APS Supervisor Core eLearning and Virtual Instructor-Led Booster
How to Talk About Elder Abuse (Module 2C)

**Description**
APS is essential to preventing and addressing abuse, neglect and exploitation of older and dependent adults. The presence and messaging of APS plays a large role in how the public perceives, talks about, and reacts to elder abuse. APS supervisors play an important role with the community, their staff, and community partners/stakeholders.

In this interactive, multi-module training, learn what factors currently influence the way the public thinks about elder abuse and practice a new communication strategy developed by the National Center on Elder Abuse, in conjunction with the Frameworks Institute. Resources, toolkits and other helpful information will be shared to help participants continue the reframing process.

**Dates and Times**

**eLearning Pilot Dates:**
May 18 – June 1, 2021

**Virtual Instructor-Led Booster:**
DATE: June 3, 2021
TIME: 1:00PM -2:30PM
Platform: ZOOM

**Learning Objectives**
Upon completion of this training the participant will be able to:
1. Describe the goals and objectives of the Reframing Elder Abuse Project.
2. Understand current perceptions of elder abuse.
3. Practice a new communication strategy on elder abuse.
4. Identify resources to support you and your staff in your work.

**Registration**
REGISTRATION PROCESS: Please register through your county training coordinator.
If you have any questions, please contact: apstraining@sdsu.edu
REGISTRATION DEADLINE: April 19, 2021

**Intended Audience**
This workshop is intended for APS Supervisors both new and experienced.

**Additional Information – Please Read**
*Note:* Participants of this pilot training must be willing to provide written feedback (what works, what needs to be changed, what's clear, what's confusing, etc.) to Krista Brown up on completion of the 60-minute eLearning.

*Please register only if you are able to complete BOTH the 60-minute eLearning (May 18-June 1) and the 90-minute virtual Booster on June 3. This is a multi-module training and completion of both is required.*

**Virtual Instructor-Led Booster Trainers**

**Alycia Cisneros, MSW** serves as the outreach coordinator at the National Center on Elder Abuse (NCEA). At NCEA she works to forge new meaningful connections between local and national communities, elder justice and aging professionals, and other stakeholders. Alycia earned her Master's degree in Social Work (MSW) at The University of Southern California’s Suzanne Dworak-Peck School of Social Work. She has a background in clinical social work, with experience providing direct support in medical and in home settings with older adults.

**Julie Schoen, JD** brings her passion for all aspects of aging issues to her role as Deputy Director of the National Center on Elder Abuse (NCEA) at the Keck School of Medicine at USC. She is an attorney with a strong background in Medicare Advocacy who is now having impact in the area of Elder Abuse. Like you, she hopes to build public awareness by collaborating with experts in the field. She is an active board member of the Elder Financial Protection Network (EFPN) and the National Organization of Victim Assistance (NOVA). Before joining the NCEA team at USC, Julie devoted the first 20 years of her career as the director of the Health Insurance Counseling Advocacy Program and the CA Senior Medicare Patrol.