

# 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.

## **This is 4 of 4 training topics part of Supervisor Core Competency 4: Case Consultation and Critical Thinking Learning Objectives**

After 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 1<sup>st</sup> 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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### **VIRTUAL EVENT**

**Date:** May 19, 2026

**Time:** 8:30 am – 12:30 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. May 4, 2026.**



### **AUDIENCE**

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

## 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 Workforce Development Specialist for San Diego State University Academy for Professional Excellence and has worked as a Special Consultant 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.

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 for judicial officers, law enforcement, healthcare providers, and financial institutions. Prior to her work with Adult Protective Services Brenda worked for the Healthcare Agency, Behavioral Health as a Clinical Social Worker. She has presented at numerous conferences including the California Bankers Association, NAPSA, and the California Welfare Directors Association (CWDA).

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## 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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