PSEM-18-07

April 17, 2018

**MEMORANDUM FOR DIVISION OF SENIOR & DISABILITY SERVICES HOME AND COMMUNITY SERVICES STAFF, CENTRAL REGISTRY UNIT, AND SPECIAL INVESTIGATIONS UNIT**

From: Kathryn Sharp Sapp, Bureau Chief 

 Division of Senior and Disability Services

 Adult Protective Services Policy Unit

Subject: Implementation of Specialized Adult Protective Services

We are about to embark on a journey that will enable specialization of Abuse/Neglect/Exploitation reports involving allegations that are criminal in nature from reports requiring protective services. Hotline reports with allegations criminal in nature will be investigated by the Special Investigations Unit (SIU), while reports requiring protective services will be assigned to Adult Protective Services (APS) staff in Region 5. This will allow APS staff to focus on social work by providing resources and support to eligible adults. On April 16, 2018, at 10:00 p.m., enhancements will be implemented within Case Compass to allow the Central Registry Unit to route reports in Region 5 to the respective specialized units. Communication between units throughout implementation is an essential component of teamwork as we pursue a common goal to protect those we serve.

The following policies will go into effect on April 16th for all hotlines within Region 5: 1701.10 – Philosophy; 1702.00 - Intake and Classification; and 1703.10 - Abuse, Neglect and Exploitation Reports. ***For the remaining regions, staff will continue to operate under existing policy.***

Specialized APS 1701.10: Philosophy

The Division’s Vision, Mission have been updated. Additionally, APS Mission has been incorporated into this policy which involves both the investigation of reported abuse/neglect/exploitation and the determination of whether protective services are needed. DSDS staff must work as a team to ensure the delivery of quality, ethical and holistic services.

Specialized APS 1702.00: Intake and Classification

During intake, a thorough interview must be completed to aid in determining if an adult meets the basic criteria of an eligible adult, as well if the concerns meet the criteria for an abuse/neglect/exploitation report or request. Gathering minimum required demographic information is necessary to assist field investigative staff in safely accessing the victim and identified subjects of the report in a timely manner.

The new intake and classification policy combines existing policies and expands instructions on gathering information at intake to assist staff in determining if call has met criteria to screen in an abuse/neglect/exploitation report. The revised policy specifies the minimum information required to be gathered in order to determine if the reported concerns meet the criteria for Abuse, Neglect, and Exploitation and whether the hotline report will be addressed by SIU, APS, or other entities. The policy also provides direction on how to determine routing of reports to either SIU or APS and clarification on determining priority response, Class I/II/III.

All hotline reports within Region 5, with the allegations of Financial Exploitation, Physical Abuse, Sexual Abuse, and Caregiver Neglect Medical will be investigated by SIU and all hotline reports with the allegations of Caregiver Neglect Non-Medical, Emotional/Psychological Abuse, Mental Health Crisis, Self-Neglect Medical/Physical, and Self-Neglect Environmental will be investigated by APS. SIU’s main focus will be investigating the Alleged Perpetrator, so in order to assess the needs of the eligible adult, a second report will be assigned to APS staff to ensure the health, safety, and wellbeing of the eligible adult when there are allegations of Physical Abuse, Sexual Abuse, and/or Caregiver Neglect Medical.

During implementation, CRU will be responsible for generating all intake, with the exception of field generated reports under the following circumstances:

1. When it is discovered in the field that there are allegations which are criminal in nature, APS staff shall use the New Intake Screen to create an INV report if there is not a current INV report already assigned to SIU or there is a new alleged perpetrator.
2. When it is determined in the field that a report meets the criteria for an ANE Class I/II/III report, SIU staff shall use the New Intake Screen to create an ANE Class I/II/III report if there is not a current ANE report already assigned to APS.

Safety concerns identified during the Statewide Continuous Quality Improvement meetings have been incorporated into 1702.00, including safety questions during intake to alert the field staff of identified safety concerns that are present in the home. Providing the field with the best information possible regarding worker safety concerns is and shall continue to be a priority.

Specialized APS 1703.10: Abuse, Neglect and Exploitation Reports

This new policy includes expected timeframes and actions required by APS staff when responding to these specialized reports. This policy incorporates the use of a safety plan to address the immediate needs of the eligible adult. Future system changes will eliminate the allegation findings “reason to believe/suspected/unsubstantiated” and replace with “valid/invalid.”

Assessing safety is a critical component of APS response. Safety refers to the likelihood of current and/or immediate harm. Staff will work in partnership with the eligible adult to complete their Safety Plan in addition to the Risk Assessment upon initial contact to address concerns relevant to their essential needs, feelings of safety within their home, ability to care for his/herself and a development of a plan to address any concerns.

APS Policy Manual Enhancements:

Existing APS policy as well as policies being utilized during the specialization will be available online. Region 5 APS staff will be responsible for following policies located and accessible on APS Manual via the “Specialized APS” button.



All APS policies and memos associated with the Region 5 Implementation will be accessible through the DSDS Resource page by clicking on the Adult Protective Services Staff Information to access the “Specialized APS” button.

Next Steps:

These policy enhancements, as well as changes to Case Compass in Region 5 will be evaluated throughout implementation to allow us to build on successes and address any areas that need improving prior to rolling out to other regions.

The Region 5 Implementation Team, comprised of Keven Nance APCW, Jennifer Brand APCW, Angie Cullifer APCS, Danielle McCartney APCS, Chrissie Sherman APCS, Matt Hoerr ARM, and Carey Boyer RM, have been meeting throughout the process to help shape policies and protocols. The team will continue to meet throughout the rollout of specialization to evaluate the system changes, policies, and practices.

KSS/av