APS supervisors face multiple challenges, managing multifaceted roles, and responsibilities that they carry out daily. One critical area of oversight is guiding staff with investigating, case planning, and navigating complex cases. The very definition of the word complex implies that the situation is complicated, intricate, involved, knotty meaning having confusing interrelated parts, it applies to what offers great difficulty in understanding, solving, or explaining. In this interactive training we will provide examples of complex cases and the role of the APS supervisor in providing oversight of these investigations. You will learn about tools, best practices, and strategies that you can share with your staff to guide and support them through the investigation process and that promote quality assurance, alignment with agency policy and procedures, and insure the well-being of the clients served in our communities.

Learning Objectives

By the end of this training participants will be able to:

- Describe and provide examples of complex cases and role of the APS Supervisor with providing oversight of these challenging investigations.
- Explain the value of risk assessments and how risk assessments assist APS workers and supervisors with complex cases.
- Identify tools and strategies that APS supervisors can use to guide supervisory sessions with staff. APS supervisors will be able to train their staff on using the tools and strategies to develop their competencies to assess and analyze complex cases pre-initial 1st visit/contact (pre-case planning), during initial face to face visit, and post visit.
- Understand the need for collaboration and coordination with community providers and the value and use of multi-disciplinary teams to address complex APS cases.
- Establish guidelines and identify tools that APS supervisors can utilize to support quality assurance with case closure.

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Meet the Trainer
Brenda Wilson-Codispoti

Brenda Wilson-Codispoti is a Licensed Clinical Social Worker with 25 years of experience working for Social Services and as a curriculum developer/trainer/educator. Brenda works as a Special Consultant for San Diego State University Academy for Professional Excellence and for the National Adult Protective Services Association (NAPSA). Brenda is also Adjunct Faculty for Cypress Community college. Brenda previously held the position as Training Manager for the County of Orange Social Services Agency, in California from 2015-2020 and provided oversight for all Social Services training programs that supporting approximately 4300 employees. Prior to her position as Administrative Manager II she worked for Adult Protective Services in Orange County for 11 yrs. as both a social worker and a supervisor. She was the lead trainer and considered a Subject Matter Expert (SME) for APS. She has created and provided specialized training to judicial officers, law enforcement, healthcare providers, and financial institutions. She has presented at numerous conferences including the California Bankers Association, NAPSA, and the California Welfare Directors Association (CWDA).

Virtual Training Protocol
- Download or update the most recent version of Zoom
- Please log in 5 to 10 minutes prior to the workshop to allow for troubleshooting, if needed
- It is highly recommended to use a headset for this workshop, as participants will be asked to participate in group discussions and small break-out groups
- Use “Computer Audio” for optimal experience
- If you have access to a functioning camera, we ask that you turn it on for the full duration of the workshop as it offers a more conducive learning experience.
- If you are planning to log on to the training using two separate devices (one for audio, one for video), please be sure to mute one of the devices to prevent any audio feedback.
- Please be sure your screen name is your first and last name in Zoom. Learners who are not able to identify themselves within the first 15 minutes of training, and remain unresponsive after the moderator has attempted to make contact via chat or verbally multiple times will need to be removed from the training session.
- Please refer to the "Virtual Learning Tips" handout for additional information on how to update your Zoom screen name, etc.

Continuing Education
This course meets the qualifications for continuing education credits for LMFTs, LCSWs, LPCCs, and/or LEPs as required by the California Board of Behavioral Science continuing credits. The Academy is approved by the California Association of Marriage and Family Therapists to sponsor continuing education for LMFTs, LCSWs, LPCCs and LEPs, Provider #91928. The Academy is approved by the California Board of Registered Nursing, Provider # BRN CEP15014. The Academy maintains responsibility for this program and its content. Certificates will be available for download 5-7 business days after course completion. There is no cost for CEs. Click here for information on how to obtain CE Certificates.

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