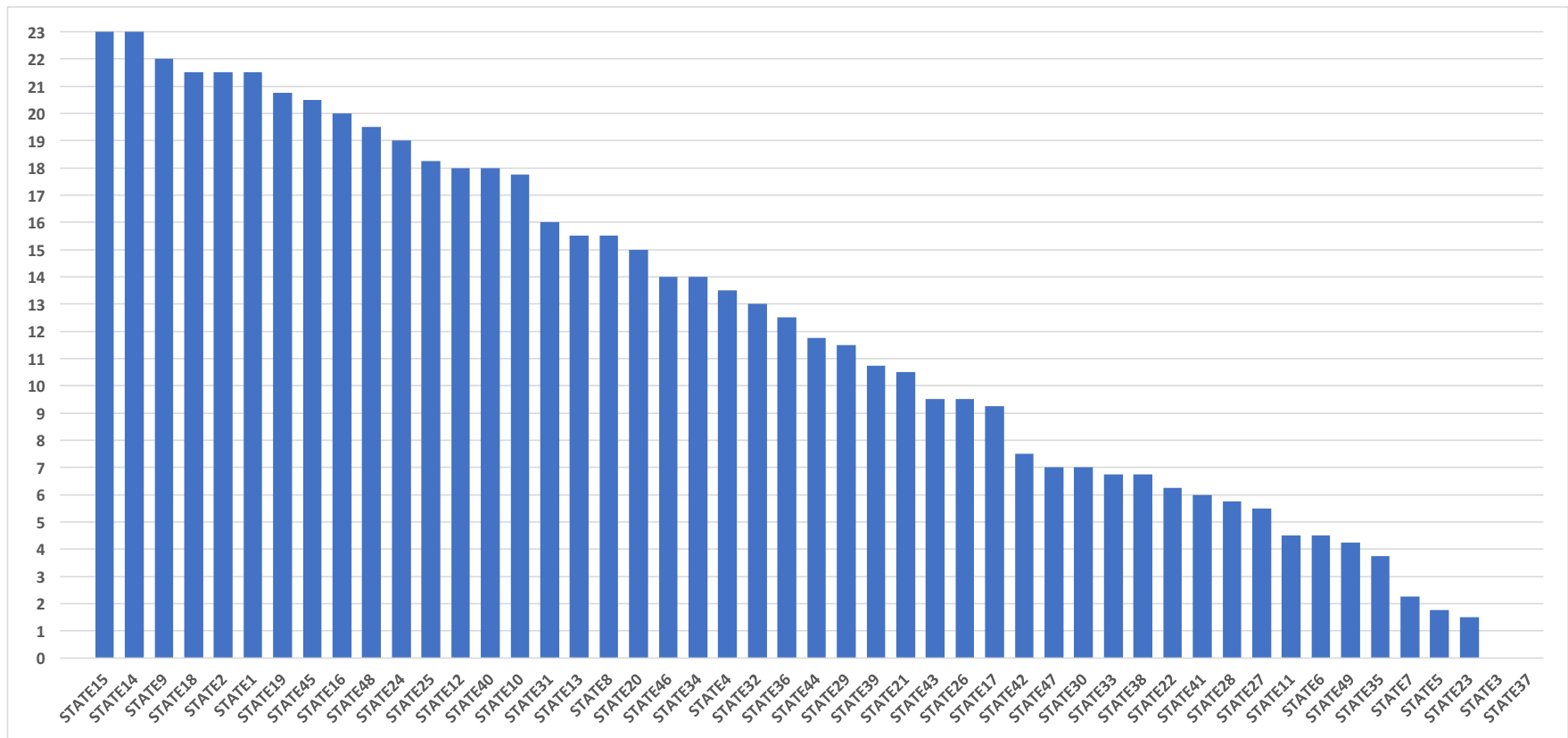
Results from NAPSA's National Survey of APS Training

Dr. Pi-Ju (Marian) Liu & Dr. Leslie Ross

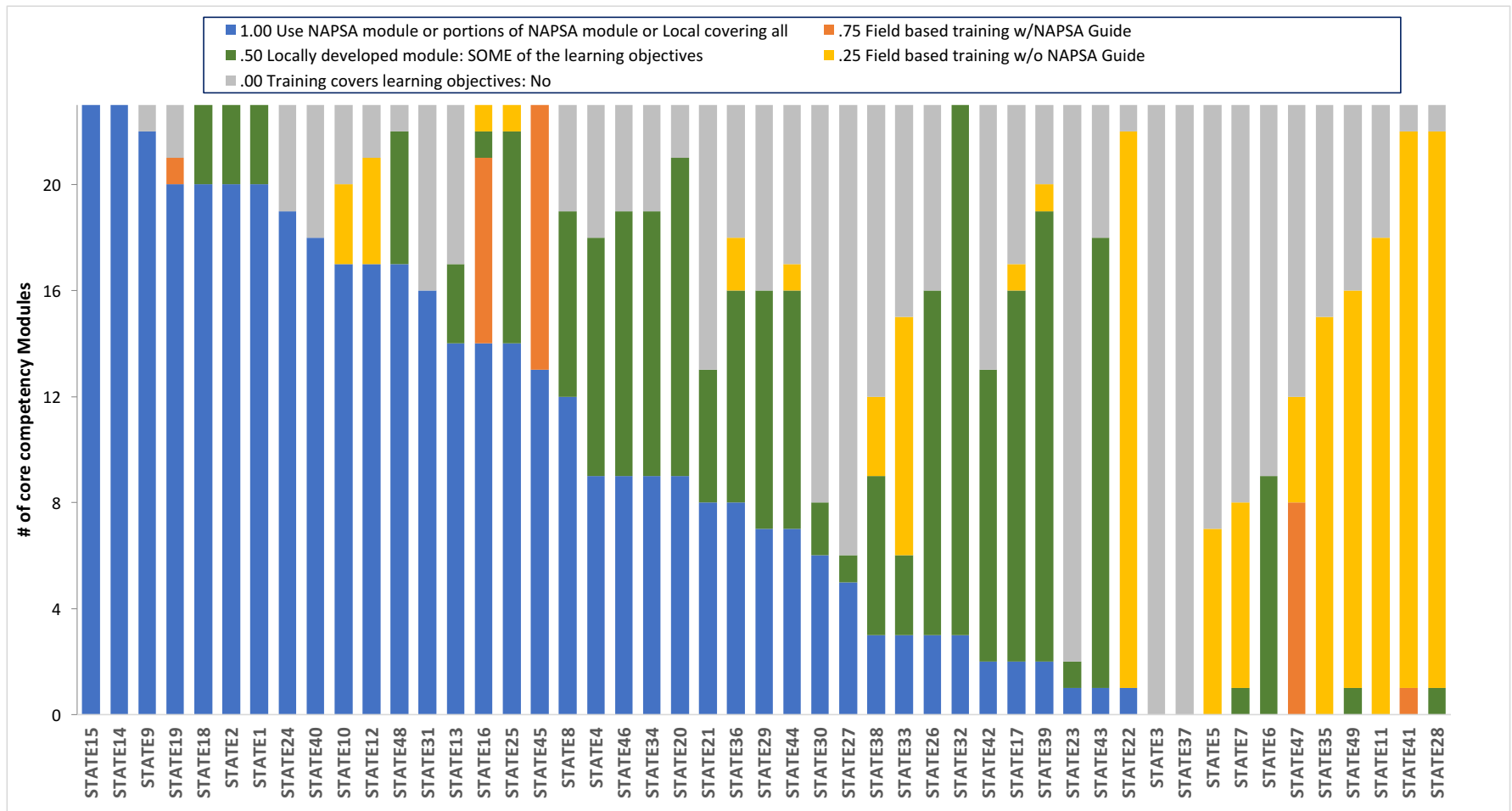
Purdue University & University of California, San Francisco



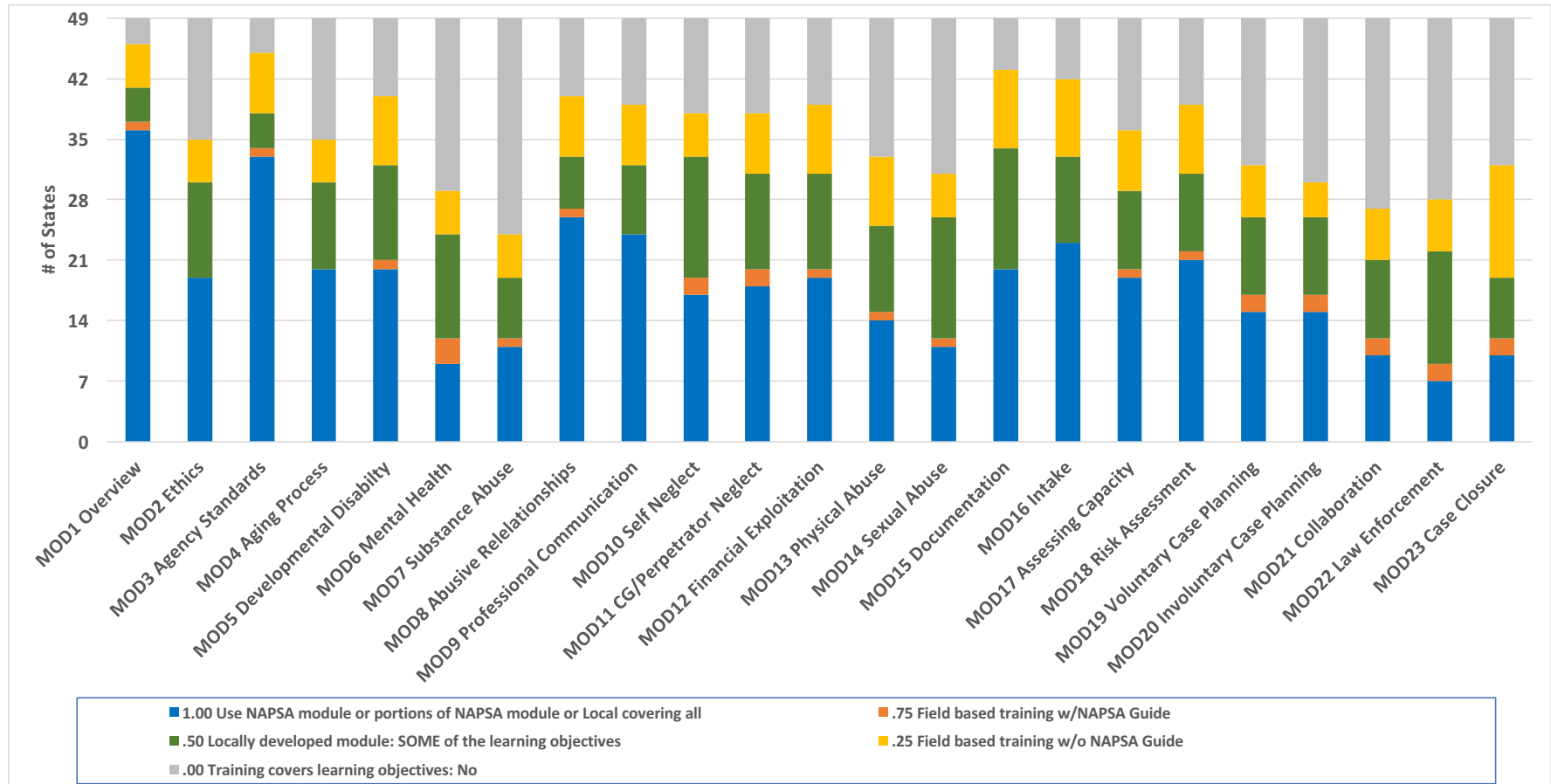
Training Index



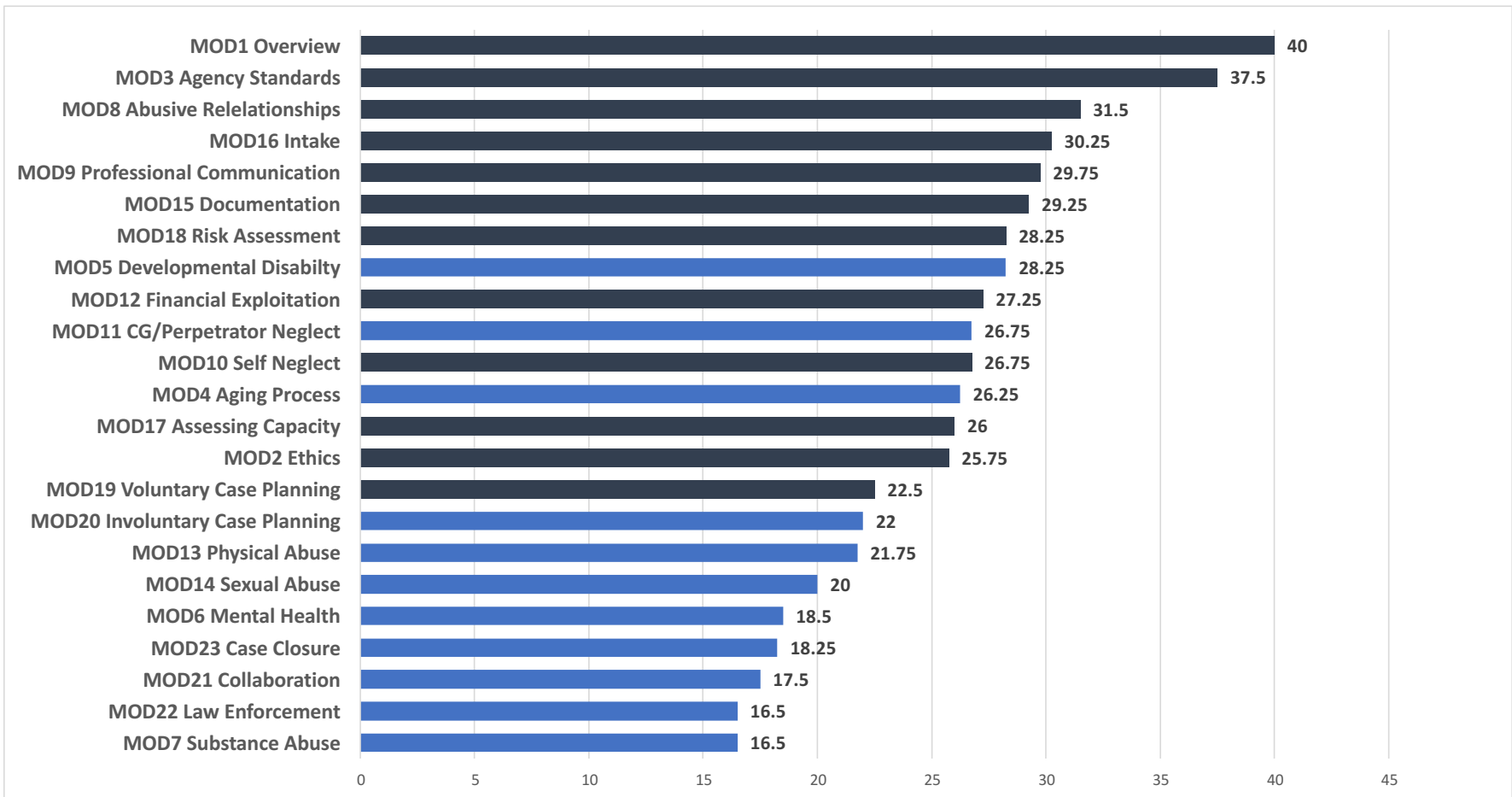
Training Delivery Break-Down by State



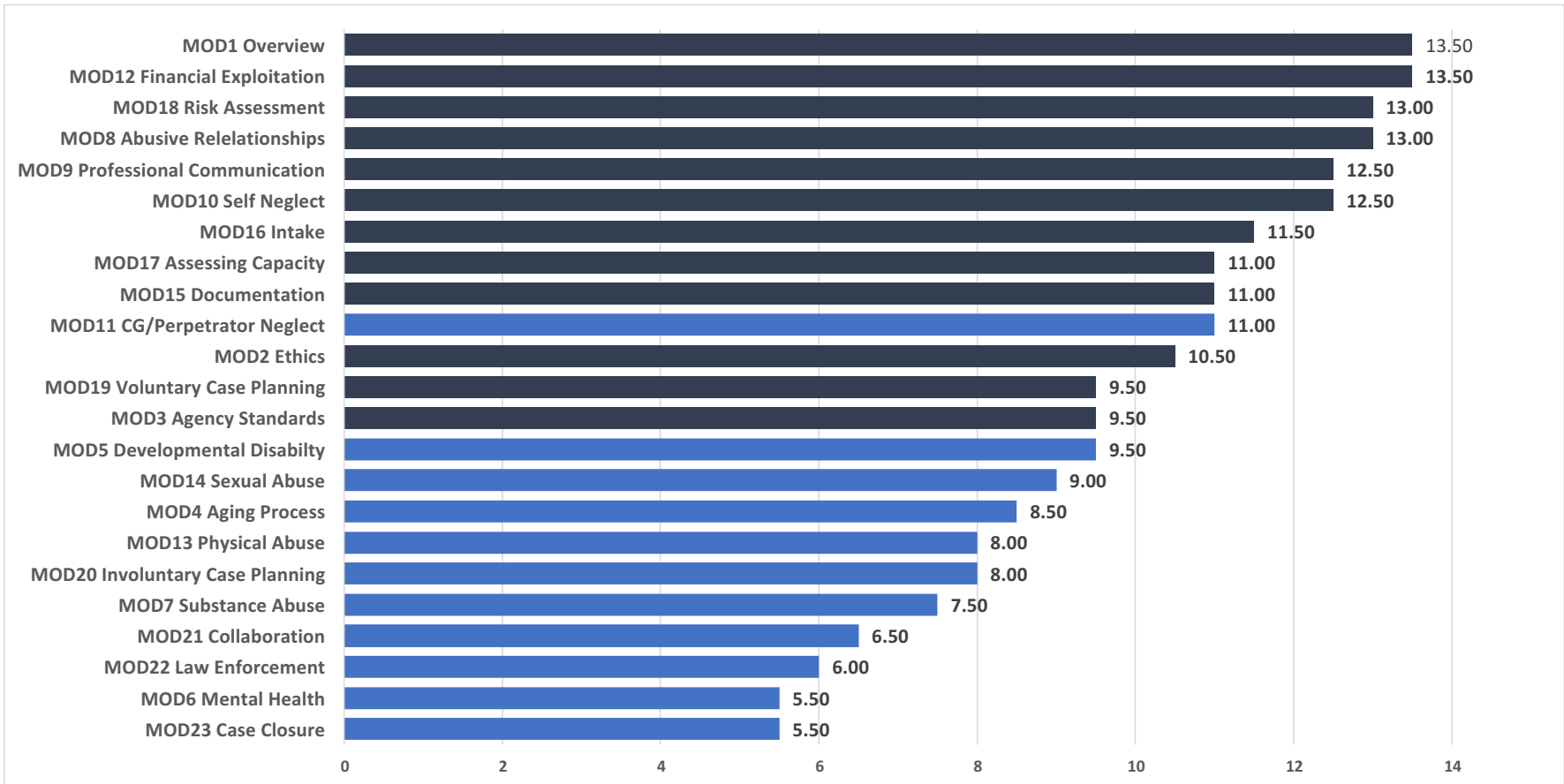
Training Delivery Break-Down by Core Competency



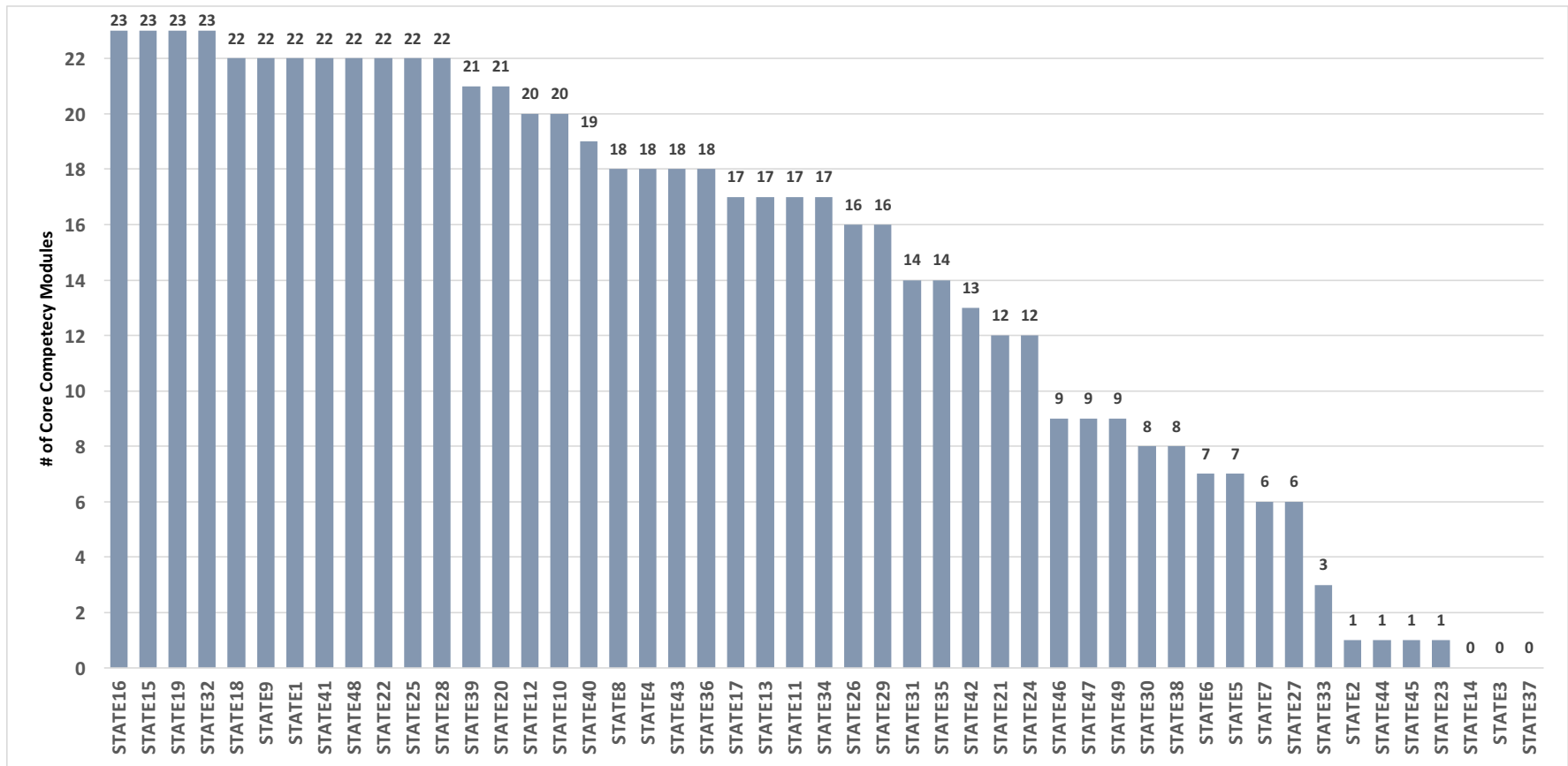
Most Commonly Delivered Core Competency



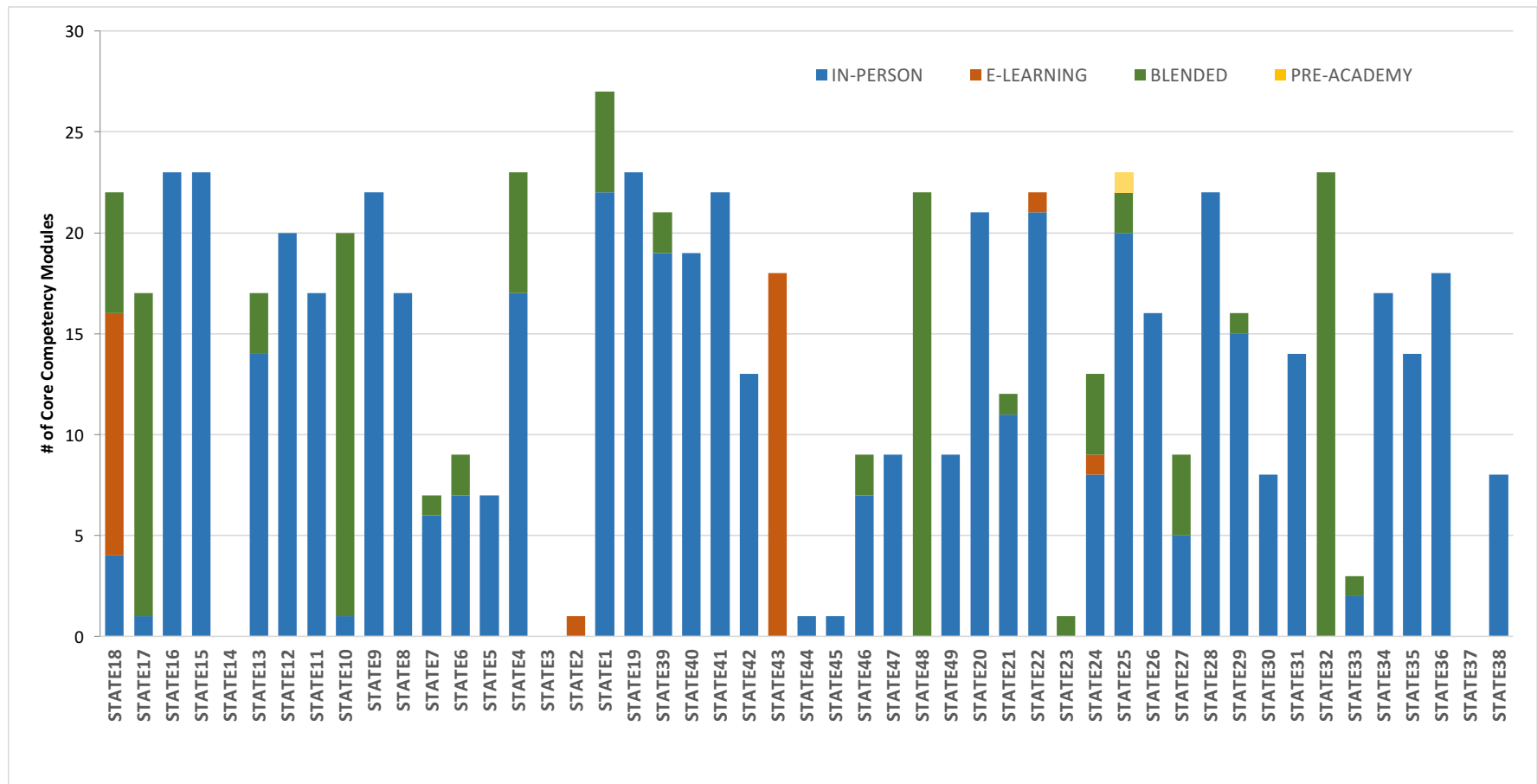
Most Commonly Used NAPSA Modules



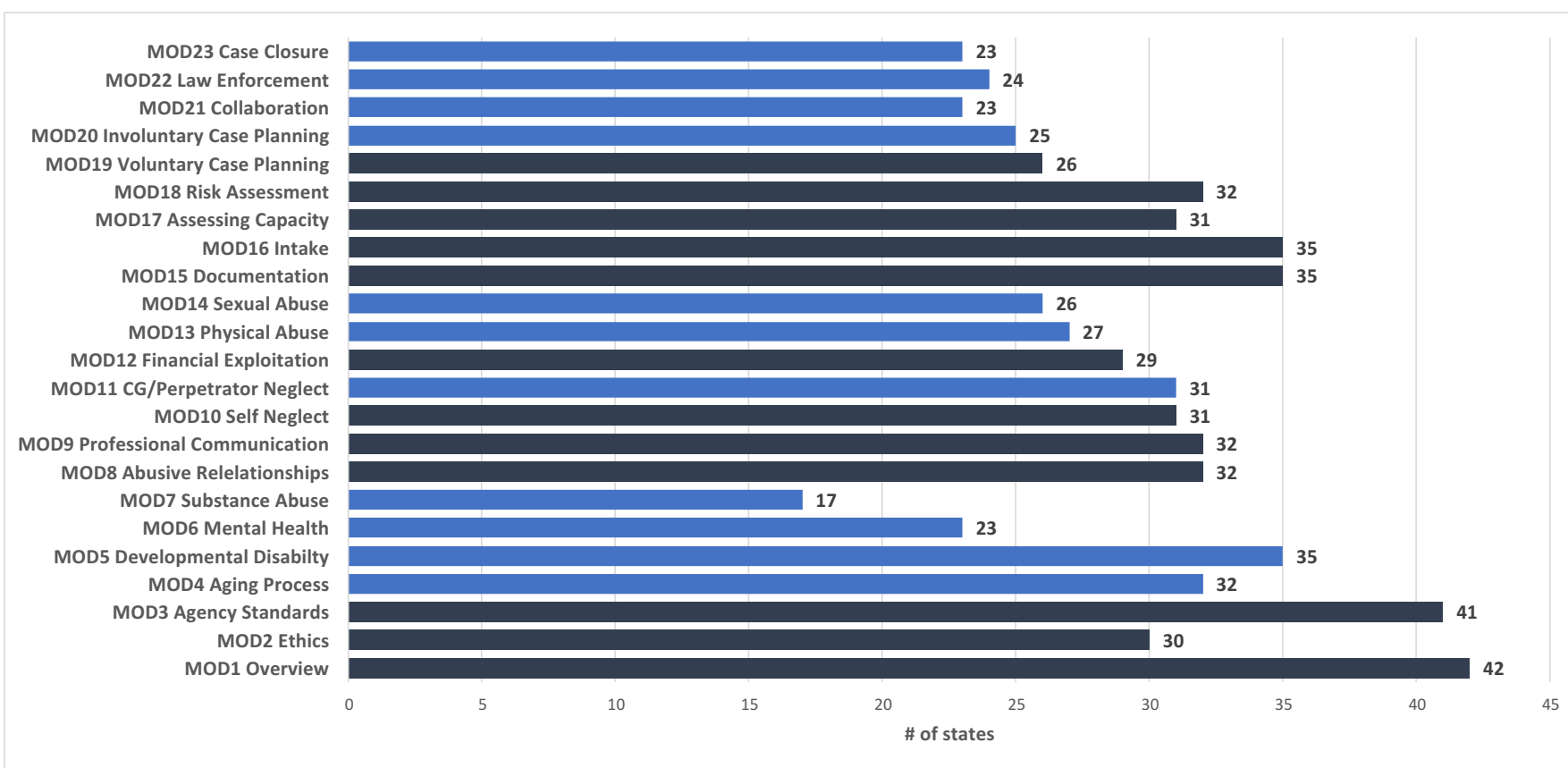
New Hire Training



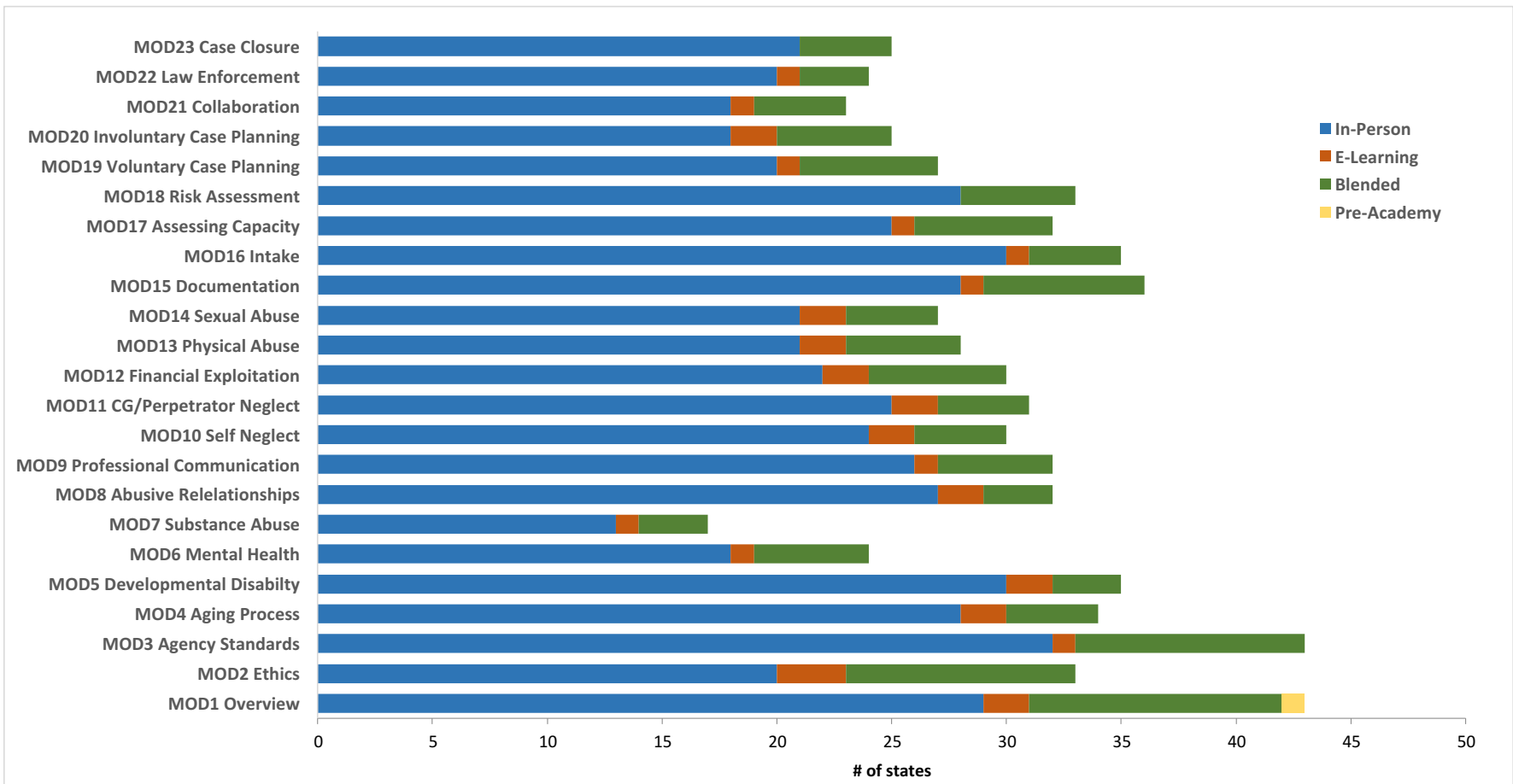
New Hire Training: Training Format by State



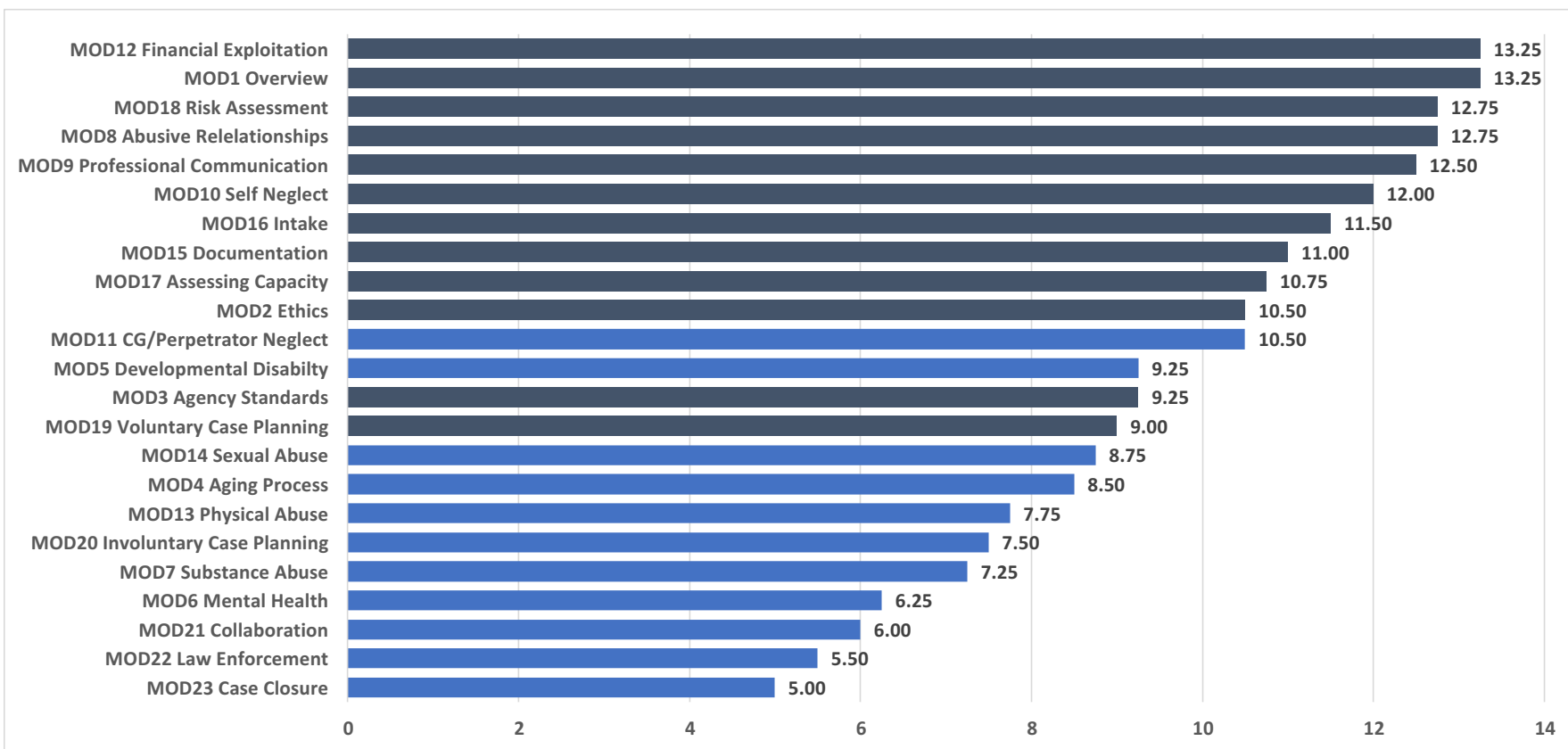
New Hire Training: Most Commonly Delivered Core Competency



New Hire Training: Training Format By Core Competency



New Hire Training: Most Commonly Used NAPSA Modules



Evaluation of California APS' 2014-2017 Core Competency Training

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California (CA) Focus Groups

To support California's efforts to improve training and assess its efficacy, we collected qualitative data from a total of 63 social workers in five counties, which included urban and rural populations. No supervisors were present at the groups, and participants discussed three open-ended questions:

1. What trainings have changed your practice and how?
2. How could training be changed to make it easier to implement?
3. What characteristics of your work environment interfere with implementation of learning?

CA Focus Groups - Findings

We found that training changed knowledge, attitudes and skills of APS social workers in two ways:

1. Provided demonstrated benefits to clients and caseworkers.
2. Inspired the feeling that they and their work is valued.

Social workers reported as most useful: trainings on documentation, client capacity, interpersonal dynamics, legal issues, financial scams, communicating with law enforcement, and safety. They also identified motivations, barriers, and facilitators to receiving and applying training, as well as training's impact.

Motivations to Receiving and Applying Training in CA

- *“I love learning and love learning new things and anything that's going to make my job easier or better for my clients especially.” – LA*
- *“I...want to have a better working knowledge of why this is beneficial, why this is not beneficial, and when somebody's being taken advantage of...” Sacramento*

Barriers to Receiving and Applying Training in CA

- *Access: “...it's not a close drive for me.” – LA 1*
- *Heavy Caseloads: “Since January, I've probably received over 60 referrals and I can't keep up... So, trainings are great, and sometimes it's like, a whole day in Fresno or Modesto, is a whole day of me not getting work done.” – Merced*
- *External Colleagues: “...it was difficult to do my job because I didn't have the community support, I mean of all of them.” – Sacramento*

Facilitators to Receiving and Applying Training in CA

- *Content: “Great for someone who is just starting, because you come across something different every single day...You don't always know what you're walking into.” – Merced*
- *Trainers: “...it makes a difference to have people who have experience - And are excited about what they're teaching.” - SF*
- *Resources: “...having the handouts...that’s something I frequently refer to.” – Sacramento*

Impact of Training in CA

- *Improved Communication: “[Training] helps me... give them a little more time. Give them different options, you know, instead of just one.” – LA 2*
- *Improved Follow Through: “The law enforcement legal issues training...helped me to learn what we do with our cases when [abuse] is confirmed and how to convict someone.” – Sacramento*

Impact of Training in CA

- *Better Documentation: “...to remind yourselves of certain things that you need to focus on and certain things that you need to cut out - to keep the documentation with the most crucial information.” – LA 3*
- *Professional Development: “Things will come up that you've never really considered before, you've never seen before.” – Merced*

Impact of Training in CA

- *Increased Safety: “I really like the worker safety training because it was really helpful in just pinpointing what I should be looking for before I go to their house, and if I don't feel safe, what to do, and just learning all those things that are really important in the field. So, these things that I didn't even think about prior to this [training].” – Sacramento*

So what...how do we use this information?

- Advocacy efforts
 - If your state is doing well- shout it and ask for funding to remain one of the best!
 - If your state isn't doing well, ask for funding to catch up with other states.
- Evaluate your training
 - How is it changing practice?
 - Worker attitudes?
 - Retention of workers?
 - Stakeholders opinions?
 - Public opinion?
 - And the gold standard- outcomes for clients?