

APSTARC

Adult Protective Services Technical Assistance Resource Center

enhancing
effectiveness of
APS programs

If it is not documented, it is not done.

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Disclaimer

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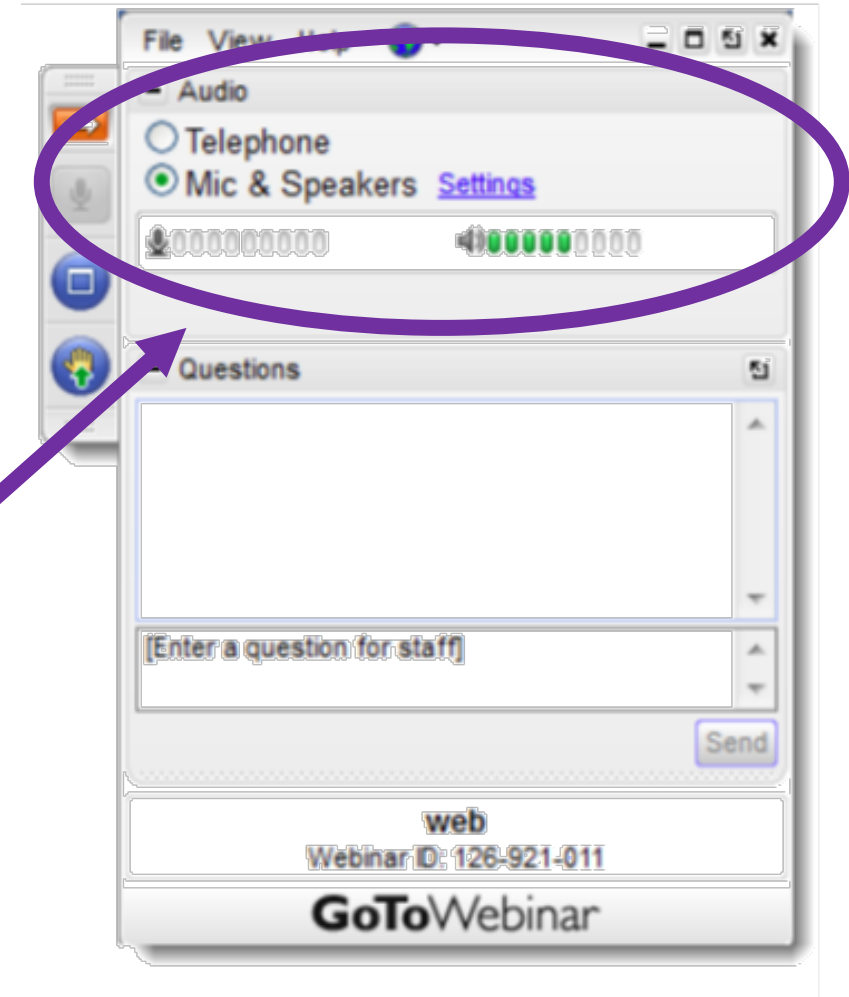
About the APS TARC

The mission of the APS TARC is to enhance the effectiveness of state APS programs by:

- Supporting federal, state, and local partners' use of data and analytics,
- Applying research and evaluation to practice, and
- Encouraging the use of innovative practices and strategies.

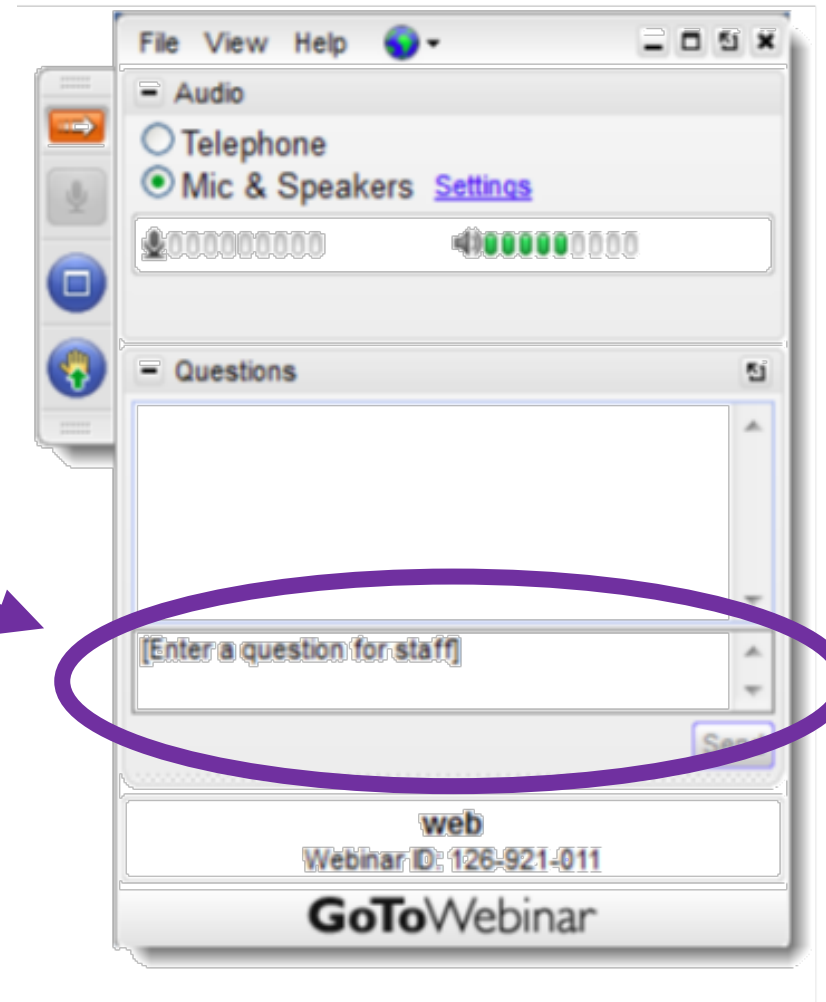
Housekeeping

- This session is being recorded and will be posted online at a later date.
- To connect to audio, please select either “Telephone” and dial the number provided or select “Mic & Speakers” to use your computer speakers.
- All participants are muted for this webinar.



Housekeeping

To ask a question or to make a comment, please use the “Questions” box on your GoToWebinar Control Panel.



Quick Attendee Poll

Which of the following do you identify the most with?

- Adult Protective Services Professional
- Other Social Services Professional
- Medical Professional
- Legal Professional
- Other

Our Speaker



Heather Stowe, PhD

Clinical Director

Department of Aging and Community Living

Government of the District of Columbia

Learning Objectives

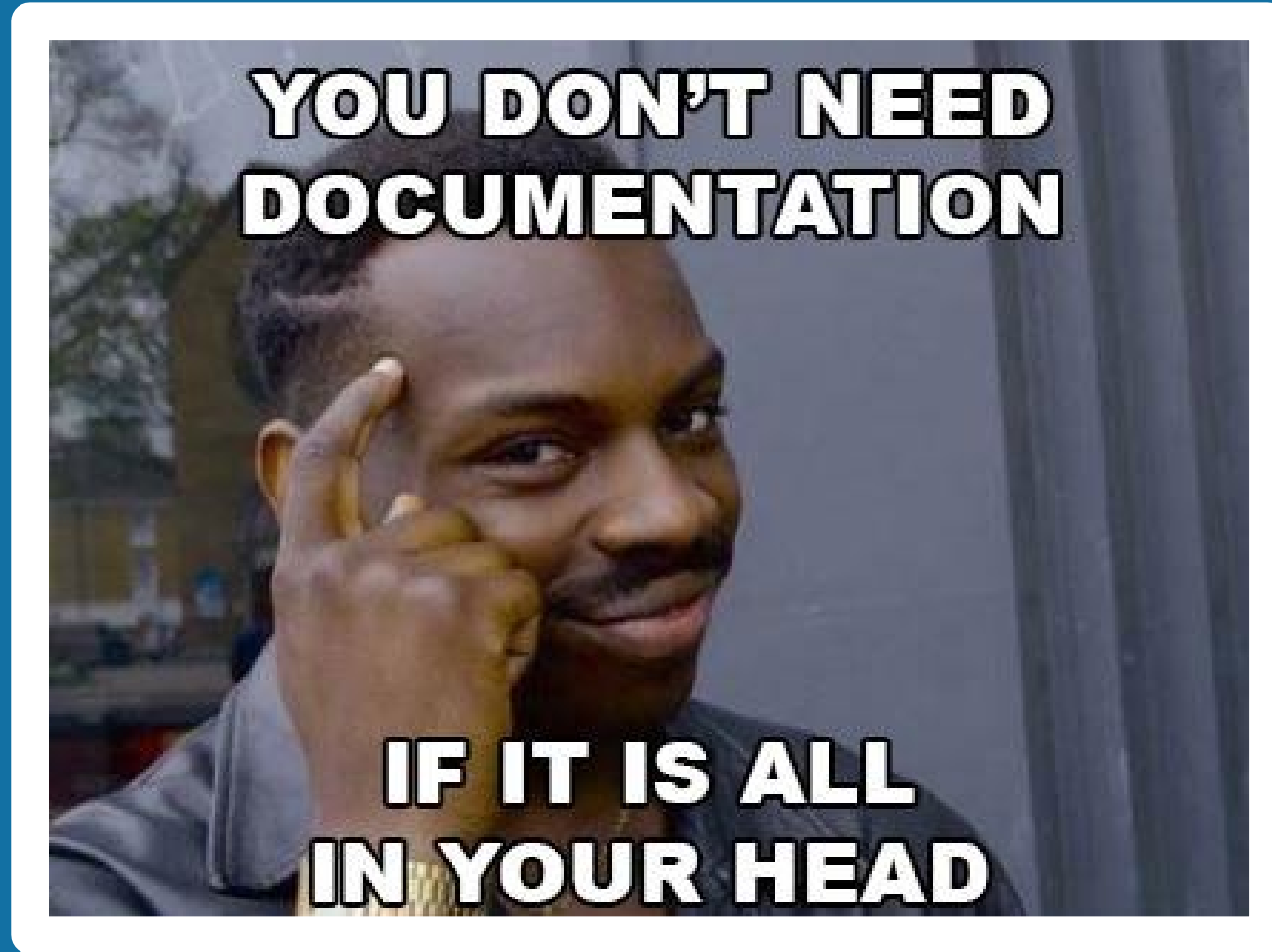
By the end of this presentation, participants will be able to:

Explain the rationale for applying critical thinking skills into case practice documentation by using specific format.

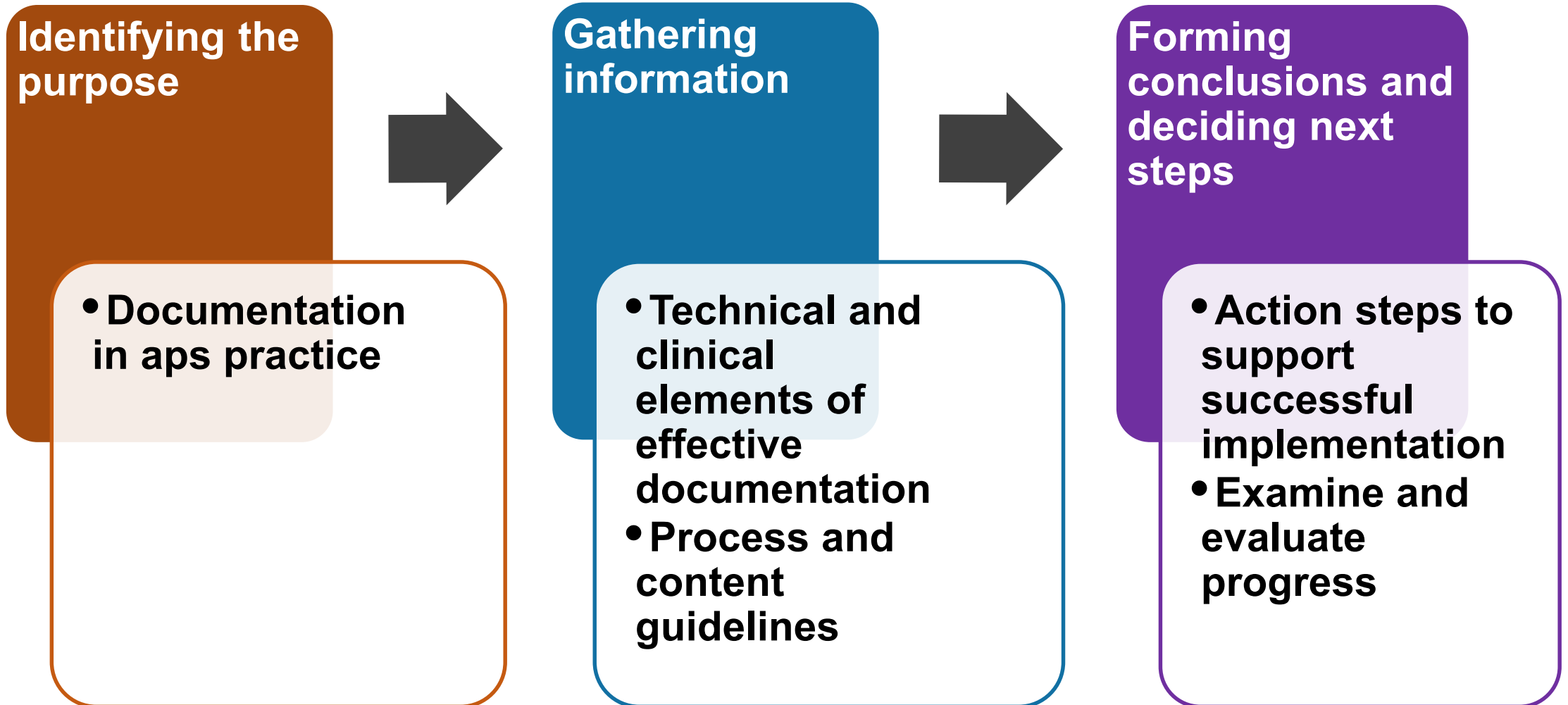
Outline the process and content guidelines for documenting case practice activities including client contacts, visitation, assessment, case planning meetings, supervisory sessions, and case staffing.

Demonstrate the clinical and technical knowledge and skills needed to write, review, and critique case documentation illustrative of effective and reflective case practice.

Why Document?



Session Agenda



Purpose of Documentation

Capture relevant data – safety, risk, protective capacities

Demonstrate critical thinking & clinical skills in case practice

Evaluate progress toward case closure

Evaluate effectiveness & relevancy of service plan components

Ensure continuity in case practice

Purpose of Documentation

Provide written evidence in court testimony

Justify recommendations & referrals for service

Prompt effective and reflective practice

Identify patterns across individual team & collective agency practice

Promote internal oversight, monitoring, & corrective action

Ethical Considerations

National Association of Social Workers NAPSA Code of Ethics

**Documentation
standards in social
work practice**

**Standards for case
management
record keeping**

**Standards for
supervision**

Policy & Legal Considerations

Federal, State and Local Guidelines

APS Standards

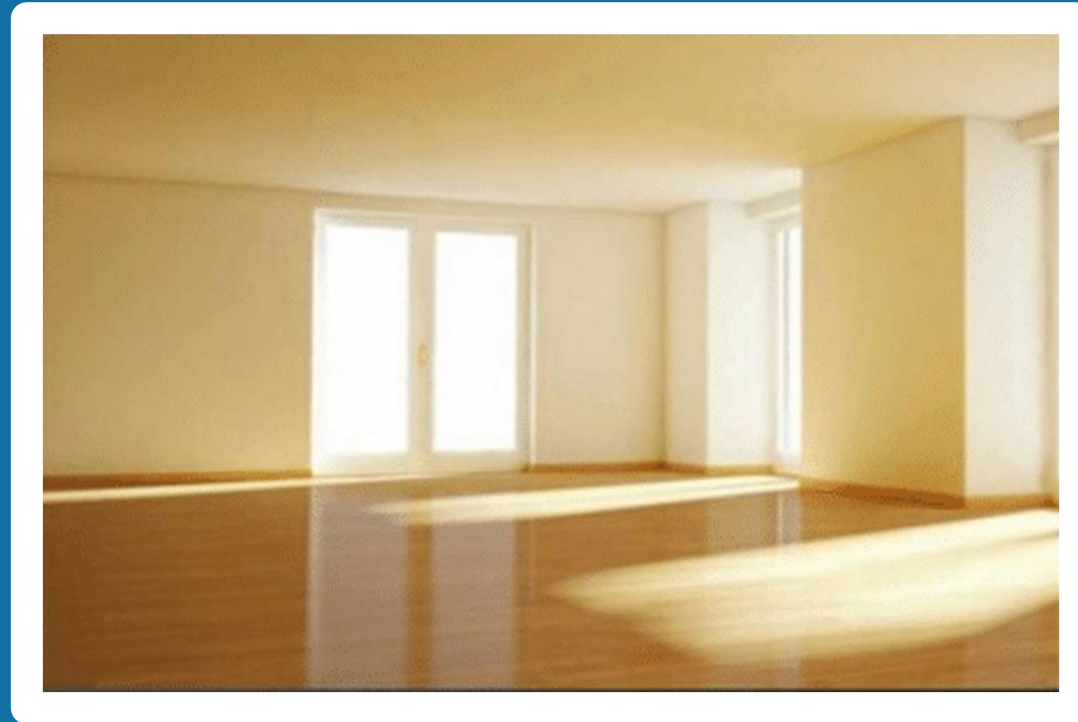
**Litigation
Outcomes,
Indicators, Exit
Standards**

PROFESSIONAL ACCOUNTABILITY

- Quality documentation prompts impactful clinical practice
- Reflects the values, principles, and skills embedded in sw practice model

Identifying And Gathering The Information

Home-Visiting



...and you're suspicious that
they were expecting you

Technical and Clinical Elements

Objective

Statements are just and reasonable and without expressing bias or prejudice

Accurate

Statements are precise and truthful

Clear

Reader will comprehend the meaning without having to interpret jargon or ambiguous phrasing

Technical and Clinical Elements

Descriptive

Statements are just and reasonable and without expressing bias or prejudice

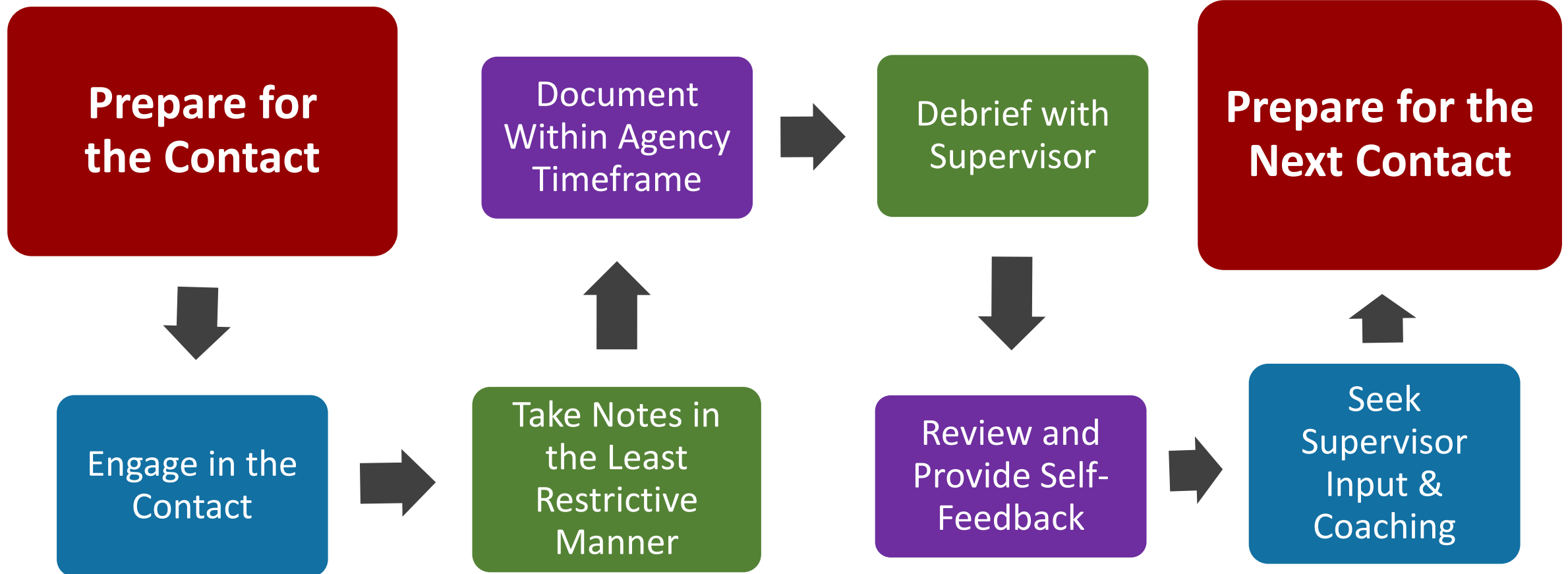
Relevant

Statements are precise and truthful

Concise

Reader will comprehend the meaning without having to interpret jargon or ambiguous phrasing

PROCESS OF DOCUMENTATION



Types Of Documentation

What practice activities, contacts with clients, collaterals, and caregivers ought we document?

Documentation Formats

SOAP

- Subjective-Objective-Assessment-Plan

SOAIGP

- Supplementary Info-Observations-Activities-
Impressions-Goals-Plan

PCAP

- Purpose-Content-Assessment-Plan

Purpose-Content-Assessment-Plan (P.C.A.P.) Format

Purpose

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graph TD; Purpose[Purpose] --> Content[Content]; Content --> Assessment[Assessment]; Assessment --> Plan[Plan];
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Content

Assessment

Plan

Purpose

- A brief statement of the purpose of the contact and sought out objectives.
- The context of initial and ongoing concerns related to safety and risk

“The purpose of this visit is to gather information to complete the SDM assessment.”

Content

- Objective information regarding the who, what, where, and how of the contact
- Worker's efforts to engage and partner with the client
- Actions taken to ameliorate initial safety concerns and newly emerging concerns
- Information gathered related to formal and informal assessment
- Relevant referrals, services, resources, and formal intervention

Content

- Progress toward behavior changes needed to achieve safety, safe case closure, and enhanced resilience
- Client's reports and worker's observations of progress towards service plan components
- Safety, strengths, and assets of the client, caregiver, and extended network that address barriers to outcomes identified in the case plan
- Next step strategies identified to promote progress toward services and case plan goals

Assessment

- Overall impression of the contact with the client, including analysis of motivation, capacity, and progress toward overall goals
- Analysis of information gathered regarding safety, protective capacities, strengths, danger, risk, and complicating factors impacting safety and stability
- Working hypothesis about underlying conditions, causal and contributing factors getting in the way of optimal functioning

Assessment

- Recommended strategies to address ongoing concerns identified including action steps to leverage strengths into protective capacities that mitigate danger and reduce risk
- Clinical interpretation of information gathered for assessment and the implications for case planning
- Rationale for decisions made throughout the life of the case

Plan

- Next steps to address information gathered during the contact and to promote goal attainment/safe case closure.
- Specific actions that worker, client and caregiver/network will do to establish safety and promote safe case closure.
- Expectations regarding action steps/timeframes and accountability.

Implementation Considerations

What are we worried about?



[Empty orange rounded rectangular box for notes]

What is working well?



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Clinical Knowledge & Skills

Quality documentation includes the following elements that reflect the worker's integration of critical thinking with clinical knowledge and skills:

Identify the behaviors and conditions that need to change

Target the underlying conditions and contributing factors that create and sustain those behaviors and conditions

Represent the information contained in the analysis and integration of the assessment

Describe the specific outcomes that, once achieved, will resolve the issue

Describe specific strengths that can be used to support change achievement of specified outcomes

**HOW LONG DOES IT TAKE A
SOCIAL WORKER TO CHANGE A
LIGHTBULB?**

**10 SECONDS TO DO IT, THEN 3
HOURS WRITING THE CASE NOTES
AND ASSESSMENT JUSTIFYING
THE NEED FOR INTERVENTION**

Prompt for Best Practice

Prepare and plan for the contact –purpose and agenda



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graph TD; A[Prepare and plan for the contact –purpose and agenda] --> B[Engage the client around the agenda and seek feedback]; B --> C[Assess, reassess, address concerns regarding referral reason]; C --> D[Assess and address barriers to progress toward services and safe case closure]; D --> E[Conclude visits with summary statements and clear plans for next steps.];
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Engage the client around the agenda and seek feedback

Assess, reassess, address concerns regarding referral reason

Assess and address barriers to progress toward services and safe case closure

Conclude visits with summary statements and clear plans for next steps.

Reflective Practice Implications

Social worker

- Review and critically examine their practice
- Provide internal feedback and self-coaching
- Identify strategies for improvement
- Re-examine practice

Supervisors, administrators, program managers, and leadership

- Critically examine and identify trends across worker, team, administration, agency practice
- Inform supervisory needs, administrative needs, training needs, service needs, and cross-system advocacy agenda

Self Coaching on the Technical Elements

Writing Skills Questions

- Did I plan what to write?
- Did I remain focused by including only relevant information in concise manner?
- Did I remain objective by recording facts accurately & connect clinical analysis upon the factual information gathered?
- Was I clear avoiding jargon and judgmental language?
- Did I document details of the contact to provide a descriptive summary?

Self Coaching on the Clinical Elements

Purpose

- Is there a concise statement of purpose of the contact?
- Does the purpose reflect the context of my involvement with the client at this stage in the life of the case?

Content

- Does the documentation include the necessary and relevant content?
- The agenda topics, new information gathered, assessment of information gathered, and progress toward safe case closure?
- Connection to bottom lines around safety and progress toward service and case plan?

Self Coaching on the Clinical Elements

Assessment

- Does the documentation reflect my analysis of underlying conditions and factors driving functional impairment?
- Identified strategies to leverage strengths to overcome barriers to progress?
- Demonstrate the critical thinking skills i used to integrate information gathered to assess progress toward the targeted behavior changes?
- My clinical impression of client's motivation, capacity, and opportunity to demonstrate the targeted behavior changes needed to achieve service and case plan goals?

Plan

- Does the documentation identify actionable next steps that the clients, caregivers, team members, and i will do to address barriers and promote progress toward service and case plan goals?

Supervisory Consultation & Coaching

Purpose

Brief statement of the purpose of the supervisory consultation, and context of adult protective services activities being addressed

Content

The process, activities, and topics addressed during the session

Assessment

Current assessment of worker's depth of clinical knowledge and skills related to the core practice competencies of engagement, assessment, case planning, and critical decision-making needed to promote safety, and resiliency

Plan

Next steps to address information gathered and assessed during the session and promote development of reflective adult protective services practice

Questions?



Contact Us

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