

APS Supervisor Core: Supervising Complex Cases



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

Upon completion 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

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VIRTUAL EVENT

Date: May 9, 2024

Time: 8:30 a.m. - 12:30 p.m.

This course will be conducted remotely through **Zoom**. A link will be sent to participants a week before training.



REGISTRATION

Please register through your respective county's training process.

The registration deadline for this training is April 22, 2024.



AUDIENCE

This training is intended for new supervisors, APS professionals that may be wanting to promote, or experienced staff who may require a refresher.



THE TRAINER

Brenda Wilson-Codispoti

coordination with community providers and the value and use of multi- disciplinary teams to address complex APS cases.

- Establishing guidelines and identify tools that APS supervisors can utilize to support quality assurance with case closure.

Meet the Trainer

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 Association of Adult Protective Services Workers (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](#)
- Always use a headset, microphone, and have camera on when possible
- Use "Computer Audio" for optimal experience
- Consider logging in 10 minutes early to troubleshoot tech challenges
- Limit distractions, prepare your workspace, and find comfortable seating

ADA

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