PSEM-19-05

April 9, 2019

**MEMORANDUM FOR DIVISION OF SENIOR & DISABILITY SERVICES EMPLOYEES**

From: Kathryn Sharp Sapp, Bureau Chief 

Division of Senior and Disability Services

Adult Protective Services (APS) Policy & Staff Development

Subject: 2019 APS Training Courses and Calendar

In response to field staff requests, the Bureau of APS Policy & Staff Development Unit is expanding available training courses in 2019 with more trainings in the regions! Building Resilience: Surviving Secondary Trauma, Trauma Informed Care, mental health, suicide awareness and verbal de-escalation are among the new courses being offered this year. Many of these courses have been provided to field staff already.

The trainers are working closely with the Regional Managers to accommodate scheduling of new and on-going trainings, many of these trainings are beneficial for all program areas including APS, HCBS, *and* Central Office staff. As mentioned in the recent Director’s Update, our trainers are constantly looking for new topics or ways they can help staff learn and grow, thus please email requests to register for training OR to suggest new trainings at APSPolicy@health.mo.gov, include the word “Training” in the subject line.

The following summarizes the training courses currently being provided by the APS Policy and Staff Development trainers in 2019:

**Advanced APS Training (32 Hrs.):**

This year, APS and HCBS trainers are teaming up to provide Advanced APS/HCBS training! Curriculum is still being developed. This training is geared to provide all program staff enhanced knowledge on the following topics:

* Introduction to Motivational Interviewing
* Trauma Informed Care
* Disability Awareness Training
* Strategies for Dealing with Clients with Mental Health Issues
* SMART Training/Evasions and Blocks
* ….and more!

Additionally, this training will provide APS staff with skill building training on:

* The Power and Control Wheel/Domestic Violence
* Opening a Protective Services Case
* Guardianships and Conservatorships
* Financial Exploitation

More details on this training will be forthcoming….

Advanced APS Training Dates:

|  |  |
| --- | --- |
| Jefferson City (JC) | JC |
| Jun 24-28 | Nov 18-22 |

**Basics of APS (32 Hrs.):**

This training is designed to give new Adult Protective Service Workers (APCWs) a basic understanding of the job they are expected to perform and the skills needed to be a successful APCW.  This includes knowing their clients, varying responses to hotlines, types of interventions and techniques needed to assess the individual’s safety and protective service needs. This training would be beneficial for PS, SIU and CRU APCWs.

Basics of APS Training Dates:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| JC | JC | JC | JC | JC | JC | JC | JC |
| Apr 15-19  | Apr 29-May 3  | Jun 3-7 | Jul 8-12 | Aug 5-9  | Sep 9-13  | Oct 21-25 | Nov 4-8 |

**Building Resilience: Surviving Secondary Trauma (4 Hrs.):**

This training addresses First Responders and civilian secondary trauma, including challenges and barriers they face, alternatives to unhealthy coping, and a review of techniques to more effectively cope with the trauma experienced by First Responders.

Building Resilience: Surviving Secondary Trauma Training Dates:

|  |  |
| --- | --- |
| Region 1 | Region 5/JC |
| May 14 / 15 | May 1/2 |

**Intake and Classification (2 Hrs.)**

Screening of adult abuse/neglect/exploitation hotlines can be challenging. This training focuses on the critical information needed to determine if the reported concern involves an Eligible Adult, meets the level of criteria for an Adult Abuse/Neglect/Exploitation allegation, as well as assisting intake staff in determining the severity of allegations and prioritization of the report. This training is being provided (initially) to the Central Registry Staff. Future field trainings will be forthcoming.

Classification Training Dates (for CRU Only):

|  |  |  |
| --- | --- | --- |
| JC | JC | JC |
| Apr 23/25//29 | Jun 10/12/13 | Oct 7/9/10 |

**Mental Health (2 Hrs.):**

Defining mental health and how to deal with client behaviors.  The do and don’t for interacting with clients experiencing mental health issues. (Again focusing on how to take care of self – empower them with knowledge and skills)

Mental Health Training Dates:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Region 1 | Region 2 | Region 3 | Region 4 | Region 5/JC |
| Sep 25 | Jul 17 | Jul 18 | Sep 6 | Aug 27 |

**Question, Persuade, and Refer (QPR) (2 Hrs.):**

QPR stands for Question, Persuade, and Refer — the 3 simple steps anyone can learn to help save a life from suicide. Learn how to recognize the warning signs of a suicide crisis and how to question, persuade, and refer someone to help.

QPR Training Dates:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Region 1 | Region 2 | Region 3 | Region 4 | Region 5/JC |
| Jun 4 | Jul 17 | Jul 18 | Sep 6 | Aug 27 |

**Situation Management & Response Techniques (SMART) training (2 Hrs.):**

Training that introduces the realization that sometimes we find ourselves in situations that are less than safe. The training will focus on the need for good verbal de-escalation skills and awareness of surroundings. The training will allow participants to observe and practice hands on evasion skills to keep oneself safe in a moment of crisis. The emphasis is a hands off approach while keeping yourself safe and causing no harm to our clients.

SMART Training Dates:

|  |
| --- |
| JC/Central Office |
| TBA |

**Trauma Informed Care across the Lifespan (4 Hrs.):**

This training will define what trauma is and understand its prevalence in our clients, define PTSD and provide an overview of the brain and body physiology of the impact of trauma.  This training will also describe what it means to become a Trauma Informed Organization as well as introduce building resilience.

Trauma Informed Care Training Dates:

|  |
| --- |
| JC/Central Office |
| Apr 22 |

**Verbal De-escalation/ Therapeutic Communication (2 Hrs.):**

Verbal de-escalation and therapeutic communication is the foundation for effective services. The primary purpose of this verbal de-escalation is to reduce the level of arousal or agitation so that communication can occur or continue. This training will examine respecting cultural, generational, and different beliefs; early warning signs and triggers for both you and the person you are interviewing; and explore de-escalating techniques to allow you to recover faster from on the job stressors. The DISC Model will be used to give insight to participants on their own style as well as recognize others style during an interview.

Verbal De-escalation Training Dates:

|  |
| --- |
| Regions & JC/Central Office |
| TBA |

If you are interested any of the above training courses, please email requests to register for training OR to suggest trainings at APSPolicy@health.mo.gov, include the word “Training” in the subject line.