



**NAPSA TRAINING LIBRARY
YEAR ONE REPORT SUMMARY
OCTOBER 2004**

Sponsored by the National Center on Elder Abuse (NCEA), the National Adult Protective Services Association (NAPSA) contracted the REFT Institute, Inc. to assist in the development of a comprehensive library for Adult Protective Services (APS) training materials from January through September 2004.

Year One Accomplishments

During the first year of this project, efforts centered on three main components: 1) building a national training library for Adult Protective Services, 2) providing technical assistance for eligible individuals, and 3) developing and pre-testing a distance training module through a workshop in Colorado. A year-end report is presented at the Annual NAPSA National Conference in Maine.

NAPSA Training Library

Since January 2004, REFT has been developing the NCEA/NAPSA Training Library, a national training library for Adult Protective Services. On-going tasks included formulating process protocols, creating templates for TA request forms and logs for tracking activities, establishing materials on a website, configuring website links, collecting and accessing library materials and permissions for their use. Materials were reviewed and described in detail, with these descriptions posted on a website as they were completed.

The NAPSA Training Library currently contains 116 items, 79 of which have been reviewed and described. Sixty-six of these descriptions are currently listed on the NCEA website. Most Library materials are in the form of printed matter (58 materials), videos (30), or PowerPoint presentations (27).

The content of these materials was placed in seven major content area categories: 1) Abuse/Neglect/Exploitation (141 references), 2) Case Management (116 references), 3) Legal Matters (57 references), 4) General Information (44 references), 5) Training Techniques (42 references), 6) Health/Mental Health (40 references), and 7) Care Giving (32 references). The majority of the topics (224 of the 482 references) are addressed as intermediate level trainings geared toward APS professionals (105 references), medical personnel (50 references), or law enforcement (40 references). Multiple content areas are referenced in the same materials.

Technical Assistance

As of March 2004, REFT began handling technical assistance requests from qualified individuals seeking training materials, advice, or referrals. State-level Adult Protective Services (APS) and State Units on Aging (SUA) staff and their trainers were the first ones qualified to receive this service. Later, closely related non-profit personnel were also qualified to receive the service. Only three of the fifteen requests were made by nonqualified individuals. Requests came from a variety of groups (4 APS, 4 SUA, 4 nonprofits) from all corners of the nation, including 11 states and Washington D.C.

Specific content areas of requests included: 1) Abuse/Neglect/Exploitation, 2) Risk and capacity assessment, 3) Health and mental health issues, 4) Case documentation, 5) Public awareness, 6) Coalition building, and 7) Training techniques. In most cases, requests were fulfilled either by emailing or mailing materials to the requestor or through referrals to sources of materials, in particular videos.

Workshops

In Year One, REFT also created a training module on distance learning, titled “Reaching More Staff with Less Money.” This module, along with an overview of the NAPSA Training Library and a session on Prioritizing State Training Needs, was presented at the NCEA/NAPSA State Trainer’s Conference on July 16th in Denver, Colorado. Forty-five individuals from 21 states participated in the training module pre-test either on-site in Denver, or via audioconferencing from around the nation. The module offered an overview of teleconferencing (including audio, visual, and computer technologies), technology selection, and development and implementation of distance learning. It was refined based on feedback from Conference participants.

The revised module is available for review, pending final approval, at a workshop reviewing Year One experiences at NAPSA’s Annual National Conference.

Next Steps

REFT and NAPSA will continue to provide many of the Year One services, including further development of the NAPSA Training Library, providing technical assistance to those seeking training materials and other forms of assistance, refining the “Training and Technical Assistance” link on the NCEA website, and adding new items from the inventory.

To these continuing services will be added an emphasis on identifying core competency areas and supporting materials. Quality assessments will identify areas needing some or stronger training materials. These efforts will provide the foundation for gradually developing training materials to support standardized core competency training for Adult Protective Services professionals.