

APS Case Documentation: Skill-Building Instructor-Led Training (Blended with eLearning)



Effective documentation is pivotal to APS work and ensuring clients are served with program and agency protocols in mind. In this engaging introductory training, participants will build upon crucial documentation elements gained from the pre-requisite eLearning. This course expands on the concepts of accurate and completion documentation that is objective, purposeful and person-centered. Participants will be provided opportunities to practice writing narratives, challenge subjective documentation and identify case record requirements.

Learning Objectives

After completion of this training, participants will be able to:

- Summarize documentation standards of practice
- Determine the differences between subjective and objective documentation
- Construct narratives that are clear, concise and purposeful
- Identify case record requirements

Course Requirements

Participants will need to complete APSWI's ["APS Case Documentation and Report Writing" eLearning](#) **before** attending this workshop.

Meet the Trainer

Katie Wilson, MS

Katie Wilson is the Lead Instructional Designer for the National Adult Protective Services Association (NAPSA), where she designs and develops training for APS professionals across the US. Katie has over 17 years of experience in the protective services field, working for several years as an APS worker before moving into training and curriculum development.

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VIRTUAL EVENT

Cohort 1:

Dates: Dec. 3, 2025

Time: 8:00 am – 12:00 pm

Cohort 2:

Dates: Dec. 4, 2025

Time: 8:00 am – 12:00 pm

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



REGISTRATION

Please register through your respective county's training process.

The registration due date for this training is Mon. Nov. 17, 2025



AUDIENCE

This training is intended for new and experienced line staff who interview clients and collaterals, provide risk assessments and develop service plans. Staff from other disciplines (IHSS, Ombudsman, etc.) may also find it helpful.

Over the years, Katie has been involved with various projects and presentations involving a variety of topics including mental health, end-of-life issues, and grief and loss. She has an M.S. in Mental Health Counseling, specializing in grief counseling. Katie currently volunteers at a local hospice with her therapy dog named Yuki.



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.

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