

# APS Leaders Institute

## Evaluation Part I: Key Performance Indicators & Qualitative Benchmarks



With so much change in the APS program in California, how can we be sure that what we are doing is making a difference? The federal government released the first ever proposed regulations for the APS program in September this year. In calling for comments, the U.S. Administration for Community Living stated "The proposed rule aims to improve consistency and quality of APS services across states and support the national network that delivers APS services, with the ultimate goal of better meeting the needs of adults who experience, or are at risk of, maltreatment."

Are you ready? Whether you have a Quality Assurance system in place currently or not, this workshop will help ground you in core principles of gathering information to inform your program performance and respond to future federal reporting requirements. Our panelists shared the Washington state experience at the 2023 NAPSA conference and it resonated with attendees from across the country, including participants from California counties.

This workshop will provide an overview of the history and structure of Quality Assurance (QA) work in Washington State as well as how key performance indicators may differ from qualitative benchmarks. Panelists will discuss considerations for QA process and question development, and will highlight how QA is being used to strengthen their APS program and processes.

### Learning Objectives

- Learn how and why Washington developed a statewide Quality Management System for their aging and long-term services
- Understand the structure and components of Quality Assurance
- Identify how QA can be incorporated or enhanced in your program

### [Presenter Bios](#)

### Meet the Panel

Laura Holloway is a Graduate of Saint Martin's University in Lacey Washington with a Bachelor's Degree in Psychology. Laura holds a Lean Six Sigma Green Belt in root cause analysis. She has been employed with Aging and Long-Term Support Administration (AL TSA) in various roles in the field and at headquarters for over 20 years. Currently she is the AL TSA Quality Assurance Administrator in the Office of the Assistant Secretary and is responsible for the monitoring and oversight of AL TSA's quality management system. She is experienced in



### VIRTUAL EVENT

**Date: January 24, 2024**

**Time: 9:00 a.m.-11:00 a.m. PT**

This course will be conducted remotely through **Zoom**. A link will be sent to participants a week before training.



### REGISTRATION

Please scroll down for the registration form. Complete and email to [apstraining@sdsu.edu](mailto:apstraining@sdsu.edu)

**Registration due date no later than January 10, 2024**



### AUDIENCE

This workshop is intended for all APS Managers and Adult Services Administrators

planning and developing Quality Assurance Process Reviews within ALTSA and is the subject matter expert in QA policy and federal and state audits.

Erika Parmelee is an experienced social worker who addresses new challenges by examining systems and questioning assumptions. Her current work with Washington State APS is specialized in utilizing quality assurance tools to identify process gaps. In examining the whole picture her goals include developing collaborations across systems and increasing transparency. She has a Masters of Social Work from the University of Washington and in her spare time is a student at Saybrook University working on her PhD in Integrative Social Work with a focus on gerontology.

## California County Moderator(s):

The Question and Answer session will be facilitated by representative(s) from county APS leadership.

## Workshop Agenda:

- Welcome and Housekeeping
- Panel Presentations – Erika Parmelee; Laura Holloway
- Panel Q&A- facilitated by Maria Loera, Riverside County
- Breakout Group Activity
- Debrief
- Closing and Evaluation

### Registration:

<b>Name:</b>
(Last) (First)
<b>Primary Job Assignment:</b>
(Manager, Program Specialist, Director, Other)
<b>E-mail Address:</b>
<b>County:</b>
<b>Program:</b>
<b>Phone #:</b>
<b>Cell #:</b>
<b>Additional Information:</b>
(Include special accommodations needed)

*Please email your completed registration to [apstraining@sdsu.edu](mailto:apstraining@sdsu.edu)*

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