

# APS Leaders Institute Virtual Workshop & BOOSTER

## Managing a Mobile Workforce



### Description

A hot topic for APS leaders in California and nationally is managing staff and cases remotely in the time of pandemic and beyond. How do we sustain and grow what is working? And recognize and improve on what is not? Join our panel as they share their diverse experiences with managing, supporting, and monitoring a remote workforce as well as the systems and culture change required to sustain the work.

### Dates and Location

#### PART 1 – TRAINING

DATE: October 21, 2020  
TIME: 9:00AM-11:00AM  
LOCATION: ZOOM

#### Part 2 – BOOSTER

DATE: November 4, 2020  
TIME: 10:00AM-11:00AM  
LOCATION: ZOOM

### Learning Objectives

- Discuss how to leverage your existing management resources and/or identify new resources to supervise staff.
- Describe the importance of communication, flexibility, teambuilding, and accountability in managing remotely.
- Discuss the importance of data in monitoring and supporting a mobile workforce.
- Identify skills to support staff in conducting virtual/remote investigations.

### Presenters

**Karl Urban**, Senior Research Manager, APS TARC, WRMA, Inc.

**Mason Campbell**, APS Supervisor, Senior Disabilities Services, State of Alaska

**Joseph King**, Adult Protective Services Trainer IV, Texas Department of Family and Protective Services

**Ben Seisedos**, Analyst, APS, San Francisco Department of Adult and Aging Services

### Intended Audience

This APS Leaders Institute workshop is intended for APS Program Managers.

### Agenda

#### WORKSHOP Agenda, October 21, 2020

**9:00-9:20am** – Welcome, Intros, Setting the Stage

**9:20-9:50am** – Best Practices, Lessons Learned + Q&A

**9:50-10:20am** – Data-Driven Management + Q&A

**10:20-10:45am** – Skills to Support Virtual/Remote Investigations + Q&A

**10:45-11:00am** – Closing, Evaluation, Focus of Booster Session

#### BOOSTER Agenda, November 4, 2020

**10:00-10:05am** – Welcome, Intros, Housekeeping

**10:05-10:45am** – Interactive Presentation/Discussion

**10:45-11:00am** – Closing and Evaluation