

# APSTARC

Adult Protective Services Technical Assistance Resource Center

enhancing  
effectiveness of  
**APS** programs

## Strategies for Retention and Recruitment: An APS Program Panel Discussion

February 9, 2022

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# Disclaimer

The National Adult Maltreatment Reporting System (NAMRS) and the Adult Protective Services Technical Assistance 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.

# Housekeeping

- Handouts/Slides are available for download in the "Handouts" section of your webinar control panel. You may download them at any time.
- Please use your computer speakers to access audio for this webinar. Please make sure the speaker volume is adjusted to your desired volume.
- If you experience audio problems due to internet connection speeds or hardware issues, we recommend exiting the webinar and re-entering.

# Housekeeping

- You may ask questions of our presenter at any time by typing them in the "Questions" box. We will relay as many as we can to the speaker when we pause for questions.
- This webinar is being recorded and all registrants will receive an email when the recording is made available on the APS TARC website.
- All attendees will receive an automatically generated email approximately 24 hours after the webinar ends with a link to a certificate of attendance.

# Quick Attendee Question

Using your “Questions” box, let us know:

- What are you hoping to learn from this webinar?

# Our Speakers



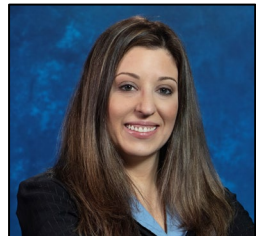
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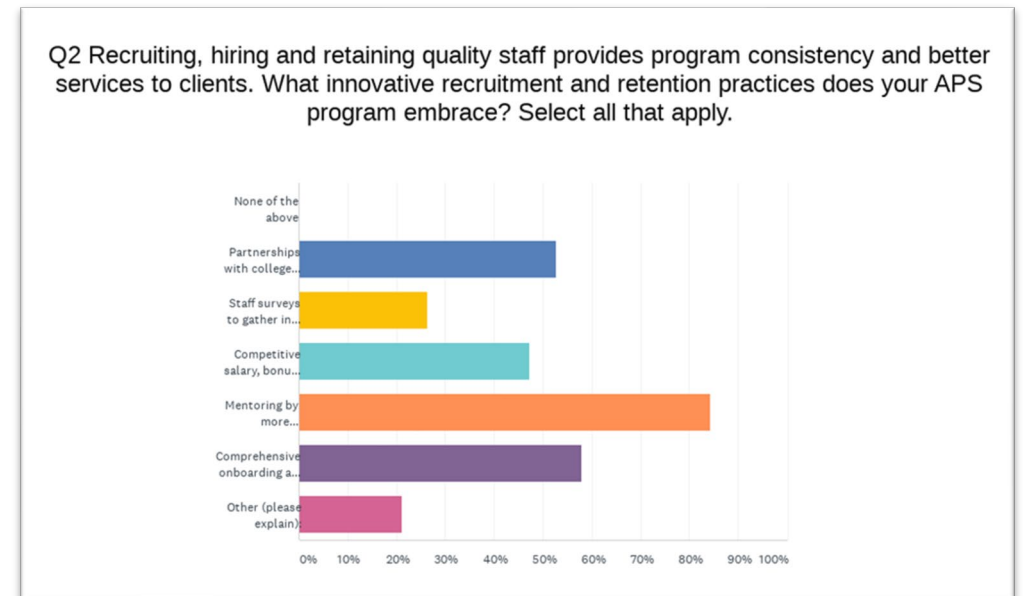


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# APS TARC Listserv September 2021 Question Responses (n=19)

- Partnerships with colleges and universities (recruitment) – 53%
- Staff surveys to gather input on ways to improve support – 26%
- Competitive salary, bonuses or other pay incentives (e.g., tuition reimbursement) – 47%
- Mentoring by more experienced workers – 84%
- Comprehensive onboarding and extensive training – 58%
- Other (please explain) – 21%





# Panel Discussion - Questions

1. When did you first recognize recruitment, hiring, and/or retention as an issue in your state? What innovative approaches are you using to tackle this issue?
2. What have been the outcomes and/or what are the anticipated outcomes from your approach?
3. What have been the biggest challenges with your approach thus far? Any words of wisdom?

# Sharing & Questions

# Resources

## Recruitment Videos

- Arizona DES
  - APS Recruitment Video: <https://youtu.be/tusdxA7Gass> (8:11)
  - Joining Our Team: <https://youtu.be/up9VXiUb3AY> (2:02)
- Texas DFPS
  - Working for APS: <https://youtu.be/RCMF1y-TaMU> (15:35)

## Research

- Supporting the Adult Protective Services Workforce (2020):  
<https://healthworkforce.ucsf.edu/supporting-adult-protective-services-workforce>
- Adult Protective Services Training: A Brief Report on the State of the Nation (2020):  
<https://doi.org/10.1080/08946566.2020.1845271>
- Building the Evidence Base for Adult Protective Services (2020):  
<https://acl.gov/sites/default/files/programs/2020-10/APS%20Research%20Agenda.pdf>

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