County of San Diego Adult Protective Services Training Team

The training team is designed as a “renewing 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
COUNTY OF SAN DIEGO
ADULT PROTECTIVE SERVICES
TRAINING & SUPPORT TEAM

*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. 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**

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<thead>
<tr>
<th>Activities</th>
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<tbody>
<tr>
<td>Pre-requisites</td>
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<tr>
<td>Video</td>
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<td>Facilitator</td>
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**APS Case Notes**

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<tr>
<th>Activities</th>
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<tr>
<td>Pre-requisites</td>
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<tr>
<td>ALEX</td>
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<td>Facilitator</td>
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Case Note Exercises

**APS Case Closings**

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<td>ALEX</td>
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<td>Facilitator</td>
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</table>

Case Closing resources

California APS Standards for Consistency in Determining Findings eLearning
COUNTY OF SAN DIEGO
ADULT PROTECTIVE SERVICES
TRAINING & SUPPORT TEAM

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 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.

SELF-NEGLECT

e-Learning: Working with Self-Neglecting Clients

<table>
<thead>
<tr>
<th>Scheduled Time</th>
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<tbody>
<tr>
<td>12:00-12:30pm</td>
<td>Check in and sharing</td>
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<tr>
<td>12:30-1:00pm</td>
<td>Self-Care: Video: Tips for Coping with Stress</td>
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</tbody>
</table>
COUNTY OF SAN DIEGO
ADULT PROTECTIVE SERVICES
TRAINING & SUPPORT TEAM

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/their) Training Specialist
Center for Community Solutions
Office: (619)697-7477 x106 | Email: lwexler@ccssd.org

NEGLECT

e-Learning: Caregiver or Perpetrator Neglect

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<tr>
<th>Scheduled Time</th>
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<tbody>
<tr>
<td>12:00-12:30pm</td>
<td>Check in and sharing</td>
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<tr>
<td>12:30-1:00pm</td>
<td>Self-Care: Video: Social Workers as Superheroes</td>
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<tr>
<td>1:00-2:30pm</td>
<td>*Professional Expert: Acutely Vulnerable Adults In-service</td>
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<tr>
<td>2:30-3:30pm</td>
<td>Neglect case presentations</td>
</tr>
<tr>
<td>3:30-4:00pm</td>
<td>Debrief and wrap-up</td>
</tr>
</tbody>
</table>

*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

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

Training Material and Resources:
• Chapter 5 Addendum: Acutely Vulnerable Adult Protocol
• Acutely Vulnerable Adult Power Point

FINANCIAL ABUSE – PART 1


<table>
<thead>
<tr>
<th>Scheduled Time</th>
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<tr>
<td>12:00-12:30pm</td>
<td>Check in and sharing</td>
</tr>
<tr>
<td>12:30-1:00pm</td>
<td>Self-Care: Video: Mind-Body Connection</td>
</tr>
<tr>
<td>1:00-2:00pm</td>
<td>*Professional Expert: Elena Sosa</td>
</tr>
<tr>
<td>2:00-3:00pm</td>
<td>Case Presentations: Financial Abuse</td>
</tr>
</tbody>
</table>
COUNTY OF SAN DIEGO
ADULT PROTECTIVE SERVICES
TRAINING & SUPPORT TEAM

3:00-4:00pm | Debrief and wrap-up

*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

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

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<tr>
<td>12:00-12:30pm</td>
<td>Check in and sharing</td>
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<tr>
<td>12:30-1:00pm</td>
<td>Self-Care: Video: Vicarious Trauma 1</td>
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<tr>
<td>1:00-2:00pm</td>
<td>*Professional Expert: Robert Martin, Esq.</td>
</tr>
<tr>
<td>2:00-3:00pm</td>
<td>Case Presentations: Financial Abuse</td>
</tr>
<tr>
<td>3:00-4:00pm</td>
<td>Debrief and wrap-up</td>
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</table>

*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

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

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<tr>
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<tr>
<td>12:00-12:30pm</td>
<td>Check in and sharing</td>
</tr>
<tr>
<td>12:30-1:00pm</td>
<td>Self-Care: Video: Setting Boundaries video</td>
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</tbody>
</table>
COUNTY OF SAN DIEGO
ADULT PROTECTIVE SERVICES
TRAINING & SUPPORT TEAM

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
Annette Arehart - NAMI
Family Education Department
(858)634-6580 | Email: Annettearehart@namisd.org

Marla Kingkade – Meth Strike Force Coordinator
Center for Community Research
Office: (619)200-9769 | Email: 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

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<thead>
<tr>
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<tbody>
<tr>
<td>12:00-12:30pm</td>
<td>Check in and sharing</td>
</tr>
<tr>
<td>12:30-1:00pm</td>
<td>Self-Neglect Video: Vicarious Trauma 2</td>
</tr>
<tr>
<td>1:00-2:00pm</td>
<td>*Professional Expert: Detectives Maureen Perkins and Aaron Dabbs</td>
</tr>
<tr>
<td>2:00-3:00pm</td>
<td>Case Presentations: Physical and Sexual Abuse</td>
</tr>
<tr>
<td>3:00-4:00pm</td>
<td>Debrief and wrap-up</td>
</tr>
</tbody>
</table>

*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
**COUNTY OF SAN DIEGO**  
**ADULT PROTECTIVE SERVICES**  
**TRAINING & SUPPORT TEAM**  
**PHYSICAL AND DEVELOPMENTAL DISABILITIES**

### e-Learning: Physical and Developmental Disabilities

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<tr>
<td>12:00-12:30pm</td>
<td>Check in and sharing</td>
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<tr>
<td>12:30-1:00pm</td>
<td>Self-Care: Video: <strong>Time Management</strong></td>
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<tr>
<td>1:00-2:00pm</td>
<td>*Professional Expert: SD Regional Center</td>
</tr>
<tr>
<td>2:00-3:00pm</td>
<td>Case Presentations: AVA Cases</td>
</tr>
<tr>
<td>3:00-4:00pm</td>
<td>Debrief and wrap-up</td>
</tr>
</tbody>
</table>

* *Suggested presenter:*

K. C. Simmon – San Diego Regional Center Manager  
Email: [K.C.Simmon@sdcounty.ca.gov](mailto:K.C.Simmon@sdcounty.ca.gov)

**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

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<tr>
<td>12:00-12:30pm</td>
<td>Check in and sharing</td>
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<tr>
<td>12:30-1:00pm</td>
<td>Self-Care: Video: <strong>Short Exercises/Stretches</strong></td>
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<tr>
<td>1:00-2:00pm</td>
<td>*Professional Expert: Dr. Litwin</td>
</tr>
<tr>
<td>2:00-3:00pm</td>
<td>Review of Client Capacity Tools</td>
</tr>
<tr>
<td>3:00-4:00pm</td>
<td>Debrief and wrap-up</td>
</tr>
</tbody>
</table>

* *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

Training Material and Resources:

WORKING WITH THE CRIMINAL JUSTICE

e-Learning: Working with the Criminal Justice System

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<tr>
<td>12:30-1:00pm</td>
<td>Self-Care: Video: Implicit Bias</td>
</tr>
<tr>
<td>1:00-2:00pm</td>
<td>*Professional Expert: DDA Elder Abuse &amp; SD City Attorney</td>
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<tr>
<td>2:00-3:00pm</td>
<td>Restraining Orders/Subpoenas</td>
</tr>
<tr>
<td>3:00-4:00pm</td>
<td>Debrief and wrap-up</td>
</tr>
</tbody>
</table>

*Suggested presenter:
Scott Pirello – Deputy District Attorney
Elder Abuse Unit
Cell: (619)515-8816 | Email: Scott.Pirrello@sdcda.org

Maria Calle – Victim Assistance Program Supervisor
Victim Advocate DA
Cell: (619)515-8464 | Email: Maria.Calle@sdcda.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

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

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<tr>
<td>12:30-1:00pm</td>
<td>Self-Care: Video: Inclusion/Exclusion</td>
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<tr>
<td>1:00-2:00pm</td>
<td>*Professional Expert: Community Partners and Collaborations Panel</td>
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<tr>
<td>2:00-3:00pm</td>
<td>Case Presentations/Case Discussions: PLEASE bring cases to discuss</td>
</tr>
<tr>
<td>3:00-4:00pm</td>
<td>Debrief and wrap-up</td>
</tr>
</tbody>
</table>

*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

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

Training Material and Resources:

Signing up for in person trainings

After Hours

Satisfaction Survey