



Data Informed Supervision



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 it's 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](#).

Course Overview

Housekeeping Items:



**Review
Common Data
Terminology**



**Polling
Activities
and Lecture
Segments**



**Individual,
Small, and
Large Group
Work**



**Case Scenarios
and Reflection**



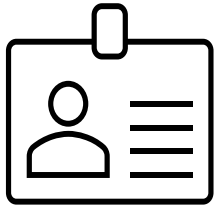
Learning Objectives

- Identify key data measurements used in APS
- Describe how data is used to advance APS program goals and policies
- Effectively apply data measurement practice in APS supervision



Introductions and Connection

SHARE



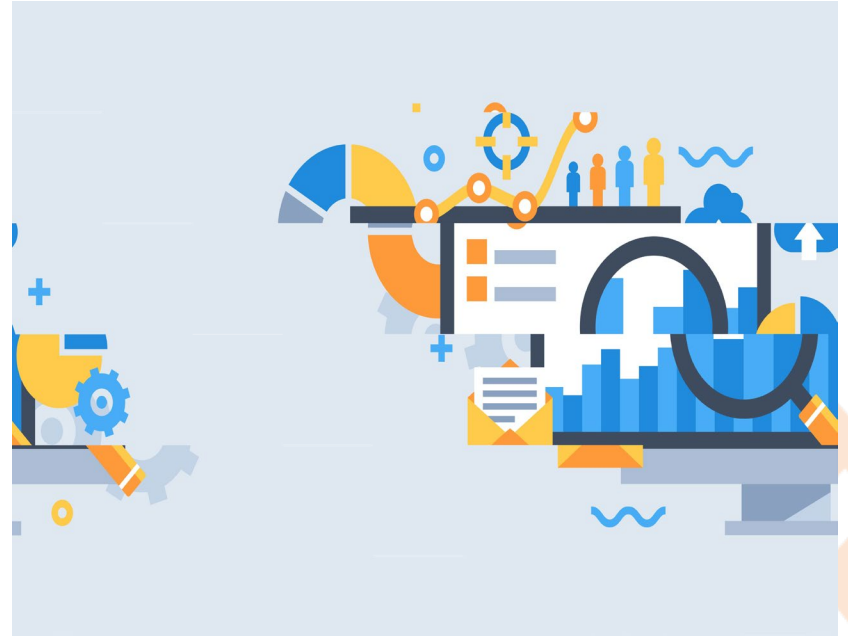
Your name,
county/unit, and
how long you've
worked in APS

SHARE ONE OF THE FOLLOWING:

- Favorite part about data
- Biggest Frustration with Data
- Biggest Fear with Data

Terminology and Definitions

- “Data” is simply another word for information that has been measured or assessed
- “Metrics” It’s a tool used for measurement for evaluating the success of a specific process, activity, or objective”



Data Types

Qualitative:

- Evaluates the content and information being described. Explains phenomenon and broadens understanding

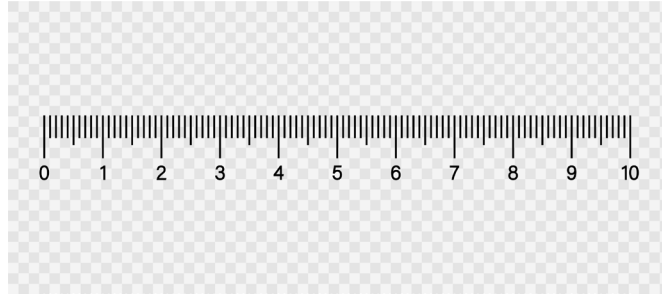
Quantitative:

- Explains patterns, trends, and forms of measurement



Measurement

- Effective/Efficient
- Outcomes
- Risk Mitigation
- Performance Standards



Effective and Efficient

- Effective: Did it matter?
- Efficient: Was it a good use of time?



Outcomes: Direct and Indirect

- APS outcomes answer the question “How do you know?” or finish the sentence “...as evidenced by...”
- Outcomes are the output of effective work.
- They can be both direct and indirect.



Direct Outcomes

Direct

- A result that happens as a direct consequence of an action or decision



Indirect Outcomes

Indirect

- A result that occurs as a secondary effect or consequence of an action, rather than being the immediate or intended result.



Risk Mitigation



- to the client
- to the community
- to the program



Performance Standards

- How do you measure compliance?
- What type of quality assurance practices does your program practice?



How Data is Used

- APS Professionals
- Supervisors
- APS Managers



How do APS Professionals Use Data?

- Track their cases to meet milestones
- Create Service Plans
- Risk Assessments
- Receive Feedback



How do APS Supervisors Use Data?

- Assess staff's performance
- Ensure program and policy adherence
- Identify areas for training and coaching



How do APS Program Managers Use Data?

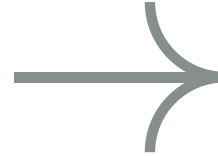
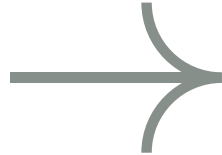
- Forecasting
- Trends and Patterns
- Alert team to risks
- Communicate





Let's Practice!

Breakout Groups



Review the APS scenario in Handout: The Numbers Tell a Story: Declining Timeliness Amid Growing Demands

Identify what data you would use to justify what is needed to improve compliance and response times?

Report out key data identified

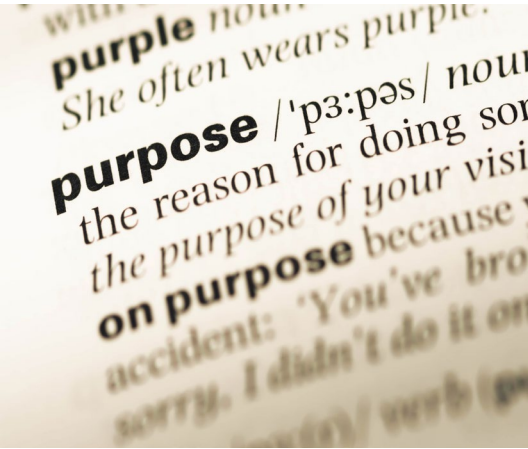


Binary “Yes/No” Quality Assurance Data

1. Initial Visit Completed Timely
2. Assessment Timely
3. Interviewed Alone
4. Completed Structured Assessment



Data Considerations



- Biggest Challenge: Learning what reports are available and what they do and do not measure
- Most California Counties use LEAPS data reports
- Manual of Policies and Procedures 33-100 is used to evaluate performance
- Supervisors conduct regular reviews to monitor compliance
 - Single Variable Review- Larger number of cases to focus on one specific metric
 - Multi-Variable Review- Smaller number of cases to focus on multiple data points

Activity: Listening to the Data

Individual

- Review the Handout: Listening to the Data Chart

Groups

- What key themes emerge?
- Which trends warrant greater attention, what is your justification?

Debrief

- Were there common themes?
- What was different?

Trends Matter

Establishing trends:

- Allows for staff to be proactive
- Better prepared to be responsive to community needs
- Reveal geographic areas w/ higher incidence rates (resources, training needs, staffing, etc.)
- Monitor service effectiveness and compliance
- Justification for increased funding



Trends Illuminate Change

Trends illuminate change or difference:

- Month to Month, Year to Year
- Office to Office
- Unit to Unit

Examples of trends over time

- Workload: calls (speaks to APS presence within the community)
- Investigations: (speaks to volume of work)
- multiple allegations: (speaks to the complexity of the cases)
- Prosecution rates (speaks to justice outcomes for older adults and adults with disabilities')



Summary and Questions

We covered:

- Key measurements used in APS
- How data is used to support APS goals and policies
- Supervisors use data to guide decisions, drive outcomes and support their teams
- Data used to guide supervisory sessions
- Data used as a vehicle to reflect, learn, and improve
- Data used to advocate for increased resources

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 data that will be used to improve workforce development for APS programs!



Thank You!

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