



## **Title: Bringing the NAPSA APS Certificate Training Program to Your Jurisdiction**

**Presenters: Kevin Bigelow, NAPSA Certificate Program**

**North Dakota: Michele Gayette**

**Maryland: Mario Wawrzusin, Valarie Colmore, Denise Bruskin-Gambrell, Karen Serio**

**Montana: Michael Hagenlock**

**Texas: Michael Curtis**

## **LEARNING OBJECTIVES:**

- **Benefits of the NAPSA APS Certificate Training Program**
- **How to sell the NAPSA APS Training Modules to your agency leaders**
- **Identify 4 key elements to starting the Certificate Program in your jurisdiction**
- **Identify different state approaches to providing/funding the NAPSA APS Certificate Program**

# **NAPSA Certificate Program**

- **Launched in 2017**
- **23 Training Modules**
- **Work Experience Requirement**
- **Trainings can be Instructor Led or eLearning**

# **NAPSA Certificate Program**

- **532 Applicants as of Now**
- **277 Have Completed/Received the Certificate**
- **Trainer's Registry**
- **Federal Recommendation**

## Does your State/Agency offer the NAPSA Certificate Training Program?

☐ Yes

☐ No

☐ I Don't know



# North Dakota APS Program

- ND is broken up into 8 regions
- 17 investigators statewide across the regions
  - State staff
  - Contract staff
- 2 intake staff
- All staff teleworking
- All staff/contracts supervised by Aging Services

# **North Dakota Training**

- **ND had no formal training program**
- **Workers received on the job training upon hire**
- **Review of law and policies and procedures completed by supervisor**



# North Dakota – How did we accomplish?

- One contract had roll-up funding
  - Used funding to hire Paul Needham to train staff in person
  - Completed 7 of the 23 modules during a week-long training
- Remaining 16 modules were to be completed online through APSWI
- Intent was to budget prior to session, but got missed
- Aging able to find dollars to cover the cost to finish the training for 14 staff



# **North Dakota Benefits**

- **Consistency**
  - **Speak the same language**
  - **View cases in a similar light**
  - **Similar basis for casework**
- **Staff who completed stated: “I wish I’d had this training years ago”**
- **Basics are good for new and veteran staff**

# **North Dakota Certificate Plans**

- To date, three staff from North Dakota have completed all requirements for the certificate**
- Upcoming budget includes training costs for new staff and existing staff that did not have two years of experience**
- Long-term goal to train intake**

# Maryland APS Program

- Maryland is a Mid-Atlantic state, about 18% the size of N. Dakota and is comprised of 24 counties + Baltimore City.
- Montgomery County is most populous (1.1 million, 18%), just north of Washington D.C.
- **Adult Services and APS training initially offered by State (DHS) in a week of training. Counties + State supplement training ongoing.**
- During COVID-19, APS staff doing investigations using a hybrid model (L1/L2): face-to-face + virtual visits + telework

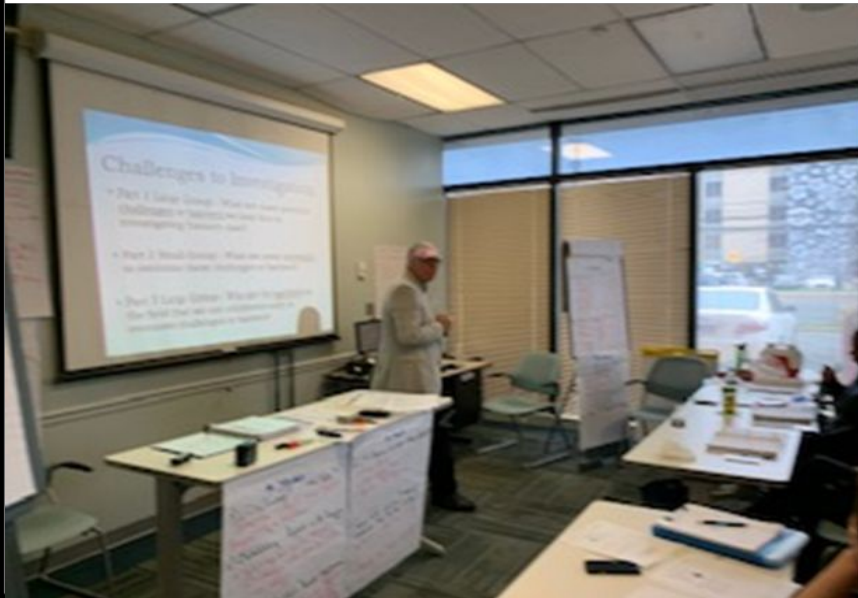
# Montgomery County APS Training Program prior to 2019

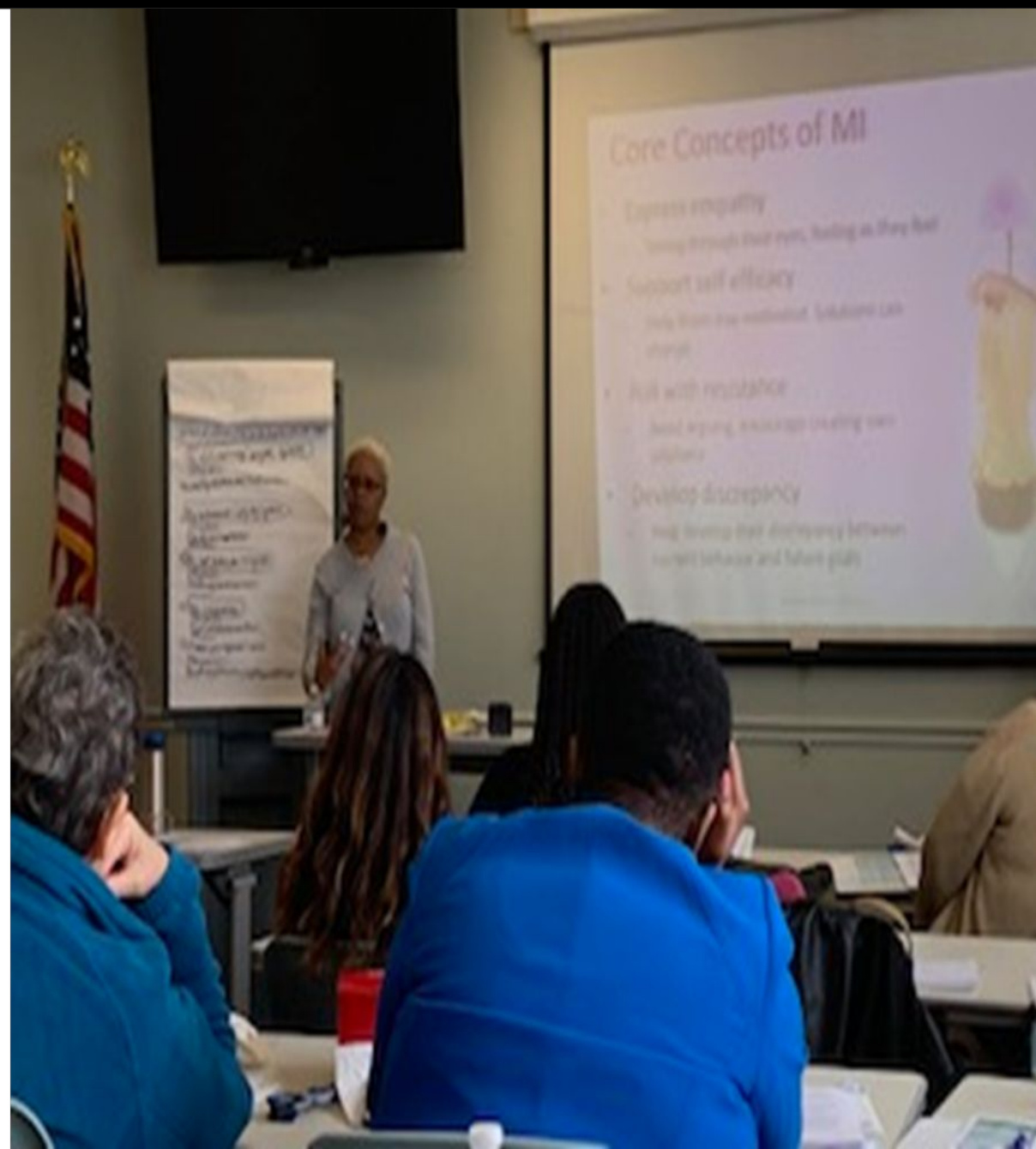
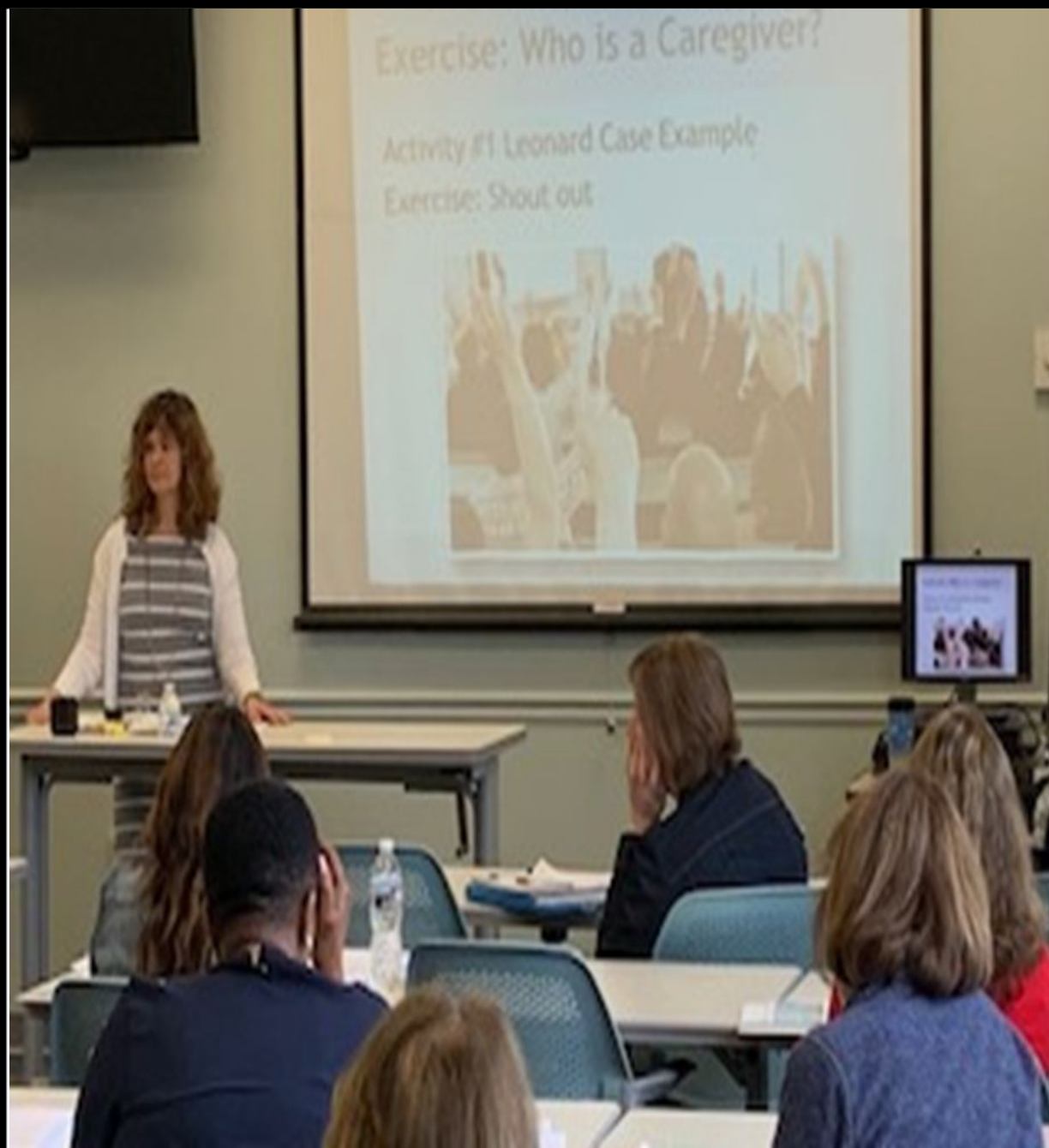
- Locally developed APS “Core Curriculum” training program: Capacity + Guardianship, Safety, Multi-D approach with Abuse Investigations ...
  - Teamed w/Multi-D partners i.e. police, SAO, County Attorney
  - Supervisors and Mentors provided training, 1-on-1
  - Challenged to keep rotation going without APS Trainer
  - With new staff, difficult to “start all over”
  - No Certificate of Completion offered
  - Local training program not “recognized” nationally, or by courts



# Montgomery County Kick-off Week of NAPSA APS Certificate Training

- 1<sup>st</sup> week in May 2019: NAPSA Trainer Co-Presents w/local APS managers
- Core Competency Modules: S/N Clients, Caregiver Neglect, \$ Exploitation, APS Case Closures [+ Assessing Capacity + Vulnerability]





# Benefits of NAPSA APS Core Curriculum

- CONSISTENCY
  - All APS staff receive same, evidence-based, trauma informed training
- ETHICAL + Culturally Sensitive Foundation
- COMMON LANGUAGE + Principles + Practice
  - Improved Outcomes
- CREDIBILITY enhancement

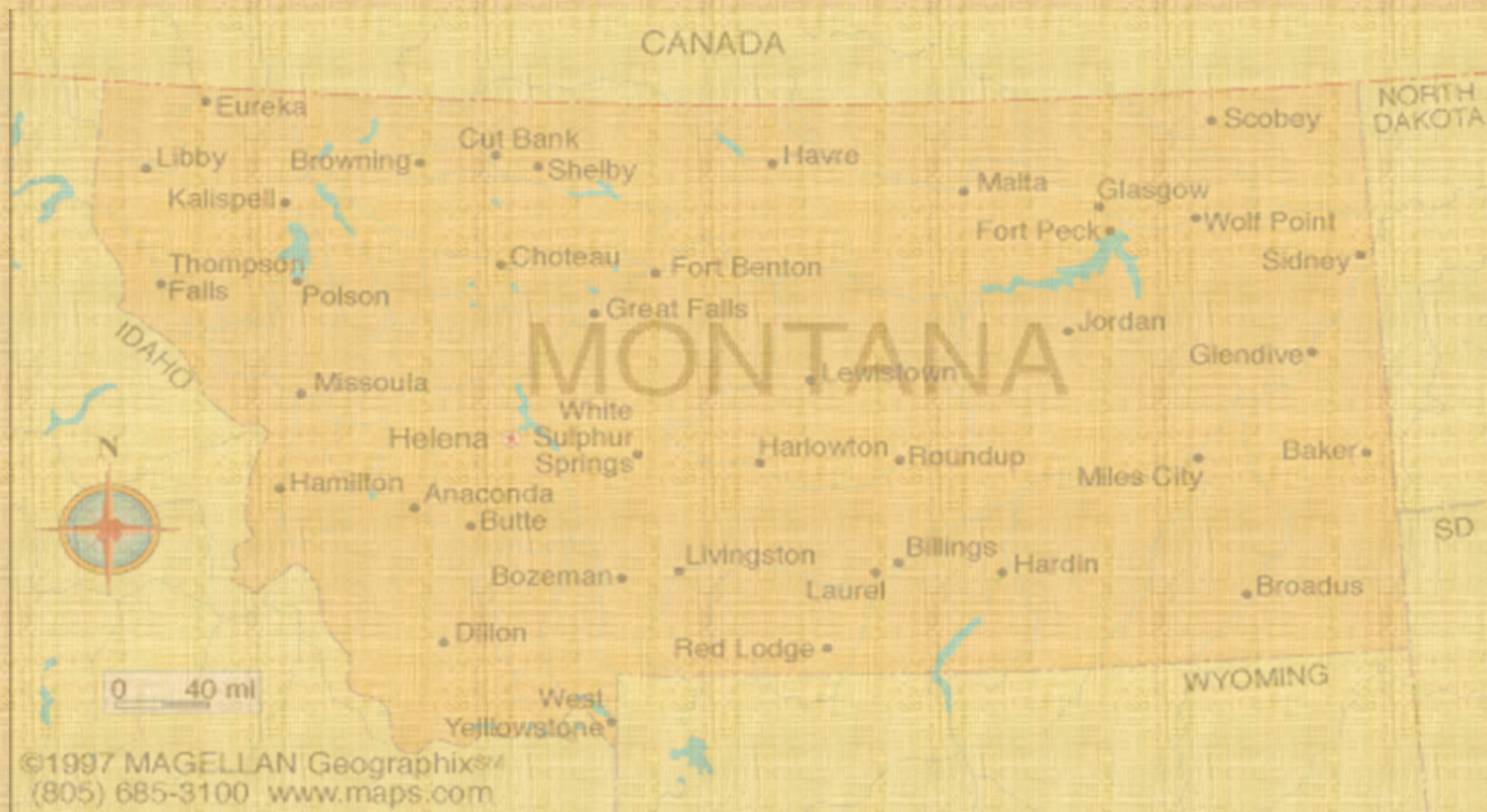


# Making it Stick – Next Steps

- SEED MONEY from Department Leadership
  - Take advantage of NAPSA trainers
- Need Buy-in from your APS managers and supervisors
- Develop a Schedule – Monthly works after initial training
- Recognize staff who earn NAPSA APS Certificate!
- Recognize your Trainers 😊







# Montana Program APS

- MT. is divided into 4 Regions
- 33 Investigators
- 4 Regional Supervisors
- 3 Intake Staff
- 1 Program Manager
- 1 Bureau Chief
- All APS Staff are Teleworking
- MT APS Bureau is part of the Department of Public Health and Human Services – Senior and LongTerm care Division



# Montana Demographics



- ▶ Montana is the 4th Largest State in the country in terms of size – 147,040 Square Miles or 6.86 people per square mile
- ▶ Total Population just over 1 Million People – 1,074,167 – Makes Montana the 44th most populated state
- ▶ 90.6% White, 6.2% American Indian, .5% Asian, .3% Black/African American, Balance other reported races or mix – 50.18% Female – 49.82% Male
- ▶ only one of six states to have 25% of its population aged 65 and older – predicted to be number 3 by 2050
- ▶ Montana APS operates on a total Budget of \$3 million Dollars



# Training

- ▶ By 2018 Montana had 38 staff complete the 23 Core Competency Certificate Program
- ▶ Prior to 2018 – all training was on the job and no formal structure
- ▶ All training was done in person
- ▶ We now do a mix of In-person and virtual Training (eLearning)
- ▶ Developed a Core Training team consisting of the Program Manager and Senior Investigators along with APS Bureau Chief to provide training

# NAPSA Curriculum

- ▶ Provides consistency in training.
  - ▶ A shared professional language
  - ▶ Code of ethics for APS workers
- ▶ NAPSA Certificate adds value
  - ▶ legitimacy to APS Profession
  - ▶ Credibility when testifying in Court
  - ▶ Providing training in the community

# Why do APS Professionals need a code of ethics

- ☐ a. To identify core values on which to base APS work
- ☐ b. To understand parameters of acceptable actions
- ☐ c. To resolve all ethical issues or disputes
- ☐ d. To identify relevant considerations when there are ethical uncertainties
- ☐ e. a, b and d
- ☐ f. All the above

# Elders are most often victimized by

- ▶ a. Guardians & attorneys
- ▶ b. Family members
- ▶ c. Hired caregivers
- ▶ d. Neighbors





NATIONAL ADULT PROTECTIVE  
SERVICES ASSOCIATION



# State of Texas



**Michael Curtis**

# Texas

- Texas operates from 5 districts with 11 regions
- Basic Skills Development training for 150 – 200 trainees a year
- Ongoing staff certification training for over 1,000 staff
- All staff are considered mobile workers



# THE GREAT STATE OF TEXAS

## Texas - Mentorship

- **Part of our first six months of training includes mentors**
- **Mentors receive additional training and pay**
- **How do we provide ongoing training to the mentors who will so heavily influence our staff**
- **NAPSA Certification**





# THE GREAT STATE OF TEXAS

## NAPSA Certification

- **Will provide national certification for 19 of our staff**
- **Adds to their knowledge and Credibility**
- **Incentive - Resume**
- **Experts in their field**



NATIONAL ADULT PROTECTIVE  
SERVICES ASSOCIATION



**APSWI**  
Adult Protective Services  
Workforce Innovations

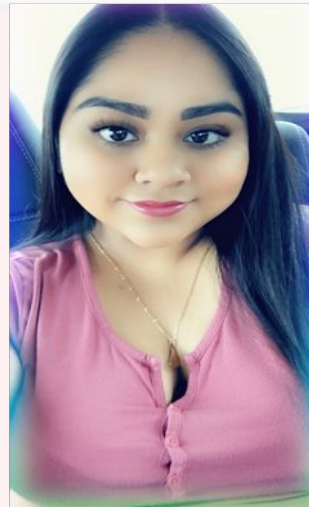




NATIONAL ADULT PROTECTIVE  
SERVICES ASSOCIATION



**APSWI**  
Adult Protective Services  
Workforce Innovations





NATIONAL ADULT PROTECTIVE  
SERVICES ASSOCIATION



**APSWI**  
Adult Protective Services  
Workforce Innovations

# Additionally

- Using three supervisor trainings
- Provides extra training that was somewhat deficit in our past
- Rolling out next year
  - Supervisor as Trainer
  - Working with Less
  - Understanding Self as Supervisor



## IN SUMMARY

- **Provides consistency in training** (*evidence based, trauma informed, NAPSA Code of Ethics and culturally sensitive*)
- **Shared Professional Language**
- **NAPSA Certificate adds value: Legitimacy to APS Profession and Creditability in Court**
- **Getting started: Champion, Seed Money, Bringing in a Registered NAPSA trainer, Keeping it Going**
- **For more information:**  
<https://www.napsa-now.org/the-napsa-certificate-program/aps-core-curriculum/>