

NAPSA Virtual Conference



**The 31st Annual National
Adult Protective Services Association
Conference**

November 16th-19th, 2020



**Collaboration in APS Work
"How Hard Can it Be?"**

Introductions



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**Use
Chat to
enter
What
State or
Country
are you
from?**

CHAT

WHO DO WE HAVE WITH US TODAY?

- Adult Protective Services
- Criminal Justice Professionals (Law Enforcement, DA, Judges)
- Health Care Professionals (Home Health, Hospitals, etc)
- Domestic Violence & Sexual Assault Professionals
- Professionals and Volunteers in the Aging Services Network

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Module #21

PIECES OF THE PUZZLE: COLLABORATION IN APS WORK

“None of us is as smart as all of us.”

- Japanese Proverb

WHAT IS COVERED IN The Full Day TRAINING

(Full 6 hour instructor led training)

- Introductions/Learning Objectives
- What is “collaboration?” Why collaborate?
- Competencies needed for collaboration
 - Knowledge
 - Skills
 - Attitudes
- System support
- Legal and ethical issues in collaboration
- Models for collaboration
 - Informal partnering
 - Case reviews
 - Formal multidisciplinary teaming
- Next steps?

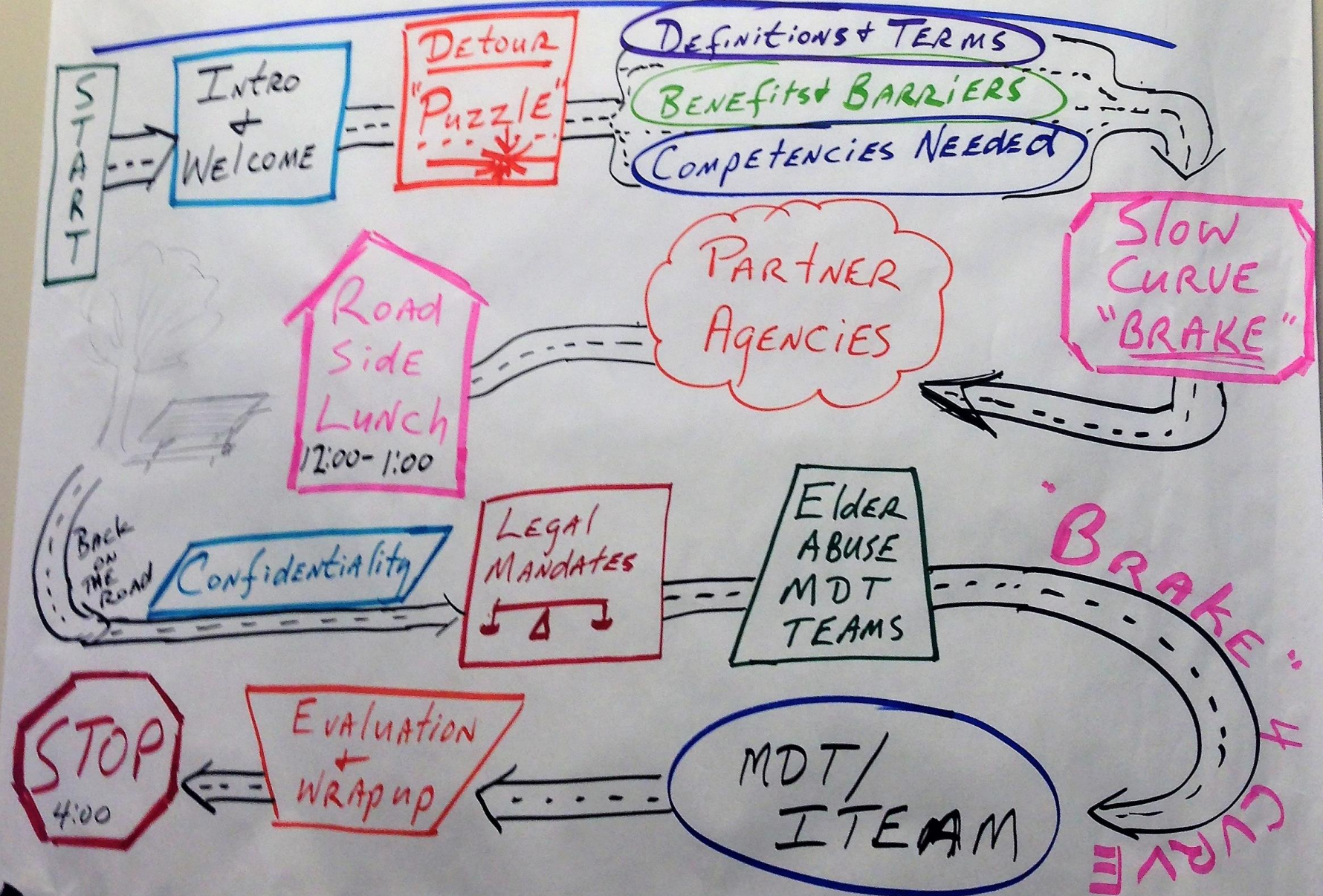


Workshop Objectives

This workshop is a **Demonstration** workshop for Module 21
Collaboration in APS Work.

- **It is not the purpose of this workshop to review every aspect of the 6 hours of training in the instructor led module**
- Trainees will become acutely aware of the challenges and barriers to successful collaboration.
- Participants will understand the fundamental elements critical to effective team building within a collaborative partnership and be able to employ strategies to effectively communicate with partners and resolve conflicts.
- Additionally, it is the hope of the workshop facilitators, that the participants will come away with the desire to utilize and complete the entire module.

Road Map to Collaboration



PUZZLE ACTIVITY

- Bring 3 pieces
- No talking in the meeting area!
- Meeting ends when one leaves



The Completed Puzzle Collaboration = A Safety Net For Clients



WHAT IS COLLABORATION?

- "...assuming complementary roles and cooperatively working together, sharing responsibility for problem-solving and making decisions..."
 - O'Daniel and Rosenstein. Patient Safety and Quality: An Evidence-Based Handbook for Nurses.
- "When different professionals, possess unique knowledge, skills, organizational perspectives and personal attributes engage in coordinated problem solving for a common purpose."
 - Tirrito, et. al. (1996). Elder Practice. University of South Carolina Press, p. 24. Original definition from Andrews, A. (1990). *Encyclopedia of Social Work*, 18th Edition, Maryland: NASW Press.

TERMS ENCOUNTERED IN COLLABORATIVE WORK

- Multidisciplinary (MDT)
- Interdisciplinary (I-team)
- Team



PARTNER AGENCIES

Primary MDT Partner Agencies

- APS
- Law enforcement
- Prosecution
- Mental health
- Public health
- Public Guardian/Conservator
- Office on Aging
- Victim-Witness
- Ombudsman

Includes informal networking/collaborations as well as formal multidisciplinary teaming



MDT PARTNER ACTIVITY



CASE EXAMPLE



Handout #2

SKILLS FOR EFFECTIVE COLLABORATION

- Interpersonal skills
- Communication skills
- Conflict resolution skills

“It’s easy to get good players.
Getting them to play together, that’s
the hard part.”

- Casey Stengel, long-time manager
of the New York Yankees



CONFIDENTIALITY*

- Confidentiality is often cited as a barrier to multidisciplinary team working.
- Discussion:
 - What are reasons for protecting information?
 - What are reasons for sharing information?

*Source for slides on confidentiality are from:

“Confidentiality Training for Community Collaboratives” by Connie Roberts, Community Initiatives for Children & Families, Health and Human Services Agency, San Diego, CA.
Adapted with permission.



WAYS TO SHARE INFORMATION

- Releases and waivers authorized by client with informed consent
- Information sharing authorized by statute and regulations
- Interagency agreements, protocols and M.O.U.'s
- Court orders
- Informal exchanges of information (in which clients are not identified)



COMMON FUNCTIONS OF FORMAL MDTs

Providing
expert
consultation
to service
providers

Identifying
service
gaps and
system
problems

Updating
members
about new
services,
programs,
legislation

Advocating
for change

Planning
and
carrying
out
training
events

Planning and
carrying out
coordinated
investigations
or case
planning

MDT Exercise

Handouts

4 Breakout Rooms



Raise Hand or add to Chat

QUESTIONS?

Raise Hand or add to Chat

**What did you learn, or what ideas
from today's training will you
apply to your
work?**

Hand Raise &/or Enter into CHAT





Thanks Y'all !!!!

ALL Y'all!!!!

Cathy B Wood

*Oklahoma APS Trainer/Curriculum
Developer*

Paul Needham

*TCS Services
Training, Consulting, Speaking*



Module #21

PIECES OF THE PUZZLE: COLLABORATION IN APS WORK

<https://theacademy.sdsu.edu/programs/aps/wi/core-competency-areas/collaboration-in-aps-work-instructor-led-training/>

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