APSWI
Adult Protective Services
Workforce Innovations

Critical Analysis in APS Casework

We create experiences that transform the heart, mind, and practice.

Academy for Professional Excellence

About Us

Academy for Professional Excellence | APSWI Adult Protective Services Workforce Innovations

Providing approximately 50,000 learning experiences to health and human services professionals annually, the Academy's mission is *to provide exceptional workforce development and learning experiences for the transformation of individuals, organizations and communities.*

APSWI, or Adult Protective Services Workforce Innovations, is a program of the Academy that provides innovative workforce development to APS professionals and their partners.



San Diego State University

SDSU College of Health and Human Services School of Social Work

The Academy for Professional Excellence is a project of SDSU School of Social Work. Funding is administered by SDSU Research Foundation.

SDSU Research Foundation

Purpose of Land Acknowledgement



The purpose of a land acknowledgement is to recognize the relationship of Indigenous peoples to the land. It is multi-faceted in it's meaning. It shows respect to the people of the land, to the land itself and to their relationship to one another. They are statements that recognize the dispossession from the land, the harm brought by colonial practices, beliefs and policies. They validate and recognize the continued presence of Indigenous peoples everywhere. Lastly, when offered in earnest and with sincerity, they are the first steps in reconciliation and healing.



Land Acknowledgement

National Deliveries

For millennia, hundreds of Tribal nations have been a part of this land. This land has nourished, healed, protected, and embraced them for many generations in a relationship of balance and harmony.

As members of the Academy community, we acknowledge this legacy. We promote this balance and harmony. We find inspiration from this land and its original inhabitants of this Nation.

Making a statement isn't enough. It is important that we share ways people can take action to support Native American people and land back efforts. This can involve researching and learning more about the indigenous communities of the lands you are on at Native Land Digital; returning artifacts and land to their appropriate tribal communities; working to protect and preserve the land, and much more.

For more information and resources, see our Land Acknowledgement page.

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Housekeeping & Introductions (In-Person)

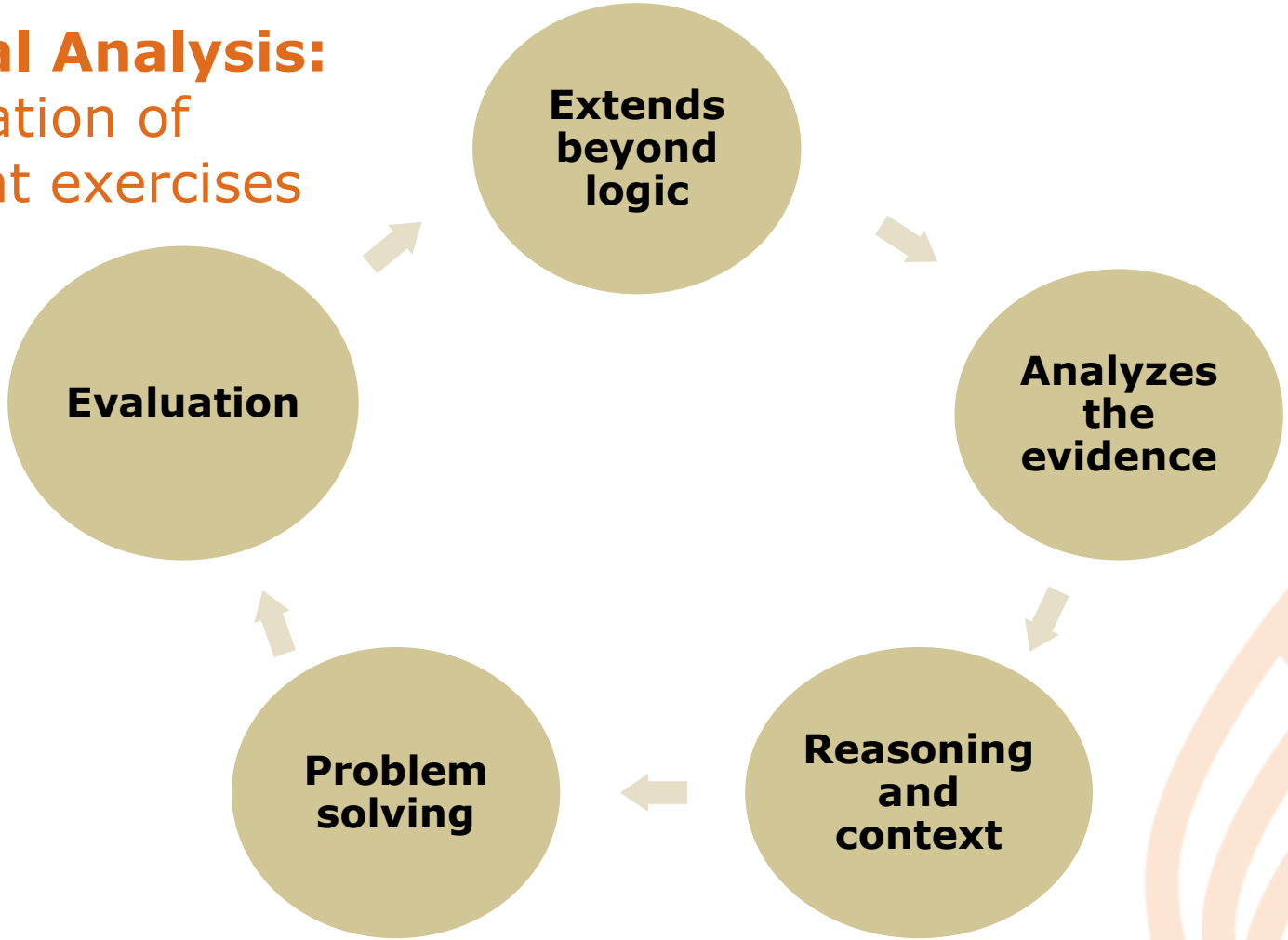


- Location of restrooms
- Set cell phones to silent/vibrate
- Schedule
    - Please return promptly from breaks and help us keep
      to the schedule
- Comfort breaks – please feel free to walk about or stretch throughout the day as needed
- Materials
    - PowerPoint Slides
    - Participant Materials
- Introductions
- Training Feedback

Learning Objectives

- Identify areas of APS practice where critical analysis is necessary for effective outcomes.
- Summarize five skills essential for enhancing critical thinking and analysis in APS practice.
- Apply components of critical analysis to scenarios that require resourceful problem solving, crucial decision mapping, and effective communication.

Critical Analysis: Application of thought exercises

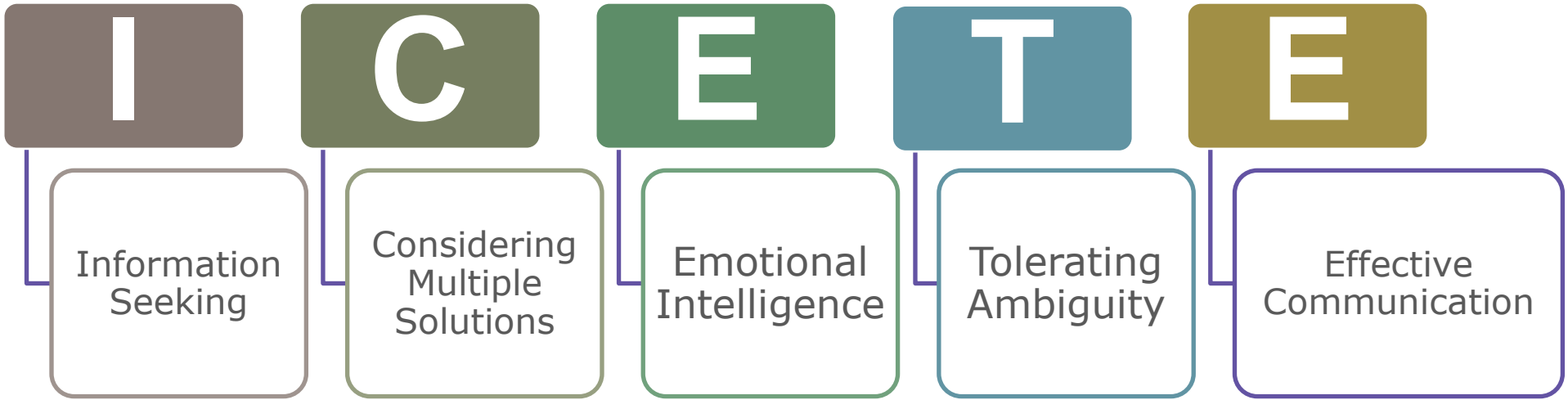


Critical Analysis

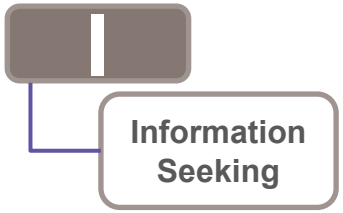
…does not seek the right answer, rather it allows one to determine the most beneficial, or conversely least harmful, pathway to address a presenting problem.

Critical Analysis Skills

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The “ICETE” acronym was created by Valerie Smith, LCSW, 2024. CONSULTING, ADVOCACY, AND THERAPEUTIC SERVICES, LLC, based on the work of Goleman, D. (2004); Hitchcock, D. (2017); Mathias, J. (2015)."



Information Seeking

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Referral

Interviews

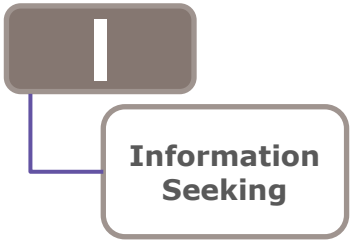
Observations

Documentation

Corroboration

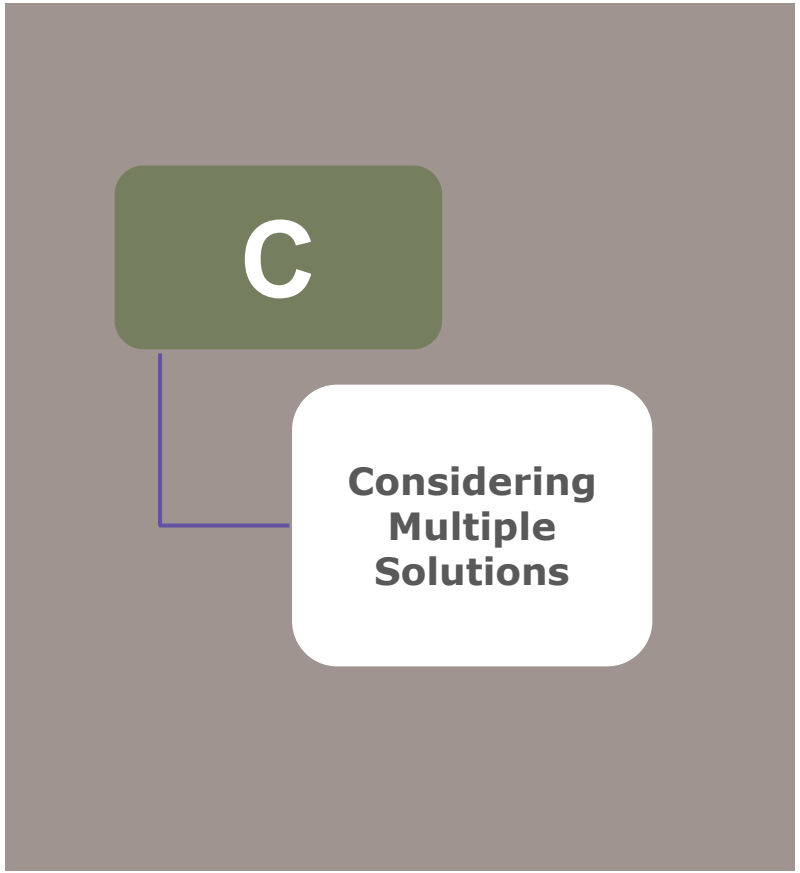
Collaterals

Interview and Investigation Skills



Open	Facilitates narrative style response
Closed	Allows ‘one or the other’ response
Probing	Exploration of statements
Multiple Choice	Provides a set of possible answers

*Watch this video



- Adopt a view that is counter to your beliefs
- Identify and address flaws in your thinking
- Multiple lenses allow for multiple potential solutions

Inversion Activity

Group	Topic 1	Topic 2
1	Public schools should be in session year-round, not taking a summer break	Persons over 90 years old, or with certain medical conditions, should not ever be allowed to drive.
2	Scholarship to play sports in college should be discontinued.	Breaching the confidentiality of an APS client by revealing the nature of an open investigation without the client's consent is unethical and should never happen during an APS investigation.
3	Voting age in the United States should be increased to 25	Due to their expertise with interviewing and intervening for persons experiencing a range of mental and physical crisis, APS professional with at least 2 years of experience in investigations should be included as qualified workers to write involuntary mental health (5150) holds.
4	Binge-watching media of choice is a healthy coping skill	Policy should be written to allow the identify and nature of the reporting party on an APS referral to be revealed to the APS client when requested.
5	Marching band members should receive PE credits in high school	Being assigned conservatorship means that adults should not be allowed to make any social or financial decisions independently.
6	Daylight savings time is effective and should be maintained in the US	All persons making a referral to APS must provide their full contact information and cannot make a report anonymously.
7	The US should phase out the use of the penny	Adult children of parents over the age of 60 should have a legal responsibility to ensure the safety and welfare of their parents.

Considering Multiple Solutions



C

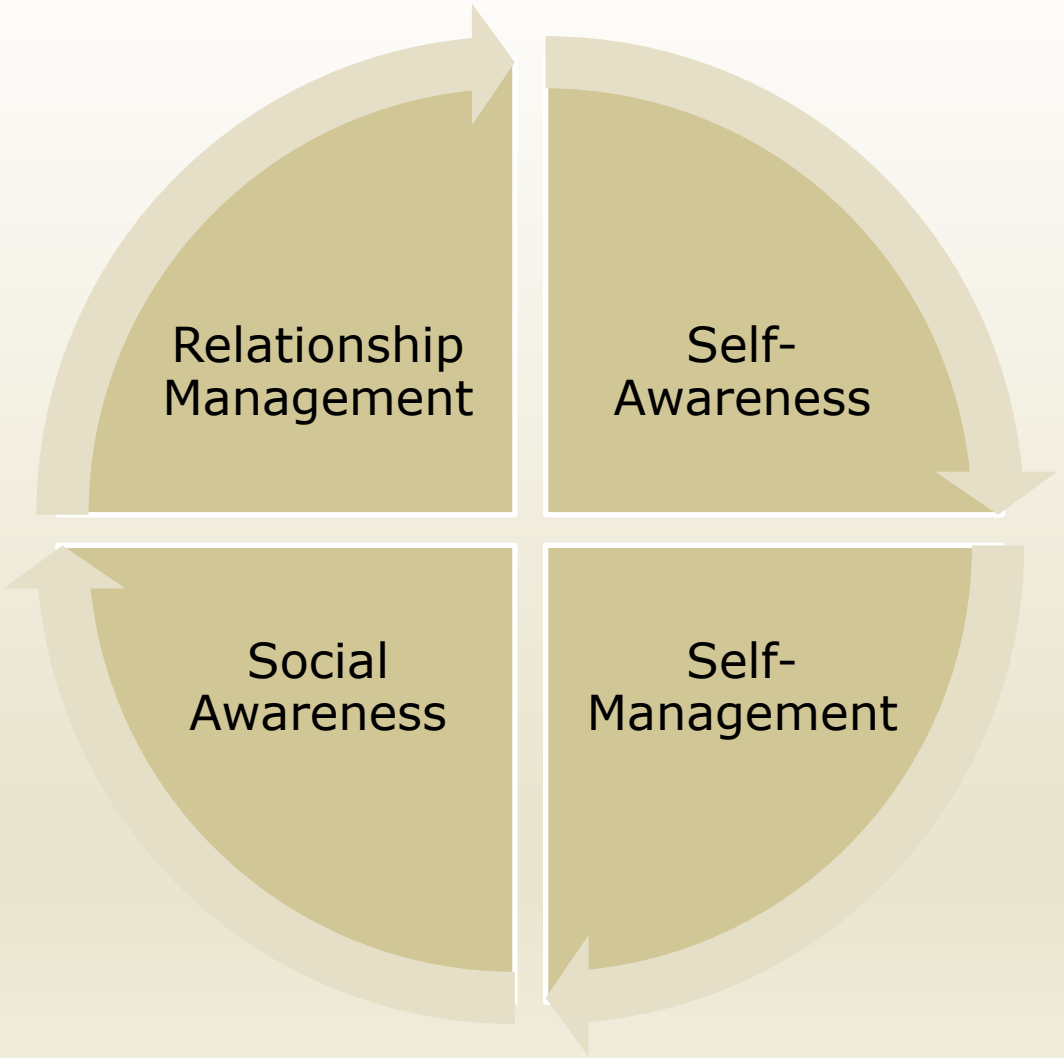
Considering Multiple Solutions

- Challenge biases
- Openly seek evidence
- Neutral truth-seeking

E

Emotional Intelligence

Emotional Intelligence



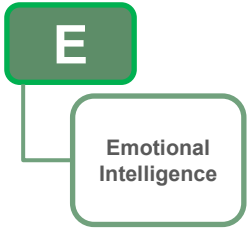
E

Emotional Intelligence

Self-Regulation

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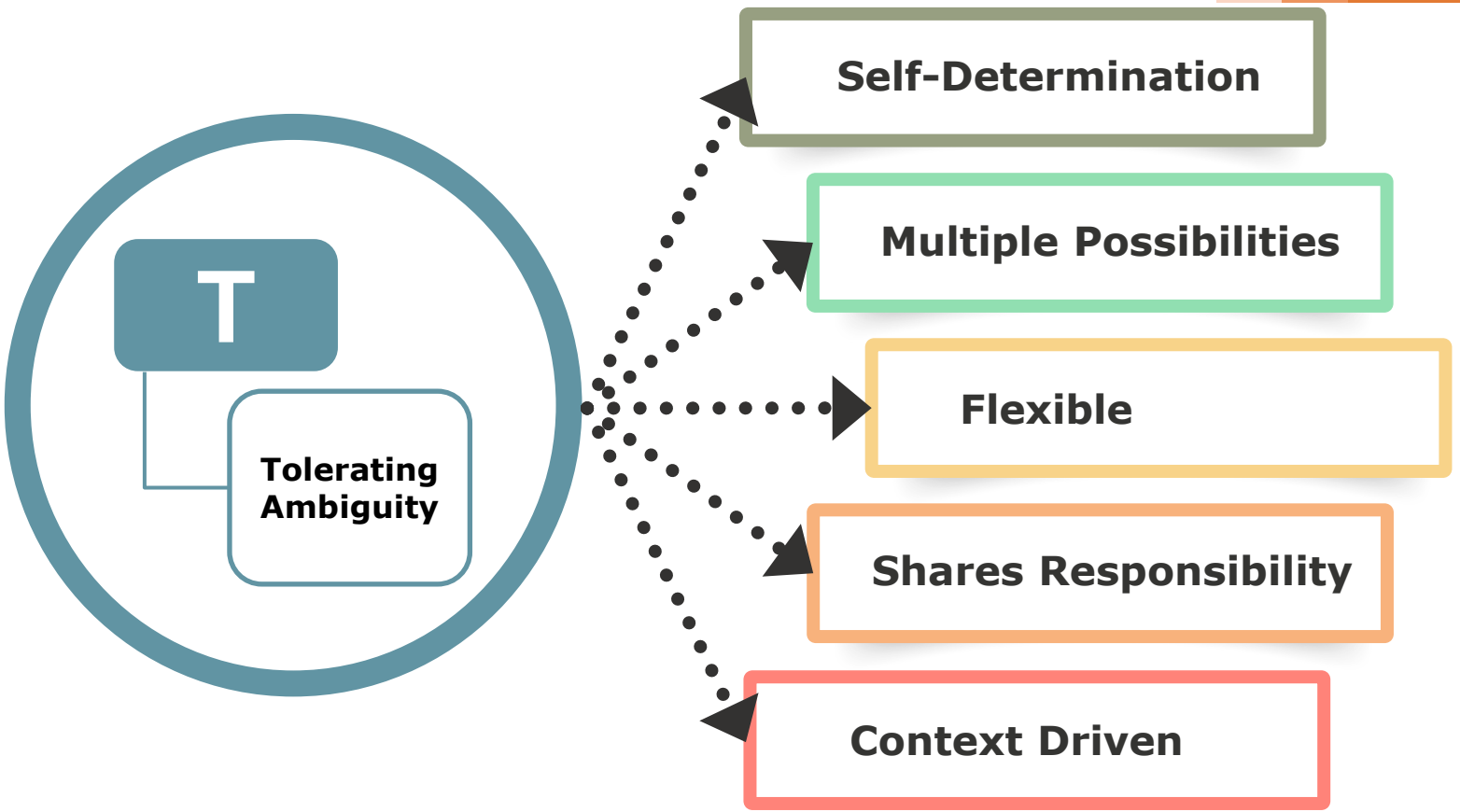
Identify the emotions involved	self-awareness
Determine ways to remain calm and focused	self-management
Consider the emotions of others involved	social awareness
Discuss strategies for professional and effective interactions	relationship management



Self-Regulation (2)

Identify the emotions involved	self-awareness
Determine ways to remain calm and focused	self-management
Consider the emotions of others involved	social awareness
Discuss strategies for professional and effective interactions	relationship management

Group	Scenarios
A	An APS professional conducting an unannounced home visit for the initial face to face with the client encounters a family member at the door who refuses to allow the APS worker inside the home.
B	An APS professional has gotten behind on their case notes, risk assessments, and closure summaries. They are feeling overwhelmed, unsure how to catch up, and new assignments just keep rolling in.
C	An APS professional working the intake line receives a call from a very distraught person making statements of suicidal intent. The person is difficult to engage because they are so emotional, and you are having trouble determining their current whereabouts.


T
Tolerating Ambiguity
Self-Determination
Multiple Possibilities
Flexible
Shares Responsibility
Context Driven

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T

Tolerating Ambiguity

Balancing APS duty with client rights



E

Effective Communication

- **Risks**
- **Interventions**
- **Stakeholders**
- **Goals**
- **Next steps**
- **Specific feedback**

Consultation	**Concise** **Clear** **Comprehensive**



Casework Under Review

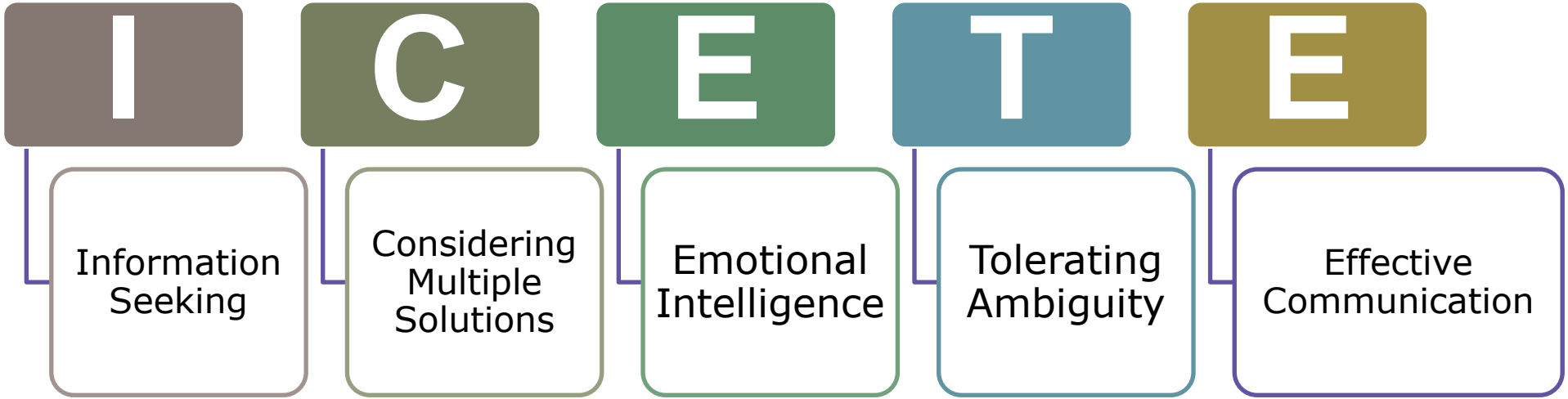
- Subpoenas from the court
- Law Enforcement request for records
- Internal Quality Assurance Practice
- Future cases open by different APS workers
- Critical Incidents
- Dissatisfied family or client

Applying Critical Analysis



Navigate ethical dilemmas through critical analysis

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Summary

- Critical analysis is the application of thought exercises
- APS intakes, investigations, risk assessments, service plans and findings are impacted through critical analysis
- Apply critical analysis to ethical dilemmas to identify multiple acceptable paths

Necessary skills for critical analysis in APS:

- **I**nformation seeking
- **C**onsider multiple solutions
- **E**motional intelligence
- **T**olerating ambiguity
- **E**ffective communication

P-I-E

Reflect and note:

- **P**riceless piece of information
  - What has been the most important piece of information to you today?

- **I**tem to implement
  - What is something you intend to implement from our time together today?

- **E**ncouragement you received
  - What is something that you already are doing and were encouraged to keep doing?



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Thank You!

We envision a world where
the quality of life for individuals, organizations, and communities
is transformed into a healthier place.

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