

APS Leaders Institute

APS Quality Assurance Nuts & Bolts: Getting Started



This workshop will highlight the work of three California counties who started and in some cases re-started quality assurance (QA) practices in their APS programs. The panelists represent counties of different regions and sizes and at varying stages of QA implementation. They share a common theme in developing their QA plans: the value QA efforts bring to APS work, to the people doing the work, and to the people served.

The October 29 workshop extends the learning from our 2-part series on evaluation offered earlier in 2024, bringing forward experiences from California counties. If you appreciated learning about the robust system of QA developed in Washington state, you will love hearing how counties across California are seeking to achieve similar objectives locally!

Learning Objectives

- Learn how small, medium and large counties started their QA efforts
- Recognize your county's existing QA practices
- Identify QA tools and strategies used by others that can be leveraged to take the next step in your county.



VIRTUAL EVENT

Date: October 29, 2024

Time: 9:00 a.m.-11:30 a.m. PT

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



REGISTRATION

Please scroll down for the registration form. Complete and email to apstraining@sdsu.edu

Registration due date no later than **October 16, 2024**



AUDIENCE

This workshop is intended for all APS Managers and Adult Services Administrators

[Presenter Bios](#)

Meet the Panel

Alaina Carrel, Tehama County Social Services, Adult Services Social Worker Supervisor, IHSS, and Quality Assurance

Diane Martin, Tehama County, Social Worker Supervisor

Franklin Latcham, Contra Costa County, Senior Staff Assistant, Aging and Adult Services Division, APS

Amy Leavitt, San Diego County, APS Supervisor, Aging and Independence Services

Workshop Agenda:

- Presentations from Contra Costa, San Diego and Tehama counties
- Discussion with Panelists
- Q & A with Panelists
- Breakout Groups
- Debriefing with all Participants

Registration:

Name:
(Last) (First)
Primary Job Assignment:
(Manager, Program Specialist, Director, Other)
E-mail Address:
County:
Program:
Phone #:
Cell #:
<i>In addition to the standard info needed for LMS, please add fillable fields for:</i>
1. How would you describe your county's experience with Quality Assurance? (beginner, intermediate, veteran)
2. Do you consider your county size to be small, medium or large?
3. We would like to include the emails of workshop participants in a contact list for your networking use. Please indicate if you do NOT want your email shared with other participants.
Additional Information:
(Include special accommodations needed)

ADA

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