



OHSTS Training Catalog

Serving Adult Protective Service Workers, Supervisors, and Community Partners

Revised February 28, 2022

Welcome to the Ohio Human Services Training System (OHSTS) for Adult Protective Service (APS) Workers, Supervisors, and Community Partners! 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 OHSTS trainings available to include core training, eLearnings and ongoing training for caseworkers and supervisors.

Currently scheduled sessions: [Browse Courses \(gohsignmeup.com\)](https://gohsignmeup.com)

For APS Staff:

Registration for all classroom trainings and eLearnings occur through OHSTS' learning management system (LMS). To request an account, click on this link: [LMS Add Person Form for New APS Staff \(google.com\)](https://google.com)

For Community Partners and Guests:

If you are not part of the LMS community, you are still able to attend OHSTS training (classroom and virtual instructor-led courses) as a guest on a space available basis. This includes DJFS staff who do not have LMS login privileges and employees of community partners. To register as a guest, use this webform: [Guest Registration Form - Ohio Human Services Training System \(ohsts.org\)](https://ohsts.org)

For general information visit: [Ohio Human Services Training System - Home \(ohsts.org\)](https://ohsts.org)

For scheduling questions or to request training, please contact your Regional Training Center (RTC): [Our Regions - Ohio Human Services Training System \(ohsts.org\)](https://ohsts.org)

Help Desk: ohstsguestreg@gmail.com

Training Requirements for APS Caseworkers & Supervisors

[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.

At a minimum, the following APS core training courses shall be completed within the first year of continuous employment for APS Caseworkers and Supervisors hired on or after September 29, 2015:	
Instructor-Led	eLearning Option
APS Laws and Regulations (6hrs)	Yes – virtual instructor-led option available in two 3hr parts
Dynamics of Older Adult Maltreatment (6hrs)	Yes – eLearning title is Dynamics of Abusive Relationships (1.5hrs)
The Aging Process (eLearning only)	Yes – eLearning title is the same (1.5hrs)
The following APS core training courses shall be completed at any time during the first two years of continuous employment for APS Caseworkers and Supervisors hired on or after September 29, 2015:	
Instructor-Led	eLearning Option
Risk Assessment in APS (6hrs)	Yes – eLearning title is the same (1.5hrs)
Ethics, Values, and Cultural Responsiveness in APS (eLearning only)	Yes – eLearning title is the same (1.5hrs)
Case Planning (6hrs)	Yes – Requires completion of 2 eLearnings: Voluntary Case Planning and Involuntary Case Planning (2.5hrs)
Collaboration in APS (6hrs)	Yes – eLearning title is the same (1hr)
Initial Investigation (6hrs)	Yes – eLearning title is Initial Investigation (Parts 1 & 2) (2hrs)
Professional Communication (6hrs)	Yes – eLearning title is Interviewing Skills (Parts 1, 2, and 3) (1.5hrs)

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

- APS Laws and Regulations
- Case Planning
- Collaboration in APS
- Dynamics of Older Adult Maltreatment
- Ethics, Values, and Cultural Responsiveness in APS (*eLearning only*)
- Initial Investigation
- Professional Communication
- Risk Assessment
- The Aging Process (*eLearning only*)

APS eLearnings (Self-Directed / On Demand)

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.

APS Case Documentation and Report Writing (Parts 1, 2 and 3)
Caregiver or Perpetrator Neglect
Case Closure in APS
Collaboration in APS Work
Dynamics of Abusive Relationships
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 Alleged Perpetrators **NEW**
Interviewing Skills for APS Workers (Parts 1, 2 and 3)
Involuntary Case Planning for APS Workers (Parts 1, 2 and 3)
Mental Health Issues and APS Practice
Physical and Developmental Disabilities
Responding to Elder Physical Abuse and Neglect
Risk Assessment in APS
Screening for Decision-Making Ability when Working with APS Clients
Substance Abuse and Mature Populations
Undue Influence Committed by Professionals
Voluntary Case Planning in APS
Working with Self-Neglecting Clients (Parts 1, 2 and 3)
Working with the Criminal Justice System

Ongoing Specialized and Related Training for Caseworkers

In-Person	Virtual Instructor-Led	Training Title	Trainer	Social Work CEUs	Counselor CEUs
		Addressing and Resolving Ethical Dilemmas (3.25hrs)	LaToya Logan	Yes	Yes
		Adventures in Attitude: Quality Conversations (3hrs)	Kelly Mettler	Yes	Yes
		All Stressed Up and No Way To Let Go (6hrs)	Karen Vadino	Yes	Yes
		Alleviating the Impact of Isolation and Loneliness on Seniors (3hrs)	Rita Rizzo	Yes	Yes
		American Heart Association Basic Life Support	Angela Buckalew, Megan Wendling	NO	NO
		American Heart Association Heartsaver First Aid, CPR, & AED (6hrs)	Angela Buckalew, Megan Wendling	NO	NO
		American Red Cross CPR, First Aid, & AED (6hrs)	Ryan Hennessey, Angela Buckalew, Megan Wendling	NO	NO
		America's Opiate Epidemic: Pharmageddon (3hrs)	Brian Bethel	Yes	Yes
		An Overview of Crimes Associated with Financial Exploitation and Undue Influence (3hrs)	Christy Rosebrough-Zody	Yes	Yes
		An Overview of Heroin and Opiate Addiction (3hrs)	Brian Bethel	Yes	Yes
		An Overview of Working With (and Within) the Criminal Justice System (6hrs)	Christy Rosebrough-Zody	Yes	Yes
		Anxiety and Depression in Older Adults (6hrs)	Kriss Haren	Yes	Yes
		Anxiety Disorders: Joy, Fear, Anger, Disgust, and Sadness All Working Together (6hrs)	Linda Davis	Yes	Yes
		APS Legal Framework and Non-Voluntary Interventions (6hrs)	Sylvia Pla-Raith	Yes	Yes
		Assessing Adult Protective Services Clients' Decision-Making Capacity (3hrs & 6hrs) <i>*approved for ethics credit</i>	Kelley Mettler	Yes	Yes
		Balancing Work and Home Commitments (3hrs)	Rita Rizzo	Yes	Yes
		Building Trust-Creating Strong Relationships with Peers and Those Served (6hrs)	Nadine Musser	Yes	Yes

		Burnout, Secondary Trauma, and Self-Care (3hrs & 6hrs)	Laura "Faye" Perkins	Yes	Yes
		Calming the Chaos: Keeping Your Cool When Things Get Hot (6hrs)	Anthony President	Yes	Yes
		Can I Use the Cell Phone? Electronic Media Forensic Evidence (6hrs)	Christy Rosebrough-Zody	Yes	Yes
		Caseworker Interviewing, Problem Solving and Crisis Intervention (6hrs)	Brian Lowery	Yes	Yes
		Chronic Pain and Prescription Opioids: A Tough Pill to Swallow (3hrs)	Brian Bethel	Yes	Yes
		Civil Rights Compliance: Respecting Their Rights (3hrs & 6hrs)	Anthony President	Yes	Yes
		Coaching Your Clients to Success (6hrs)	Anthony President	Yes	Yes
		Communicating Customer Service (3hrs & 6hrs)	Anthony President	Yes	NO
		Communicating with Difficult Customers (3hrs)	Rita Rizzo	Yes	Yes
		Communication Enhancement (6hrs)	Rita Rizzo	Yes	Yes
		Conducting Safe Home Visits (3hrs)	Rita Rizzo	Yes	Yes
		Cultural Competence with Muslim Clients (3hrs & 6hrs)	Anthony President	Yes	Yes
		Cultural Issues in Domestic Violence (3hrs & 6hrs)	Anthony President	Yes	Yes
		Cultural Sensitivity (3hrs)	Anthony President	Yes	Yes
		Cultural Sensitivity and Competence (6hrs)	Anthony President	Yes	Yes
		Delving into Elder Sexual Abuse (6hrs)	CeCe Norwood	Yes	Yes
		Diabetes in the Older Adult Population (3hrs)	Carilyn White	Yes	Yes
		Diogenes Syndrome and Hoarding Disorders in the Elderly (3hrs)	Carilyn White	Yes	Yes
		Documentation with a Purpose (3hrs & 6hrs)	Theresa Chrisman	Yes	Yes
		Drug Detection in Adult Protection (3hrs & 6hrs)	Brian Bethel	Yes	Yes
		Empowering the New Poor: Understanding Poverty from a Strengths Based Perspective (6hrs)	Anthony President	Yes	Yes
		Ethics are Forever (3.25hrs)	Rita Rizzo	Yes	Yes

		<i>*approved for ethics credit</i>			
		Ethical Dilemmas: Dealing with Difficult People (3hrs)	Carilyn White	Yes	Yes
		Ethics of "The Office": Lessons Learned from the Employees of Dunder Mifflin (3.25hrs) <i>*approved for ethics credit</i>	Stacy Simera	Yes	Yes
		Everyday Ethics for Human Services Workers (3hrs & 6hrs)	Anthony President	Yes	NO
		Financial Exploitation and Undue Influence (3hrs & 6hrs)	Sylvia Pla-Raith	Yes	Yes
		Financial Exploitation and Undue Influence: Deciphering the Basics; Debunking the Myths; and Discovering Evidence (6hrs)	Christy Rosebrough-Zody	Yes	Yes
		From Confrontation to Collaboration (3hrs & 6hrs)	Anthony President	Yes	Yes
		Gangs, Cliques and Crews (6hrs)	Anthony President	Yes	Yes
		Helping the Victim: Collecting Evidence and Court Hearings for Crimes Associated with Financial Exploitation and Undue Influence (3hrs)	Christy Rosebrough-Zody	Yes	Yes
		Human Trafficking: Modern Day Slavery (6hrs)	Ken Lawson	Yes	Yes
		Identity Theft Prevention: The Basics and Strategies to Help Vulnerable Individuals (3hrs & 6hrs)	Christy Rosebrough-Zody	Yes	Yes
		Improving Personal and Team Effectiveness Through Learning Myers Briggs Personality Types (6hrs)	Nadine Musser	Yes	Yes
		Intervention Strategies for Working with Self-Neglecting Clients (3hrs)	Carilyn White	Yes	Yes
		Interviewing and Problem-Solving with the Vulnerable Elderly (3hrs)	Brian Lowery	Yes	Yes
		Introduction to Working with Self-Neglecting Clients (3hrs)	Carilyn White	Yes	Yes
		Keeping Your Office Space Safe (6hrs)	Anthony President	NO	NO
		Laughing Just for the Health of It (3hrs & 6hrs)	Karen Vadino	Yes	Yes
		Lessons in Microaggressions (3hrs & 6hrs)	Anthony President	Yes	Yes
		Loss and Grief (6hrs)	Karen Vadino	Yes	Yes
		Managing My Schedule for Workers (6hrs)	Ruby Johnston	NO	NO
		Managing Time Conflicts to Reduce Stress for Human Service Workers (6hrs)	Anthony President	Yes	NO
		Motivational Interviewing: Preparing Clients for Change (3hrs & 6hrs)	Brian Lowery	Yes	Yes

		Nurturing Optimism (6hrs)	Ruby Johnston	NO	NO
		Over the Line – Ethics and Boundary Issues in Social Media and the Real World (3.25hrs & 6hrs) <i>*approved for ethics credit</i>	Anthony President	Yes	Yes
		Overcoming Critical Incident Stress in Human Services (3hrs)	Anthony President	Yes	Yes
		Overcoming Critical Stress (3hrs)	Rita Rizzo	Yes	Yes
		Overview of Addictions: Family and Caregiver Implications (6hrs)	Ashley Kopaniasz	Yes	Yes
		Overview of Hoarding (3hrs)	Brian Bethel	Yes	Yes
		Personal Safety (6hrs)	Darla Bolon	Yes	Yes
		Positive Attitude, Customer Service and Ethics in Social Work (3.25hrs & 6hrs) <i>*approved for ethics credit</i>	Anthony President	Yes	Yes
		Poverty: Living with Less Than Enough (3hrs)	Rita Rizzo	Yes	Yes
		Put Some Social in Your Service (6hrs)	Anthony President	Yes	Yes
		Resilience: Building Confidence and Skills (6hrs)	Ruby Johnston	Yes	Yes
		Respect in the Workplace (3hrs)	Rita Rizzo	Yes	Yes
		Secondary Traumatic Stress (6hrs)	Ruby Johnston	Yes	Yes
		Self-Care and Compassion Fatigue for Human Services Workers (3hrs & 6hrs)	Anthony President	Yes	Yes
		Seniors Can Be Bullies Too (3hrs)	Rita Rizzo	Yes	Yes
		Substance Abuse, Chemical Dependency and the Elderly (3hrs & 6hrs)	Brian Lowery	Yes	Yes
		Success Working in the Multi-Generational Workplace (6hrs)	Anthony President	NO	NO
		The 3 R's of Ethics: Recognition, Resolution, and Response (3.25hrs) <i>*approved for ethics credit</i>	Stacy Simera	Yes	Yes
		The Hidden Self – Exploring Implicit Bias (3hrs & 6hrs)	Anthony President	Yes	Yes
		The Nature of Privilege (3hrs)	Rita Rizzo	Yes	Yes
		The Role of APS in Questioning Capacity Versus Competency (6hrs)	Sylvia Pla-Raith	Yes	Yes

		Time and Stress Management for Human Services Workers (3hrs)	Anthony President	Yes	Yes
		Time and Stress Management in the Pandemic Era (3hrs)	Anthony President	Yes	Yes
		Torn and Battered, But Not Broken – Sexual Abuse in the Elderly (3hrs)	Carilyn White	Yes	Yes
		Toxic Tiffs and Riffs: Overcoming Workplace Bullying in Human Services (6hrs)	Anthony President	Yes	NO
		Turn Out the Burn Out (3hrs & 6hrs)	Anthony President	Yes	NO
		Understanding Culture and Diversity Will Improve Performance Outcomes (6hrs)	CeCe Norwood	Yes	Yes
		Understanding Dementia and Its Impact on the Elderly (3hrs)	Carilyn White	Yes	Yes
		Understanding Individual Diversity and Personality (3hrs)	Rita Rizzo	Yes	Yes
		Understanding Our Response to Change: “Who Moved My Cheese?”	Ruby Johnston	Yes	Yes
		Understanding the Opiate Epidemic: Its Impact Working with Vulnerable Adults (3hrs)	Brian Bethel	Yes	Yes
		Unresolved Trauma Can be a Monster of Pain and Fire (6hrs)	Linda Davis	Yes	Yes
		Using Films to Understand Adjustment Disorder, Psychotic Disorder, Alzheimer’s, and More Personality Disorder (6hrs)	Linda Davis	Yes	Yes
		Using Positive Psychology and Clinical Resilience, Wellness and Happiness in the Prevention and Management of Mental Health Disorders (3hrs)	Stacy Simer	Yes	Yes
		Utilizing Technology Effectively	Rita Rizzo	Yes	Yes
		Verbal De-escalation (3hrs & 6hrs)	Brian Lowery	Yes	Yes
		Verbal De-escalation of Aggressive Clients and Customers (3hrs)	Rita Rizzo	Yes	Yes
		Web of Chemical Dependency (6hrs)	Karen Vadino	Yes	Yes
		Working with Individuals with Disabilities (3hrs) <i>*approved for ethics credit</i>	Brian Bethel	Yes	Yes

Ongoing Specialized and Related Training for Supervisors

In-Person	Virtual Instructor-Led	Training Title	Trainer	Social Work CEUs	Counselor CEUs
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		A Smooth Transition: Taking the Step from Worker to Supervisor (3hrs & 6hrs)	Diana Hoover	Yes	Yes
		Conducting Engaging Virtual Meetings Effectively (3hrs)	Rita Rizzo	Yes	Yes
		Developing the Next Leader: A Planning Guide for Supervisors (3hrs & 6hrs)	Diana Hoover	Yes	Yes
		Enhancing Communication Between Supervisors and Staff (3hrs)	Rita Rizzo	Yes	Yes
		Everything You Need to Know Before Becoming a Supervisor (3hrs & 6hrs)	Diana Hoover	Yes	Yes
		Launching Leaders Module 1: Developing a Management Mindset (3hrs)	Rita Rizzo	Yes	Yes
		Launching Leaders Module 2: Developing a Management Skillset (3hrs)	Rita Rizzo	Yes	Yes
		Launching Leaders Module 3: Purpose-Driven Planning (3hrs)	Rita Rizzo	Yes	Yes
		Launching Leaders Module 4: Purpose-Driven Action (3hrs)	Rita Rizzo	Yes	Yes
		Launching Leaders Module 5: Overcoming Resistance to Change (3hrs)	Rita Rizzo	Yes	Yes
		Launching Leaders Module 6: Leading Change (3hrs)	Rita Rizzo	Yes	Yes
		Launching Leaders Module 7: Building a Cooperative Team (3hrs)	Rita Rizzo	Yes	Yes
		Launching Leaders Module 8: Fostering a Collaborative Team (3hrs)	Rita Rizzo	Yes	Yes
		Launching Leaders Module 9: Addressing Unwanted Team Behaviors (3hrs)	Rita Rizzo	Yes	Yes
		Launching Leaders Module 10: Team Development, Discipline, and Discrimination Issues (3hrs)	Rita Rizzo	Yes	Yes
		Launching Leaders Module 11: Performance Appraisal Magic (3hrs)	Rita Rizzo	Yes	Yes
		Launching Leaders Module 12: Writing and Monitoring Performance Plans (3hrs)	Rita Rizzo	Yes	Yes
		Managing a Remote Workforce (3hrs)	Rita Rizzo	Yes	Yes
		Managing My Schedule for Supervisors (6hrs)	Ruby Johnston	NO	NO
		Reviving the Fire (3hrs & 6hrs)	Anthony President	Yes	NO
		So You Want to Be a Supervisor (4hrs)	Rita Rizzo	Yes	Yes
		Successful Supervision in Social and Adult Protective Services (3hrs & 6hrs)	Kelly Mettler	Yes	Yes

		Supervision Across Generations (3hrs)	Stacy Simera	Yes	Yes
		Team Building for Results (3hrs & 6hrs)	Anthony President	Yes	NO
		To Lead or Not to Lead: That is the Question (6hrs)	Karen Vadino	Yes	Yes

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.

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 conclude 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.

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.

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.

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

Ethics, Values, and Cultural Responsiveness in APS (eLearning only)

Adult Protective Services professionals confront a variety of ethical dilemmas during their daily practice. In this course, learners explore the seven ethical principles of APS, and the dilemmas that can arise when two or more of these principles come into conflict. Learners will be introduced to the concepts of implicit bias, intersectionality, and cultural humility, and their impact on ethical 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.

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.

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.

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

The Aging Process (eLearning only)

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 (Self-Directed/On Demand)

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.

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

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

Case Closure in APS

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.

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

Collaboration in APS Work

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.

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

Dynamics of Abusive Relationships

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.

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.

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.

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.

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.

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.

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. 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.

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.

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

Interviewing Alleged Perpetrators

An important part of the APS investigation is your ability to interview alleged perpetrators. What you learn in the interview may affect your assessment of client risk, change your understanding of a situation, guide your determination about what services may be helpful, and ultimately, may impact your finding about the allegation. Whether you are an experienced and natural interviewer or someone just getting started with concerns about making a mistake, this 90-minute self-paced online training will help you better prepare for the interview, thereby increasing your confidence and boosting your investigative and interviewing skills.

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

Initial Investigation

Part 1: APS Intake Interview: This interactive eLearning teaches participants how to effectively determine whether a client meets APS criteria, to collect all material necessary to prepare for the interview, and to inform the APS worker of possible safety hazards.

Part 2: APS Worker Safety: This interactive eLearning will guide you through some safety considerations for entering unfamiliar neighborhoods and client's homes.

Credits: OHSTS (2 credit); Social Work (2 CEU); Counselor (2 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.

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

Mental Health Issues in APS Practice

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.

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.

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)

Screening for Decision-Making Ability when Working with APS Clients

Assessing and determining whether clients have the ability to make informed decisions about their situations and care is one of the greatest challenges faced by APS professionals. This course will help you screen for your clients' ability to make decisions by helping you tailor your interview questions to identify the factors that affect decision-making ability. It will also help provide an understanding of the uses and limitations of the tools available for screening decision-making ability, and the value and purpose of a formal capacity evaluation done by a clinical professional.

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.

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.

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, and 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 build cases more effectively by applying case facts to crime elements.

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

Ongoing Specialized and Related Training for Caseworkers

Addressing and Resolving Ethical Dilemmas

The nature of human services creates ethical dilemmas, both intentional and unintentional, which requires consistent and adequate review of the ethical standards, risks, considerations, and approaches to solving them. Social workers and counselors are often faced with complex decision-making unknown to other fields, which can create the feeling of isolation or worse fear to act. This training will review the ethical standards mandated by the Ohio Counselor, Social Worker, Marriage and Family Therapist Board to ensure a competent understanding for effective application.

Approved Trainer: LaToya Logan

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

Adventures in Attitude: Quality Conversations

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.

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.

Approved Trainer: Karen Vadino

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

Alleviating the Impact of Isolation and Loneliness on Seniors

Isolation has always been an issue for seniors but since the onset of the Covid pandemic the impact of social isolation has been devastating to our older adult population in Ohio. Research shows that isolation leads to dietary problems, substance abuse, suicidal thoughts, chronic depression, onset of “brain fog”, self-neglect and a host of other maladies in those over 60. Attend to discuss the impact of chronic loneliness, isolation and idleness in older adults and learn recommended interventions to help those isolated get back to more active lives again.

Approved Trainer: Rita Rizzo

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

American Heart Association Basic Life Support

The goal of the Basic Life Support (BLS) Course is to train participants to save lives of victims in cardiac arrest through high-quality cardiopulmonary resuscitation (CPR). The American Heart Association (AHA) designed the BLS Course to teach healthcare professionals how to perform high-quality CPR

individually or as part of a team. BLS skills are applicable to any healthcare and non-healthcare setting. BLS students will learn rescue techniques for adults, children, and infants.

Approved Trainers: Angela Buckalew, Megan Wendling, and Ryan Hennessey

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

American Heart Association Heartsaver CPR, First Aid, and AED & American Red Cross CPR, First Aid, and 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.

Approved Trainers: Angela Buckalew, Megan Wendling, and Ryan Hennessey

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

America's Opiate Epidemic: Pharmageddon

The abuse of opioids has continued to create devastating and significant challenges for health care and social service professionals. In fact, drug overdose deaths involving opioids have steadily increased across the last decade. Although the major dimensions of the opioid crisis involve young adults, the fallout from this crisis can also be found from the increase of older adults with substance use disorders of Opiates. This workshop will highlight the evolution of opiate use in America and underscore the devastating impact that opioids have had on our society. A review of substance use disorders and research-supported treatment models will be offered to assist professionals when working with older adults who present with a substance use disorder of Opiates.

Approved Trainer: Brian Bethel

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

An Overview of Crimes Associated with Financial Exploitation and Undue Influence

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 after a report of financial exploitation or undue influence has been made. Participants will also learn the expanded reporting statute; two types of laws regarding Power of Attorneys and the crimes associated with financial exploitation. Examples for retention of learning will be used throughout the workshop.

Approved Trainer: Christy Rosebrough-Zody

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

An Overview of Heroin and Opiate Addiction

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.

Approved Trainer: Brian Bethel

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

Approved Trainer: Christy Rosebrough-Zody

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

Anxiety and Depression in Older Adults

Late life depression can be an overwhelming force for clients and for their care givers. Depression in older adults differs in many ways from depression in younger clients. It is not a normal part of the human aging process. Symptom presentation can be easily confused with other conditions that commonly affect primarily the geriatric patient; clinicians and caregivers can miss warning signs and indicators that can lead to correct diagnosis, and thus to treatment. The same concept holds true for geriatric anxiety. It is often misdiagnosed and thus mistreated. The number and type of co-morbid medical conditions also complicates accurate diagnosis as well as symptom relief. This session will present key findings from current research to assist you in addressing this challenging situation.

Approved Trainer: Kriss Haren

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

Anxiety Disorders: Joy, Fear, Anger, Disgust, and Sadness All Working Together

In this workshop, the different types of anxiety that older adults experience will be discussed and outlined. The following DSM criteria will be explained: separation anxiety disorder and how loneliness impacts this disorder as well as other disorders, social anxiety (social phobia), panic disorder, agoraphobia, and generalized anxiety disorder. The statistical prevalence and treatment methods that therapist recommend will be explained. Case examples will be discussed from Hollywood films and actors/authors. In depth large and small group discussions will occur to discuss how workers can help follow clinicians' recommendations so adults can learn to regulate their emotions and their diagnosis of an anxiety disorder. Discussions will occur so workers may be able to present activities that will help older adults in managing anxious feelings while maximizing independence and their

right to self-determination. Workers will be given suggestions on how they can work with the therapist to help adults, who are dealing with fear and anxiety. The computer game Kahoot will be played, and trainees will need a 2nd handheld device to log into the game page, (Kahoot.it). The game questions will pertain to this workshop. Other computer programs (Doodly, Mentimeter, and Padlet) will be used to assist in interaction during large and breakout rooms discussions.

Approved Trainer: Linda Davis

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.

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.

Approved Trainer: Kelly Mettler

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

Balancing Work and Home Commitments

What does the word "commitment" mean to you? Is a commitment made in one area of your life more important than a commitment you make in another area? Today's busy professionals struggle to juggle a full schedule both at work and at home. This workshop will help you identify your deepest priorities, present tips on living a balanced life, and discuss how to foster meaningful achievement and happiness in your daily life. Join us to set your life goals and go about fulfilling your unique life purpose.

Approved Trainer: Rita Rizzo

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

Building Trust-Creating Strong Relationships with Peers and Those Served

When asked, most people judge people as not trustworthy. Having the trust of others helps get good work done, but if you ask how they build trust with co-workers, adults, families, and others served, their answers are often simplistic. However, it may not be clear how others actually access their trustworthiness. Participants will increase their knowledge in ways to maintain trust in the workplace and home. Participants will develop and sustain others' trust by consistently and intentionally speaking and acting in ways that other people consider to be trustworthy. Also, learning to talk constructively with people about distrust and learning how to restore trust with others when it has been broken will be learned and practiced.

Approved Trainer: Nadine Musser

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

Burnout, Secondary Trauma, and Self-Care

While burnout and secondary trauma are becoming more frequently discussed in the field of social services and exposure to trauma in helping work, symptoms of each often go unrecognized or mislabeled. This presentation seeks to provide an overview of the continuum of reactions experienced by helping professionals due to exposure to secondary and primary trauma in their work. A range of self-care domains will be discussed. The facilitator will guide participants through several experiential activities including a chair yoga demonstration, breathing exercises, guided meditation, and the development of an individualized self-care plan using SMART goals and the latest research in behavior management.

Approved Trainer: Laura "Faye" Perkins

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 sources of anger, staff will be able to provide services that best meet their client's needs.

Approved Trainer: Anthony President

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

Can I Use the Cell Phone? Electronic Media Forensic Evidence

In this workshop, participants will get a working knowledge of the legal processes regarding basic electronic mediums and how evidence from these devices can and cannot be used in court. Participants will be taught how to preserve this evidence, as necessary, so that forensic analysis can be done on the electronic medium to help law enforcement personnel with any potential criminal case as well as the adult protective service case. Electronic media that will be focused upon will be cell phones, digital photographs, and electronic medical records.

Approved Trainer: Christy Rosebrough-Zody

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.

Approved Trainer: Brian Lowery

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

Chronic Pain and Prescription Opioids: A Tough Pill to Swallow

Chronic pain remains a challenging and complex phenomenon that presents unique challenges for health care and social service professionals. Although prescription opioids can often provide physical relief and successful management of chronic pain, this treatment protocol also creates the potential for the onset of substance use disorders. Social service professionals hold a vital role for assisting persons with a dual diagnosis of chronic pain and substance disorders. This training provides an overview of the common challenges associated with chronic pain and substance use disorders. Participants will acquire insight into the common warning signs of substance use disorders. Moreover, a review of research-supported practices will be offered to assist participants towards empowering consumers who confront issues of chronic pain and substance use disorders.

Approved Trainer: Brian Bethel

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

Civil Rights Compliance: Respecting Their Rights

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 venerable adult clients with limited English proficiency, physical and mental handicaps, the aged, as well as those who present other diversity characteristics.

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.

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.

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*

Communicating with Difficult Customers

Conflict and consternation are abundant throughout society today, so it is not uncommon to encounter anger and frustration in those we serve. Some customers arrive upset and others grow increasingly unreasonable as we attempt to help them meet their needs. Attend this workshop to discuss how to best deliver bad news, confront dishonest customers, engage help-rejecting customers in participative problem solving, and render effective feedback that inspires customer confidence.

Approved Trainer: Rita Rizzo

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

Communication Enhancement

This workshop examines the communication process and explains why even the most straightforward message can result in misunderstandings. Take a brief listening quiz to discover your listening strengths. 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.

Approved Trainer: Rita Rizzo

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (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. This workshop will present both organizational and individual strategies that can be implemented to help keep workers safe while visiting clients. Come prepared to tell your own experiences. Leave knowing how to escape dangerous situations unscathed.

Approved Trainer: Rita Rizzo

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

Cultural Competence with Muslim Clients in Human Services

America's elderly population is growing in number and 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 engage and serve Muslim clients and their families more effectively.

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.

Approved Trainer: Anthony President

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

Approved Trainer: Anthony President

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

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.

Approved Trainer: Carilyn White

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

Approved Trainer: Carilyn White

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

Approved Trainer: Theresa Chrisman

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

Drug Detection in Adult Protection

Substance use disorders remain a prevalent and complex issue within the social services system. Social service professionals are challenged with the difficult task of ascertaining adequate information about families to complete adequate assessments and make appropriate decisions regarding the protection of older adults. Consequently, the recognition and detection of substances and related paraphernalia is an important competency for social service professionals. This workshop will provide a general overview of the most common substances and their related paraphernalia as well as the effects these substances have on the body.

Approved Trainer: Brian Bethel

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. 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.

Approved Trainer: Anthony President

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 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 in a customer-driven agency.

Approved Trainer: Rita Rizzo

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

Ethical Dilemmas: Dealing with Difficult People

Ethical dilemmas are situations in which there are two different courses of action. The goal of the workshop is to help the participant identify and resolve the situation in a manner that is consistent with ethical guidelines. Participants will have the opportunity to explore a variety of ethical dilemmas and learn practical strategies for making ethical choices in the best interest of the elderly and their families.

Approved Trainer: Carilyn White

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

Ethics of "The Office": Lessons Learned from the Employees of Dunder Mifflin

Scholars and ethicists took notice when PBS affiliate WVIA in Scranton Pennsylvania released its documentary: "The Office: An American Workplace." Never before has there been such an in-depth, candid, and long-running audio-visual examination of workplace conduct – and there is much that social service professionals can learn from the award-winning biopic. In this workshop, we'll examine the ethical breaches of Dunder Mifflin employees as well as similar breaches by licensed professionals in Ohio and other states, and we'll explore ways to mitigate our own risk through the application of state and national codes and resources.

Approved Trainer: Stacy Simera

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

Everyday Ethics for Human Services Workers

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.

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

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.

Approved Trainer: Sylvia Pla-Raith

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

Financial Exploitation and Undue Influence: Deciphering the Basics; Debunking the Myths; and Discovering Evidence

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 ways to navigate the court system after a report of financial exploitation or undue influence has been made, including subpoenaing information from digital formats for successful prosecution. The workshop will explore the expanded reporting statute; Power of Attorneys; evidence collection; and associated crimes with financial exploitation. Participants will take away from the workshop not only knowledge but also steps and tips to navigate the court system; help the victim; and work with law enforcement and prosecutors to achieve an increasing number of convictions for criminal perpetrators to the elderly.

Approved Trainer: Christy Rosebrough-Zody

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

Approved Trainer: Anthony President

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

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.

Approved Trainer: Anthony President

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

Helping the Victim: Collecting Evidence and Court Hearings for Crimes Associated with Financial Exploitation and Undue Influence

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 the preliminary steps to take to collect evidence needed to take to law enforcement or to the prosecutors in their jurisdictions to help increase the number of convictions for criminal perpetrators to the elderly. Participants will also learn through scenarios the method(s) of subpoenaing information from digital formats to use in successful prosecutions.

Approved Trainer: Christy Rosebrough-Zody

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

Approved Trainer: Ken Lawson

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

Identity Theft Prevention: The Basics and Strategies to Help Vulnerable Individuals

Identity thieves commit a crime that can long go unnoticed after victimization. Identity theft is among the fastest growing problems facing Americans today. Unfortunately, it is one of the hottest crimes for to be committed against some of America's most vulnerable populations – the elderly and disabled. Over ten million Americans have reported having their identities stolen in the last year. Unfortunately, many individuals do not know how to properly report the crime; thus, the statistics are low compared to the number of individuals that are affected. In this session, you will learn easy steps to take to reduce vulnerabilities to the crime for adult populations. Participants will learn "terms of art" both online and off. Participants will leave the session with simple rules to follow; handy checklists to use; and even easy-to-use form letters that can be utilized for their clientele. Strategies will be discussed to help in the prevention of identity theft for vulnerable adults as well as the correct avenues of reporting so that a potential victim can be helped in the legal and financial systems.

Approved Trainer: Christy Rosebrough-Zody

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

Improving Personal and Team Effectiveness Through Learning Myers Briggs Personality Types

Understanding one's personality can help you better understand the culture of the place you work, develop new skills, understand your participation in teams, and cope with change in the workplace. Understanding the strengths and weaknesses that each of has in our personalities is one of the best

ways to develop yourself and the people you work with. It helps you to become aware of negative biases you may hold towards people that are different from you. These biases often arise because you do not understand others' perspectives and are irritated or hurt by their failure to understand yours. This workshop will provide a framework for understanding individual differences and provides a dynamic model of individual development. When you understand your own personality, you can approach your own work in a manner that best suits your style, including how you manage your time, problem solving, best approaches for decision making, and dealing with stress.

Approved Trainer: Nadine Musser

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

Intervention Strategies for 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.

Approved Trainer: Carilyn White

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

Interviewing and Problem-Solving with the Vulnerable Elderly

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 to help 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.

Approved Trainer: Brian Lowery

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

Introduction to Working with Self-Neglecting Clients

The workshop will review the epidemiology of elder self-neglect, including, the definition, prevalence, risk factors, and consequences. Furthermore, capacity is a central issue in the management of self-neglecting clients. The workshop will provide interactive activities for accessing self-neglect across five domains: physical & medical, psychological & mental health, social & cultural, living environment, and financial.

Approved Trainer: Carilyn White

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

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

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.

Approved Trainer: Karen Vadino

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

Lessons in Microaggressions

The dichotomy of Microaggressions is that they may be either subtle or shocking but unfortunately hurt just the same. Microaggressions are daily, verbal, behavioral or environmental actions directed towards diverse populations that communicate hostility. Most of us at one time or another have committed a microaggression and many times we are unaware. Well intentioned people who consciously disapprove of bias can still harbor implicit bias that could lead to Microaggressions. This workshop examines Microaggressions, their impact on team members and others, and strategies to reduce and respond to them.

Approved Trainer: Anthony President

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

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 our 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.

Approved Trainer: Karen Vadino

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

Managing My Schedule for Workers

Dealing with individuals in crisis, workers can find it difficult to keep focused and organized. It is not uncommon to be overwhelmed and confused and not know what to do to change the situation when in the middle of their challenging days and decisions that demand immediate attention. Workers step into the cases of crisis management, conflicted stories, severe abuse, overwhelming neglect and more. The very core of the workers daily tasks has been proven to break down resilience and leave the caseworker feeling stress, confused and unable to decide which way to go or what should be done first. Dealing with situations in making critical decisions can be an emotionally paralyzing moment of time. Some workers shut down and the work is left undone – or done partially as they “sprint” from activity to activity. These challenges can leave a worker feeling overwhelmed for prolonged periods of time. When experiencing these different challenges, the worker can find their capacity to plan,

make decisions of what prioritize as first almost impossible. Learning to manage a schedule is critical for caseworker and when able to do this effectively, they become a model for the families with whom they are working.

Approved Trainer: Ruby Johnston

Credits: OHSTS (6 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.

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*

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.

Approved Trainer: Brian Lowery

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

Nurturing Optimism

Participants will understand the key to optimism is to maximize successes and minimize failures. Participant will examine the characteristics that are involved in nurturing optimism. Participants will assess their explanatory style. Your explanatory style is what you say to yourself when you experience stress and adversity. It influences your performance, your mood and even your health. Participants will understand the benefits of being an optimist and the opportunities that exist for nurturing optimism. Participants will complete an action plan designed to infuse optimistic qualities into their sphere of influence.

Approved Trainer: Ruby Johnston

Credits: OHSTS (6 credits)

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.

Approved Trainer: Anthony President

Credits: OHSTS (3.25/6 credits); Social Work (3/5.5 CEUs); SW Ethics (3 CEUs); Counselor (3/5.5 CEUs); Counselor Ethics (3 CEUs)

Overcoming Critical Incident Stress in Human Services

Human services can be called the heart of the government, while the heart heals, it also feels. When human services workers are exposed to the knowledge of their client's trauma, it can have devastating effects on their physical, psychological and emotional well-being. Critical incident stress can be experienced by human services workers anytime they are exposed to their client's trauma on the job. This workshop deals with strategies to help workers heal and deal with critical incident stress both in the short and long term for better health and well-being.

Approved Trainer: Anthony President

Credits: OHSTS (3.0 credits); Social Work (2.75 CEUs); Counselor (2.75 CEUs)

Overcoming Critical Stress

Is it possible to overcome stress in your life? Attend this workshop to discuss how to change your thinking to significantly reduce the stress you allow yourself to experience. 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 can select strategies that fit with their personal beliefs and can be integrated into a personalized stress modification plan.

Approved Trainer: Rita Rizzo

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

Approved Trainer: Ashley Kopaniasz

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

Overview of Hoarding

Hoarding Disorder is recognized as a mental and emotional disorder that is characterized by the excessive accumulation and difficulty discarding of possessions. Although a relatively new diagnosis, Hoarding Disorder is a complex and challenging disorder for social service professionals. While this disorder impacts individuals from all demographics, research has indicated that hoarding, is relatively common disorder among the older adults. This training will explore the clinical features of Hoarding Disorder and highlight the research supported treatment, with particular focus on interventions for older adults.

Approved Trainer: Brian Bethel

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

Personal Safety

In this workshop, participants will learn about strategies for dealing with threatening situations which can reduce one's vulnerability to becoming a target of violence, including interactions with angry or hostile clients, street harassment/danger, and physical and sexual assaults. Participants will learn and practice setting appropriate psychological and physical boundaries and other tactics intended to reduce vulnerability to becoming a target of violence. Skills are designed to increase safety by increasing awareness and personal presence, learning to assess dangerous situations, and using appropriate intervention strategies that fit the situation. This workshop will involve the practice of physical techniques that anyone can learn, regardless of your physical skills or abilities.

Approved Trainer: Darla Bolon

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".

Approved Trainer: Anthony President

Credits: OHSTS (3/6 credits); Social Work (3.0/5.5 CEUs); Social Work Ethics (3.0/5.5 CEUs); Counselor (3.0/5.5 CEUs); Counselor Ethics (3.0/5.5 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.

Approved Trainer: Anthony President

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

Resilience: Building Confidence and Skills

Working in the field of human services is a challenging experience. For workers to find satisfaction and effectiveness in their jobs they need to be resilient and willing to build their own protective factors to manage the challenges. This workshop will help the leader and the emerging leader with the following: becoming aware of their own strengths, talents, problem solving skills as well as potential vulnerabilities under pressure, helping to increase your effectiveness as a resilient leader by identifying personal protective factors and promotive factors, being able to cut through competing priorities, make difficult decisions and engage others for solutions requires resilience for success, and building relationships.

Approved Trainer: Ruby Johnston

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

Respect in the Workplace

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 “casual cruelty.” This workshop will explore issues of rudeness and the impact of unconscious bias, gossip and bullying in the workplace.

Approved Trainer: Rita Rizzo

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

Secondary Traumatic Stress

Workers and supervisors often find it difficult to keep objective and emotionally strong when in the middle of the crisis, loss, abuse, neglect, and trauma history of the cases in front of them. Crisis management, trauma stories, severe abuse, overwhelming neglect, and more are part of the everyday work. When left unattended these stressors for the worker or the supervisor can result in serious outcomes such as burnout or secondary traumatic stress. The very core of the daily work tasks has been proven to break down resilience and leave the professional experiencing Secondary Traumatic Stress/Compassion Fatigue and even PTSD. This workshop will provide a concise overview of secondary traumatic stress, how it differs from stress and burnout, its potential impact on the professional and explore options for prevention and strategies to ensure workplace well-being. A review of Post-Traumatic Stress Disorder and strategies to use in the workplace to keep oneself aware of the impact on their own personal health as well as how to manage the different warning signs of overwhelming stress.

Approved Trainer: Ruby Johnston

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

Self-Care and Compassion Fatigue for Human Services Workers

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.

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

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.

Approved Trainer: Rita Rizzo

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

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.

Approved Trainer: Brian Lowery

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

Approved Trainer: Anthony President

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

The 3 R's of Ethics: Recognition, Resolution, and Response

This course will review Ohio's ethical standards for counselors, social workers, and marriage and family therapists - with attention paid to the top violations in Ohio, resolving dilemmas, and recognizing risk management.

Approved Trainer: Stacy Simera

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

The Hidden Self: Exploring Implicit Bias

Bias in all human being begins in childhood and is a natural cognitive function of us all. Well intentioned people who consciously disapprove of bias can still harbor implicit bias. Implicit bias can occur instantly and involuntarily with certain groups of people. This workshop challenges Human Service Professionals to examine their implicit biases which can influence casework decisions, actions and behaviors towards clients, colleagues, and community partners. We will assess our implicit biases and learn strategies to limit and manage them.

Approved Trainer: Anthony President

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.

Approved Trainer: Rita Rizzo

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

Approved Trainer: Sylvia Pla-Raith

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

Time and Stress Management for Human Services Workers

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. This workshop deals with strategies on how workers can cope with stress by effective time management and stress reduction techniques.

Approved Trainer: Anthony President

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

Time and Stress Management in the Pandemic Era

Everyday life continues to be more stressful due to the pandemic and economic recession. Working from home has led to longer hours as many virtual workers are working upwards of 3 extra hours per day. 77% of adults regularly experience physical symptoms caused by life stress and 48% of adults feel work stress is having a negative impact on their professional lives. Working with Vulnerable Population Clients who experience stressful life circumstance can lead to added stress in Human Services Workers. This workshop deals with everyday strategies workers can use to cope with stress by effective time management when working virtually as well as in the office and stress reduction techniques that promote life balance.

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

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.

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.

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

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.

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 Culture and Diversity Will Improve Performance Outcomes

The understanding of racial, cultural, and other diversity differences and how these differences impact communication styles, case investigation, case planning, case plan compliance, and subsequent outcomes will be explored in this interactive workshop. Participants will gain understanding of how instinctively unhelpful judgments can be made about others and how these judgments and stereotypes can impact the professional's ability to effectively work with older adults who do not share their lived experiences.

Approved Trainer: CeCe Norwood

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

Understanding Dementia and Its Impact on the Elderly

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.

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 expanded insight into your own style.

Approved Trainer: Rita Rizzo

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

Understanding Our Response to Change: “Who Moved My Cheese?”

Through a story of change and the different change players, this workshop will explore the reality of the impact of change on the workplace and on individuals. Participants will experience change through the eyes of the characters in the story. Examination of personal strengths and weaknesses will be explored. Each person will leave the workshop ready to make a difference in their personal response to change.

Approved Trainer: Ruby Johnston

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

Understanding the Opiate Epidemic: Its Impact Working with Vulnerable Adults

The abuse of opioids has significant challenges for social service professionals. Drug overdose deaths involving opioids have steadily increased across the last decade including an increase of older adults with Substance Abuse Disorders of Opiates. The evolution of opiate use in America will be highlighted and underscore the significant impact that opioids have had on our society including vulnerable adults. Research-supported treatment models will be offered to assist professionals when working with older adults who present with a substance use disorder of Opiates.

Approved Trainer: Brian Bethel

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

Unresolved Trauma Can Be a Monster of Pain and Fire

This workshop will focus on trauma and how trauma can affect each person in different ways. The criterion from the DSM-5 Chapter--- Trauma- and stressor-related disorders will be discussed which includes the following disorders: Acute Stress Disorder, Adjustment Disorder, and Posttraumatic Stress Disorder (PTSD). Trauma will also be defined, symptoms outlined, types of trauma will be discussed, and indicators will be presented to help with the assessment and diagnosis of trauma related disorders. Treatment methods will also be discussed and outlined so that workers can assist clients as they work with clinicians to assist in addressing the trauma.

Approved Trainer: Linda Davis

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

Using Films to Understand Adjustment Disorder, Psychotic Disorder, Alzheimer’s, and More Personality Disorder

This workshop will help participants learn how to identify mental health disorders. Popular Hollywood films will be used as case studies to help understand the criteria and the treatment methods for the disorders as described in the Diagnostic Statistical Manual of Mental Disorders. The disorders that will be discussed are Narcissistic Personality Disorder, Histrionic Personality Disorder, Neurocognitive Disorders (Minor/Major Neurocognitive Disorders), Dementia, Alzheimer’s Disease, and Adjustment Disorder. Small (breakout rooms) and large group discussions will occur. Three case examples of individuals diagnosed with Neurocognitive Disorders will be evaluated and we will compare their level of functioning. The

computer game Kahoot will be played, and trainees will need a 2nd handheld device to log into the game page (Kahoot.it). The game questions will pertain to this workshop.

Approved Trainer: Linda Davis

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

Using Positive Psychology and Clinical Resilience, Wellness and Happiness in the Prevention and Management of Mental Health Disorders

In the past, researchers used to think that the best way to improve human functioning was to understand and prevent disease. In recent years, however, we have recognized that much can be gained by examining and understanding the ingredients for wellness. Positive psychology refers to the study of happiness, as opposed to the study of unhappiness, and recent research shows that positive psychology as a modality can be as effective as Cognitive Behavioral Treatment in the treatment of depression. In this workshop, we'll explore the research and identify tools to help adults flourish and build resilience in their lives.

Approved Trainer: Stacy Simera

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

Utilizing Technology Effective

The meaning of the word "technology" can mean very different things to people across generational lines. In this webinar we will explore ways to become comfortable with reaching out to others using a variety of devices and approaches to include online conferencing platforms, hangouts, email, texting, use of social media, and hybrid online/onsite techniques to communicate conveniently and safely with clients, community partners and coworkers. Leave with time-saving ideas about how to target your communication efforts to the generational preferences of your clients and others you encounter during a routine workday.

Approved Trainer: Rita Rizzo

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

Approved Trainer: Brian Lowery

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

Verbal De-escalation of Aggressive Clients and Customers

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.

Approved Trainers: Rita Rizzo

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

Approved Trainer: Karen Vadino

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

Working with Individuals with Disabilities

Individuals with disabilities are a unique culture in American society. Despite recent legislation with the Americans with Disabilities Act (ADA), individuals with disabilities continue to encounter prejudice, discrimination, and numerous other cultural obstacles. This workshop will address the psychosocial adjustment that individuals with disabilities often confront. Participants will be exposed to the stages of disability adjustment, threats to an individual's identity, as well as common family reactions to a disability. An overview of the ADA will also be provided.

Approved Trainer: Brian Bethel

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

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.

Approved Trainer: Diana Hoover

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

Conducting Engaging Virtual Meetings Effectively

Boring...that is the word that many remote workers use to describe virtual team meetings. It is a challenge to hold the attention, prevent fatigue and encourage participation when holding an online meeting. Attend this webinar to discuss how to use cameras to stimulate attentiveness, four strategies for structuring meetings to engage attendees, methods to make meetings more entertaining and fun, and tips to leverage the use of the chat box and polling functions to obtain quick answers in agenda-driven meetings.

Approved Trainer: Rita Rizzo

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

Approved Trainer: Diana Hoover

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

Enhancing Communication Between Supervisors and Staff

This workshop examines the communication process and explains why even the most straightforward messages between supervisors and staff can result in misunderstandings. Supervisors 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. Supervisors will leave with increased confidence in their ability to target their message to the listener, thereby improving chances of being understood.

Approved Trainer: Rita Rizzo

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

Everything You Need to Know Before Becoming a Supervisor

This workshop is designed to assist workers considering taking the step from worker to supervisor in understanding the supervisory role. It is for skilled workers, trainers, and lead workers considering advancement. Attendees will learn about the skills needed in the supervisory role, assessing and developing personal strengths, motivating employees, managing conflict, delegating, worker accountability, and being objective and fair.

Approved Trainer: Diana Hoover

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

VIRTUAL – Launching Leaders Series

Approved Trainer: Rita Rizzo

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

Module 1: Developing a Management Mindset

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.

Module 2: Developing a Management Skillset

Practice 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.

Module 3: Purpose Driven Planning

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.

Module 4: Purpose Driven 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.

Module 5: Overcoming Resistance to 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 impact service delivery over the next decade at unprecedented rates, and those who resist will be left along the way. Attend this webinar to appreciate the leader's role in decreasing resistance to change.

Module 6: Leading Change

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.

Module 7: Building a Cooperative 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.

Module 8: Fostering a Collaborative Team

Is it possible for your team members to cooperate well with one another yet not be able or willing to collaborate effectively? Collaboration is the process of two or more people or organizations working together to complete a task or achieve a goal. Collaboration is like cooperation however most collaboration requires leadership and a coordinated effort. This training addresses dynamics of team functioning and gives insights into individual differences that, if properly leveraged, can lead to heightened team performance, and promote strength-based services to vulnerable adults and their families.

Module 9: Addressing Unwanted Team Behaviors

Today's workplace is rife with misbehavior; gossip, unwarranted criticism, 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.

Module 10: Team Development, Discipline and Discrimination Issues

As a leader you are responsible to maintain a safe, non-hostile work environment. To do so means you must know how to spot discrimination in all its forms and address it with discussion and perhaps discipline. Attend this session to discuss federal discrimination laws, learn methods for developing team members before disciplining them, render disciplinary feedback that is meaningful and integrous.

Module 11: 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.

Module 12: Writing and Monitoring Performance Plans

The job your team does is far too important to accept substandard performance. No one likes to discuss poor performance with a team member but such a discussion, if properly done, can be transformational for the employee. Attend this webinar to learn how to write an effective performance improvement plan, present the plan to the employee, monitor, and document the employee's progress, conduct coaching meetings that support and extend the improvement, and terminate the plan successfully.

Managing My Schedule for Supervisors

Those in leadership often find it difficult to keep objective and strong when in the middle of their challenging days and decisions that demand immediate attention. Staff and teams are required to step into the cases of crisis management, conflicted stories, severe abuse, overwhelming neglect and more. The very core of the workers daily tasks has been proven to break down resilience and leave the worker and supervisor feeling stressed, confused, and unable to decide which way to go or what should be done first. Dealing with daily with situations in making critical decisions for and with clients can be an emotionally paralyzing moment of time. Some workers shut down and the work is left undone – or done partially as they “sprint” from activity to activity. These challenges can leave a supervisor or manager feeling overwhelmed for prolonged periods of time. When experiencing these different challenges, worker or supervisors can find their capacity to plan, make decisions of what to do first or to generate an effective schedule almost impossible. Supervisors have an opportunity at these difficult times to model time management, resilience and problem solving. This presents a parallel process whereby supervisor, workers have the same opportunity to learn to model this with individuals with whom they are working.

Approved Trainer: Ruby Johnston

Credits: OHSTS (6 credits)

Reviving the Fire

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.

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*

Managing a Remote Workforce

Managing remotely was thrust upon you and your workforce without planning or preparation. Attempting to establish and enforce agency policies in a work-from-home environment is challenging at best and new issues with communication, productivity, and engagement spring up daily. Attend this webinar to gain freshly minted guidance about how to develop a work-from-home culture, adopt new methods of communication and build inclusion to assure optimum productivity in this brave new world of working remotely.

Approved Trainer: Rita Rizzo

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

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 change management. 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.

Approved Trainer: Rita Rizzo

Credits: OHSTS (4 credits); Social Work (3.75 CEUs); Counselor (3.75 CEUs)

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.

Approved Trainer: Kelly Mettler

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

Supervision Across the Generations

The current workforce is comprised of multiple generations: Veterans, Baby Boomers, Generation X, and Millennials. Supervisors can improve their effectiveness by recognizing the unique needs, work habits, communications styles, motivating factors, and professional preferences of each generation. This workshop will explore the literature on each generation and provide usable tools that can be applied in social service agencies.

Approved Trainer: Stacy Simera

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

Team Building for Results

General Electric increased productivity by 250% by promoting teamwork. 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.

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*

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.

Approved Trainer: Karen Vadino

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

OHSTS 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.

Darla Bolon

Darla Bolon, MSW, LISW, received a Bachelor's in Education from Ohio University and a master's in social work from The Ohio State University. She has 35 years of clinical experience in behavioral health counseling. She currently maintains a private practice where she works with a variety of issues, including anxiety, depression, trauma, relationship concerns, intimate partner violence, survivors of childhood sexual/physical/emotional abuse, sexual assault, stalking and sexual harassment. She is a certified self-defense instructor with the National Women's Martial Arts Federation and the American Women's Self-Defense Association.

Theresa Chrisman

Theresa Chrisman worked at Hocking County Children Services, South Central Ohio Job and Family Services, and Fairfield County Job and Family Services. Her roles were supervisor, investigator, and ongoing worker for Children Services. In her roles, she managed 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. Theresa also teaches through Ohio Child Welfare Training Program. Theresa retired in June 2021 with 32 years total working in child welfare. Theresa is currently taking courses and will be serving as a non-attorney Guardian Ad Litem as well as a Court Appointed Special Advocate.

Linda Davis

Linda M. Davis, PhD, LPC, LSW earned a Bachelor of Arts in Psychology and a Master of Arts in Counseling and Psychology. While working at Summit County Children's Services, she earned her Ph. D in Counseling and Supervision from the University of Akron. Linda has been an independent trainer for several years. She teaches in person and virtual seminars for counselors, social workers, and psychologists at Cleveland State University and has taught bachelor and master level classes at The University of Akron (Psychology of Learning, Child Development, Teaching and Learning Strategies, and Research). Linda's areas of expertise include mental health counseling, visitation, trauma, attachment theory, research, supervision, ethics, and assessment.

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.

Kriss Haren

Kriss Haren has a Master of Science in Counseling from Wright State University (1994), Master of Arts in Public Administration from Bowling Green State University (1983), Bachelor of Science in Criminal Justice from Kent State University (1982), and is a member of the Motivational Interviewing Network of Trainers (MINT). She has more than 25 years' experience in social services and training for the public and private sectors. Her areas of expertise include individual and group counseling, health coaching, psychiatric support services and clinical assessment/lethality assessment services. Kriss trains the following content: Motivational Interviewing, Patient Engagement, Health Coaching, Trauma and Disaster Response and SBIRT (Screening, Brief Intervention & Referral to Treatment).

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.

Ruby Johnston

Ruby Johnston, L.S.W is a trainer and consultant working globally. She has worked extensively in the US and Canada as well as over 30 countries across the globe. She is the former Director of the Institute for Human Services in Canada. She lectures, writes, consults and does training in the field of child welfare, leadership, and management. Ruby and her husband Lynn are the co-founders of the Global Capacity Building Network an international training and consulting organization.

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.

LaToya Logan

LaToya Logan is a licensed independent social worker - supervisor (LISW-S) with the Ohio Counselor, Social Work, Marriage and Family Therapist (CSWMFT) Board and a certified clinical trauma professional (CCTP) with the International Association of Trauma Professionals (IATP). LaToya serves as the Region Director of the National Association of Social Workers - Ohio Chapter (NASW-OH). She is a former Co-chair and active Commissioner for the Cleveland Community Police Commission (CPC). LaToya is also a certified Anti-Oppressive Informed Practitioner, specializing in the use of services and training to deconstruct norms which disempower historically disenfranchised populations. LaToya earned a bachelors from Michigan State University and a masters from Case Western Reserve University. LaToya has over 10 years of experience as a clinical social worker providing supervision, training, and program evaluation. LaToya is a seasoned clinician, specializing in trauma, criminal justice, and crisis management.

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.

Nadine Musser

Nadine Musser has a bachelor's degree in merchandising and a master's degree in business administration with a concentration in leadership and executive development. She served as the Manager of the Northwest Ohio Regional Training Center, and prior to that position was the Training and Development Manager at the Wood Board of Developmental Disabilities for 15 years. Nadine has a Master of Business Administration with emphasis on Leadership and Human Resources. She holds certifications in Myers Briggs Personality Type and Stephen Covey's Seven Habits of Highly Effective People. Nadine has 25 years of supervision experience and has 10 years of fundraising and community development as the Director of the United Way in Wood County.

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.

Laura "Faye" Perkins

Laura "Faye" Perkins, MSW, LISW-S, CTP-C, started her social service career in 2004 as a Children Services caseworker and continued until 2016. Since 2016 she has been working in direct mental health practice. Ms. Perkins is certified in Trauma Responsive Care through the Tristate Trauma Network, and she is a Certified Trauma Practitioner-Clinical. She holds a Bachelor's degree in Psychology from the University of Kentucky and a Master's degree in Social Work, with an emphasis on child and adolescent trauma, from Northern Kentucky University. Ms. Perkins is a Licensed Independent Social Worker with supervisory designation. Ms. Perkins also has experience as a Behavioral Health Consultant to Children's Services staff where she promotes best practices in meeting the behavioral health needs of clients and supports child welfare staff who are vulnerable to burnout and secondary traumatic stress.

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.

Stacy Simera

Stacy Simera, LISW-S, LSW, received her Master of Social Services Administration from Case Western Reserve University in 1996 and a Bachelor of Arts in Psychology from Kent State University in 1991. Her educational focus was mental health, and she is a psychotherapist. She has provided outpatient psychotherapy to multiple children, families, and adults. She has worked at the micro and macro levels of social work in a variety of service delivery settings. She has provided field placement supervision and served as field liaison for social work students at Case Western Reserve University, the University of Akron, and Stark State College; and she served on an ad hoc supervision committee for the State of Ohio Counselors, Social Worker, and Marriage and Family Therapist Board. She was named 2014 Social Worker of the Year by NASW Ohio.

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.

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.