



APS Supervisor Core: Supervising Complex Cases



We create experiences that transform the heart, mind and practice.



About Us

Providing approximately 50,000 learning experiences to health and human services professionals annually, the Academy's mission is *to provide exceptional workforce development and learning experiences for the transformation of individuals, organizations and communities.*

APSWI, or Adult Protective Services Workforce Innovations, is a program of the Academy that provides innovative workforce development to APS professionals and their partners.



San Diego State University

SDSU

College of Health and
Human Services
School of
Social Work

The Academy for Professional Excellence is a project of SDSU School of Social Work. Funding is administered by SDSU Research Foundation.

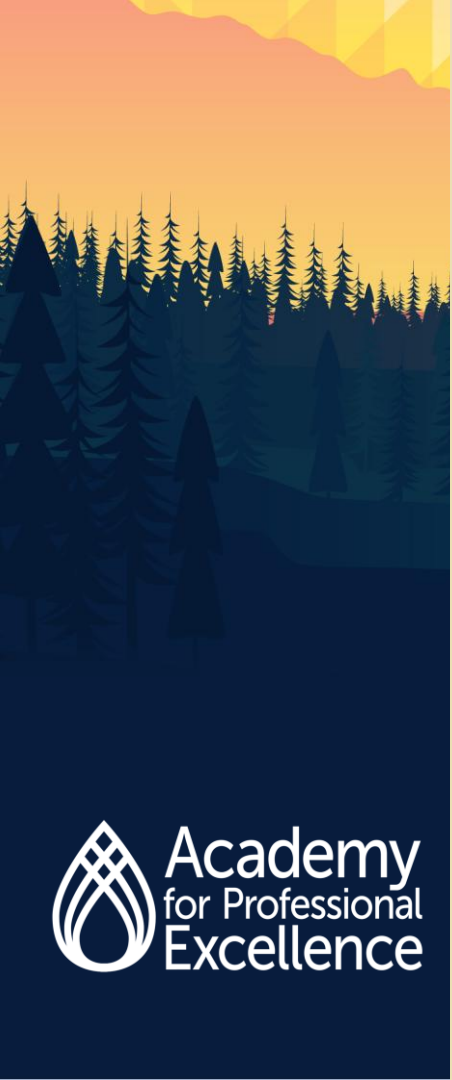
SDSU

Research
Foundation

Purpose of Land Acknowledgement



The purpose of a land acknowledgement is to recognize the relationship of Indigenous peoples to the land. It is multi-faceted in its meaning. It shows respect to the people of the land, to the land itself and to their relationship to one another. They are statements that recognize the dispossession from the land, the harm brought by colonial practices, beliefs and policies. They validate and recognize the continued presence of Indigenous peoples everywhere. Lastly, when offered in earnest and with sincerity, they are the first steps in reconciliation and healing.



Land Acknowledgement

National Deliveries

For millennia, hundreds of Tribal nations have been a part of this land. This land has nourished, healed, protected, and embraced them for many generations in a relationship of balance and harmony.

As members of the Academy community, we acknowledge this legacy. We promote this balance and harmony. We find inspiration from this land and its original inhabitants of this Nation.

Making a statement isn't enough. It is important that we share ways people can take action to support Native American people and land back efforts. This can involve researching and learning more about the indigenous communities of the lands you are on at [Native Land Digital](#); returning artifacts and land to their appropriate tribal communities; working to protect and preserve the land, and much more.

For more information and resources, see our [Land Acknowledgement page](#).



Housekeeping & Course Overview

Housekeeping Items:



**Self-
Assessment**



**Individual,
Small, &
Large Group
Work**



**Case
Scenarios &
Videos**



Course Overview

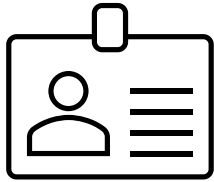
Learning Objectives

- Explain what a complex case means in the APS Supervisor role
- Identify tools and strategies that APS Supervisors can use to guide supervisory sessions with their staff
- Explain the need for collaboration and coordination with community providers and the value and use of multi-disciplinary teams.
- Establish guidelines and identify tools that APS supervisors can utilize to support quality assurance with case closure



Introductions and Connection

SHARE



Your name,
county/unit, and
how long you've
worked in APS

SHARE ONE OF THE FOLLOWING:



Favorite
part about
supervising
complex cases



Frustration
with
supervising
complex cases



Fear
with
supervising
complex cases

Complex APS Cases

What is a complex case?

- Think about an APS case that was challenging
- What made it difficult?
- How did it differ from other investigations?
- What type of abuse did it involve
- What was your role as the APS Supervisor with supervising this case or other complex cases?



Examples of Complex APS Cases

- Financial exploitation/scams
- Reluctant self-neglect
- APS history/multiple reports
- Behavioral health concerns
- Neurocognitive impairment
- Severe neglect
- Domestic abuse
- High profile/cases in the media
- Anything else you would add...



Supervisory Tasks

- Case consultation 1:1 supervision
 - Case review
 - Service planning
 - Coaching/Mentoring
 - Field observation
 - Quality assurance
-
- Ensure case compliance
 - Cross reporting to partner agencies
 - Collateral contacts
 - Trauma Informed supervision



Polling Questions



How do risk assessments support APS professionals?

- Detect change over time.
- Plan interventions/investigations
- Determine if a client has a neurocognitive disorder
- Prioritize cases, allocate time and resources

How do Risk assessments support APS supervisors?

- Provide objective information to guide case consultation
- They help make a determination of whether a client qualifies for APS services.
- Help evaluate immediate and on-going concerns

What is a Risk Assessment



- Systematic process that guides decisions and judgements
- Goal is to enhance the safety of older adults and adults with disabilities
- Risk assessment tools guide workers and supervisors to predict future risk and develop relevant case plans
- With growing workloads and increasingly complex cases, risk assessments focus on the actions that most effectively support an adult's safety, stability, and quality of life.

How do Risk Assessments support APS Professionals

- **Plan interviews/investigations**
- **Plan development to ensure client's immediate safety**
- **Offers a structured way to organize information and directs attention to where the threat is the greatest**
- **Prioritize cases, allocate time and resources**
- **Determine the most relevant interventions and if they have reduced risk**
- **Detect change over time**
- **Assess readiness for case closure**

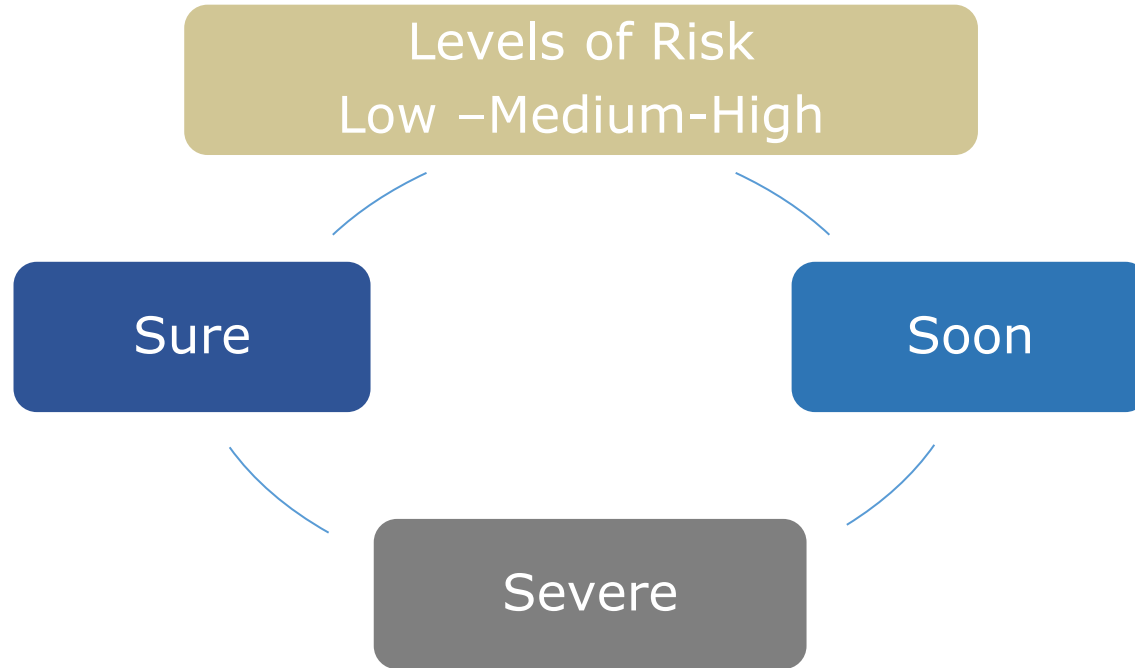
How do Risk Assessments Support APS Supervisors?



- Prioritization
- Objective guide for case consultation
- Evaluate concerns
- Guides staff decision making
- Provides structure to monitor risk
- Support staff in making informed decisions about next steps
- Assess readiness for case closure



The 3 S's of Risk Assessment



Ready-Set-Go! 5 Minute Coaching Questions

- Allows for critical thinking
- Discussion of risks and strategies
- Simple structure supports case planning, clearer decisions, and effective goal setting

Differences in Service Planning

- Why is service planning and goal setting different with clients that have accepted APS services than those that need involuntary interventions?



People Who Have Accepted APS Services or Those That Need Involuntary Interventions

Does the client:

- Understand information that's needed to make an informed decision?
- Give a plausible explanation for decisions?
- Weigh the risks and benefits of options?
- Appreciate their own situation and its consequences?
- Communicate a choice?



Service Planning for Voluntary and Safety Required Situations

Similarities...

- The Client's Wishes
- Alleged Abuser
- Urgency of Situation
- The Level of Risk
- Ethical Considerations
- Cultural Considerations

Differences...

- The Client's Decision-Making Ability
- The Least Restrictive Alternative



The 3 Phases of Risk Assessment



- It outlines key questions to consider in each phase to help guide response time, case planning, interventions, and case closure.
- This tool is designed to support thoughtful, consistent decision-making.

The 3 Phases of Risk Assessment include:

- Phase 1 Initial Assessment and Emergencies
- Phase 2 Service Planning
- Phase 3 Reassessments and Case Closure

Small Group Activity



1. Read Christoph and Freida Case Scenario.
2. Create responses using Handout-3 S's of Risk Assessment, identifying **one risk factor**.
3. Identify a few Ready-Set-Go questions and/or open-ended questions or prompts to assist the APS professional with critically thinking, exploring case concerns, and engaging in case planning.
4. Discuss for 15 minutes in the small groups.

What is a Multidisciplinary Team?

- A Multidisciplinary Team is a collaborative effort with other professionals
- It consists of professionals from medical, behavioral health, legal, financial, and protective service disciplines
- Analyze complex cases, integrate diverse expertise, and developed person-centered interventions
- The established teams may be short term or long-lasting community members



Examples of MDTs

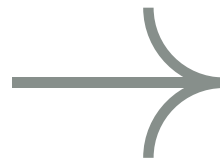
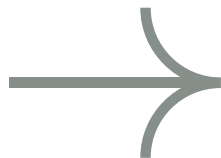
- Service Coordination/Coordinated Community Response
 - Domestic Abuse Response Teams
 - Family Violence Councils
 - Fatality/Death Review Team
 - Financial Abuse Specialist Team
 - Code Enforcement/ Hoarding Task Force
 - Medical Case Management
- 

Informal Supports and Community Providers

- Family, Friends, Neighbors
 - Law enforcement
 - Ombudsman
 - Home Health Private Caregiving Agencies
 - Private Physicians
 - Adults with Disabilities Service providers
 - Adult Daycare Programs
 - Home Delivery Meal Program
 - Probation or Parole if there is someone system/justice involved
 - Behavioral Health
 - Public Guardian
 - Code Enforcement
 - Area Agency on Aging
 - Community Senior Service Providers
- 



Let's Practice!



**Review the case scenario in
Handout: Christoph and Freida's Case Scenario**

- **Would you suggest to your staff to refer the case to one or more resources, MDTs or others?**
- **Which ones would you support your staff referring to and why?**

Report out key areas identified



Supervisor Case Consultation

Small Group Discussion Questions

- What are some additional open-ended questions you would ask Angel to assist them with critically thinking about what their next steps might be?
- What other interventions might assist Angel with minimizing risk and increasing Noah's safety?
- Would you suggest getting informal supports involved or referring the case to an MDT or other resources?



[EP 5: Supervisor Case Consultation](#)

Planning for Case Closure



- Peer Review Tool on the APS Technical Assistance Resource Center (TARC),
- Peer review tool can be used by the APS Supervisor prior to case closure on a complex case



Reassessments and Case Closure

Handout-Case Closure Questions to Consider Prior to Case Closure

Handout-The 3 Phases of Risk Assessment Phase 3: Reassessments and Case Closure

- Has risk changed over time? Is the client at higher or lower risk?
- What accounts for the changes? Are new issues emerging? Are perpetrators out of the picture? Have threats been removed? Have interventions reduced risk? Has a client changed their mind about accepting services?
- Are changes to the care plan needed? What preventative measures are needed?
- What is the likelihood that the situation will recur?



Supervising Complex Cases TOL



Goal # 1–Find an accountability partner for the next 30 days.

Goal # 2- Demonstrate with staff how to use the Handout: 3 S's of Risk tool.

Goal # 3- Conference with your staff, using 3S's of Risk and Ready-Set-Go 5 minute Coaching Questions.

Goal # 4– Weekly accountability partner check-ins.

Goal # 5- Prior to case closure, use Handout: Case Closure and Handout: Phase 3 Reassessments to review with staff. Discuss with your accountability partner.

Workshop Summary and Questions



We covered:

- Complex Cases and the Role of the APS Supervisor
- Tool and strategies to guide supervisory sessions
- The value of MDTs
- Tools that support reassessment, case closure, and quality assurance

What questions do you have?

P-I-E

Reflect and note:

- **P**riceless piece of information
 - What has been the most important piece of information to you today?
- **I**tem to implement
 - What is something you intend to implement from our time together today?
- **E**ncouragement you received
 - What is something that you already are doing and were encouraged to keep doing?



Evaluations

Your feedback is valuable!

- Please complete evaluations.

Thank you for taking time out to spend on your own professional development.

Thank you for what you do for our communities!



Thank You!

We envision a world where the quality of life for individuals, organizations, and communities is transformed into a healthier place.