

**APS TARC**

Adult Protective Services Technical Assistance Resource Center

enhancing  
effectiveness of  
**APS** programs

# APS Innovations Townhall on APS Language

September 8, 2022

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# Our Facilitators



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Administration for Community Living



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APS Technical Assistance Resource Center  
WRMA, Inc.

# 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.

# Let's Talk APS!



## *Announcing a New Format for Monthly Peer Support Discussions Starting in October 2022*

The APS TARC will now be hosting TWO informal, collaborative peer calls each month via Microsoft Teams:

- **PRACTICE** - to discuss training/investigation/care planning (3rd Wed at 3pm ET/12pm PT)
- **PROGRAM MANAGEMENT** - to discuss policy and programmatic issue (4th Wed at 3pm ET/12pm PT)

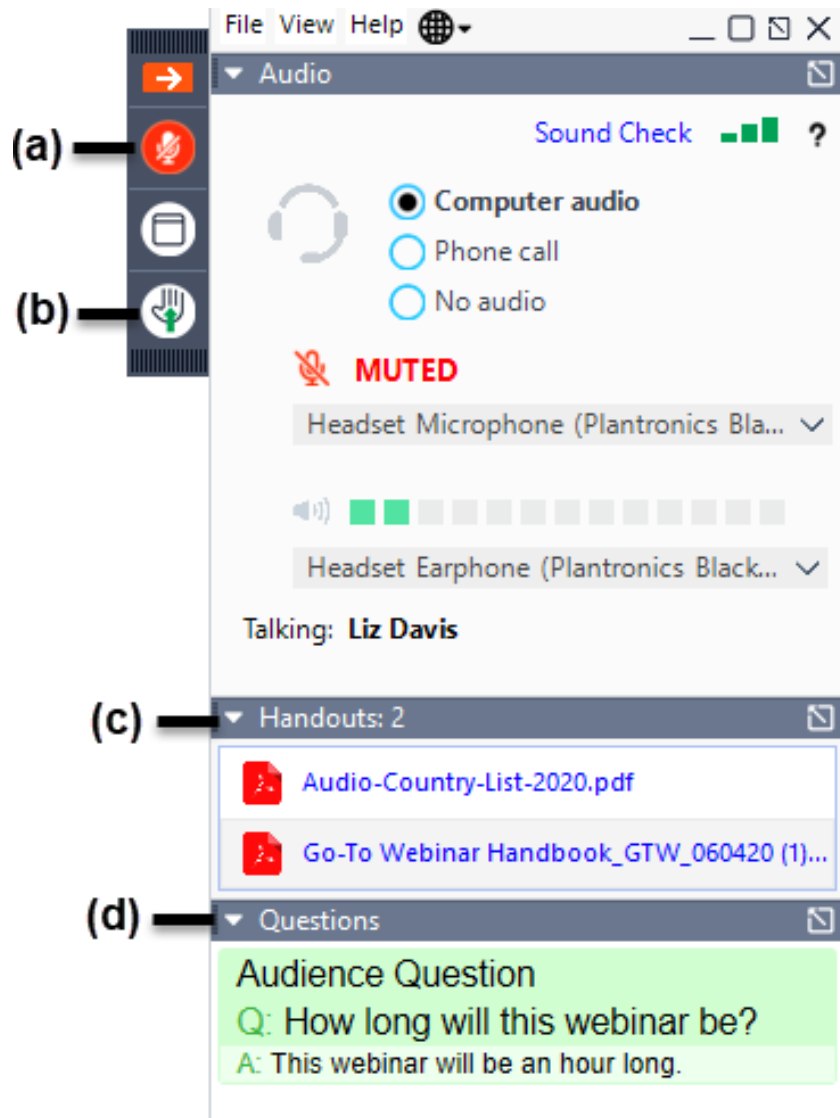
*Watch out for announcements with more information and how to register. Use the [APS TARC - Contact Us \(acl.gov\)](#) form to provide suggestions for meeting topics.*

# 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 Townhall. 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

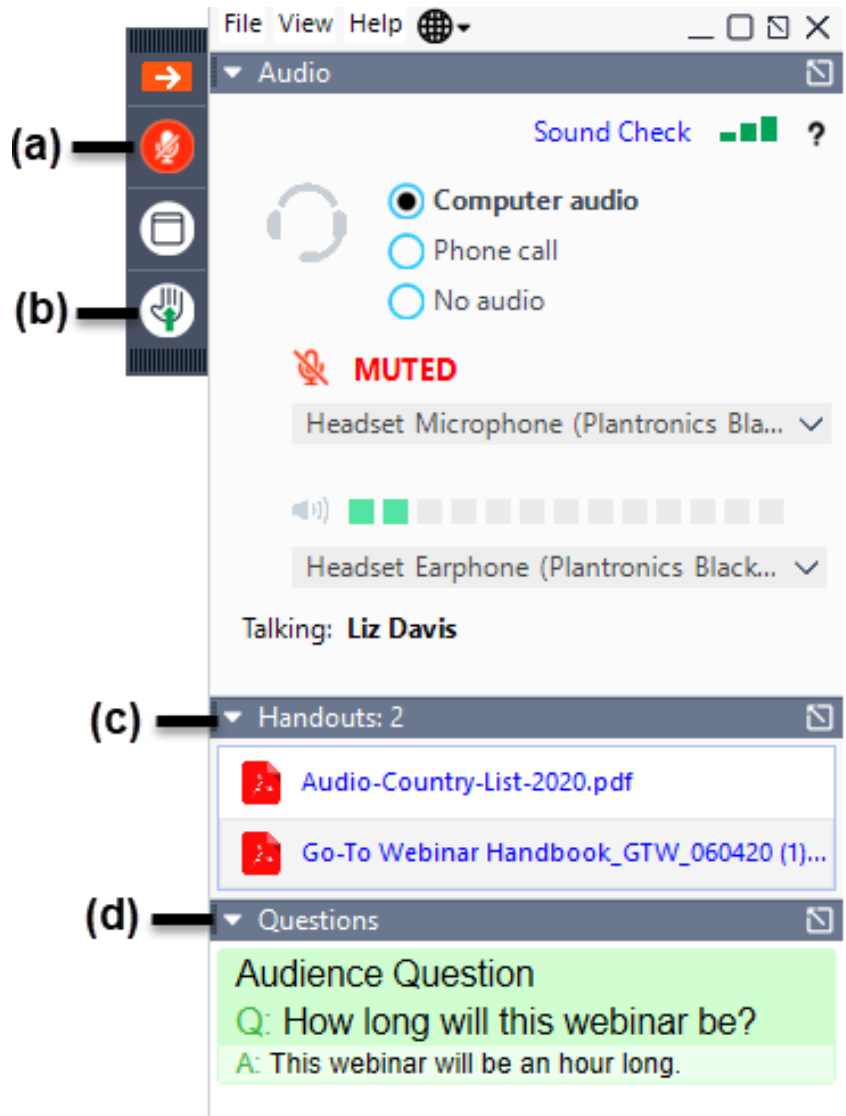
- This Townhall is being recorded and all registrants will receive an email when the recording is made available on the APS TARC website.
- All attendees will receive an automatically generated email approximately 24 hours after the webinar ends with a link to a certificate of attendance.
- You may ask questions/share comments by typing them into the "Questions" box or raising hand/unmuting yourself.



(a) You can easily mute and unmute yourself from any method of connection. There are a few things to keep in mind when muting:

- If the organizer has muted you, then you will not be able to unmute yourself until they unmute you first. All attendees are muted by default.
- If you dialed in to the audio conference using your telephone, you must enter your Audio PIN in order to use the Control Panel for muting. Alternatively, you can use keypad commands to mute yourself.
- Mute/unmute from the desktop app
- Click the Mic or Phone icon at the very top of the Control Panel. The icon will be green when you are unmuted, and gray when you are muted.





(b) To raise your hand, click the Hand icon in the Grab Tab of the Control Panel (desktop app) or toolbar menu (browser). The Hand icon will glow green while it is raised and will return to gray once it is lowered by you or by the organizer.

# Quick Attendee Poll

What profession do you identify most closely with?

- Adult Protective Services
- Medical
- Legal
- Research/Academic
- Other Social Services

# Framing the Conversation

# Discussion Question 1

As the field of APS and language, in general, evolves are there terms currently used in your program or the larger field that you view as problematic or outdated?

*Please share examples using either the questions box or raise hand to be unmuted*

# Discussion Question 2

Are there alternative terms that you would like to see used in your program or the larger APS field?

*Please share examples using either the questions box or raise hand to be unmuted*

# Discussion Question 3

Have you received feedback from clients on APS language?

*Please share using either the questions box or raise hand to be unmuted*

# Discussion Question 4

What do you believe are the largest barriers to language change in your program or the larger APS field?

What are potential solutions to those barriers?

*Please share using either the questions box or raise hand to be unmuted*

# Discussion Question 5

Is your program currently engaged in reviewing APS language use?

*Please share any plans and/or outcomes using either the questions box or raise hand to be unmuted*



# Resources

- American Medical Association - Advancing Health Equity A Guide to Language, Narrative and Concepts: <https://www.ama-assn.org/system/files/ama-aamc-equity-guide.pdf>
- American Psychological Association - Equity, Diversity, and Inclusion - Inclusive Language Guidelines: <https://www.apa.org/about/apa/equity-diversity-inclusion/language-guidelines.pdf>
- David Burnes, PhD, Marie-Therese Connolly, JD, Erin Salvo, JD, Patricia F Kimball, MS, Geoff Rogers, BA, Stuart Lewis, MD, FACP, RISE: A Conceptual Model of Integrated and Restorative Elder Abuse Intervention, *The Gerontologist*, 2022;, gnac083, <https://doi.org/10.1093/geront/gnac083>
- National Association for Social Workers: Standards and Indicators for Cultural Competence in Social Work Practice - <https://tinyurl.com/5f5dfzb2>
- National Center on Elder Abuse - Reframing Elder Abuse - <https://ncea.acl.gov/Resources/Reframing.aspx>

# National Adult Protective Services Training Center (NATC)



The newly launched NATC serves as a source of quality education for adult protective services (APS) professionals throughout the United States.

- Using the recommended training structure of the voluntary consensus guidelines for APS training, the NATC provides **free** access for APS professionals to training on topics related to providing protective services using culturally responsive, strengths-based and person-centered approaches.
- Utilizing national experts to design and deliver quality and accessible courses for APS front-line professionals, supervisors and leaders in all states and territories.
- Helping the field elevate practice regardless of where APS investigators serve older adults or people with disabilities.

Learn more at <https://natc.totaragovcloud.com/>

# Next Steps...

- Other questions or comments?
- To submit written feedback on discussion questions, please email [apstarc-ta@acl.hhs.gov](mailto:apstarc-ta@acl.hhs.gov)
- FFY 23 planning
  - APS TARC
- Thank you for your participation!

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