**EXECUTIVE SUMMARY**

**Course Title:** *Case closure in Adult Protective Services – Half-Day Training*

In this interactive and thought provoking introductory training, participants learn the factors and conditions which indicate a case should or should not be closed. They will be able to explain how client rapport and other aspects of the helping relationship affect the outcome of the case. Participants will be able to evaluate the effectiveness of the service plan and to review a comprehensive case summary. In addition, participants will learn to recognize the stresses related to case closure and will be challenged to come up with a personalized stress relief program.

The following instructional strategies are used: lecture segments; interactive activities/exercises (e.g. small group discussion, case studies); question/answer periods; PowerPoint slides; and transfer of learning activity to access knowledge and skill acquisition and how these translate into practice in the field.

**Course Requirements**:

Please note that training participants are expected to participate in a variety of in-class activities. These activities are designed to enhance the learning experience and reinforce the skill acquisition of training participants as well as determine the overall effectiveness of the trainings.

**Target Audience:**

This course is designed for new APS Professionals as well as Vulnerable Adult Abuse partners (e.g. conservatorship investigators, workers in the aging and disability networks, law enforcement). This training is also appropriate for senior staff that require knowledge and/or skills review.

**Outcome Objectives for Participants:**

Learning goals- Upon completion of this training session, participants will be able to:

1. Identify factors and conditions which indicate appropriateness/inappropriateness of closing an APS case.
2. Explain how aspects of the helping relationship affect the outcome of the case at termination.
3. Identify the essential elements needed in a case closure summary.
4. Recognize how grief and loss dynamics lead to APS professional stress at case closure and identify a personal method to relieve burnout.

**Transfer of Learning:** Ways supervisors can support the transfer of learning from the training room to on the job.

**BEFORE the training:**

Supervisors can encourage line staff to attend the training and help them identify particular strengths and/or challenges that they have had in closing cases in the past. Training participants can share these experiences during training.

**AFTER the training:**

Supervisors can read the training executive summary and instructions for out of class transfer of learning activity. Supervisor and training participant will then schedule a time to complete the activity together – at this point the trainees can share what specific skills they obtained from the training. If further staff involvement is available, trainees may present an overview of what was learned to other staff members to encourage collaboration and a culture of learning.