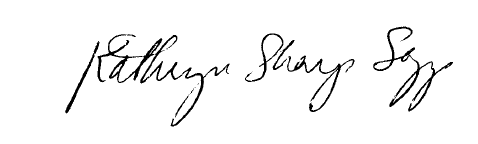
PSEM-20-03

March 9, 2020

**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: 2020 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 2020 with trainings continuing to be available in the regions! Building Resilience Refresher, Trauma Informed Care Refresher, Deaf Culture and Working with Interpreters, Motivational Interviewing and an updated Basic APS training 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. 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](mailto: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 2020:

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

This training is designed to give staff additional skills and knowledge on the following topics:

* Introduction to Motivational Interviewing
* Trauma Informed Care
* Disability Awareness Training
* Undue Influence
* Opioids in the Elderly Population
* Strategies for Dealing with Clients with Mental Health Issues
* Guardianships and Conservatorships
* SMART Training/Evasions and Blocks
* Worker Safety
* Financial Exploitation

Please note, this training will be combined with Advanced HCBS Training.

Advanced APS Training Dates:

|  |  |
| --- | --- |
| JC | JC |
| June 22-26 | Sept 28- Oct 2 |

**Basics of APS (24 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 who their clients are, under what circumstances they are expected to intervene, and what interventions they are expected to provide

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| JC | JC | JC | JC | JC | JC | JC |
| April 27-May1 | May 18-22 | July 27-31 | Aug 17-21 | Oct 19-23 | Nov 16-20 | Dec 7-11 |

**Building Resilience: Refresher (4 Hrs.):**

This training revisits resilience techniques and understanding of the secondary trauma first responders and those in helper professions as well as civilians face. We will discuss challenges and barriers they face, alternatives to unhealthy coping, and a review of techniques to more effectively cope with the trauma experienced.

**Critical Incident Staff Response (TBD Hrs.):**

Summary awaiting approval TBD

**Deaf Culture and Working with Interpreters (2 Hrs.):**

Training on understanding and working with clients in the Deaf Community as well as interpreters of sign and spoken languages. This will include some basic signs being taught to help workers in the field. There will also be discussion on how to work with clients who may have minimal language skills (MLS).

**HCBS Cross Training (2 Hrs.):**

Cross over training to educate PSU/SIU staff of services and the benefits of having services in the home.

**Motivational Interviewing (2Hrs.):**

Motivational Interviewing is a counseling method that helps people resolve ambivalent feelings and insecurities to find the internal motivation they need to change their behavior. It is a practical, empathetic, and short-term process that takes into consideration how difficult it is to make life changes.

**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.

**Trauma Informed Care Refresher (4 Hrs.):**

This training will refresh participants on 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. Symptoms and adaptations that clients may present will be addressed as well as ways to mitigate unsafe behavior. This training will also focus on what it means to become a Trauma Informed Organization as well as introduce resiliency.

If you are interested any of the above training courses, please email requests to register for training OR to suggest trainings to [Loretta.Mckeller@health.mo.gov](mailto:Loretta.Mckeller@health.mo.gov) include the word “Training” in the subject line.