



Adult Protective Services Training Catalog

Serving Adult Protective Service Workers, Supervisors, and Community Partners

Revised August 15, 2019

Introduction

Welcome to the Ohio Human Services Training System (OHSTS) for Adult Protective Service (APS) Workers! Our mission is to strengthen best practice in adult protective services through comprehensive skill development, collaboration, and advocacy. This training catalog provides an overview of APS trainings available to include core training, eLearnings and ongoing training for caseworkers and supervisors.

Registration for all classroom trainings and eLearnings occur through OHSTS' learning management system (LMS). To request an account, click on this link: <http://www.ohsts.org/lms-addperson.html>

For general information visit us at <http://www.ohsts.org/>. For scheduling questions or to request training, please contact your Regional Training Center (RTC): <http://www.ohsts.org/our-regions.html>.

[Ohio Administrative Code 5101:2-20-07 - Education and In-Service Training Requirements for APS Caseworkers and Supervisors](#)

Effective August 1, 2016, adult protective services (APS) caseworkers and APS supervisors hired on or after September 29, 2015 shall complete APS core training. A minimum of eighteen hours of the core training requirements shall be completed through instructor led courses. The remaining core requirements shall be completed through either instructor led or online courses.

- (1) At a minimum, the following APS core training courses shall be completed within the first year of continuous employment:
 - (a) APS laws and regulations.
 - (b) Dynamics of elder abuse.
 - (c) The aging process.
- (2) The following APS core training courses shall be completed at any time during the first two years of continuous employment:
 - (a) APS risk assessment.
 - (b) APS values and ethics.
 - (c) Case planning.
 - (d) Collaboration in APS.
 - (e) Initial investigation.
 - (f) Professional communication.

APS caseworkers shall complete eighteen hours of ongoing training annually in areas relevant to the caseworker's assigned APS duties, after the first two years of continuous employment with the agency as a caseworker.

APS supervisors shall complete fifteen hours of ongoing training annually in areas relevant to the supervisor's assigned APS duties after the first two years of continuous employment with the agency as a supervisor. For supervisors subject to rule 5101:2-33-56 of the Administrative Code, at least six hours of the required thirty hours of ongoing training must be courses related to APS.

APS CORE Training.....7

APS Laws and Regulations
Case Planning (pre-requisite of Voluntary and Involuntary Case Planning eLearnings)
Collaboration in APS
Dynamics of Older Adult Maltreatment (Elder Abuse)
Ethics, Values, and Cultural Competence (eLearning only)
Initial Investigation
Professional Communication
Risk Assessment (eLearning option available)
The Aging Process (eLearning only)

APS eLearnings.....11

APS Case Documentation and Report Writing (Parts 1, 2 and 3)
APS Worker Safety
Assessing APS Clients' Decision-Making Capacity
Caregiver or Perpetrator Neglect
Case Closure in APS ***NEW ***
Collaboration in APS Work ***NEW ***
Dynamics of Abusive Relationships ***NEW ***
Elder Sexual Abuse
Financial Exploitation: An Introduction
Financial Exploitation: Deed Theft and Foreclosure Rescue Scams
Financial Exploitation: Identity Theft and Credit Card Fraud
Financial Exploitation: Living Trust and Annuities Scams
Financial Exploitation: Power of Attorney Abuse
Financial Exploitation: Reverse Mortgage Abuse
Financial Exploitation: Undue Influence
Interviewing Skills for APS Workers (Parts 1, 2 and 3)
Involuntary Case Planning for APS Workers (Parts 1, 2 and 3)
Mental Health and APS (Parts 1 and 2)
Physical and Developmental Disabilities
Responding to Elder Physical Abuse and Neglect
Risk Assessment in APS
Substance Abuse and Mature Populations
The APS Intake Interview
Undue Influence Committed by Professionals ***NEW ***
Voluntary Case Planning in APS
Working with Self-Neglecting Clients (Parts 1, 2 and 3)
Working with the Criminal Justice System ***NEW ***

Ongoing Specialized and Related Training for Caseworkers.....18

A Diversity of Beliefs
Adventures in Attitude: Quality Conversations
All Stressed Up and No Way To Let Go
American Heart Association Heartsaver First Aid – CPR.AED
An Overview of Heroin and Opiate Addiction

An Overview of Working With (and Within) the Criminal Justice System ***NEW***
APS Legal Framework and Non-Voluntary Interventions
Assessing Adult Protective Services Clients' Decision-Making Capacity
Avoiding ANTS (Automatic Negative Thoughts)
Basic Counseling Skills
Business Etiquette
Calming the Chaos: Keeping Your Cool When Things Get Hot
Caseworker Interviewing, Problem Solving and Crisis Intervention
Chill Out: Managing Your Anger and Theirs
Civil Rights Compliance: Respecting Their Rights
Coaching Your Clients to Success
Communicating Customer Service
Communication Enhancement
Conducting Safe Home Visits
Creative Compromise: Conflict Management
Cultural Competence with Muslim Clients in Human Services
Cultural Issues in Domestic Violence ***NEW***
Culturally Sensitivity and Competence
Customer Service: Dealing with Difficult Customers
Delving into Elder Sexual Abuse
Diabetes in the Older Adult Population ***NEW***
Diogenes Syndrome and Hoarding Disorders in the Elderly
Documentation with a Purpose ***NEW***
Domestic Violence: From Victim to Survivor
Empowering the New Poor: Understanding Poverty from a Strengths Based Perspective
Ethical Dilemmas, Difficult Life Decisions
Ethics Are Forever
Everyday Ethics for Human Services Workers
Financial Exploitation and Undue Influence
From Confrontation to Collaboration
Gangs, Cliques and Crews
Human Trafficking: Modern Day Slavery
Interviewing Those with Age Related Disabilities
Keeping the Vulnerable Populations Safe in Cyberspace
Keeping Your Office Space Safe
Laughing Just for the Health of It ***NEW***
Loss and Grief
Make the Right Decision
Managing Time Conflicts to Reduce Stress for Human Service Workers
Managing Your Stress While Nurturing Your Spirit ***NEW***
Motivational Interviewing: Preparing the Elderly for Change
Never Be Lied to Again
Never Be Lied to Again Part 2 – Still Being Lied To
Over the Line – Ethics and Boundary Issues in Social Media and the Real World
Overview of Addictions: Family and Caregiver Implications ***NEW***
Positive Attitude, Customer Service and Ethics in Social Work
Prescription Pain Pills and Heroin Hurt
Put Some Social in Your Service

Safety Awareness and Self-Protection: Working with Angry and Irate People (3hrs) ***NEW***
 Safety Awareness and Self-Protection: Working with Angry and Irate People (6hrs) ***NEW***
 Safety Awareness and Self-Protection: Working with Angry and Irate People (12hrs) ***NEW***
 Self-Care and Compassion Fatigue for Human Services Workers ***NEW***
 Seniors Can Be Bullies Too
 Substance Abuse, Chemical Dependency and the Elderly
 Success Working in the Multi-Generational Workplace
 Teaming with the Aggressive Client
 The Art of Listening and Confronting Conflict
 The Basics of Guardianship in Ohio
 The Culture of Disrespect
 The Culture of Poverty
 The Nature of Privilege
 The Role of APS in Questioning Capacity Versus Competency
 The Ten Lenses
 Time and Stress Management for Human Services Workers
 Torn and Battered, But Not Broken – Sexual Abuse in the Elderly
 Toxic Tiffs and Riffs: Overcoming Workplace Bullying in Human Services
 Turn Out the Burn Out
 Understanding Dementia and Its Impact on the Elderly
 Understanding Individual Diversity and Personality
 Unleashing the Power of Diversity
 Verbal De-escalation
 Verbal De-escalation of Aggressive Clients and Customers
 Web of Chemical Dependency
 When to Choose Guardianship
 Working with Self-Neglecting Clients
 Workplace Bullying Issues

Ongoing Specialized and Related Training for Supervisors.....40

A Smooth Transition: Taking the Step from Worker to Supervisor ***NEW***
 Becoming a 360-Degree Leader
 Building Synergistic Teams Across the Generations
 Dealing with Difficult Employee Behavior with Integrity
 Dealing with Unacceptable Employee Behavior
 Developing the Next Leader: A Planning Guide for Supervisors ***NEW***
 Launching Leaders Series

- Module 1: Developing a Management Mindset and Skillset
- Module 2: Purpose Driven Planning and Action
- Module 3: Leading Change
- Module 4: Building a Cooperative and Collaborative Team
- Module 5: Addressing Unwanted Team Behaviors
- Module 6: Performance Appraisal Magic

 Performance Appraisal Magic (3hrs)
 Reviving the Fire

So You Want to be a Supervisor
Successful Supervision in Social and Adult Protective Services
Team Building for Results
To Lead or Not to Lead: That is the Question

Trainer Biographies.....46

Brian Bethel	Brian Lowery	Rita Rizzo
Dan Elliot	Kelly Mettler	Christy Rosebrough-Zody
Melanie Hale	Beth Moore	Karen Vadino
Diana Hoover	Julia Nack	Lou Vincent
Theresa Johnson	CeCe Norwood	John Ward
Ashley Kopaniasz	Ed Petrish	Carilyn White
Kevin Kurpieski	Sylvia Pla-Raith	
Ken Lawson	Anthony President	

APS CORE Training

APS Laws and Regulations

The purpose of this workshop is for Adult Protective Services (APS) staff to understand applicable sections of the Ohio Revised Code (ORC) and Ohio Administrative Code (OAC) related to APS practice and to be able to find the legal reference when needed for application to a specific older adult's circumstances. Participants will work in small groups, formulating team responses to case study-related questions by finding the legal citation that applies to the circumstances of each case. By the end of this workshop, participants will:

- Be familiar with Ohio laws and regulations related to APS practice
- Understand capacity considerations for APS practice
- Understand involuntary interventions possible under Ohio APS law
- Understand the continuum of legal alternatives used to protect older adults

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainers: Melanie Hale, Kevin Kurpieski, Kelly Mettler, Sylvia Pla-Raith

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Case Planning

In Adult Protective Services (APS), the worker completes the assessment and then develops a case plan with the older adult that includes goals, objectives, and activities to reduce the older adult's risk of maltreatment. When the older adult has the capacity to participate in planning and consent to services, a voluntary case plan is developed. However, in situations where there has been a determination of extreme risk and the older adult lacks capacity or cannot consent to services, involuntary action may be necessary. In this workshop, we will examine how workers come to the conclusion that an involuntary action should be pursued. We will explore the case review process as well as the legal and ethical dilemmas surrounding the decision to use involuntary interventions. By the end of this workshop, participants will be able to:

- Discuss the importance of case plans, case plan essentials, and Ohio's case plan requirements
- Discuss the steps in developing a voluntary and involuntary case plan and factors to consider
- Define involuntary interventions and determine when an involuntary intervention may be indicated
- Explore legal and ethical issues in the decision to use involuntary interventions
- Understand how to gather evidence and document the need for an involuntary intervention

Pre-Requisite: Voluntary Case Planning and Involuntary Case Planning eLearnings

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainers: Theresa Johnson, Kevin Kurpieski, Kelly Mettler, Sylvia Pla-Raith

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Collaboration in APS

In this workshop, participants will learn the benefits, challenges, and barriers to successful collaboration in Adult Protective Services (APS). The fundamental elements and skills critical to effective team building within a collaborative partnership will be presented. Participants will be introduced to the role of an Interdisciplinary Team (I-Team) and Memorandums of Understanding (MOU's) in the field of APS and one's responsibility as a team member. By the end of this workshop, participants will be able to:

- Define collaboration as it applies to work across professional disciplines
- Articulate the benefits, challenges, and barriers to successful collaboration

- Understand the fundamental elements critical to effective team building within a collaborative partnership
- Understand the importance of an I-Team, MOU's, and member roles and responsibilities

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainers: Melanie Hale, Kevin Kurpieski, Kelly Mettler, Sylvia Pla-Raith

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Dynamics of Older Adult Maltreatment (Elder Abuse)

In this workshop, participants will be able to define older adult abuse, neglect, and exploitation and identify the various dynamics that underlie each. Participants will explore the role of Adult Protective Services (APS) and how dynamics might inform case interventions. By the end of this workshop, participants will be able to:

- Define older adult abuse, neglect, and exploitation as it applies to APS
- Identify various dynamics underlying older adult abuse, neglect, and exploitation
- Explore APS role and how dynamics might inform case interventions
- Identify why some older adults refuse services and remain with their abusers

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainers: Melanie Hale, Kelly Mettler, Carilyn White

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Ethics, Values and Cultural Competence (eLearning)

The purpose of this eLearning is to “demystify” ethics and offer a practical framework for ethical decision-making on the front lines. It will help Adult Protective Services (APS) professionals become more aware of their own value systems, their approach to decision-making, and it will give workers tools to analyze situations from a culturally competent standpoint. Additionally, this eLearning will assist APS workers in labeling, organizing, and understanding what they see, and it will help them analyze the consequences of the decisions facing them. After completing this eLearning, participants will be able to:

- Identify major APS ethical concepts and practice considerations for case work
- Recognize ethical dilemmas in practice
- List factors that influence ethical decision-making
- Identify the part that culture plays in ethical decision-making
- Apply a framework for ethical and culturally competent decision-making

Credits: OHSTS (1.5 credits); Social Work (1.5 CEUs); Social Work Ethics (1.5 CEUs); Counselor (1.5 CEUs); Counselor Ethics (1.5hrs)

Initial Investigation

In this workshop, participants will learn how to evaluate initial intake reports for Adult Protective Services (APS) and how to prepare for the initial visit. Participants will be introduced to rapport building strategies when working with older adults and methods for conducting investigations of abuse, neglect, and exploitation. Participants will also learn methods for interviewing alleged perpetrators and how to assess dangerous situations. By the end of this workshop, participants will be able to:

- Define intake and describe the goal of the intake process
- Describe the S.T.O.R.Y. approach and its use in the intake process
- Understand methods for preparing for the initial visit and rapport building strategies when working with older adults
- Describe interviewing strategies when working with alleged perpetrators

- Describe how to assess potentially dangerous situations to remain safe and discuss ways to deescalate these situations

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainers: Melanie Hale, Kevin Kurpieski, Kelly Mettler

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Professional Communication

In this workshop, Adult Protective Service (APS) workers learn the basic components of professional communication in APS. Participants will understand the importance of fact-finding interviews, preparation techniques, and effective communication strategies. Participants will also learn about various investigative communication strategies and special considerations when working with older adults. By the end of this workshop, participants will be able to:

- Describe the importance of fact-finding interviews and preparation techniques
- Identify effective interviewing skills to enhance professional communication in one's APS role
- Describe various question styles and content that can be used when conducting an investigative interview
- Understand the various special considerations needed when communicating with older adults

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainers: Melanie Hale, Brian Lowery, Kelly Mettler, Carilyn White

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Risk Assessment

In this workshop, participants understand the importance of risk assessment in Adult Protective Services (APS) practice. Participants will understand how to assess risk across five (5) domains in terms of severity and urgency. Participants will learn the phases of a risk assessment, the difference between risk indicators and risk factors, and how to develop risk reduction case plans. By the end of this workshop, participants will be able to:

- Define risk assessment and its function
- Understand the difference between risk indicators and risk factors
- Understand how to assess risk factors in five (5) domains:
 - Physical Health and Functional Status
 - Behavioral Health Status and Capacity
 - Living Environment Status
 - Financial Status
 - Social Status
- Understand how to assess overall levels of risk in terms of severity, urgency, and likelihood of harm occurring
- Describe considerations when developing risk reduction case plans

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainers: Theresa Johnson, Kevin Kurpieski, Kelly Mettler, Beth Moore, Carilyn White

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

The Aging Process (eLearning)

Aging is part of the normal physical and developmental life course. As is true in every phase of life, changes that occur in later life offer rewards, opportunities for growth, and physical and developmental challenges. In this dynamic, interactive 90-minute eLearning, participants will receive a basic

understanding of the aging process that will enhance their ability to perform investigations and make evaluations.

Credits: OHSTS (1.5 credits); Social Work (1.5 CEUs); Counselor (1.5 CEUs)

APS e-Learnings

OHSTS-APS e-Learnings are available through the Learning Management System **for APS workers and supervisors only, or county staff with APS responsibilities.**

NOTE: While there is no charge to you to complete an eLearning, the OHSTS has purchased a user license for your course attendance. Once you complete your course enrollment, the seat license has been spent and is non-reimbursable. **DO NOT** complete the course enrollment registration page if you do not intend to immediately complete an eLearning. If you have any questions, please email OHSTS@ihs-trainet.com.

APS Case Documentation and Report Writing (Parts 1, 2 and 3)

This eLearning is divided into three parts. Part one discusses the purpose of Adult Protective Services (APS) case documentation. In part two, workers learn about objective language. Part three outlines documentation equipment and APS confidentiality and reports. By the end of this eLearning, participants will be able to:

- Identify the purpose of accurate, complete and timely documentation
- Recognize clear, concise, and objective language
- Identify four types of equipment used for documentation and how to use them
- Understand the importance of accurate recall and identify at least three memory improvement techniques
- Identify the role that confidentiality plays in documentation
- Identify and correct inappropriate documentation in report writing

Credits: OHSTS (2 credits); Social Work (2 CEUs); Counselor (2 CEUs)

APS Worker Safety

This self-paced interactive eLearning guides workers through safety considerations for entering unfamiliar neighborhoods and client's homes. By the end of this eLearning, participants will be able to:

- Recognize three signs of danger and three methods of avoiding or mitigating danger
- Identify the family dynamics that contribute to crisis.
- Demonstrate the steps to prepare for a home visit with safety in mind.
- Describe skills that will defuse violent outbursts.
- Describe the role of the supervisor in maintaining your safety
- Recognize the difference between awareness and hypervigilance
- Have a plan for terminating the interview when needed

Credits: OHSTS (1 credit); Social Work (1 CEU); Counselor (1 CEU)

Assessing APS Clients' Decision-Making Capacity

This eLearning will help participants assess a client's decisional capacity by identifying the factors that affect decisional capacity, understanding the uses and limitations of the tools available to complete capacity assessments, and understanding the value and purpose of a formal capacity evaluation done by a clinical professional. By the end of this eLearning, participants will be able to:

- Define autonomy, capacity and incapacity
- Describe factors that may influence client capacity
- Identify the 3 D's: Dementia, Delirium and Depression
- Describe signs and symptoms that indicate capacity issues
- Identify key questions and approaches used to screen client capacity

Credits: OHSTS (1.5 credits); Social Work (1.5 CEUs); Counselor (1.5 CEUs)

Caregiver or Perpetrator Neglect

This eLearning focuses on neglect that is perpetrated by formal and informal caregivers. This course is designed to help participants develop the tools needed to conduct a neglect investigation and to develop plans to help to reduce the risk of future neglect. By the end of this eLearning, participants will be able to:

- Identify 3 physical and 3 behavioral indicators of caregiver neglect
- Identify 5 factors that contribute to victim risk of neglect
- Assess allegations of caregiver neglect using 5 domains of assessment
- Describe the barriers to determining if neglect is intentional or unintentional
- Identify 3 best practices in interviewing perpetrators
- Define 3 components of service planning

Credits: OHSTS (1.5 credits); Social Work (1.5 CEUs); Counselor (1.5 CEUs)

Case Closure in APS *NEW*

This eLearning is designed to help Adult Protective Services workers explore the natural dynamics that occur at case closure, and the factors to consider in their decision-making process. Participants will learn how to recognize common feelings experienced at the time of closure and their impact on the case closure process, and how to identify criteria and conditions that indicate appropriateness or inappropriateness of closing an APS case. Participants will also apply an essential case closure checklist to case studies. By the end of this eLearning, participants will be able to:

- Recognize common feelings both you and your client may experience at the time of closure and their impact on the case closure process;
- Identify criteria and conditions that indicate appropriateness or inappropriateness of closing an APS case; and
- Apply an essential case closure checklist to case studies.

Credits: OHSTS (1.5 credits); Social Work (1.5 CEUs); Counselor (1.5 CEUs)

Collaboration in APS Work *NEW*

This eLearning will help Adult Protective Services (APS) professionals work more collaboratively with workers from other agencies. This eLearning will not teach participants how to develop a multidisciplinary team, nor is it focused on working with a specific team. By the end of this eLearning, participants will be able to:

- Define collaboration and explain the benefits of working with other agencies;
- Identify the competencies needed to work collaboratively with other agencies;
- Identify which agencies APS workers can partner with, and explain how they might help and where there might be friction; and
- List basic principles for conflict resolution and describe strategies for discussing areas of potential conflict.

Credits: OHSTS (1 credit); Social Work (1 CEU); Counselor (1 CEU)

Dynamics of Abusive Relationships *NEW*

This eLearning will help Adult Protective Services (APS) professionals understand the dynamics of vulnerable adult abuse to enhance victim safety. Participants will learn about the definition of vulnerable adult abuse and the various dynamics, which underlie vulnerable adult abuse including the dynamics of power and control. Participants will explore the role of APS in cases of potential abuse and how power and control dynamics might inform case interventions. Participants will also learn why some victims may refuse services and stay with the abuser. By the end of this eLearning, participants will be able to:

- Define vulnerable adult abuse as it applies to APS;

- Recognize the various dynamics which underlie vulnerable adult abuse, including the dynamics of power and control;
- Explain the role of APS in cases of potential abuse;
- Explore how power and control dynamics might inform case interventions; and
- Identify why some victims refuse services and stay with the abuser.

Credits: OHSTS (1.5 credits); Social Work (1.5 CEUs); Counselor (1.5 CEUs)

Elder Sexual Abuse

This self-paced interactive eLearning teaches participants the myths and realities of sexual violence as it relates to APS clients. Participants learn how to recognize and discuss sexual victimization, how to screen for and interview clients regarding sexual abuse and what interventions to offer victims. TRIGGER ALERT: This eLearning includes a video interview of an elderly woman who was raped by her grandson. If you or a family member/friend have experienced a sexual assault, please be sure to have a trusted individual available to debrief your reaction to video in case it triggers anxiety. At the end of this eLearning, participants will be able to:

- Identify the myths and realities of sexual violence as it relates to APS clients
- Discuss the dynamics of sexual victimization
- Recognize the signs of potential sexual abuse among your clients
- Effectively screen for and interview clients regarding sexual abuse
- Offer helpful interventions to victims

Credits: OHSTS (1 credit); Social Work (1 CEU); Counselor (1 CEU)

Financial Exploitation: An Introduction

In this engaging and highly interactive introductory eLearning, participants gain foundational information about the necessary and essential components for effective financial exploitation investigations. Participants will understand common victim and perpetrator characteristics; learn the various types of financial exploitation; understand decision making capacity and undue influence as they are related to financial exploitation cases; and describe the primary components of a financial exploitation investigation.

Credits: OHSTS (1 credit); Social Work (1 CEU); Counselor (1 CEU)

Financial Exploitation: Deed Theft and Foreclosure Rescue Scams

Deed theft and foreclosure rescue scams are not new, and as we will see, they have changed over time. Resources built up over a lifetime have often been lost because these financial abuse perpetrators have convinced unwitting seniors to take their advice. With financial abuse on the rise, it is often the Adult Protective Services (APS) worker that first learns about these crimes, and quick action based on thorough knowledge about these types of scams may mean the difference between financial well-being and financial tragedy of the affected seniors. At the end of this eLearning, participants will be able to:

- Define quitclaim deed theft and foreclosure rescue scams
- Describe the indicators of the crimes
- Identify the steps to take in an investigation
- Identify partners in the field

Credits: OHSTS (1 credit); Social Work (1 CEU); Counselor (1 CEU)

Financial Exploitation: Identity Theft and Credit Card Fraud

Identity theft and credit card fraud are two of the fastest growing crimes in the United States. Many of us have been victimized by one or the other; or know someone who has been victimized. Elders and dependent adults may be particularly vulnerable as they often are not as technologically savvy as many

younger persons, and they may tend to trust others when it comes to financial transactions. At the end of this eLearning, participants will be able to:

- Identify specific types of identity theft and credit card fraud
- Describe the elements of the crimes
- Identify the steps to take in the investigation
- Identify partners in the field

Credits: OHSTS (1 credit); Social Work (1 CEU); Counselor (1 CEU)

Financial Exploitation: Living Trust and Annuities Scams

Living trusts and annuities are legitimate estate planning tools and/or documents that can be used legally for financial planning, or as a form of investment. Unfortunately, many unscrupulous persons have used them to defraud unsuspecting victims. In this eLearning, you will learn about living trusts and annuities, and how they may be used to victimize unsuspecting persons. At the end of this module, participants will be able to:

- Define an 'inappropriate' annuity and identify indicators that may result in financial abuse
- Define living trust scams and identify indicators that may result in financial abuse
- Identify steps to take in the investigation
- Identify partners in the field

Credits: OHSTS (1 credit); Social Work (1 CEU); Counselor (1 CEU)

Financial Exploitation: Power of Attorney Abuse

The subject of the Power of Attorney Abuses (POA) eLearning is to provide information about the various types of Power of Attorney documents that exist and indicators that Power of Attorney abuse may be taking place. This eLearning will also discuss the steps to pursue in investigating a possible Power of Attorney abuse case, as well as various types of legal remedies that can be pursued if Power of Attorney abuse is identified; as well as information on various professional partners that may assist you in intervening in one of these cases. At the end of this eLearning, participants will be able to:

- Define specific types of POA abuse
- Identify indicators of POA abuse
- Describe the steps to take in the investigation
- Identify partners in the field

Credits: OHSTS (1 credit); Social Work (1 CEU); Counselor (1 CEU)

Financial Exploitation: Reverse Mortgage Abuse

While reverse mortgages are a legal financial tool that allows homeowners to take out a loan against the equity in their home and to receive advance sums against the future sale of the property, some of the aspects of reverse mortgages make this an undesirable option for some seniors. In addition, some unscrupulous reverse mortgage sellers may take advantage of seniors seeking reverse mortgages to secure large commissions for themselves, or to outright defraud customers of their funds. In order to protect clients, it is important to understand what reverse mortgages are, when it is appropriate to pursue a reverse mortgage, and some tactics that unscrupulous sellers may use to take unfair advantage of or defraud senior customers. At the end of this module, participants will be able to:

- Describe reverse mortgages
- Define reverse mortgage abuse
- Identify reverse mortgage protections
- Describe the elements of the crime
- Identify the steps to take in an investigation

Credits: OHSTS (1 credit); Social Work (1 CEU); Counselor (1 CEU)

Financial Exploitation: Undue Influence

The undue influence eLearning explores undue influence, its relationship to financial abuse, indicators of undue influence, and information pertinent to investigating cases of alleged financial abuse where undue influence may be a factor. At the end of this eLearning, participants will be able to:

- Define undue influence
- Recognize the elements of undue influence
- Identify the steps to take in the investigation
- Identify partners in the field with whom to work the case

Credits: OHSTS (1 credit); Social Work (1 CEU); Counselor (1 CEU)

Interviewing Skills for APS Workers (Parts 1, 2 and 3)

This eLearning is a three-part series on Interviewing Skills for Adult Protective Service (APS) workers. The purpose of part one of this course is to teach caseworkers how to prepare for an effective APS interview. In part two, workers learn basic interviewing skills. Part three discusses how to structure a fact-finding interview and how to best structure questions during an interview.

Credits: OHSTS (1.5 credits); Social Work (1.5 CEUs); Counselor (1.5 CEUs)

Involuntary Case Planning for APS Workers (Parts 1, 2 and 3)

This eLearning is a three-part series on Involuntary Case Planning for Adult Protective Service (APS) workers. Providing services against client's wishes can be a difficult ethical dilemma for workers. It is important to give staff the opportunity to examine their motivations as well as set forth the standard for appropriate APS intervention. The purpose of this eLearning module is to learn how to identify involuntary interventions and when their use is appropriate. At the end of this eLearning, participants will be able to:

- Define involuntary services and when involuntary intervention may be indicated
- Identify those situations where the client's immediate safety takes precedence over the client's right to self-determination
- Explore ethical issues in the worker's decision to use involuntary intervention
- Document information needed to justify the use of involuntary intervention
- Identify the appropriate resources needed to be able to implement an involuntary case plan
- Develop and defend an involuntary intervention plan

Credits: OHSTS (1.5 credits); Social Work (1.5 CEUs); Counselor (1.5 CEUs)

Mental Health and APS (Parts 1 and 2)

Part 1 of this eLearning is designed for Adult Protective Service (APS) workers who are unfamiliar with working with persons who are living with a mental illness or as a "refresher" in working with this population. It is intended as an introduction and to support on-going and additional study of mental health issues. Part 2 of this eLearning is intended to be taken after the Mental Health in Older Adults - Part 1 eLearning. It is designed for Adult Protective Service (APS) workers who are unfamiliar with working with persons who are living with a mental illness.

Credits: OHSTS (2 credits); Social Work (2 CEUs); Counselor (2 CEUs)

Physical and Developmental Disabilities

This eLearning is designed to teach participants about the unique ways in which Adult Protective Service (APS) workers may work a case with an individual with a physical, cognitive or developmental disability. At the end of this eLearning, participants will be able to:

- Recognize how certain disability characteristics make a victim more vulnerable to abuse
- Recognize effective communication strategies to accommodate persons with disabilities

Credits: OHSTS (1.5 credits); Social Work (1.5 CEUs); Counselor (1.5 CEUs)

Responding to Elder Physical Abuse and Neglect

This self-paced interactive eLearning brings together forensic research, geriatric medical information tailored for elder physical abuse investigators, and practical field skills. Learn to differentiate between suspicious and non-suspicious situations and develop your strategies for investigating when physical abuse is suspected. Upon completion of this eLearning, participants will be better able to:

- Recognize situations that constitute a medical emergency and know how to react appropriately
- Effectively document injuries using common medical terminology, descriptive case narratives, body maps and photography
- Differentiate between signs of physical abuse and common age-related changes
- Recognize situations where the victim or caretaker's description of how injuries occurred does not match the injuries
- Evaluate whether injuries are likely to be the result of abuse when the victim is non-verbal or has other communication barriers

Credits: OHSTS (2 credits); Social Work (2 CEUs); Counselor (2 CEUs)

Risk Assessment in APS

Every day, Adult Protective Services (APS) staff are responsible for making determinations of clients' safety and risk, which can be the most difficult aspects of their work. In this self-paced, interactive eLearning, participants learn to assess the severity, urgency and likelihood of harm occurring for a client across five domains. They will also learn the benefits and limitations of risk assessment tools and how to develop risk-reduction service plans to help improve clients' safety, security, and quality of life.

Credits: OHSTS (1.5 credits); Social Work (1.5 CEUs); Counselor (1.5 CEUs)

Substance Abuse and Mature Populations

This e-learning is designed for Adult Protective Service (APS) workers who are unfamiliar with working with persons with substance abuse issues or for workers who require a "refresher" in working with clients who have substance abuse issues. At the end of this eLearning, participants will be able to:

- Define the scope of the problem of addiction amongst the mature population
- Apply the four diagnostic criteria that differentiate addiction from substance abuse
- Explain how addiction transmits its affect to family members through attachments and why all family members need services
- Use recovery programs and other resources are antidotes to ageism, isolation, societal denial, loss, grief and depression
- Use culturally appropriate and strength-based intervention techniques to use with family members

Credits: OHSTS (1 credit); Social Work (1 CEU); Counselor (1 CEU)

The APS Intake Interview

This self-paced interactive eLearning covers the materials regarding the initial interview of the reporting party that are presented in the instructor-led Initial Investigation class. Upon completion of this eLearning, participants will be better able to effectively determine whether a client meets Adult Protective Services (APS) criteria, to collect all material necessary for the APS worker to prepare for the interview and to warn the APS worker of possible safety hazards.

Credits: OHSTS (1 credit); Social Work (1 CEU); Counselor (1 CEU)

Undue Influence Committed by Professionals

Investigating and uncovering the evidence needed to confirm financial abuse by undue influence is difficult. When that crime is committed by professionals (doctors, attorneys, ministers, accountants, to name but a few) it becomes even more daunting. By the end of this eLearning, participants will be able to:

- Define undue influence committed by professionals
- Recognize the tactics of undue influence used by professionals
- List the legal elements that must be documented to prove undue influence has been committed by a professional
- Identify obstacles and defenses professionals might use that can complicate your investigation
- Recommend approaches for investigating cases of potential undue influence committed by a professional
- Describe potential remedies and interventions

Credits: OHSTS (1.5 credits); Social Work (1.5 CEUs); Counselor (1.5 CEUs)

Voluntary Case Planning in APS

In this eLearning, participants will learn the basic components of determining the intervention needs and developing a safety plan for elder abuse victims and identify the factors that influence the victim's intervention needs. Participants will learn strategies to work with the victim to develop mutually acceptable goals that will decrease the risk to the victim. Participants will also learn to use a safety planning tool developed for use with elder abuse victims.

Credits: OHSTS (1 credit); Social Work (1 CEU); Counselor (1 CEU)

Working with Self-Neglecting Clients (Parts 1, 2 and 3)

In this 3-part eLearning, participants will learn to:

- Define self-neglect, its prevalence and indicators
- Distinguish self-neglect from other conditions
- Assess self-neglect in five domains
- Develop safety and risk reduction interventions for self-neglecting adults
- Document appropriate elements in self-neglect cases
- Identify community partners in self-neglect cases

Credits: OHSTS (1.5 credits); Social Work (1.5 CEUs); Counselor (1.5 CEUs)

Working with the Criminal Justice System

This training will help APS professionals work more effectively with the Criminal Justice System by providing information that will promote a better understanding of and appreciation for the law enforcement and prosecution roles and perspectives. It explains how the Criminal Justice System operates, how to read and understand criminal statutes, and how to more effectively build cases by applying case facts to crime elements. By the end of this eLearning, participants will be able to:

- Distinguish the role of Adult Protective Services from the roles of Law Enforcement and the Prosecution
- Identify factors that help make a provable case in the Criminal Justice System, including levels or burdens of proof, types of evidence, and evidence-based vs. victim-based cases
- Explain the importance of APS documentation to enhance credibility when testifying in a criminal case
- Identify the elements of a crime when provided with the statute

Credits: OHSTS (1.5 credits); Social Work (1.5 CEUs); Counselor (1.5 CEUs)

Ongoing Specialized and Related Training for Caseworkers

A Diversity of Beliefs (3hr)

Do your elderly clients sometimes bring up their religious views to you? Often time diversity issues are uncomfortable to discuss, but perhaps the most sensitive inclusion issue presently is religious diversity. Such discussions with coworkers, clients or community partners require a respectful response to the issues of faith which may arise in the workplace. Attend to practice “speed-faithing” to learn a bit about the beliefs of others, and to become comfortable with posing culturally sensitive questions. Leave with a basic understanding of the world’s largest religions and how to have polite discussions about faith with older adults.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainers: Rita Rizzo, Lou Vincent

Credits: OHSTS (3 credits); Social Work (2.75 CEUs); Counselor (2.75 CEUs)

Adventures in Attitude: Quality Conversations (3hr)

Being able to have “quality conversations” is important for successful communication. In this workshop participants will be introduced to strategies that include why quality conversations are so important for professional and personal success, how one’s attitude can influence the communication process, what our communication styles are and various other techniques. Knowledge learned in this workshop will help participants increase success in how to communicate effectively with colleagues and clients served.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Kelly Mettler

Credits: OHSTS (3 credits); Social Work (2.75 CEUs); Counselor (2.75 CEUs)

All Stressed Up and No Way To Let Go

This stress management workshop is designed to help participants recognize stressors, become aware of their own personal stress level, and discover some healthy, effective methods to reduce stress. Time management and humor are discussed as methods for effective stress management. A personal stress level assignment and plan for healthy stress management will be the outcome of the training. At the conclusion of this workshop participants will:

- Increase awareness of stressors in their lives
- Realize the significance of attitude on stress level
- Become aware of their own stress levels
- Become familiar with effective methods of stress management
- Prepare a plan for personal stress management

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Karen Vadino

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

American Heart Association Heartsaver First Aid – CPR.AED

Heartsaver First Aid CPR AED is a classroom, video-based, instructor-led workshop that teaches participants critical skills needed to respond to and manage a first aid, choking or sudden cardiac arrest emergency in the first few minutes until emergency medical services (EMS) arrives. This workshop is video-led and teaches the lifesaving skills of Adult, Child and Infant CPR; including the use of the AED machine. In addition, participants will learn how to assist a victim who is choking. Skills are taught by using the AHA’s research-proven practice-while-watching technique, which provides participants with

hands-on CPR practice time. This workshop is limited to 6 participants (APS and DJFS staff only) per session.

Suggested Audience: APS and DJFS Staff at all levels

Approved Trainer: Carilyn White

Credits: OHSTS (6 credits) *Note: this course does not meet licensing board requirements for social work or counselor credits*

An Overview of Heroin and Opiate Addiction (3hr and 6hr)

Tragically, opioid and heroin addiction have become common place in American society. While opiate and heroin addiction have many tragic outcomes, the addictive powers of these substances have created a crisis for social service professionals who serve older adults. Although most individuals associate heroin/opiate addiction with younger generations, the older adult population has unique characteristics that create vulnerabilities for substance use disorders of heroin and opiates. As such, social service professionals hold a vital role when working with aging consumers who are impacted by heroin/opiate addiction. Additionally, older adults are also victimized by relatives and associates who are using opiates/heroin. This workshop offers an overview of heroin and opiate addiction and its relevance with older adults. Specifically, this workshop identifies common trends associated with heroin and opiate use as well as the impact on the lives of older adults. Evidenced-based treatment strategies for opiate addiction will also be discussed within this educational workshop.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Brian Bethel

Credits: OHSTS (3/6 credits); Social Work (2.75/5.5 CEUs); Counselor (2.75/5.5 CEUs)

An Overview of Working With (and Within) the Criminal Justice System

In an ever increasing litigious and prosecutorial society, it is imperative to understand the interplay and relationship between the role of the legal system and the role of the adult protective services field. Participants will learn in this workshop, steps and tips to navigate the court system and interplay with the parties of the court system. Participants will learn the preliminary steps to take to collect evidence needed to take to law enforcement or to the prosecutors in their jurisdictions in order to help increase the number of convictions for criminal perpetrators to the elderly. Participants will also learn through scenarios and roleplay, different cross examination techniques based on tactics learned by attorneys to use in the courtroom. Finally, participants will learn the method of subpoenaing information from digital formats to use in successful prosecutions. By the end of this workshop, participants will:

- Know the various orders and documents used in the criminal court system
- Know how to preserve evidence and chain of custody for use by prosecutorial and law enforcement staffs for use in court
- Learn ways evidence is collected and handled in criminal courts
- Gain beginning experience in testimony for contested hearings or trials

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Christy Rosebrough-Zody

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

APS Legal Framework and Non-Voluntary Interventions

This workshop will review Adult Protective Service (APS) legal mandates and interventions which are unique to APS to protect older vulnerable adults from the adverse consequences of maltreatment. We will review the legal criteria required to petition Probate Court for a Protective Service Order. Key elements include the outcome of the APS investigation, the adult's capacity and ability to consent for protective services and potential consequences to the adult if no action is taken. Attendees will learn

when and how to effectively consider Protective Services Orders to protect high risk adults. In addition, we explore other civil legal interventions such as guardianship and civil commitment to best assist adults. The workshop will review the principles of APS, by further examining the elements of autonomy, choices, least restrictive alternative and mandate to protect the victim. Several case studies will be discussed with opportunities for participants to utilize their learning.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Sylvia Pla-Raith

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Assessing Adult Protective Services Clients' Decision-Making Capacity

The purpose of this workshop is to assist Adult Protective Services professionals in identifying the factors that affect their clients' decisional capacity, and to identify when to seek a professional evaluation. Trying to decide if clients can make informed decisions about their situations and care is one of the greatest challenges faced by APS caseworkers. In this workshop, participants will be better able to: define autonomy, capacity, and incapacity; understand factors that may influence client capacity; recognize signs and symptoms that indicate capacity issues; identify key questions and approaches used to screen client capacity, including working with special populations and identify implications for case planning because of a finding of limited capacity.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Kelly Mettler

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Avoiding ANTS (Automatic Negative Thoughts)

ANTS are those "Automatic Negative Thoughts" that bug your mind and hinder your relationships with working with vulnerable adults and their families. In this workshop, participants will be able to identify the 9 types of negative thoughts which infiltrate our mind and how it impacts one's relationship with vulnerable adults. Come and explore practical and creative methods of exterminating these ANTs to help the worker improve his/her relationship with vulnerable adults and the impact of the quality of services provided.

Suggested Audience: APS Staff and all levels and APS Community Partners

Approved Trainer: John Ward

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Business Etiquette (3hr and 6hr)

Rules of etiquette govern both social and business protocols. In today's fast-paced, digital, multicultural world business etiquette skills can sometimes get lost in the shuffle. Business etiquette is an important element for human and social service workers to observe order to create a professional workplace. Workers should be aware of behaviors that are appropriate for the workplace and those that detract from a professional environment. The workshop will stress the importance of creating a positive interaction in the workplace. By the conclusion of the workshop, participants should have a clear understanding of their strengths and how their behavioral choices influence how they are perceived by others.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Carilyn White

Credits: OHSTS (3/6 credits); Social Work (2.75/5.5 CEUs); Counselor (2.75/5.5 CEUs)

Calming the Chaos: Keeping Your Cool When Things Get Hot!

Out of nowhere, a routine client interaction can become an unexpected firestorm of negative emotions thrown at us. Our worst reaction is to fire back in defense, matching their negative emotion. Learn what

to do when things get out of hand and tense situations need to be diffused. Learn to take the heat while maintaining your cool and work with clients to resolve conflicts and develop peace treaties. By understanding the sources of anger, staff will be able to provide services that best meet their client's needs.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Anthony President

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Caseworker Interviewing, Problem Solving and Crisis Intervention

Sorting through the “*CLUES*” of family function and dysfunction could put, even the producers of Colombo and CSI into a tizzy. Participants will be presented with several effective interviewing techniques and offer suggestions that APS caseworkers might suggest helping individuals and families involved in serving vulnerable adults and their families to help them resolve their unique problems. This workshop will examine the dynamics of crisis and offer suggestions for crisis counseling and verbal de-escalation.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Brian Lowery

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Chill Out: Managing Your Anger and Theirs

Human Services workers have different constraints than those working in the private sector. They don't have the flexibility of declaring, "the customer is always right". And, they have more impact on people's lives. The difficult position of having to deal with angry, hostile people can cause a worker's own anger to flare up, leading to an adverse reaction from their clients and a potentially dangerous situation. This workshop is designed to help the worker prevent and defuse, not only their own anger but, also, the anger of the people they're dealing with.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Edward Petrish

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Civil Rights Compliance: Respecting Their Rights (3hr and 6hr)

The Civil Rights Act of 1964 serves as a legal and moral guidepost for public or private non-profit agencies, including those providing services to the elderly, mentally challenged, disabled and other Protected Class clients and their families. This workshop provides an overview of this landmark act and the key objectives for Agency Staff to help ensure the equal treatment of all persons receiving county services by maintaining compliance with Federal Civil Rights laws and requirements. Staff who provide services to vulnerable adults will benefit by learning ways to avoid the 3 types of discrimination in the provision of service to vulnerable adult clients with limited English proficiency, physical and mental handicaps, the aged, as well as those who present other diversity characteristics.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Anthony President

Credits: OHSTS (3/6 credits); Social Work (2.75/5.5 CEUs); Counselor (2.75/5.5 CEUs)

Coaching Your Clients to Success

Any great team is headed by a great coach, a leader who can provide instruction and correction in a manner that supports the self-esteem needs of their players. Participants will learn to apply a coaching approach to casework that supports the self-efficacy of vulnerable adults by encouraging them to believe in and realize their own potential for success and how to put that potential to action.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Anthony President

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Communicating Customer Service

Effective Customer Service is an essential part of Social Work. Best practice and best ethics dictate that both internal and external clients receive quality services that meets needs and exceeds reasonable expectations. This workshop addresses how staff can more effectively provide quality customer service by learning who are internal and external customers; the role of diplomacy in providing service to vulnerable adults and their families; how to effectively use humor and tone of voice and understand the importance of empathy in providing quality customer service. Participants will learn strategies of communicating quality customer service today and improve their service performance.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Anthony President

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); *Note: this course does not meet licensing board requirements for counselor credits*

Communication Enhancement (6hr)

This workshop examines the communication process and explains why even the most straightforward message can result in misunderstandings. Take a brief listening quiz to find out what sort of information you tend to listen to best. Appreciate the factors that influence communications such as nonverbal cues, conversational context, use of time, and feedback foibles. Recognize the hidden barriers to fostering understanding and cooperation. Participants will leave with increased confidence in your ability to target your message to the behavioral style of the listener, thereby improving your chances at being understood.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainers: Rita Rizzo, Lou Vincent

Credits: OHSTS (3/6 credits); Social Work (2.75/5.5 CEUs); Counselor (2.75/5.5 CEUs)

Conducting Safe Home Visits

Do you visit your client's homes? Do you know how to keep yourself and your client safe during your visit? One in four workers will be attacked, harassed, or threatened on the job, yet workplace violence is preventable, even when you are on their turf. Because episodes of violence are hard to predict, it is advisable for all workers to possess skills in detecting potentially disruptive situations and defusing them. This workshop will present both organizational and individual strategies that can be implemented in social service settings to curtail violent episodes. The Violence Cycle, when and how to interrupt it, will be discussed. Come prepared to tell your own "war stories" and increase the skills and knowledge you need to keep yourself and others safe at work. Leave knowing how to keep yourself safe during home visits, and how to prevent yourself from becoming a victim of crime.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainers: Rita Rizzo, Lou Vincent

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Creative Compromise: Conflict Management

Conflict is inevitable, but it can be managed. In this workshop, participants will learn how their own behaviors contribute to conflict and how to avoid them. Participants will learn how to prevent arguments and power struggles using cooperative communication when working with vulnerable adults and their families. They will also learn how to maintain control without anger, threats or stress.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Edward Petrish

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Cultural Competence with Muslim Clients in Human Services (3hr and 6hr)

America's elderly population is growing in number and also growing in diversity. Muslim Baby Boomers number in the hundreds of thousands and will continue to drastically increase in the coming years. This workshop explores Islam, the religion of the Muslims and the cultural implications for Human Service Workers who service Muslim families. Increase cultural awareness and understanding by learning the basic beliefs of Muslim, highly held family values and culturally sensitive intervention strategies to more effectively engage and serve Muslim clients and their families.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Anthony President

Credits: OHSTS (3/6 credits); Social Work (2.75/5.5 CEUs); Counselor (2.75/5.5 CEUs)

Cultural Issues in Domestic Violence

Close to 20 people per minute are physically abused by an intimate partner in the U.S. and that includes 1 in 4 women and 1 in 9 men (National Coalition Against Domestic Violence). This workshop deals with the dynamics of domestic violence and the impact culture has on it. We will discuss the typologies of domestic violence, common indicators, cultural barriers to engaging clients and strategies to support human services clients to seek safety and support. By the end of this workshop, participants will:

- Define domestic violence and list the typologies such as physical, sexual, financial, verbal, or emotional in older adults
- Know the common indicators of domestic violence in later life
- Understand the cultural attitudes and issues that could be barriers to older adult victims accepting help
- Use strategies to more effectively understand, engage and support older adult clients experiencing domestic violence

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Anthony President

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Cultural Sensitivity and Competence

Attending to small matters of protocol can heighten trust, build rapport and increase understanding between those with different speaking and listening styles. This workshop will help participants develop an increased knowledge and an opportunity to better assist a diverse population of under-served, vulnerable adults.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Anthony President

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Customer Service: Dealing with Difficult Customers

This workshop equips the helping professional with talking methods and strategies to address the five most common types of difficult people. Learn how to elicit cooperation, establish understanding, and defuse resistance using non-defensive talking approaches. Come prepared to discuss a situation that you have been involved with where escalating emotions prevented you from doing your best work on the phone or in person with a difficult client and his or her family.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Lou Vincent

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Delving Into Elder Sexual Abuse

The World Health Organization defines elder abuse as a “single or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust, which causes harm or distress to an older person.” Sexual abuse is considered a subset of elder abuse. The intent of this workshop is to equip participating professionals with the information, skills and strategies needed to allow for client-focused assistance to sexually abused elders of any sex, race, gender expression or sexual orientation. To fulfill its intent, this interactive workshop will utilize videos, actual case scenarios, group activities, small and large discussions. By the end of this workshop, participants will:

- Know prevalence and characteristics of sexually abused elders in Ohio
- Recognize and acknowledge the power and control dynamics of elder abuse
- Recognize signs of elder sexual abuse
- Know elder survivors’ understandings and perspectives of having been sexually abused
- Know how to use “secure silence” as an interviewing technique
- Know how to assist survivors with decision making by utilizing APS Principles and Guiding Practices
- Be aware of survivor healing over the lifespan strategies
- Identify ways to respond to abuse with culturally appropriate interventions
- Identify interdisciplinary approaches and collaboration

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: CeCe Norwood

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Diabetes in the Older Adult Population

Research indicates diabetes primarily affects individuals who are age 60 and older. Furthermore, it is estimated more than 12 million adults age 60 and older have diabetes. Due to the aging process diabetes can have a devastating effect on the older adults’ quality of life and survival rate. Therefore, it is imperative for Adult Protective Service workers and Community Partners to understand the effects of diabetes on the older adult and learn how to develop a service plan for their older adult clients. This workshop focuses on the importance of a comprehensive approach to the management of diabetes in the older adult population. Upon completion of this workshop, participants will be able to:

- Describe the aging process
- Identify the different types of diabetes
- Understand how diabetes is diagnosed
- List various treatment and management therapies
- Understand the short-term and long-term complications of diabetes
- Understand how a service plan is formulated to assist an older adult client with diabetes

Suggested Audience: APS Staff and all levels and APS Community Partners

Approved Trainer: Carilyn White

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Diogenes Syndrome and Hoarding Disorders in the Elderly

Diogenes syndrome, self-neglect and hoarding adversely impacts not only the elderly adult; but also, those living with the elderly individual. Therefore, it is important for caregivers, social workers and those caring for the elderly population to understand the Diogenes syndrome, self-neglect and hoarding disorders. This workshop will explore each disorder and the associated health risks, mental health issues and consequences that can occur with each disorder. Participants will become aware of the interventions for assisting the elderly adult, including skills trainings, cognitive and behavioral methods.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Carilyn White

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Documentation with a Purpose

Documentation is one of the primary duties of a worker. Workers are responsible for documenting all interactions with clients, which include phone calls, home visits, interactions with collateral contacts, and more. Workers are unable to write down everything a client says or does therefore being able to summarize and document the highlights of the contact is essential. These notes, while written and documented at the time of the incident, could be used later such as a court appearance. Therefore, well-written notes that are clear and concise are essential for all social service workers. This training is an interactive training, which allows workers to develop skills to improve their case documentation.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Theresa Johnson

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Domestic Violence: From Victim to Survivor (3hr and 6hr)

Domestic violence can occur in the lives of a diverse range of people including the elderly population. The young and the old, male and female, heterosexual and homosexual, can all be victims of violent acts in their home. This workshop will test your knowledge of domestic violence, identify types of abuse, and discuss how it impacts on special populations such as the elderly. Participants will understand why domestic violence occurs and how to help victims transition to survivors. Safety planning, empowerment, support and resources needed to aid in the transition will be explored.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Rita Rizzo

Credits: OHSTS (3/6 credits); Social Work (2.75/5.5 CEUs); Counselor (2.75/5.5 CEUs)

Empowering the New Poor: Understanding Poverty from a Strengths Based Perspective

Approximately one out of every nine Americans lives below the poverty line (*Schaefer*). Americans who live in poverty tend to be more vulnerable to some societal risk due to limited resources. Along with risk, living in poverty can also teach resilience. Resilience can be leveraged to help clients living in poverty overcome the obstacles in their lives. This workshop explores the basic building blocks of resilience and how human service staff can help vulnerable adults identify and develop the characteristics of resilience as a mechanism to overcome adversity.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Anthony President

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Ethical Dilemmas, Difficult Life Decisions

A guardian's decision-making for an adult with diminished capacity can lead to many difficult ethical situations. National Standards of Practice and Ohio Supreme Court's Rule 66 provide guidance about the ethical principle's guardians should use. These principles will be discussed, as well as the legal concepts of substituted judgment and best interest. Group discussion of specific case scenarios will be conducted utilizing these legal concepts and ethical principles. Groups will then report back to the full group for additional discussion, question and answer time. By the end of this workshop, participants will be able to:

- Distinguish between the legal decision-making concepts of "substituted judgment" and "best interest."

- Identify and use the ethical principles for guardians contained in the National Standards and Supreme Court Rule 66.
- Understand when seeking guardianship might address an ethically difficult situation for a vulnerable adult.
- Experience the sometimes ethically difficult situations that guardians may face.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Julia Nack

Credits: OHSTS (3.25 credits); Social Work (3 CEUs); Social Work Ethics (3 CEUs); Counselor (3 CEUs); Counselor Ethics (3 CEUs)

Ethics are Forever

There are two common misconceptions regarding ethics in today's society. Our exposure to the "situational ethics" of some creates the impression that ethics can be used conveniently rather than consistently. A second problem is that employers often think that a written Code of Ethics will foster ethical behavior. This workshop is designed to dispel those myths and will focus on how to apply ethics to the daily decisions you make as a helping professional and a customer-driven agency.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainers: Rita Rizzo, Lou Vincent

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Social Work Ethics (3 CEUs); Counselor (5.5 CEUs); Counselor Ethics (3 CEUs)

Everyday Ethics for Human Services Workers (3hr and 6hr)

Every day, Human Services staff are responsible for what they do, fail to do, and what they influence others to do. It is essential that sound ethics guide our everyday behavior and performance in our work duties. Learn the social work values that can help us make ethical decisions throughout our workday; the 4 common unethical behaviors that even well-intentioned workers may make and useful strategies to test our decisions before we act to ensure ethical outcomes.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Anthony President

Credits: OHSTS (3/6 credits); Social Work (2.75/5.5 CEUs); *Note: this course does not meet licensing board requirements for ethics credits*

Financial Exploitation and Undue Influence (3hr and 6hr)

Elder financial exploitation is an ever-growing and devastating societal problem that not only hurts the victim, but also negatively impacts their families and the community at large. This workshop will address the complexity of elder financial exploitation, the legal mechanisms available to resolve cases, the weaknesses in those mechanisms available, and the need for multidisciplinary approaches to collectively responding to elder exploitation. Participants will be educated about the roles and responsibilities of an Adult Protective Services investigation versus that of a criminal investigation. We will address the concepts of informed consent, capacity, deception and undue influences and their impact on case investigation and persecution. Participants will have an increased awareness of the various types of elder financial exploitation and what they can do to intervene to protect their clients from these crimes. By the end of this workshop, participants will:

- Know the definition of elder financial exploitation
- Know the revisions to the Adult Protective Services laws
- Understand the parallels of a civil and criminal investigation
- Understand how to develop strategies for conducting effective investigations

- Understand how to develop strategies for building effective collaboration

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Sylvia Pla-Raith

Credits: OHSTS (3/6 credits); Social Work (2.75/5.5 CEUs); Counselor (2.75/5.5 CEUs)

From Confrontation to Collaboration

When conflict arises with clients or service providers, we have two choices; dread the occurrence of conflict or welcome it with open arms. While welcoming conflict may seem strange, those who understand the benefits of resolved conflict tend to have a more positive attitude about conflict and are more productive at managing it for results. By the end of this workshop, participants will understand why most people find conflict difficult and the benefits to resolving conflict; and will learn tools and strategies for effectively resolving conflict and building collaborative relationships with clients and colleagues.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Anthony President

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); *Note: this course does not meet licensing board requirements for counselor credits*

Gangs, Cliques, and Crews

Vulnerable adults are at risk of manipulation and victimization by family members who are involved in gang activity and move in with the vulnerable adult. APS workers who service vulnerable adults in the community must be able to assess possible gang activity in the client's home to protect them. This workshop deals with assisting participants in understanding indicators of gang activity, awareness of gang signs, symbols, methodology, and threats to client and worker safety, and how to devise a safety plan that involves law enforcement, responsible family members and community supports.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Anthony President

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Human Trafficking: Modern Day Slavery

Human Trafficking has received increasing attention in recent years. Ohio has gone from a state where very little was understood, and little public policy addressed the issue to identifying a growing number of victims within our state. This workshop will provide an in-depth look into human trafficking and help participants become familiar with what victim's experience. Participants will learn observation skills to determine questions to ask vulnerable adults and assist with identifying and assisting victims of human trafficking.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Ken Lawson

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Interviewing Those with Age Related Disabilities

Getting clear and accurate information from social service clients can be challenging regardless of their age or state of wellness. It is especially difficult to conduct an effective interview with a person who is both aging and has a significant impairment as well. This workshop addresses the respectful way to regard and treat people with disabilities and gives specific instruction as to how to effectively gather information from individuals who are elderly, physically disabled, or experiencing dementia, or mental health issues. This highly interactive workshop will help participants hone skills and share experiences. Leave with some new ideas as to how to be successful in assisting every interviewee you encounter.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainers: Rita Rizzo, Lou Vincent

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Keeping Vulnerable Populations Safe in Cyberspace

Loneliness, social isolation, mental challenges and lack of internet savvy can put vulnerable clients at risk for identity theft, financial exploitation, internet scams and internet addiction. Also, workers who engage in online relationships with clients and their families put them at risk for confidentiality breaches and dual relationship boundary crossings. This workshop deals with internet maladies and what workers can do to help protect vulnerable population clients who use computers to bank, surf the net and social network. Participants will understand why vulnerable population clients may be more of a target by cyber predators than typical adults.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Anthony President

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Keeping Your Office Space Safe

Learn the secrets to staying safe by identifying the nine (9) profiles of potentially violent employees, violence triggers, and survival strategies to use in the face of office violence.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Anthony President

Credits: OHSTS (6 credits); *Note: this course does not meet licensing board requirements for social work or counselor credits*

Laughing Just for the Health of It (3hr and 6hr)

Laughter and humor provide some wonderful benefits. No matter how old we are, or what our physical or mental abilities may be, we can all laugh. Laughing unleashes a host of health benefits, including combating depression, dementia, Alzheimer's and Parkinson's. Laughter has been found to be a sound form of complementary medicine for seniors that can help keep them in good health and good cheer. Many older adults suffer from at least one or two chronic conditions. Laughter boosts the immune system, relieves pain and is good for the cardiovascular, respiratory and nervous systems. Researchers have also found that people with a sense of humor can expect to live longer than those who have difficulty laughing at daily events. By the end of this workshop, participants will:

- Have an increased awareness of the importance of humor in our lives
- Recognize the significance of the relationship between laughter and stress reduction
- Explore the many emotional and physical benefits of humor and laughter
- Learn methods of how to put more humor in our lives

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Karen Vadino

Credits: OHSTS (3/6 credits); Social Work (2.75/5.5 CEUs); Counselor (2.75/5.5)

Loss and Grief

Everyone experiences loss of all kinds. All loss is difficult to experience and each of us handles it differently. Everyone grieves differently. Grieving is a process; a process through which we express our feelings about out loss. This workshop will discuss the various types of loss, the many reactions to it and the stages of both grief and recovery. Suggestions will be given for healthy, effective methods of coping with loss, including the importance of humor.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Karen Vadino

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Make the Right Decision

A manager was once overheard telling an employee, “I don’t know what you should do, but be sure you do the right things!” This workshop explores group and individual critical thinking strategies, decision-making, problem solving and judgment-making skills and techniques. Attend to learn how to weigh options, explore alternatives, gather pertinent information, and brainstorm effective solutions to even the stickiest problems.

Suggested Audience: APS Supervisors and Managers

Approved Trainers: Rita Rizzo, Lou Vincent

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); *Note: this course does not meet licensing board requirements for counselor credits*

Managing Time Conflicts to Reduce Stress for Human Service Workers

Fifty percent of workers say their workload this year is more demanding than last year (Harris Interactive). It is fact that today’s worker is working longer hours than ever before. It is also a fact that the average person wastes between two and three hours per day! (*The 26 Hour Day*, Vince Panella). There is the potential to get more done each day if we learn to maximize the power each hour. Although stress is a reality of working in the modern work world, it does not have to hinder our work performance. In fact, we can harness the power of stress by simply changing the way we think about stress.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Anthony President

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); *Note: this course does not meet licensing board requirements for counselor credits*

Managing Your Stress While Nurturing Your Spirit

Stress, we all have plenty of it, yet no one knows for sure what to do with it. Should we alleviate it, repress it or learn to cope in improved ways? This highly interactive workshop is designed to explore the primary sources of stress and look at ways to cope effectively, and to grow holistically as a result of the stress in your life. Professionals will find this workshop useful in managing their own stress and/or helping their clients and coworkers cope during stressful times. Knowing that stress management is a very individualized function, a potpourri of stress management techniques will be described so each learner has the opportunity to select strategies that fit with their personal beliefs and can be integrated into a personalized stress modification plan. By the end of this workshop, participants will be able to:

- Understand how the “General Adaptation Syndrome” converts stress to physical and/or mental distress.
- Use Rational Emotive Self-talk to alter perceptions and reduce stress.
- Employ the Cooperation Model to reduce stress in self and others while eliciting cooperation.
- Change verbiage to reflect less stressful states to self and others.
- Engage in a number of stress reduction methods and strategies to better manage or eliminate stress.

Suggested Audience: APS Caseworkers, Supervisors and APS Community Partners

Approved Trainer: Rita Rizzo, Lou Vincent

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Motivational Interviewing: Preparing the Elderly for Change

APS Caseworkers are frequently challenged by a client’s lack of motivation to change negative behaviors, which have contributed to risk to their health and safety. This is particularly true in the case of individuals

who are struggling with substance use disorders. *Motivational Interviewing* is an evidence-based counseling style which adopts a brief intervention format, using critical elements that serve as catalysts for motivation and change. Motivation Interviewing addresses how to strengthen client intrinsic motivation to change and reduce ambivalence. This workshop serves as an introduction to Motivational Interviewing and gives participants the basic tools necessary to incorporate this intervention into their practice.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Brian Lowery

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Never Be Lied to Again

In this workshop participants learn useful techniques and develop skills for improving investigations by detecting lies during verbal communications. The training is focused on the following learning objectives: the three reasons why people lie; the two forms of lying; four factors involved in lying; seven keys for detecting deceit; and non-verbal clues to deceit. Participants view video examples of the techniques and exercises, practice these identification skills and examine how they could be helpful to the investigation process.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Edward Petrish

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Never Be Lied to Again Part 2 – Still Being Lied To

In this workshop, Adult Protective Services workers will learn the verbal clues to determine if the elder adult has been abused, neglected, or exploited. Participants will learn useful techniques and practice skills that will help them detect lying, no matter who the client is. By the end of this workshop, participants will learn:

- Guidelines for detecting verbal deceit
- The verbal qualities involved in deceit
- To recognize the words & phrases that signal deceit
- The verbal tools that liars use
- How to structure questions to prevent deceit

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Edward Petrish

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Over the Line – Ethics and Boundary Issues in Social Media and the Real World

Can establishing a working relationship using affinity and positive regard morph into friendships with clients and their family? Once friendship is established, can it then morph into feelings of loyalty, romance or obligation that could cloud professional judgment? Where should APS workers draw the line between personal and professional relationships? This workshop explores the often-blurred lines of the five categories of boundary issues and strategies to effectively maintain ethics, protect clients from harm and protect professional judgment in the real world and the cyber world.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Anthony President

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); SW Ethics (3 CEUs); Counselor (5.5 CEUs); Counselor Ethics (3 CEUs)

Overview of Addictions: Family and Caregiver Implications

The older adult population has unique characteristics that create vulnerabilities for substance use disorders. As such, social service professionals hold a vital role when working with older adults who are impacted by substance abuse addiction. Older adults are often victimized by family members and/or caregivers who are using various substances. This workshop offers an overview of addiction and its relevance with older adults. Specifically, this workshop identifies common trends associated with substance abuse and how that may affect the lives of older adults. Evidenced-based resources for addiction will also be discussed.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Ashley Kopaniasz

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Positive Attitude, Customer Service and Ethics in Social Work

A positive attitude about our clients and coworkers is essential to achieving sound ethics and practicing good customer service in the field of Counseling/Social Work. In this workshop participants will explore how the three components of the attitude (cognition, emotion, behavior) can help to drive ethical decision making and the delivery of quality customer service to both internal and external customers to create a more positive agency environment for all – “...greater expectations to show empathy and friendliness towards customers all related to employees feeling efficacious and accomplished at their jobs” (*An Emotional Labor Framework for Predicting Burnout – Penn State University*).

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Anthony President

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Social Work Ethics (5.5 CEUs); Counselor (5.5 CEUs); Counselor Ethics (5.5 CEUs)

Prescription Pain Pills and Heroin Hurt

In May 2011 the Ohio Governor signed a bill cracking down on “pill mills.” These dispensaries, advertised as “pain management clinics,” were out of control. In 2008 Ohio pharmacists filled 2.7 million prescriptions for “high-powered painkillers such as OxyContin and Percocet,” nearly one for every four people in the state. Although this law has taken a bite out of the prescription drug trade in Ohio, it has also created a new market, one for heroine dealers. Heroine is the most effective painkiller in existence, and it has filled in the gap left by the clamp down on prescription drugs. Attend this workshop to learn more about the state of our state as it pertains to heroin and prescription medication abuse.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainers: Rita Rizzo, Lou Vincent

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Put Some Social in Your Service

According to research, each person primarily uses one or a combination of four unique communication styles (Boise State University). The communication style determines how we prefer to give and receive information, and the verbal and nonverbal behaviors we favor most. While each style has its own strengths and weaknesses, breakdowns in communication typically occur when styles clash. This workshop focuses on strategies to better engage vulnerable populations to form more effective helping relationships by avoiding communication style clashes.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Anthony President

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Safety Awareness and Self-Protection: Working with Angry and Irate People (3hr)

It may seem there is little one can do to defuse the anger and hostility of others. Sometimes it seems to be set off by the smallest things; and above all, it seems to be unpredictable. Even so, workers can do things to defuse the anger and reduce abusive behavior. People can learn to act in ways that reduce this kind of behavior and ensure that they don't do anything that will result in an unpleasant situation deteriorating even further. By the end of this workshop, participants will be able to:

- Recognize one's own reaction to others anger
- Recognize when emotional boundaries are crossed
- Understand the skills needed to deescalate angry and irate clients or others workers may come in contact with
- Understand the skills needed to maintain interactions that are both productive and safe

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Dan Elliot

Credits: OHSTS (3 credits); Social Work (2.75 CEUs); Counselor (2.75 CEUs)

Safety Awareness and Self-Protection: Working with Angry and Irate People (6hr)

It may seem there is little one can do to defuse the anger and hostility of others. Sometimes it seems to be set off by the smallest things; and above all, it seems to be unpredictable. Even so, workers can do things to defuse the anger and reduce abusive behavior. People can learn to act in ways that reduce this kind of behavior and ensure that they don't do anything that will result in an unpleasant situation deteriorating even further. This workshop not only covers early recognition and de-escalation of anger in others, but also explores our own triggers in dealing with anger and conflict management. By the end of this workshop, participants will be able to:

- Recognize one's own reaction to others anger
- Recognize when emotional boundaries are crossed
- Understand the skills needed to deescalate angry and irate clients or others workers may come in contact with
- Understand the skills needed to maintain interactions that are both productive and safe

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Dan Elliot

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Safety Awareness and Self-Protection: Working with Angry and Irate People (12hr/2 days)

This two-day workshop will provide participants with skills in risk assessment and interpersonal safety as it applies to professional life. Upon completion participants will be able to assess threatening or dangerous situations and environments, understand how personal bias effects safety, recognize more choices in dealing with challenging situations, and use communication strategies that deescalate threatening, hostile, or angry people. By the end of this workshop, participants will be able to:

- Understand the structure of interpersonal safety through the Personal Safety Template
- Recognize potentially threatening or dangerous situations earlier
- Recognize when physical and emotional boundaries are crossed
- Read client emotional and behavioral states
- Deescalate emotionally charged clients or others workers may come in contact with
- Maintain environmental safety awareness in the agency setting and, in the community
- Maintain interactions that are both productive and safe
- Apply physical interventions appropriate to agency policy, setting, and the law
- Have more choices in dealing with challenging situations

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Dan Elliot

Credits: OHSTS (12 credits); Social Work (11 CEUs); Counselor (11 CEUs)

Self-Care and Compassion Fatigue for Human Services Workers (3hr and 6hr)

On most days, supporting Human Services Clients takes up considerable time and emotional labor for workers. When workers fail to take care of themselves in the midst of dealing with others trauma, stressors can mount, and compassion fatigue could result. This workshop deals with strategies to help workers develop a comprehensive plan of self-care that encompasses the four (4) dimensions of wellness – Social Support, Diet and Exercise, Hobbies and Leisure Time Activities, and Managing Mental Processes for the purpose of increasing compassion satisfaction.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Anthony President

Credits: OHSTS (3/6 credits); Social Work (2.75/5.5 CEUs); Counselor (2.75/5.5)

Seniors Can Be Bullies Too (3hr and 6hr)

When you hear the words “senior citizen” does it conjure up images of sweet-tempered silver haired individuals who are determined not to be a burden to others? Not all seniors fit this stereotype. Some are ill-tempered, controlling, irrational and even violent, and they provoke fear in others who must live near them. This workshop addresses the issues of seniors who bully their peers. Come to learn why senior bullying occurs, who tends to be the target, how to identify both perpetrators and victims, and how to intervene in situations involving senior bullying.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Rita Rizzo

Credits: OHSTS (3/6 credits); Social Work (2.75/5.5 CEUs); *Note: this course does not meet licensing board requirements for counselor credits*

Substance Abuse, Chemical Dependency and the Elderly

Drug and alcohol abuse take an enormous toll on the elderly and their families. This workshop will give staff an understanding of substance abuse and chemical dependency and how it affects the family, including the vulnerable elderly. Through case studies, we will examine risk and protective factors to help determine optimal interventions.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Brian Lowery

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Success Working in the Multi-Generational Workplace

Today, our society is composed of people who represent four different generations. Each generation has its own set of values, standards and communication preferences. Effectively engaging APS clients, co-workers and community partners requires a working knowledge of generational diversity. This workshop deals with understanding the four generations in the workplace: Traditionalist (Matures) 1900-1945, Baby Boomers – 1946-1964, Generation X – 1965-1980 Generation Y (Millennium) 1980-Present. We will explore the culture of the four generations and how these generations can work together more effectively. We will look at the evolution of the generations, how they overlap and the barriers that causes misunderstanding in communication and the overall working relationships.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Anthony President

Credits: OHSTS (6 credits); *Note: this course does not meet licensing board requirements for social work and counselor credits*

Teaming with the Aggressive Client

Aggression is anger in action. The angry client uses aggression to do or get what they want. The aggression occurs as a response to frustration, a perceived form of psychological stress. One approach to diffusing a client's aggression is communicating synergy in our casework practice. This workshop deals with the concept of using synergy (goal centric teamwork) between social service workers and their clients. Participants will learn the root cause of client's aggression and why clients may feel they need to use aggression and useful strategies to help clients transform the energy from aggression into energy for service plan completion. This workshop will also help to develop an increased knowledge and an opportunity to better assist a diverse population of underserved, vulnerable older adults.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Anthony President

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); *Note: this course does not meet licensing board requirements for counselor credits*

The Art of Listening and Confronting Conflict

We will discuss practical applications that will help you restore and deepen stalled or conflictive relationships with staff, vulnerable adults and others. You will learn how to ask helpful questions that yield fresh insight. You will discover how to improve your ability to help others by becoming more genuine, focused, and confident in your confrontations with others. You will also learn essential skills for handling emotionally charged people and circumstances gracefully. Lastly, discussion will occur in learning how to break through barriers with the vulnerable adult population, communicate empathy, and show understanding and respect. At the conclusion of this workshop, participants will:

- learn the power of being a good listener and improve their ability to use warmth, empathy and respect with other people
- learn how to be free of the need to play stereotyped roles and to improve their ability to help others by becoming more genuine
- define and identify areas of conflict and their styles
- be able to be focused, and confident in confrontations with others

Suggested Audience: APS Staff and all levels and APS Community Partners

Approved Trainer: John Ward

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

The Basics of Guardianship in Ohio

This course will begin with discussion of the doctrine of "informed consent" and its origins historically. The remaining focus will be on procedures required to obtain a guardian for an adult with diminished capacity in Ohio. There will be discussion of Ohio's guardianship law and procedural requirements as well as description of the various types of appointments the court can make. The new Supreme Court Rule 66 requirements for courts and guardians will be discussed. Cautions about guardianship for adults and brief descriptions of less restrictive alternatives will also be presented. By the end of the workshop, participants will:

- Understand the doctrine of "informed consent" and why it is important in decision making for an incapacitated adult;
- Identify the court procedures required to obtain a guardian;
- Describe the different types of appointments available under Ohio law;
- Learn how Supreme Court Rule 66 has changed requirements for courts and guardians; and

- Discuss less restrictive alternatives and cautions about guardianship for adults.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Julia Nack

Credits: OHSTS (3 credits); Social Work (2.75 CEUs); Counselor (2.75 CEUs)

The Culture of Disrespect

It seems that no matter where you look today, there are glaring examples of disrespect in our society. From the nursing home to the playground, people of all ages are abandoning civil behavior in favor of “keeping it real.” Disrespect for your elderly and vulnerable clients becomes more commonplace daily. This workshop will explore issues of bullying, the contagious nature of disrespect, and how it impacts teambuilding, service delivery, worker esteem and job satisfaction. Come prepared to discuss how disrespect has impacted the quality of your work life and the daily lives of the clients and their families you serve and bring along some thoughtful suggestions about how we can make a positive impact.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainers: Rita Rizzo, Lou Vincent

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

The Culture of Poverty (3hr and 6hr)

At times it may appear that the poor are invested in staying poor. It seems their decisions, judgments and attitudes serve to keep them stuck in poverty. This workshop addresses the norms, traditions, behaviors, values and survival skills employed by the impoverished and explains how the impact of generational poverty affects behavior and thinking. Perhaps not everyone is enthused about joining the middle class.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Rita Rizzo, Lou Vincent

Credits: OHSTS (3/6 credits); Social Work (2.75/5.5 CEUs); Counselor (2.75/5.5 CEUs)

The Nature of Privilege

Privilege and dominant status may operate in an individual, team or circumstance, yet outside of conscious awareness. Privilege may be taken for granted as the natural way of things. Concepts to be discussed include unconscious privilege, assumptions, dominant status, internalized oppression, fragility, bias and discrimination. Learn to recognize when privilege is operating to disempower others and how to shift the dynamic toward equitable and collaborative relations. Become aware of concepts and strategies to assist you in becoming an ally to those vulnerable adults who need to access privilege that is currently eluding them and stifling their efforts.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainers: Rita Rizzo, Lou Vincent

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

The Role of APS in Questioning Capacity Versus Competency

Mental capacity is complex, multidimensional, and can be affected by many factors. Adults can be mentally incapacitated for a multitude of reasons, including cognitive impairment, psychosis, alcoholism, and severe developmental disabilities. Professionals that erroneously assume capacity on behalf of an adult can cause significant harm to the adult. Professionals serving vulnerable adults carry a substantial responsibility to avoid premature and unsupported conclusions regarding a client’s cognitive abilities. Knowing when to seek formal evaluations based on professional observations and collateral data is critical. In this workshop, attendees will obtain detailed information on the factors that influence capacity and examine practical screening tools to effectively conduct cognitive screenings to avoid inaccurate assumptions regarding the adult’s abilities.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Sylvia Pla-Raith

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

The Ten Lenses

This workshop explores the impact of implicit bias on our ability to build effective cross-cultural relationships and gives techniques to confront personal biases that sometimes fuel "cultural collisions" when dealing with diverse others. Come and take the "Ten Lenses" Assessment to discover the diversity paradigms that you use most often. Leave with several techniques to identify, confront and diminish your biases to more effectively work with colleagues and vulnerable adults.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainers: Rita Rizzo, Lou Vincent

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Time and Stress Management for Human Services Workers (3hr)

Working with clients who experience stressful life circumstances can lead to stress in APS Staff which can negatively impact service delivery, by missed workdays and sub-par work performance (The Gerontologist). This workshop deals with strategies on how workers can cope with stress by effective time management and stress reduction techniques.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Anthony President

Credits: OHSTS (3 credits); Social Work (2.75 CEUs); Counselor (2.75 CEUs)

Torn and Battered, But Not Broken – Sexual Abuse in the Elderly (3hr)

This workshop is designed to help aging network professionals, health care providers, and APS / elder abuse workers have a better understanding of sexual abuse in the elderly.

At the conclusion of this workshop, participants will:

- reach out and offer effective interventions to older victims of sexual abuse and exploitation;
- address victim service needs based on an understanding of power and control dynamics in an ongoing relationship;
- use a victim-centered approach that incorporates the strengths of an older adult with the empowerment model used in the domestic abuse and assault fields;
- understand the range of potential services and interventions for victims; and
- appreciate the need for interdisciplinary approach and for collaboration.

Suggested Audience: APS Staff and all levels and APS Community Partners

Approved Trainer: Carilyn White

Credits: OHSTS (3 credits); Social Work (2.75 CEUs); Counselor (2.75 CEUs)

Toxic Tiffs & Riffs, Overcoming Workplace Bullying in Human Services

Nearly three out of five social workers experience workplace incivility that includes treatment by co-workers in the form of rude, demeaning, and hostile workplace interactions (*Center for Workforce Studies & Social Work Practice*-<http://www.ncbi.nlm.nih.gov/pubmed/22635155>). This workshop focuses on bullying as the most detrimental form of workplace incivility that threatens worker productivity, services to clients, morale, wellbeing and safety. Each worker plays a role in the dynamics of workplace bullying by either contributing to or allowing targeted persons to suffer. Learn the steps to diminishing bullying on the job by understanding the nature of workplace incivility and what you can do to contribute to a bully free workplace.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Anthony President

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); *Note: this course does not meet licensing board requirements for counselor credits*

Turn Out the Burn Out (3hr and 6hr)

There are those who believe stress and burnout are inevitable facts of modern-day social work. While we may not have control over the unforeseen of the workday, we do have total power and control over how we respond to stress. Stress is unavoidable but can be managed. If we can manage individual episodes of stress, burnout does not have to be our reality nor impact how we work with vulnerable adults and their families. Learn strategies to address stress and become more effective when working with clients.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Anthony President

Credits: OHSTS (3/6 credits); Social Work (2.75/5.5 CEUs); *Note: this course does not meet licensing board requirements for counselor credits*

Understanding Dementia and Its Impact on the Elderly (3hrs)

Individuals who have Alzheimer's disease have a physical disease, but the symptoms are expressed cognitively and psychologically, with memory impairments, issues understanding things, and possibly changes in personality. It is important APS / elder abuse workers, aging network professionals, and health care providers make a special effort to ensure elderly individuals with Alzheimer's disease are physically and emotionally safe. At the conclusion of this workshop, participants will:

- understand the various types of dementia; including early onset dementia, Alzheimer's disease and late onset dementia, Alzheimer's disease; and
- understand strategies for assisting a client with disruptive behaviors.

Suggested Audience: APS Staff and all levels and APS Community Partners

Approved Trainer: Carilyn White

Credits: OHSTS (3 credits); Social Work (2.75 CEUs); Counselor (2.75 CEUs)

Understanding Individual Diversity and Personality

Are there some people that you click with instantly while others just don't seem to be your type? Come and assess your own work and home personality style and compare and contrast it with the other types described in the DISC model of style differences. Learn the benefits and challenges of each style to productivity in your work team. Leave with a greater appreciation for the individual diversity of each member of your work team and personal community and expanded insight into your own style.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainers: Rita Rizzo, Lou Vincent

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Unleashing the Power of Diversity

Powerful partnerships can occur between any two people who are focused on a common goal. To increase the potential for creativity and innovation, one might choose to partner with someone of a different culture. The unique perspectives of such cross-cultural alliances have the capacity to alleviate individual points of view and stimulate new "viewing points" to enhance problem solving, decision making and planning. Come and discover how to partner at a new level, a better level than you ever thought possible. Learn how to appropriately confront biases in yourself and others in a way that resolves them. Leave with many tools to assist you in communicating compassionately, and problem solving cooperatively with others regardless of their cultural origins.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainers: Rita Rizzo, Lou Vincent

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Verbal De-escalation

This workshop will review the skills of active listening, non-violent communication and verbal de-escalation. Levels of crisis development and the conflict cycle are discussed, emphasizing a culturally appropriate staff response. Participants will participate in exercises and demonstrations concerning personal space, body posture and motion. Additionally, participants also help to develop an increased knowledge and an opportunity to better assist a diverse population of underserved, vulnerable and/or older adults.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Brian Lowery

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Verbal De-escalation of Aggressive Clients and Customers (3hr and 6hr)

Yelling, threatening, swearing and pacing; these are the telltale signs that your client is so upset that they may try to harm you. Calming aggressive clients and preventing the situation from escalating is something that is within your control. This workshop will present both organizational and individual strategies that can be implemented in social service settings to curtail violent episodes and successfully defuse aggressive clients. The Violence Cycle, when and how to interrupt it, will be discussed. Come prepared to tell your own "war stories" and increase the skills and knowledge you need to keep yourself and others safe at work.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainers: Rita Rizzo, Lou Vincent

Credits: OHSTS (3/6 credits); Social Work (2.75/5.5 CEUs); Counselor (2.75/5.5 CEUs)

Web of Chemical Dependency

In this workshop, participants will learn the signs and symptoms of chemical use, abuse and dependency. Participants will understand the phases of addiction and the effects this has on an older adult and family members. Participants will also learn methods for effectively intervening and supporting an older adult impacted by addiction.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Karen Vadino

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

When to Choose Guardianship

This workshop will include a discussion of how to assess cognitive capacity when considering whether the person needs a guardian, of four questions that need to be answered in that process, and what informal and formal alternatives exist that are less restrictive and that may provide protections without removing basic rights. Session participants will work in small groups with 5 scenarios to apply these concepts. There is an outline of Ohio's probate court process, the Ohio Supreme Court's Rule 66 for courts and guardians and, finally, a discussion of the national ethics and standards "best practice" for guardians. By the end of this workshop, participants will be able to:

- List concepts important to assessing capacity for an adult;
- Choose the Least Restrictive Alternative to meet the adult's needs;
- Understand Ohio's court processes to obtain a guardian for an adult;
- Learn the requirements of Supreme Court Rule 66; and
- Identify best practice principles in guardianship.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainer: Julia Nack

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Working with Self-Neglecting Clients

In this interactive and thought-provoking introductory training, APS workers and their allied partners will learn the definition of self-neglect, how prevalent it is in our society and the risk factors and indicators to watch for when assessing a case. They will learn how to access self-neglect across five domains (medical, psychological, environmental, financial and social). They will be exposed to tools used to evaluate self-neglect cases and learn about promising methods to work with self-neglecting adult. They will learn how to develop interventions, how to document a self-neglect case and what agencies they might want to partner with to work these cases. At the conclusion of this workshop, participants will be able to:

- Define self-neglect, its prevalence, risk factors, and indicators
- Assess self-neglect in the 5 domains
- Describe risk assessment tools used for evaluating self-neglect
- Describe promising methods for working with self-neglecting adults, including
 - Motivational interviewing
 - Harm reduction
 - Hoarding treatment
- Develop safety and risk reduction interventions for self-neglecting adults
- Elements to document in self-neglect cases
- Identify community partners in self-neglect cases

Suggested Audience: APS Staff and all levels and APS Community Partners

Approved Trainer: Carilyn White

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Workplace Bullying Issues

Bullying isn't just for the school yard anymore. Many states are considering laws designed to curtail bullying in today's workplace. Is there a bully or two in clients and families you serve or your workforce? Attend this workshop to learn what behaviors are considered to fall into the "bullying" category. We'll discuss how bullies develop and that bullying behaviors are manifested by clients and coworkers of all ages, from teens to senior citizens. Who is most likely to be bullied at work? What can be done about the bully? Find out why bullying can lead to mobbing and scapegoating. Become aware of how to protect yourself, your workplace and your clients from the destructive impact of bullies.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainers: Rita Rizzo, Lou Vincent

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); *Note: this course does not meet licensing board requirements for counselor credits*

Ongoing Specialized and Related Training for Supervisors

A Smooth Transition: Taking the Step from Worker to Supervisor

This workshop is designed for newer supervisors and lead workers with roles in overseeing people. Attendees will learn about the supervisory role, personal strengths, planning, decision making, delegating, worker accountability, and meeting management. Additionally, attendees will:

- Identify their role in the agency and how it is different from line work including typical line supervisor responsibilities.
- Examine personal style and strengths and examine qualities that make a supervisor successful.
- Understand their role in planning within the unit and agency, basics of decision making and problem solving.

Suggested Audience: APS Supervisors and APS Community Partners

Approved Trainer: Diana Hoover

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Becoming a 360-Degree Leader

Regardless of my position, how do I apply leadership principles in my agency to impact services to clients and their families? It's a valid question that is answered in *Becoming a 360-Degree Leader*. You don't have to be the *main* leader to make significant impact in your agency and practice. Good leaders are not only capable of leading their followers but are also adept at leading their superiors and their peers. Shedding light on the challenges, 360-Degree Leader offers specific principles for Leading Down, Leading Up, and Leading Across. How to become a good 21st century leader will also become a focus of discussion. By applying certain principles, you will expand your influence and ultimately be a more valuable team member as well as impacting services to older adults.

Suggested Audience: APS Supervisors, Staff at all levels and APS Community Partners

Approved Trainer: John Ward

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Building Synergistic Teams Across the Generations (3hr and 6hr)

Creating synergistic teams in a four-generation workplace is challenging at best. Synergy can only exist when team members are able to collaborate cohesively. Generations Z, Y, X and Boomers tend to bring a diversity of views, strategies, sensibilities and preferences as to how teams can best communicate, bond, formulate team values and manage meetings. Come and experience the concepts by building a fantasy elder serving organization while communicating and planning across generational lines in real time.

Suggested Audience: APS Supervisors and Managers

Approved Trainers: Rita Rizzo, Lou Vincent

Credits: OHSTS (3/6 credits); Social Work (2.75/5.5 CEUs); Counselor (2.75/5.5 CEUs)

Dealing with Difficult Employee Behavior with Integrity

In these busy times when everyone seems rushed and stressed, it doesn't take much for staffers to become stressed. How do you remain respectful when employee behavior doesn't seem respectful? When conflict develops should you avoid, accommodate, collaborate, compromise or compete? This workshop addresses issues of personal power usage, conflict management, non-defensive talking and de-escalation skills. Learn how to calm employees and influence their thinking in such a way that win-win outcomes are possible.

Suggested Audience: APS Supervisors and Managers

Approved Trainers: Rita Rizzo, Lou Vincent

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Dealing with Unacceptable Employee Behavior

Is your agency suffering from issues of low morale, missed deadlines, and less than stellar productivity? If you supervise employees who cause or contribute to these issues, the time to act is now. Attend this workshop to gain the skills needed to clearly communicate your expectations, be proactive in addressing issues before they bloom into full-fledged problems and protect your best employees from the damaging influence of low performers. Leave with tools designed to remediate your least committed team members.

Suggested Audience: APS Supervisors and Managers

Approved Trainers: Rita Rizzo, Lou Vincent

Credits: OHSTS (6 credits); Social Work (5.5 CEUs)

Developing the Next Leader: A Planning Guide for Supervisors

This workshop is designed for supervisors with roles in overseeing people. Attendees will learn about the importance of developing leadership skills in line staff, identify methods to develop leadership skills, and formulate a plan to practice leadership development in day-to-day working within the unit and agency, basics of decision making and problem solving. Additionally, participants will:

- Identify staff with leadership traits.
- Understand typical worker job duties that are associated with leadership.
- Understand how developing leadership skills can increase worker performance.
- Identify methods to develop leadership and critical thinking skills for qualified staff.
- Formulate a plan to develop leadership skills in the unit.

Suggested Audience: APS Supervisors and APS Community Partners

Approved Trainer: Diana Hoover

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Launching Leaders Series

This is a series of six day-long modules designed to assist new and emerging APS and Social Service leaders in gaining the skills, knowledge and abilities required to be an exemplary leader. Seasoned leaders who wish to reawaken and refresh their leadership thinking and skills are also encouraged to attend.

Suggested Audience: APS Supervisors and Managers

Approved Trainers: Rita Rizzo, Lou Vincent

Credits for Each Module: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Module 1: Developing a Management Mindset and Skillset

You did it! After several rounds of interviewing you have been selected for promotion in a social service organization. It quickly becomes clear that you have a lot to learn about how to get work done through other people. Attend this training to discuss the roles, responsibilities and initial skill sets to be acquired by a newly promoted manager. Practice several strategies designed to build your skills in coaching, mentoring, and mobilizing staff to provide more effective services to vulnerable adults and their families. Leave with increased confidence and competence in helping others do their best work under your supervision to promote strength-based services. As a result of attending this workshop, participants will:

- Be cognizant of the roles, responsibilities, basic skills and awareness needed by a new leader to launch a successful management career.

- Recognize and learn how to address the initial obstacles to establishing oneself as an agency leader.
- Understand the difference between coaching and mentoring and be able to assess which strategy to employ to develop staff in a targeted and efficient manner.
- Learn how to use developmental feedback and effective inquiry to spur improved staff performance and increase their judgment making skills.
- Complete an action plan to develop effective coaching roles and skills as a new supervisor.

Module 2: Purpose Driven Planning and Action

The work unit that a new supervisor leads reflects the larger organization in which it exists. The culture of the organization, its' purpose, goals, standards, policies and procedures all influence the work of each department. This training asks supervisor's attending to construct a purpose-critical structure in their work unit by shaping the culture of the unit, setting both task and relationship oriented annual goals, underlying those goals with behavioral performance standards, and writing and interpreting policies and procedures in such a manner that the job gets done right, on time, every time to promote effective services to vulnerable adults and their families. As a result of attending this workshop, participants will:

- Visualize the organization in its ideal state and explore ideas as to how to lead it in the right direction.
- Recognize the dynamics at play within their organizational culture and verbalize ways to ensure their unit culture supports the mission of the agency and the work of the unit.
- Be able to direct staff in writing a unit purpose statement, annual goals, performance standards, policies and procedures.
- Appreciate the way in which adults learn and know the steps in teaching staff new behaviors and thinking.

Module 3: Leading Change

The helping professions are in a state of rapid change, causing instability, rumors and frustration throughout social service systems. The truth is, changes are likely to continue to impact service delivery over the next decade at unprecedented rates, and those who resist will be left along the way. Attend this training to apply Kotter's Eight Steps for Leading Change to plan and implement upcoming changes into your system promoting strength-based services to vulnerable adults and their families. Come away with renewed commitment and confidence in facilitating successful and enduring change in your workplace. As a result of attending this workshop, participants will:

- Appreciate the nine steps to becoming a change agent.
- Understand why and how people resist change.
- Learn how to apply Kotter's Eight Steps to Leading Change to an upcoming change in your workplace.
- Learn strategies to lessen resistance to change by engaging and involving staff in planning and implementing lasting change.

Module 4: Building a Cooperative and Collaborative Team

It is sometimes daunting to manage a variety of individuals in a manner that consistently promotes professional growth and capitalizes on each person's unique talents. It becomes even more challenging to pull those diverse individuals into a team that communicates effectively, cooperates freely with one another and collaborates spontaneously when issues must be solved together. This training addresses dynamics of team functioning and gives insights into

generational and individual differences that, if properly leveraged, can lead to heightened team performance and promote strength-based services to vulnerable adults and their families. As a result of attending this workshop, participants will:

- Appreciate the components of cooperation and will be able to lay the groundwork for a cooperative spirit to develop within a work team.
- Be aware of the common barriers to clear, candid team communication and how to deconstruct these barriers as they arise.
- Consider methods to create team synergy in teams where diversity is present.
- Learn how to identify primary work styles of each of their team members and how to pair staff appropriately to accomplish work in the most efficient and harmonious manner.

Module 5: Addressing Unwanted Team Behaviors

Today's workplace is rife with misbehavior; rumors, gossip, sabotage, unwarranted criticism, sexual harassment, bullying, unresolved conflict, ethical lapses, complaints, tattling, and low morale impacting services to vulnerable adults. Everyone thinks everyone else needs some discipline! Sources of team stress are everywhere, causing staffers to exhibit less than their best selves. This training offers effective interventions for these issues, along with resources to assure that leaders are aware of their responsibilities under current state and federal anti-discrimination laws. As a result of attending this workshop, participants will:

- Be aware of common unwanted team behaviors and how to expediently and effectively address them with integrity and confidence.
- Understand their responsibilities under the ADA, ADEA, Civil Rights Acts of 1964 and 1991, GINA and HIPAA.
- Understand stress management and reward techniques designed to address and lower team stress while boosting morale.
- Learn how to facilitate the creation of "daily team ethics" to regulate team behavior in a value driven manner.

Module 6: Performance Appraisal Magic

When you hear the words "performance appraisal" do they make you want to yawn, tremble, or flee? Often supervisors and managers dread giving appraisals every bit as much as staffers fear receiving them. The repercussions of an anger-provoking performance appraisal can lead to retaliatory actions, and decreased performance on the part of the disgruntled employee impacting services to vulnerable adults. This can leave the manager feeling punished for their hard work in preparing and delivering a comprehensive evaluation of their subordinate's work. If this mindset exists in your workplace, you can reverse this downward trend by creating an "incubator for talent" in your work domain. Performance appraisal is an opportunity for line staff and leadership to come together in an intimate conspiracy that inspires performance excellence impacting services to vulnerable adults. In this era of "coaching" mania, today's up and coming professional is willing to pay out of pocket for a competent life coach, or talent coach. Why make your staffers part with their hard-earned money when performance appraisal is available as a workplace benefit, and can provide much the same developmental value as an expensive "talent coach?" Attend this training to learn how to make the performance appraisal process a high value experience for both the appraiser and the appraised. As a result of attending this workshop, participants will:

- Learn how to deliver performance appraisals that will compel employees to *want* to achieve top performance.

- Understand how to generate a talent supporting culture where managers and staff look forward to the appraisal event with enthusiasm and eagerness.
- Learn about a performance management system that cultivates and inspires top performance through talent coaching approaches.
- Understand common approaches for preventing pitfalls and paybacks associated with adversarial appraisal approaches.

Performance Appraisal Magic (3hr)

When you hear the words “performance appraisal” do they make you want to yawn, tremble, or flee? Often supervisors and managers dread giving appraisals every bit as much as staffers fear receiving them. The repercussions of an anger-provoking performance appraisal can lead to retaliatory actions, and decreased performance on the part of the disgruntled employee impacting services to vulnerable adults. This can leave the manager feeling punished for their hard work in preparing and delivering a comprehensive evaluation of their subordinate’s work. If this mindset exists in your workplace, you can reverse this downward trend by creating an “incubator for talent” in your work domain. Performance appraisal is an opportunity for line staff and leadership to come together in an intimate conspiracy that inspires performance excellence impacting services to vulnerable adults.

Suggested Audience: APS Supervisors and Managers

Approved Trainer: Rita Rizzo, Lou Vincent

Credits: OHSTS (3 credits); Social Work (2.75 CEUs); Counselor (2.75 CEUs)

Reviving the Fire (3hr and 6hr)

Throughout our careers, it is essential we take time to revamp our way of thinking, re-assess our goals and re-tool our skill set for continued success when working with older adults who are vulnerable. This workshop teaches the six essential soft skills to help managers and supervisors model and coach service behavior that always exceeds the expectations of the populations we serve. A must workshop for supervisors and managers who wish to *improve*, and those who want to *continue* a culture of providing quality service delivery in their workforce.

Suggested Audience: APS Supervisors and Managers

Approved Trainer: Anthony President

Credits: OHSTS (3/6 credits); Social Work (2.75/5.5 CEUs); *Note: this course does not meet licensing board requirements for counselor credits*

So You Want to Be a Supervisor

Good preparation is a key element to any plan, particularly a plan that includes getting promoted to a supervisory position. This workshop helps prepare you to assume the responsibilities of supervision by providing tips as to how to develop a “promotable image” and equips you with an understanding of the basics of supervision. Learn about supervisory responsibilities including goal, purpose and vision setting, performance management, team building, problem solving, and conflict resolution. Prepare yourself to supervise effectively in a helping agency where vulnerable adults, children and the elderly can count on you to guide and develop your workers a manner that ultimately provides customers with competent and courteous service delivery. The purpose of this workshop is to provide those thinking of becoming a supervisor an overview of the organizational dynamics of a social service organization and the supervisor’s role in shaping them. This course is foundational to providing clinical supervision in the future.

Suggested Audience: APS Staff at all levels and APS Community Partners

Approved Trainers: Rita Rizzo, Lou Vincent

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); *Note: this course does not meet licensing board requirements for counselor credits*

Successful Supervision in Social and Adult Protective Services

Social and Adult Protective Services supervision is a balance and often supervisors are required to supervise multiple program areas. In this workshop, participants will gain knowledge that successful supervision requires purposeful effort. Participants will be introduced to successful supervision strategies to include: an understanding of adult learning theory and learning styles, effective communication strategies, critical thinking skills, change management and conflict resolution techniques. Knowledge learned in this workshop will help participants increase their success as a supervisor to better serve older adults, families and caseworkers.

Suggested Audience: APS Supervisors and Managers

Approved Trainer: Kelly Mettler

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Team Building for Results (3hr and 6hr)

General Electric increased productivity by 250% by promoting teamwork (Kimbal Fisher, *Leading Self-Directed Work Teams*). Effective organizations operate as a team, with each person sharing the workload, valuing the ideas and opinions of others, and collaborating on organizational goals and objectives to better serve adults who may be at risk.

Suggested Audience: APS Supervisors and Managers

Approved Trainer: Anthony President

Credits: OHSTS (3/6 credits); Social Work (2.75/5.5 CEUs)

To Lead or Not to Lead: That is the Question

The role of a supervisor is like the role of a parent. Supervisors need to provide guidance, support motivation and feedback. The most important factor in employee productivity is the relationship between employee and supervisor. However, this relationship can be damaged when supervisors must make unpopular decisions to provide unwanted but necessary feedback. This workshop will explore these dynamics.

Suggested Audience: APS Supervisors and Managers

Approved Trainer: Karen Vadino

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

OHSTS-APS Trainers

Brian Bethel

Dr. Brian L. Bethel is a Professional Clinical Counselor-Supervisor (PCC-S), a Licensed Chemical Dependency Counselor (LCDC III), and a Registered Play Therapist-Supervisor (RPT-S) with specialized training in counseling children, adolescents, and adults. Brian earned a PhD in Counselor Education and Supervision from Ohio University where he also obtained dual Master's degrees in Clinical Counseling and Rehabilitation Counseling. With over twenty years of experience, he brings a diversity of clinical strengths to his counseling practice. He is one of the only dually licensed clinicians (mental health and substance use disorders) in southern, Ohio. Previously Brian facilitated a Drivers Intervention Program for individuals charged with DUI's or OMVI's because of substance use.

Dan Elliot

Dan Elliot is a Cooperative Communication Specialist at Dan Elliot LLC which he founded in 2013. He is a personal safety professional with over 20 years of experience in the field. He has trained on the topics of personal safety for professionals and violence prevention in the workplace throughout Ohio, across the United States, and internationally. Previously, Mr. Elliot worked at IMPACT Safety in various capacities as a Program Director, Instructor, and Assistant Director. He earned a Bachelor of Arts in Psychology from The Ohio State University in 1982.

Melanie Hale

Melanie Hale earned a Master's Degree in Public Administration from Cleveland State University in 2002. In 1999, she earned a Bachelor of Arts in Psychology from Lake Erie College. Melanie began her social services career at Lake County Department of Job and Family Services in 2000. In her tenure at Lake County, she worked as a caseworker, supervisor and assistant administrator in child welfare and adult protective services. She became an approved trainer for the Ohio Child Welfare Training Program in 2015.

Diana Hoover

Diana Hoover recently retired from Hancock County Job and Family Services where she served as Director, Assistant Director and Administrator of Child Protective Services since 1987. Her experiences include child welfare, adult protective services, fiscal operations, human resources, program design, and policy and procedure development. She has published a book, *Career Diary of a Social Worker*. In 1984, she received her Bachelor of Social Work from Bowling Green State University and a Bachelor of Science in Technology Management from University of Findlay in 2003.

Theresa Johnson

Theresa Johnson currently has worked at South Central Ohio Job and Family Services as a supervisor for Children Services since July 1990 and has ongoing experience. In her role, she manages intake reports for Adult Protective Services. She has been an Adult Protection Worker for Hocking County. Theresa received a Master's in Social Work in 2001 and a Bachelor of Arts in Social Work in 1990 from Ohio University. She has been a part-time instructor at the Ohio University-Lancaster branch since September 2001 teaching Social Work courses.

Ashley Kopaniasz

Ashley Kopaniasz has worked within the field of addictions for the last 13 years. During her thirteen years of service, she has worked as a case manager, therapist, and program manager and currently serves as

Integrated AOD Services Director. In the last five years, she has developed a Medication Assisted Treatment Program targeting individuals with Opioid Use Disorder; in addition, developed a Residential Sub-Acute Detoxification Program in which Opioid use disorder is treated. Ashley has worked with older adults, courts and palliative care facilities. Ashley is dually licensed in the State of Ohio: LPCCS, LICDCCS. Ashley specializes in the following areas: Diagnosis and Treatment of Mental and Emotional Disorders, Severe and Persistent Mental Illness, Personal and Social Counseling, Mental Health Counseling, SUD Counseling, Addictions Counseling.

Kevin Kurpieski

Kevin Kurpieski is the Supervisor for Butler County Adult Protective Services. He received a Bachelor of Arts in Psychology from Miami University in 2000 and began his work in Adult Protective Services immediately thereafter. Kevin has been actively involved in various state, regional and local social services groups, usually in a leadership capacity. This includes the Ohio Coalition for Adult Protective Services, the Southwest Ohio APS Regional Group, the Board of Directors for the County's Community Action Agency, the Advisory Council for the County's Elderly Services Program, the Elder Abuse I-Team and the Prosecutor's Task Force for Crimes Against the Elderly.

Ken Lawson

Ken Lawson earned a Bachelor of Art degree in Psychology from Grace College (Indiana). He is an Officer in the Sexual Assault Unit with the Columbus Division of Police and has 27 years of law enforcement experience. He has taught for the Ohio Department of Public Safety Office of Criminal Justice Services, Ohio Crime Prevention Association, and Ohio Child Welfare Training Program in regional and statewide courses on human trafficking. Ken has been a guest lecturer at colleges and universities for undergraduate and graduate level courses. He has also been an approved consultant for the Department of Justice Office of Victims of Crime's Training and Technical Assistance Center.

Brian Lowery

Brian D. Lowery, MPA, LSW, CDCA is the Educational Coordinator of Lowery Training Associates. He received a BA in Social Science from University of Akron in 1974 and Master of Public Administration for Cleveland state University in 1986. He has worked in programs serving youth in out-of-home care since 1974. Mr. Lowery is a Multisystemic Therapist (MST) and trained Clinical Practitioner of Cognitive Therapy. He is a Qualified Professional Administrator with the Ohio Department of Mental Health and State Licensed Social Worker. Mr. Lowery currently serves as a consultant with contract agencies of the Alcohol, Drug Addiction and Mental Health Services (ADAMHS) Board and Developmental Disabilities Board of Cuyahoga County.

Kelly Mettler

Kelly Mettler graduated from Ohio University in 2000 with a Master's Degree in Family Studies. She also holds a Chemical Dependency License with the Ohio Addiction Board. Kelly began working for Ross County Job and Family Services in 1998 and supervised Adult Protective Services for 14 years. Kelly's passion is to educate others who work with vulnerable populations. Kelly is a member of National Adult Protective Services Association and the Ohio Coalition for Adult Protective Services.

Beth Moore

Beth Moore earned a Bachelor of Science degree in Family Relations and Human Development from The Ohio State University. She is a Licensed Social Worker and Home Assessor. She worked as a clinician in

community mental health, home based therapy, foster care, and with the court system. She's facilitated groups on a variety of topics to include domestic violence, survivors of sexual abuse and anger management. She is currently working as a foster parent recruiter, home based geriatric counselor and trainer.

Julia Nack

Julia Nack has been in professional guardianship work since 1979. Currently she is the director of the Central Ohio Area Agency on Aging Volunteer Guardian Program. Prior to this work, she was the first court investigator for Adult Guardianship at the Franklin County Probate Court. She began work in guardianship in 1979, as the Program Director for Advocacy and Protective Services, Inc. Julia is a founding member of the Ohio Guardianship Association. She has trained both locally and nationally for over 30 years. A former trustee of the Center for Guardianship Certification, she has been certified by the Center as a National Master Guardian since 1999 and has a Master's in Educational Administration from Ohio University.

CeCe Norwood

CeCe Norwood's social services career dates to 1982 when she earned her Master of Arts Degree in Rehabilitation Counseling from the University of Cincinnati. She also possesses a Bachelor of Science Degree in Criminal Justice and an Associate of Art Degree in Social Services Technology from the University of Cincinnati. She began her college-level teaching career in 1985. Ms. Norwood is author of the book: *There IS Happiness After Incest and Child Sexual Abuse*. She is the founder of Nirvana Now, an organization which facilitates survivor support groups and a founding member of the Sexual Abuse Prevention Awareness Treatment Healing Coalition of Northwest Ohio. CeCe is an active Guardian ad Litem, trainer and adoptive mother.

Edward Petrish

Edward Petrish attended Cleveland State University and majored in Communication. He has studied hypnosis, NLP and is a certified hypnotherapist through the American Hypnotherapy Institute and The Mottin Institute. His background includes working in a hospital setting dealing with adults and geriatric patients, managing a group home for developmentally challenged and autistic individuals, and working with at-risk youth.

Sylvia Pla-Raith

Sylvia Pla-Raith has over 25 years of experience working in the interest of older victims. She is the lead staff of the Attorney General's Elder Abuse Commission and the Director of the Elder Justice Initiative. Prior to joining the Attorney General's Office, she served as the Chief Supervisor for Adult Protective Services in Cuyahoga County and served as the past Chair of the Ohio Coalition for Adult Protective Services. Her vast experience includes, hands on elder abuse investigation, training, and policy development in the field of elder abuse. Sylvia has served on several commissions and collaborative projects that have promoted the provisions of protective services through community education, outreach, advocacy, and coalition building. Ms. Pla-Raith holds a Master of Arts degree in Health and Human Services from John Carroll University and a Bachelor of Science in Psychology from The Ohio State University.

Anthony President

Anthony President earned a Bachelor of Arts in Sociology from John Carroll University and is a Staff Instructor at Lakeland Community College. He served as the Senior Training Officer for Cuyahoga County

Human Services. Anthony has over 10 years training experience in both the public and private sector on a variety of Employee Development training topics.

Rita Rizzo

Rita Rizzo is the Principal of Rizzo & Associates, an Ohio based consulting and training firm founded in 1984. She holds a Master of Science Degree in Training and Human Resource Management from University of Leicester (England) and received her undergraduate education in the field of psychology from Capital University. Rita is Webex certified as a webinar provider and is also a certified conflict mediator and a certificated retention specialist. Rita has over 31 years' experience in the management consulting field and does extensive work for human service agencies both nationally and internationally.

Christy Rosebrough-Zody

Christy Rosebrough-Zody, J. D. has been training both nationally and statewide since 2005. As an attorney and judicial officer, she holds multiple federal and state bar admissions as well as has been admitted to the United States Supreme Court. In her almost 30-year legal career, she has served on the domestic and juvenile benches as well as has practiced in outer space law, corporate law, bankruptcy, domestic relations, and juvenile law, inclusive of a decade of dependency, abuse and neglect prosecution. Currently she is practicing federal taxation and cyberlaw. She earned her Juris Doctorate from the University of Akron in 1994 and a Bachelor of Arts in Business and Organizational Communication from the University of Akron in 1991.

Karen Vadino

Karen Vadino, MSW, LPCC, OCPSII received her Bachelor of Arts degree in Sociology from Youngstown State University in 1976 and her Master of Social Work from The University of Pittsburgh in 1984. Karen's professional experience includes the human services field at Children's Services agencies in two counties, substance abuse treatment programs and a children's psychiatric hospital. Currently, Karen is a motivational speaker and trainer. She has trained hundreds of supervisors, caseworkers and foster parents since becoming a trainer in the early 1980s.

Lou Vincent

Lou Vincent is the Vice President of Rizzo & Associates. Since 1991, he has served as the firm's trainer and consultant. Prior to coming to Rizzo & Associates, he was employed as a Supervisory Administrator at Boys Village, a residential treatment center for adolescent boys in Smithville, Ohio. He holds a certification in Organizational Behavior from Heriot Watt University in Scotland. He is also certified as a Webex Webinar Provider. He has conducted over 4500 seminars with audiences from governmental institutions, health care facilities, and associations. He specializes in the topics of diversity, human resource development, systems approaches and workplace violence prevention. Lou is a co-author of the book Health Mind Body Soul and the author of The Master Negotiator.

John Ward

John Ward, LCDC III, CTS, received a Master's Degree in Counseling from Logos University in 1998 and Bachelor's Degree in Theology from Christian Life School of Theology in 1996. He became a Licensed Chemical and Drug Counselor III in 2008. He specializes in Reactive Attachment Disorder, Attention Deficit Disorder and trauma related issues. He is a master trainer for the Center for Adoption and Education and a Certified Trauma Specialist through the National Institute for Trauma and Loss in Children.

Carilyn White

Carilyn L. White is a licensed registered nurse and board-certified family nurse practitioner. She obtained her Diploma of Nursing degree from St. Vincent Hospital School of Nursing in 1978, Bachelor of Nursing from William Carey College in 1984, and Master of Nursing degree from the Medical College of Ohio. Carilyn is the founder and owner of C & C Health Services which provides informative, practical, hands-on educational training in health and wellness and diseases prevention activities.