APS Leaders Institute

Evaluation Part II: Turning Quality Measurement into Quality Improvement

APSWI
Adult Protective Services
Workforce Innovations

This is the second workshop of the evaluation series with presentations by leaders in Washington State APS and APS quality assurance (QA) systems. In January, the presenters walked through how to develop or enhance key performance indicators for your county programs. But what happens after that? How you will use the information is instrumental in how you communicate about the process with your staff and how your QA efforts will better support your teams through structural changes, training, and policy updates.

This is valuable as a stand-alone workshop! It delves deeper into Washington State's Quality Management System – the steps used to turn data into information and information into understanding and that understanding into action for improving the system. The presentation will cover differences between the symptoms of a problem and its causes, and how to address those "root causes."

Our *panelists* shared the Washington State experience at the 2023 NAPSA conference and their thoughtful approach toward quality improvement resonated with attendees from across the country. Our *moderators* will help tie the Washington experience to counties across California. Our *breakout sessions* will group counties with a mixed level of experience to share their goals, ideas and questions about quality assurance processes. Whether you have a QA system in place currently or not, this workshop will focus you on the fundamental goal – how to use QA to better meet the needs of adults who experience, or are risk of, maltreatment.

VIRTUAL EVENT

Date: April 16, 2024

Time: 9:00 a.m.-11:30 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

Registration due date no later than March 20, 2024

AUDIENCE

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

Learning Objectives

- Understand how Washington uses a Quality Management System for their aging and long-term services
- Learn how to ask questions to dig beneath the findings, or symptoms, to identify causes that can be addressed
- Identify how QA can be incorporated or enhanced in your program to support your staff

Presenter Bios

Meet the Panel

Laura Holloway, Quality Assurance Senior Administrator; Office of the Assistant Secretary; Aging & Long-Term Support Administration; Washington State Department of Social and Health Services

Erika Parmelee, MSW, ALTSA Quality Assurance Unit Manager for APS; Office of the Assistant Secretary; Aging & Long-Term Support Administration, Washington State Department of Social and Health Services

California County Moderators:

Maria Loera, Riverside County Adult Protective Services (APS) Policy and Quality Assurance Regional Manager

Tiffany Rowe, Butte County Department of Employment and Social Services, Assistant Director, Adult Services

Workshop Agenda:

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

Registration:

Name:	
(Last)	(First)
Primary Job Assignment:	
(Manager, Program Specialist, Director, Other)	
E-mail Address:	
County:	
Program:	
Phone #:	
Cell #:	
1. Does your county currently implement an APS Quality Assurance system? (a Yes/No response) 2. How long have you been in your current position?	
Additional Information:	
(Include special accommodations needed)	

Please email your completed registration to apstraining@sdsu.edu

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