

**APS Leaders Institute
January 24 2024**

Virtual Workshop

9 A.M.-11 A.M. PT

Presenters

Laura Holloway is a Graduate of Saint Martin's University in Lacey Washington with a Bachelor's Degree in Psychology. Laura holds a Lean Six Sigma Green Belt in root cause analysis. She has been employed with Aging and Long-Term Support Administration (AL TSA) in various roles in the field and at headquarters for over 20 years. Currently she is the AL TSA Quality Assurance Administrator in the Office of the Assistant Secretary and is responsible for the monitoring and oversight of AL TSA's quality management system. She is experienced in planning and developing Quality Assurance Process Reviews within AL TSA and is the subject matter expert in QA policy and federal and state audits.

Erika Parmelee is an experienced social worker who addresses new challenges by examining systems and questioning assumptions. Her current work with Washington State APS is specialized in utilizing quality assurance tools to identify process gaps. In examining the whole picture her goals include developing collaborations across systems and increasing transparency. She has a Masters of Social Work from the University of Washington and in her spare time is a student at Saybrook University working on her PhD in Integrative Social Work with a focus on gerontology.

Q and A Session Moderators

Maria Loera holds a Bachelor's degree in Psychology from the University of California, Riverside, and a Master's degree in Public Administration from California Baptist University. Maria currently serves as the Adult Protective Services (APS) Policy and Quality Assurance Regional Manager in Riverside County, CA. In addition to her administrative role, she also provides oversight for many of the multidisciplinary teams within Riverside county including the Elder Abuse Forensic Center. Specific areas of interest include enhanced service provision, consistency in practice, and program improvement through the use of technology and innovation.

Tiffany Rowe - Butte County Department of Employment and Social Services Assistant Director, Adult Services. Graduate of the University of California at Davis, with a major in Sociology and a minor in Regional and Community

Development. Started working for Butte County in December, 2002; joined Adult Services in 2020, currently overseeing Adult Protective Services (APS), In-Home Supportive Services (IHSS), Public Authority (PA), and Public Guardian/Public Administrator (PG/PA). Co-chair of the Local Master Plan for Aging (LMPA) Advisory Committee.