

APS TARC

Adult Protective Services Technical Assistance Resource Center

enhancing
effectiveness of
APS programs

How to Successfully Manage an APS Program with a Remote Workforce: Insight from Experienced Administrators

Wednesday, May 6th, 2020

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Michael Hagenlock, Department of Public Health and Human Services

Kezeli Wold, Texas Department of Family & Protective Services

Karl Urban, APS TARC



Disclaimer

The National Adult Maltreatment Reporting System (NAMRS) and the Adult Protective Services Technical Resource Center (APS TARC) are a project of the U.S. Administration for Community Living, Administration on Aging, Department of Health and Human Services, administered by the WRMA, Inc. Contractor's findings, conclusions, and points of view do not necessarily represent U.S. Administration for Community Living, Administration on Aging, Department of Health and Human Services official policy.

About the APS TARC

The mission of the APS TARC is to enhance the effectiveness of state APS programs by:

- Supporting federal, state, and local partners' use of data and analytics,
- Applying research and evaluation to practice, and
- Encouraging the use of innovative practices and strategies.

Peer to Peer Calls

Have you ever wished that you could tap into the expertise of other APS workers, supervisors or state administrators who are struggling with the same issues and concerns that you deal with daily? The APS TARC provides Peer to Peer calls for workers, supervisors and managers/state administrators.

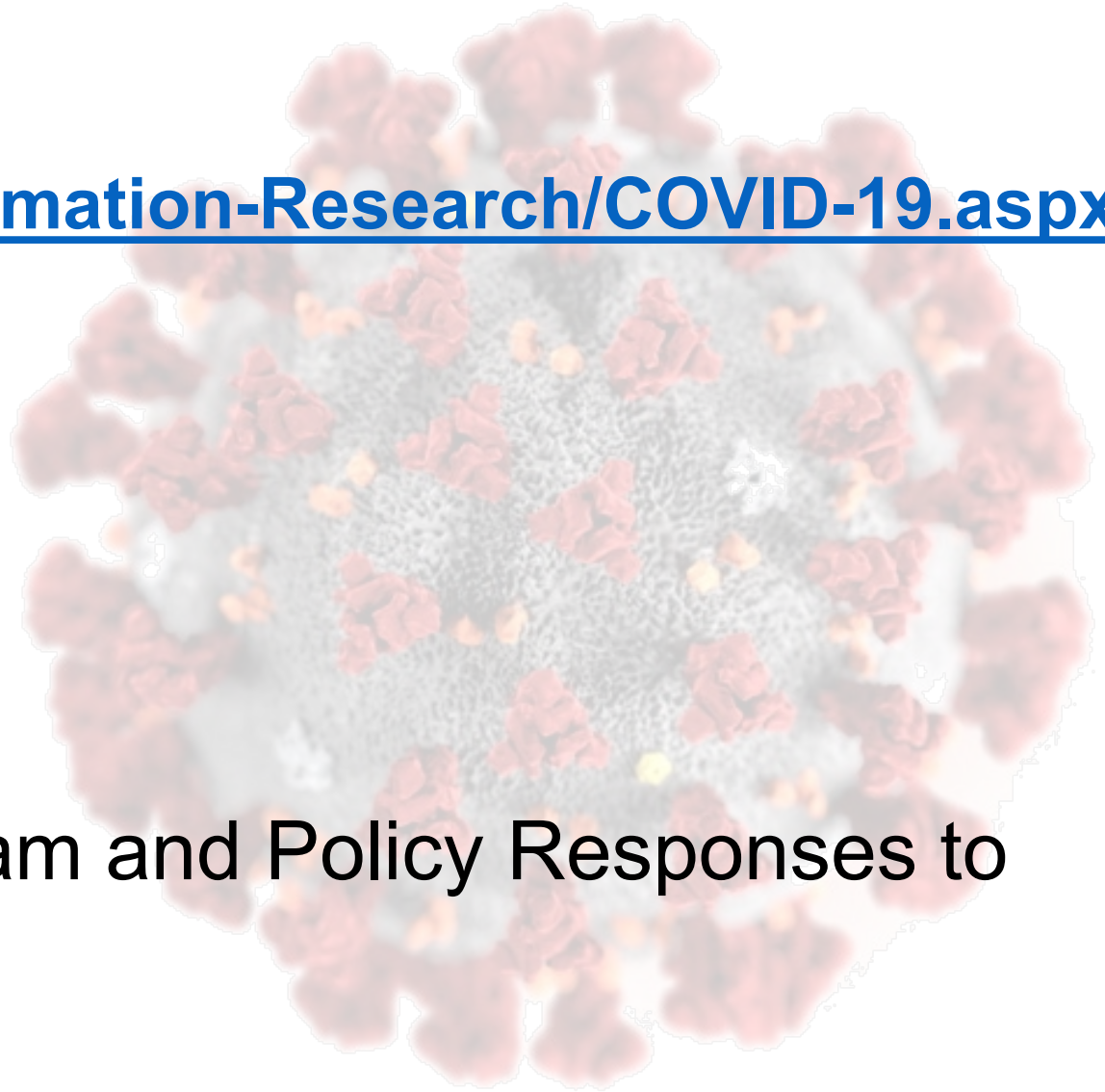
- **Workers' Call:** The 2nd Wednesday of each month
- **Supervisors' Call:** The 3rd Wednesday of each month
- **Administrators'/Managers' Call:** The 4th Wednesday of each month

Register via the link sent out at the end of each month by the APS TARC or email us in order to receive the registration link!

APS & COVID-19

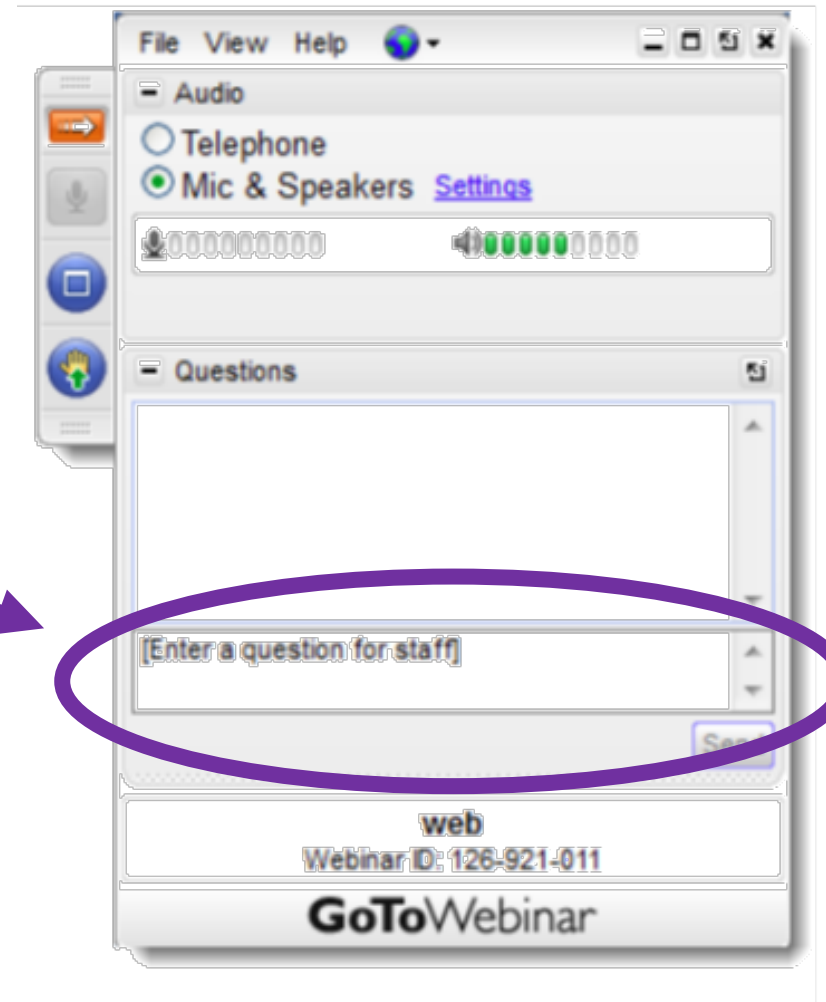
<https://apstarc.acl.gov/Information-Research/COVID-19.aspx>

- Resource Information
- Federal brief addressing:
 - Personal Safety
 - Continuity of Operations
- Summary of State Program and Policy Responses to COVID-19



Housekeeping

- This session is being recorded and will be posted online at a later date.
- To ask a question or to make a comment, please use the “Questions” box on your GoToWebinar Control Panel.
- Today’s slides are available to download in the “Handouts” section of your panel.

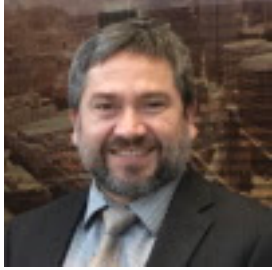


Quick Attendee Poll

Which of the following do you identify the most with?

- Adult Protective Services Professional
- Other Social Services Professional
- Medical Professional
- Legal Professional
- Other

Our Speakers



Akiles Ceron
APS Program Director
City and County of San
Francisco



Kezeli Wold
Associate Commissioner
Texas Department of Family
& Protective Services



**Michael Hagenlock,
LCSW, LAC**
APS Bureau Chief
Department of Public
Health and Human
Services



Karl Urban
Research Manager
APS TARC

Learning Objectives

1. Provide advice to APS programs having to implement a remote workforce due to the COVID-19 crisis
2. Learn the positive and negative consequences of remote APS field work
3. Learn how to achieve the positive consequences while avoiding the negative consequences of remote APS field work

What is your biggest concern with implementation of remote workers?

- A. Providing infrastructures support such as equipment
- B. A potential decline in quality of casework
- C. Maintaining high performance levels
- D. Maintaining client confidentiality

Roundtable Question

- Please provide a brief description of your program and discuss when and why you implemented remote APS casework.

Roundtable Question

- Please describe what obstacles, particularly related to organizational culture, that you had to overcome.

Roundtable Question

- Let's discuss your change management plan by focusing on a few elements one by one. Please describe what you did for each of the following:
 - Communication plan: How did you create buy-in and communicate with field staff?
 - Policy changes
 - Key equipment
 - Outreach with community partners

Roundtable Question

- What are the most critical support services - such as IT, fiscal or legal - you received from your agency?

Roundtable Question

- What are the challenges in managing staff performance and how you addressed them?

Roundtable Question

- Please describe the impact on your program:
 - What has been the biggest negative consequence?
 - What has been the most positive consequence?

Roundtable Question

- Please identify the top two items for each of the following questions:
 - What strengths were you able to engage?
 - What weaknesses did you have to overcome?
 - What opportunities were you able to capitalize on?
 - What were your biggest threats?

Roundtable Question

- Given everything we discussed, if you had to implement remote casework on the fly, what one piece of advice do you have?

Questions?



Contact Us

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