



The California APS Leaders Institute & MSW Stipend Program: Building Capacity for the Present and Future

We create experiences that transform the heart, mind, and practice.



About APSWI & The Academy

- Adult Protective Services Workforce Innovations (APSWI)
 - Training program of the Academy for Professional Excellence, a project of the San Diego State University School of Social Work.
 - APSWI provides innovative workforce development to APS professionals and their partners.
- The Academy provides workforce development and learning experiences to health and human service professionals.

Academy Programs include:



We create experiences that transform the heart, mind, and practice.

Your Presenters



- **Dawn Gibbons-McWayne**, MSW, LCSW, Program Manager, Adult Protective Services Workforce Innovations (APSWI), Academy for Professional Excellence, San Diego State University School of Social Work.
- **Krista Brown**, APS Leaders Institute Program Coordinator, APSWI, Academy for Professional Excellence, San Diego State University School of Social Work.
- **Kim Rutledge**, MSW, Adult Protective Services Liaison, California Department of Social Services



Presentation Goals



- Describe the CDSS ACL State Grant goals and primary focus areas:
 - APS Leaders Institute
 - APS Stipend Program for MSW Students
- Identify how to leverage national, state, county, and academic partnerships.
- Discuss data/outcomes from grant activities to date
- Identify successes, challenges and next steps for the future

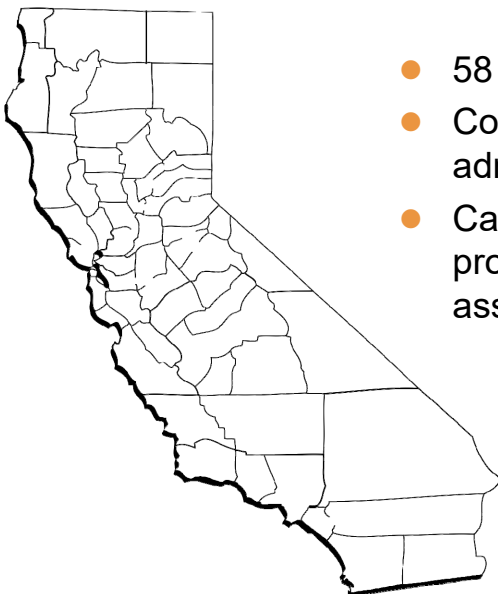


California's ACL Grant Projects

- APS Leaders Institute
- MSW Stipend Program



California's APS System



- 58 counties
- Counties have direct responsibility for administration of APS program
- California Department of Social Services provides coordination and technical assistance to improve consistency



Why?



APS Leaders Institute

- County APS programs in California are administered by upper-level managers who oversee multiple county programs which are larger and more well-funded than APS, resulting in lack of consideration of APS needs at the upper management levels within counties.

MSW Stipend Program

- California's APS programs are struggling to recruit and retain qualified APS professionals.



APS LEADERS INSTITUTE

Goal: Enhance the capacity for Adult Services Administrators and APS Program Managers to drive improvements by examining and building upon federal and state APS guidelines, current research, and best practices.



Key Project Partners



Subcontractors

- Adult Protective Services Workforce Innovations (APSWI), Academy for Professional Excellence at San Diego State University (SDSU)
- National Adult Protective Services Association (NAPSA)

Partners

- Advisory Team comprised of County APS Managers, Adult Services Managers and CDSS

Objectives and Activities



1 Support APS Program Managers to build upon federal and state APS guidelines, current research and best practices to enhance their capacity to drive program improvements by providing:

- Workshops: National experts will deliver workshops on salient and emerging topics
- Regional team planning and support: Support provided for research and capacity building for each of the 4 Regional Teams throughout the state (includes Southern, Bay Area, Valley Mountain and Northern)

2 Increase Adult Services Administrators' knowledge of federal and state APS guidelines, current research and best practices, partnerships and funding opportunities to enhance engagement and support of their APS programs by providing:

- Workshops facilitated by national experts on emerging protective services challenges, promising practice solutions and opportunities to partner with APS leadership across the state.
- The opportunity to join APS Managers in workshops covering topics that are essential for APS leadership



APS Leaders Institute



- Yr 1 – Needs Assessment, Strategic Planning, Form APS LI Advisory Committee
- Yr 2 – Instructor-Led Training for APS Managers & Adult Service Administrators (in-person), Evaluation, Regional Planning/Capacity Building (Phase 1)
- Yr 3 - Instructor-Led Training for APS Managers & Adult Service Administrators (virtual), Evaluation, Regional Planning/Capacity Building (Phase 2)
- Yr 4 - Instructor-Led Training for APS Managers & Adult Service Administrators, Evaluation, Regional Planning/Capacity Building (Phase 3), Sustainability planning



Yr 2 Activities & Outcomes



- 12 Advisory Committee Planning Meetings
 - Comprised of county APS managers, AS administrators, CDSS, APSWI, NAPSA
 - Planning and advisory body
 - Conduit to regional and statewide committees, partners, stakeholders



Yr 2 Activities & Outcomes



- 3 APS Manager Instructor-Led Trainings (in-person)
 - How APS Organizational Structure Drives Processes
 - Using Data for Program Improvement
 - Telling Our Story – Public Awareness to Promote Community Support
- 1 Adult Service Administrator Instructor-Led Training (in-person)
 - Partnering to Address the Challenges of Emerging Populations
- 3 more planned and then COVID-19 = Pause & Pivot!
 - Instructor-led virtual workshops
 - First virtual APS Manager workshop and “booster” processing session delivered Aug/Sept 2020



APS Leaders Institute Virtual Workshop & BOOSTER



Confronting Stress Management through Organizational Culture

Description

This workshop focuses on stress in APS. Stressors on APS staff and agencies will be examined in detail with a focus on how these stressors affect quality of services. The theoretical framework of Psychological Capital and its constructs of Hope, Self-Efficacy, Optimism, and Resilience will be used as the foundation for building an organizational culture that provides the necessary “Renewal” to successfully mitigate the negative effects of stress. This session will emphasize that stress management must be a top priority of administrators, managers and supervisors to help all of us have long and healthy professional careers in APS. A booster session will be used to discuss very practical ways that leaders can champion culture change for success in confronting

Dates and Location

PART 1 - WORKSHOP
 DATE: August 19, 2020
 TIME: 9:00AM-11:00AM
 LOCATION: ZOOM

Part 2 – BOOSTER
 DATE: September 2, 2020
 TIME: 10:00AM-11:00AM
 LOCATION: ZOOM

Learning Objectives

- Describe the four constructs of psychological capital.
- Identify at least three individual and organizational risk factors that allow for negative stress.
- Develop a plan to implement one new action to mitigate the risks of stress at a personal and organizational level.

Presenters

Christopher Dubble, MSW, is currently the Director of Training and the Director of the Institute on Protective Services at Temple University Harrisburg in Pennsylvania. The Institute on Protective Services provides training and consultation for Pennsylvania's adult and older adult protective services system and other investigative agencies. He has worked in the area of protective services for the last 18 years. In his over 25-year career in social work, he has held both direct practice and management positions in healthcare.

Intended Audience

This APS Leaders Institute workshop is intended for APS Program Managers and Adult Services Administrators.

Agenda

WORKSHOP Agenda, August 19, 2020

9:00-9:10am – Welcome, Housekeeping, Introductions
9:10-10:45am – Presentation/Facilitated Discussion
10:45-11:00am – Closing, Feedback, Evaluations

BOOSTER Agenda, September 2, 2020

10:00-11:00am – Welcome, Housekeeping, Introductions
10:00-10:50am – Check-in/Facilitated Discussion
10:50-11:00am – Closing, Feedback, Evaluations

This document was completed for the California Department of Social Services (CDSS), Adult Programs Division, and is supported in part by a grant (No. 906500029-01-00) from the Administration on Aging (AOA), U.S. Department of Health and Human Services (DHHS). Grantees carrying out projects under government sponsorship are encouraged to express freely their findings and conclusions. Therefore, points of view or opinions do not necessarily represent official CDSS, AOA or DHHS policy.



Yr 2 Activities & Outcomes



- Evaluation – All training is evaluated
 - Pre/Post test
 - Overall increases from pre to post in all domains measured
 - End of day surveys
 - Overall, APS Managers were very satisfied with training sessions and trainers
 - Plus/Delta (immediate, informal feedback)
 - Challenge: participation, especially post-test; Administrator participation in all evaluation activities

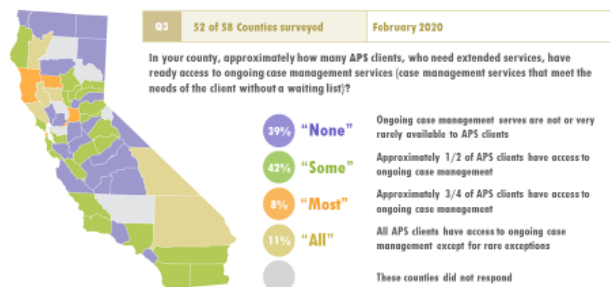


Yr 2 Activities & Outcomes



- Regional Planning/Capacity Building (Phase 1)
 - Statewide APS Case Management Survey, Report, Presentations
 - COVID-19 = Pause & Retool in Yr 3 & 4

APS Leaders Institute Survey Results:
Case Management Services (California)



APS STIPEND PROGRAM for MSW STUDENTS

Goal: To enhance the capacity of APS programs to meet the complex needs of vulnerable adults by increasing the number of MSW trained social workers working in Adult Protective Services.



Key Project Partners

Subcontractor

- The California Social Work Education Center (CalSWEC)

Funders

- The Bay Area Social Services Consortium (BASSC)
- CDSS

Training Partners

- UC Berkeley School of Social Welfare
- San Jose State University School of Social Work
- 12 Bay Area County APS programs

Strategy

To increase the number of MSW graduates working in APS programs by piloting a stipend program to support aging and disability focused MSW education, paired with a post-graduation APS employment obligation.

The APS Stipend Program is funded as a pilot program by CDSS and BASSC.

APS Stipend recipients must complete specific coursework and academic requirements, first year field placements in approved public and private non-profit aging programs, and second year field placements in Adult Protective Services programs in the 12 BASSC counties.

They must also commit to completing 24 months of full time employment in APS programs in one of the 12 BASSC counties after graduation.

The hope is this pilot program will grow in future years.



APS MSW Stipend Program

- **Goal:** Enhance the capacity of APS programs to meet the complex needs of vulnerable adults by increasing the number of MSW trained social workers working in APS.
- **Objective:** Increase the number of MSW graduates working in APS by developing and evaluating a stipend program that supports aging and disability focused social work graduate education paired with an employment obligation to work in APS.



APS MSW Stipend Program – How it Works



- Pilot project funded by three sources:
 - The California Department of Social Services (CDSS), through a sub-award of grant funding provided to CDSS by the Administration for Community Living's Administration on Aging
 - The Bay Area Social Services Consortium (BASSC) Adult Services Committee
 - The City and County of San Francisco Human Service Agency's Department of Aging and Adult Services
- Hope is that pilot project will be brought to scale as a statewide training program in future years



APS MSW Stipend Program – How it Works



- Coordinated by the California Social Work Education Center (CalSWEC) at the UC Berkeley School of Social Welfare.
- Implemented within the MSW programs at UC Berkeley (UCB) and San Jose State University (SJSU), selected because of their robust academic and field training curricula in services for aging and vulnerable adults.
- Trainees recruited from MSW program applicants in spring 2019.
- Five trainees at each MSW program awarded \$18,500 stipends for academic years 2019-20 and 2020-21.



APS MSW Stipend Program – Academic Requirements



- Each MSW program established academic requirements for its APS trainees based on existing requirements for its Aging field of practice/specialization and/or certificate in Aging Services.
- Trainees at each MSW program must complete:
 - All first and second year coursework required for aging-focused field of practice/specialization and/or certificate.
 - Second year applied research projects focused on aging and services, or program evaluations or needs assessments reflecting county efforts to understand population needs or implement continuous quality improvement in aging services.



APS MSW Stipend Program – Field Requirements



- Trainees must complete FIRST year field placements through which they provide services to aging and older adults at program-approved sites, including:
 - Public aging and adult services programs and departments
 - Private nonprofit agencies/programs serving older adults
- Trainees must complete SECOND year field placements at county-operated Adult Protective Services programs in the greater Bay Area.



APS MSW Stipend Program – Field Requirements



- Trainees commit to completing pre- and post-training surveys and other evaluation instruments required for program evaluation and reports to funders.
- Trainees commit to securing eligible employment in APS programs/departments within the 12 county Bay Area within one year of MSW graduation, and to document job seeking efforts during that time.
- Trainees commit to completing two full years of eligible full time employment in APS programs/departments within the 12 county Bay Area after graduation.
- Trainees commit to staying in touch with and providing employment data to CalSWEC after graduation.



APS MSW Stipend Program – Challenges



- COVID
 - Academic shift to online learning.
 - Some students were pulled from placements entirely.
 - Some were forced to pivot their work to the provision of emergency services.
 - Some completed training and offered services on a virtual basis.
 - Setting up second-year field placements in the midst of a pandemic.
- Sustainability
 - How to fund stipend program long-term and maintain interest and support.



Next Steps

- Yr 3 and Yr 4
 - APS Leaders Institute
 - MSW Stipend Program
- Sustainability Planning
- Questions?

- Contact:

Website: <https://theacademy.sdsu.edu/programs/apswi/aps-leaders-institute/>

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