

APSTARC

Adult Protective Services Technical Assistance Resource Center

enhancing
effectiveness of
APS programs

Using Standardized Tools in APS Case Management and Supervision

August 24, 2021

Rachel Lakin, APS Administrator, New Hampshire Department of Health and Human Services

Maxine Stevenson, APS Trainer, Texas Department of Family and Protective Services

Zach Tarver, APS Training Developer, Texas Department of Family and Protective Services

Melissa Vongsy, Program Consultant, Minnesota Department of Human Services



Disclaimer

The National Adult Maltreatment Reporting System (NAMRS) and the Adult Protective Services Technical Assistance Resource Center (APS TARC) are a project of the U.S. Administration for Community Living, Administration on Aging, Department of Health and Human Services, administered by the WRMA, Inc. Contractor's findings, conclusions, and points of view do not necessarily represent U.S. Administration for Community Living, Administration on Aging, Department of Health and Human Services official policy.

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.

Peer to Peer Calls

Have you ever wished that you could tap into the expertise of other APS workers, supervisors or state administrators who are struggling with the same issues and concerns that you deal with daily? The APS TARC provides Peer to Peer calls for workers, supervisors and managers/state administrators.

- **Workers' Call:** The 2nd Wednesday of each month
- **Supervisors' Call:** The 3rd Wednesday of each month
- **Administrators'/Managers' Call:** The 4th Wednesday of each month

Register via the link sent out at the end of each month by the APS TARC or email us in order to receive the registration link!

Housekeeping

- Handouts/Slides are available for download in the "Handouts" section of your webinar control panel. You may download them at any time.
- Please use your computer speakers to access audio for this webinar. Please make sure the speaker volume is adjusted to your desired volume.
- If you experience audio problems due to internet connection speeds or hardware issues, we recommend exiting the webinar and re-entering.

Housekeeping

- You may ask questions of our presenter at any time by typing them in the "Questions" box. We will relay as many as we can to the speaker when we pause for questions.
- This webinar is being recorded and all registrants will receive an email when the recording is made available on the APS TARC website.
- All attendees will receive an automatically generated email approximately 24 hours after the webinar ends with a link to a certificate of attendance.

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 Speakers



Melissa Vongsy

Program Consultant, MN DHS



Rachel Lakin

APS Administrator, NH DHHS



Maxine Stevenson

APS Trainer, TX DFPS



Zach Tarver

APS Training Developer, TX DFPS



Melissa Vongsy, LSW | Program Consultant, MN DHS
Adult Protection Unit



MN Standardized Decision Tools

[MN Vulnerable Adult Act 626.557](#)

Requires adult protective services (APS) to use standardized tools

- Emergency Adult Protective Services (EPS) Standardized Intake Tool
- APS Intake Assessment Tool
- Initial Safety Assessment
- Strength and Needs Assessment/Reassessment
- Final Safety Assessment

EPS Standardized Intake Tool

Guides APS worker in decision on if the vulnerable adult is in need of immediate (24 hour) adult protective services

- Completed as soon as possible, but no later than 24 hours from receiving the Minnesota Adult Abuse Reporting Center (MAARC) EPS notification or the request for EPS from another lead investigative agency (LIA)
- Guides APS worker on if the vulnerable adult meets policy criteria for emergency services
- Supervisor reviews and approves/denies decision

APS Intake Assessment Tool

- Provides consistent statewide policy guidance for decision on which clients referred should be accepted for adult protective services
- Intake screening decision
 - Policy and Discretionary Overrides
- Assigns response priority: 24 or 72 hours
- Supervisor reviews and approves/denies decision

Initial Safety Assessment *(slide 1 of 2)*

- Help assess whether VA is likely to be in danger of serious harm
- Identifies priority safety interventions
- Identify VA's values and what is important to *them* regarding their general safety and current danger factors identified
- Develop a safety plan with the VA and support person that addresses what is important to the VA and their safety

Strengths and Needs Assessment/Reassessment

Systematically identifies critical client and primary support person service needs and helps guide service planning

- Ensures that all workers consistently consider each strength and need of the client (and the support person, if applicable) in an objective format when assessing need for services
- Provides an important service planning reference for workers and supervisors
- Serves as a mechanism for monitoring service referrals made to address identified problems and is a basis for safety planning

Safety Plan

- Completed for all VAs which are identified in the safety assessment as conditionally safe or unsafe
- Incorporates
 - Safety assessment
 - Strengths and Needs assessment
- Engages the vulnerable adult and support person
- Supervisor reviews and approves/denies the plan

Final Safety Assessment

- Assists in determining if case closure is appropriate based on current danger factors impacting the vulnerable adult's current safety level.
 - Safe
 - Conditionally Safe
 - Unsafe
- Supports APS worker in considering client engagement before case closure
- Supervisor reviews and approves/denies case closure when the VA is conditionally safe or unsafe

Evaluation of MN APS Standardized Intake Decision Tool

- Federal grant to Enhance State Adult Protective Services
- Contract to evaluate the tool outcomes for statewide consistency and equity in service outcomes for vulnerable adults
- Evaluation did not evidence that the tool is being used as intended

Contact:

Email: dhs.adultprotection@state.mn.us

651-431-2609

Website: <http://mn.gov/dhs/>



NH Adult Protective Services

Rachel Lakin, APS Administrator



dhhs

New Hampshire Department of
HEALTH AND HUMAN SERVICES

So Many Questions

- Should the report be investigated?
- What type of report is it?
- How urgent is the situation?
- Is the alleged victim safe?
- Will the case come back?
- How is the case plan devised?
- When do I close a case?
- How often should I see my client?





- Consistency and uniformity
 - Modernization of APS
- Provided data / information about APS-useful for informing public officials, etc.

The Assessments

- Intake
- Safety
- Risk
- Strengths and needs



Outcome

What it helps to accomplish

- Consistency
- Uniformity
- Training

What it does not do

- Does not help with determinations
- Does not help with assessing other areas – vulnerability, guardianship, cognition, etc.



THANK-YOU

Rachel G Lakin

rachel.lakin@dhhs.nh.gov

(603) 271-9092

dhhs

New Hampshire Department of
HEALTH AND HUMAN SERVICES



Using standardized tools to benefit Supervisors

Texas APS



TEXAS
Department of Family
and Protective Services
Adult Protective Services



Maxine Stevenson



Zach Tarver

Texas APS Overview

- Texas uses a statewide computer system called IMPACT.
- The standardized tools in IMPACT are captured in Data Warehouse and quality assurance (QA) systems
- All levels of staff have access to data warehouse and QA
- Data can be pulled on a State/Region/Unit/Individual level



TEXAS

Department of Family
and Protective Services

Adult Protective Services

Data Warehouse

- As the staff complete the standardized tools the information is collected by the Data Warehouse
- Data is reviewed to identify trends for deeper analysis.
- Data is recorded when the tools are completed.
- Data helps identify policies & procedures that need reinforcement for better outcomes.



TEXAS

Department of Family
and Protective Services

Adult Protective Services

Quality Assurance (QA)

- Texas QA staff review a random sampling of completed cases from all APS specialists.
- The completed cases are reviewed for policy compliance and scored.
- The scores are used to provide insight into policies that need to be reviewed.
- Supervisors can then use past QA scores to help them identify areas of correction in future cases.



TEXAS

Department of Family
and Protective Services

Adult Protective Services

Knowledge is Key

- We have Data Analysts that help filter this information down to the supervisors.
- Having access to the Data Warehouse and QA, allows Texas APS to identify areas that need improvement and track progress.



TEXAS

**Department of Family
and Protective Services**

Adult Protective Services

Thank You

- Maxine Stevenson
maxine.stevenson@dfps.texas.gov
- Zach Tarver
john.tarver@dfps.texas.gov



TEXAS
Department of Family
and Protective Services
Adult Protective Services

Questions?

Contact Us

Web: <https://apstarc.acl.gov/>
Email: apstarc-ta@acl.hhs.gov

Social Media

Facebook: <https://www.facebook.com/APS-TARC-1130861870413033>

Twitter: <https://twitter.com/apstarc>

LinkedIn: <https://www.linkedin.com/company/14041578/admin/>