Supervising a Mobile Workforce
SUPERVISOR Training/Virtual Workshop

Description
For the majority of APS supervisors and staff in California the COVID-19 pandemic and shelter in place orders have fundamentally changed how and where job duties and responsibilities are performed. In this interactive virtual workshop, learn the benefits, challenges and best practices around supervising a mobile workforce. Learn how to improve communication, accountability, and support with your staff and share your experiences with your peers.

Dates and Time

| DATE:       | December 1, 2020 |
| TIME:       | 9:00AM-11:00AM   |
| LOCATION:   | ZOOM             |

| DATE:       | December 2, 2020 |
| TIME:       | 1:00PM-3:00PM   |
| LOCATION:   | ZOOM             |

Learning Objectives
Upon completion of this training, the participant will be able to:

- List three benefits of implementing a mobile workforce solution.
- Describe at least three of the challenges of supervising a mobile workforce.
- Identify three best practices in supervising mobile workers.
- Discuss the need to utilize data and case review to ensure required work is being completed.
- Assess three flexible schedules to determine if the needs of the agency, worker, and the client are being met.

Registration
REGISTRATION PROCESS: Please register through your county training coordinator.
If you have any questions, please contact: apstraining@sdsu.edu
REGISTRATION DEADLINE: November 16, 2020

Intended Audience
This workshop is intended for APS Supervisors.

Presenters

Michael Curtis has over 30 years of Leadership and Training Experience. Ten years of service in the United States Air Force allowed him to lead teams and train individuals in numerous environments around the world. Michael recently retired as the Adult Protective Services Training Manager in Texas after 23 years of leading a highly motivated team that has been globally recognized as leaders in providing adult protective services training. Michael has numerous certifications including being a certified master trainer through Langevin International; a Master Facilitator and Coach of the Leadership Challenge; A Covey Consultant for the Seven Habits of Highly Effective People; and is a trained life coach using the Bridge Model. Michael resides in Lindale Texas with his wife of 24 years, Patty.

Sara Stratton is an experienced Adult Protective Services Supervisor and a Licensed Clinical Social Worker. Her experience with San Francisco’s APS program spans 20 years and includes supervision of San Francisco’s Master’s level APS caseworkers and development of APS program components and policies and procedures. She supervised San Francisco’s Hoarding and Cluttering pilot program in collaboration with Boston’s Housing Partnership Program. Ms. Stratton’s protective services career also includes APS program supervision for Sacramento County as well as a Child Protective Services court investigator. She provides training on the APS program for San Francisco and other California counties through association with University of California, Davis. Ms. Stratton is also part of the research team for the Administration for Community Living’s Elder Justice Innovation Grant to study APS outcomes for services provided by APS to at-risk adults.

Adult Protective Services Workforce Innovations (APSWI) is a program of the Academy for Professional Excellence, a project of the San Diego State University.