

# **APS Supervisor Core Training**

## **Working with Less: Coping During Times of Scarce Resources**

### Intended Audience

This training is intended for Adult Protective Services Supervisors.

### Learning Objectives

Upon completion of this training, APS frontline supervisors will be able to:

1. Demonstrate screening and prioritizing clients based upon their level of risk for experiencing abuse or neglect.
2. Train intake workers on how to screen low-risk clients over the phone, through referrals to community resources and support services.
3. Describe how interagency collaborations can enhance their ability to serve APS clients in the midst of staffing reductions.
4. Demonstrate techniques to recruit one new, multi-disciplinary partner.
5. Practice providing supportive feedback to workers that are showing signs of stress and burnout, and who appear to be underperforming.
6. Practice self-care techniques and demonstrate them to APS field workers with the goal of reducing staff burnout and enhancing performance.

### Competencies

At this time, there is no one identified set of competencies for APS Supervisor Core trainings. The content of this training was developed from available research as well as CA Child Welfare Foundations of Supervision training materials.

### Audio/Visual Aids

1. PowerPoint presentation
2. Laptop and LCD Projector
3. Flip chart and markers
4. Trainee manuals with embedded activities and handouts

### Plan for the Day – 5.5 hrs

<b>Content</b>	<b>Total Time</b>	<b>Activities</b>	<b>Slides/pages</b>
<b>Welcome Introductions Housekeeping Learning Objectives</b>	30 minutes	Lecture Round Robin – Participant Introductions & Biggest Challenge	Slides: 1-11 Handouts: Letter to Participants, ID Assignment
<b>Increasing Challenges</b>	25 minutes	Lecture Shout-out Tabletop Activity	Slides: 12-17 Shout-out: What types of financial abuse cases are you currently seeing? Tabletop Discussion: Discuss impacts of increasing challenges (caseloads, case complexity, and reductions) on APS workers.
<b>Screening and Prioritizing Cases</b>	30 minutes	Lecture Shout-out Tabletop Activity	Slides 18-29 Handouts: Risk Assessment, Structured Decision-Making Special Bulletin, and SDM Sample Intake Tool Shout-out: What response times do you use when assigning cases? Shout-out: What are advantages and disadvantages to NIFFI? Shout-out: Basic ideas on adapting SDM tool for your intake unit? Tabletop Activity: Sorting Response Times
<b>Screening and Prioritizing Cases (cont.)</b>	30 minutes	Lecture Shout-out Tabletop Activity	Slides 18-29
<b>Communicating With Your Boss</b>	20 minutes	Lecture Tabletop Activity	Slides: 30-31 Handout: Communication With Your Manager Tabletop Activity: Keeping Your Manager Informed
<b>Multi-Disciplinary Collaborations</b>	45 minutes	Lecture Shout-out Tabletop Activity	Slides: 32-37 Handout: MDT Partners 101 Shout-out: What relationships may already exist in your county with MDT partners? Tabletop Activity: Recruiting APS Partners

<b>Time Management Skills</b>	15 minutes	Lecture Tabletop Activity Tabletop Discussion	Slides: 38-42 Tabletop Activity: Self-Test: How Good are Your Time Management Skills? Tabletop Discussion: What are the most useful time management techniques currently used? What will you do when you return to the office to manage your time? Optional Discussion Question: Any ideas/techniques for teaching time management skills to staff?
<b>Burnout</b>	50 minutes	Lecture Shout-out Tabletop activity	Slides: 43-50 Handouts: Supervisor's Role in Preventing Burnout and Compassion Satisfaction/Fatigue Self-Test for Helpers, Framework for Analyzing Performance Problems Shout-out: What kind of burnout symptoms show up among your workers/colleagues? Shout-out: If one of your workers is underperforming, what kinds of things clue you in? Tabletop Activity: Developing Your Burnout Toolkit
<b>Providing Effective Feedback</b>	40 minutes	Lecture Shout-out Tabletop Activity	Slides: 51-54 Handout: Feedback Statement Exercise Shout-out: How is praise different from positive feedback? How is criticism different from negative feedback? Tabletop Activity: Feedback Role Plays
<b>Supervisor Self-Care</b>	30 minutes	Lecture Tabletop Activity Tabletop Discussion Large Group Activities	Slides: 55-56 Tabletop Activity: Assessing Your Success in Implementing Self-Care Tabletop Discussion: Current self-care techniques Large Group Activities: Deep Breathing Exercise and Progressive Muscle Relaxation (optional)
<b>Final Review/ Evaluation</b>	15 minutes	Review Q&A Evaluation	Slide: 57-58 Handouts: Evaluation Materials

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- Relaxation Methods Deeping Breathing Exercise* at <https://kphealthylifestyles.org/toolbox/videos.html?video=deep>
- Relaxation Methods Progressive Muscle Relaxation* at <https://kphealthylifestyles.org/toolbox/videos.html?video=prog>

Self Test: How good are your Time Management Skills? at  
[http://www.mindtools.com/pages/article/newHTE\\_88.htm](http://www.mindtools.com/pages/article/newHTE_88.htm)

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