

# APSTARC

Adult Protective Services Technical Assistance Resource Center

enhancing  
effectiveness of  
**APS** programs

## Promising Practices Spotlight: Focus Care Coordination and Elder Advocates

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# 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

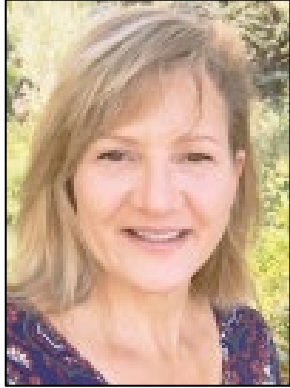
# Quick Attendee Question

Using your “Questions” box, let us know:

- What are you hoping to learn from this webinar?



# Our Speakers



## **Deedra Hunt**

Program Specialist

State Manager of Adult Protective Services

Idaho Commission on Aging



## **Erin Salvo, JD**

Associate Director – Adult Protective Services

Maine Department of Health and Human Services

Office of Aging and Disability Services

# Idaho Commission on Aging Adult Protective Services

Six Planning and Service Areas covering 44 Counties with 19 staff.



AAA I - 3 APS Staff

AAA II - 2 APS Staff

AAA III - 8 APS Staff

AAA IV - 2 APS Staff

AAA V - 2 APS Staff

AAA VI - 2 APS Staff

# IDAHO ADULT PROTECTIVE SERVICES

Abuse



Exploitation

Neglect

Self-neglect

Idaho Commission on Aging (ICOA) began the “Adult Protective Services (APS) Expansion Project” in order to find the most effective APS delivery model for Idaho.

## **An Ideal Idaho APS Model will:**

- >Be specific to Idaho’s rural needs
- >Provide for early prevention
- >Inform crisis interventions
- >Coordinate a multi-disciplinary approach to response

# APS - Focus Care Coordination (FCC)

Idaho APS - FCC strengthens the support network for vulnerable adults at high risk of maltreatment and increases collaboration between APS and community partners. Together we provide a stronger system of support.

## **FCC Phase - One, Two, Three**

Phase 1 - Transition

Phase 2 - Tryout

Phase 3 - Transfer of Care

# FCC Facts

## Client Facts Reported

- Ave Age: 77
- Gender: 50/50 M/F
- 55% Disability
- 42% Behavior Health Diagnosis
- 43% Living Alone
- 25% Living in Rural Area
- 27% Military Veterans
- 71% Homebound

## \*Alleged Maltreatment

- Abuse: 20%
- Exploitation: 12%
- Neglect: 29%
- Self-Neglect: 68%

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\*Multiple allegations per case are possible

# THANK YOU

**Deedra Hunt**

Idaho State Manager of Adult  
Protective Services

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# Maine Adult Protective Services Structure

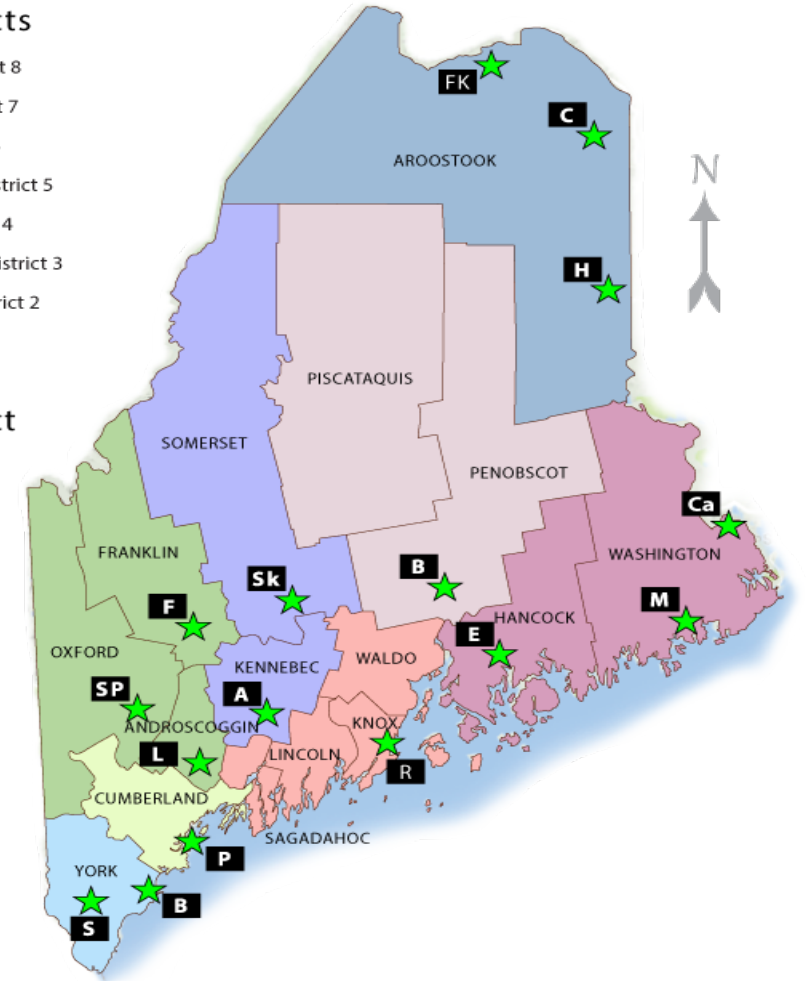
- State-administered program serving incapacitated and dependent adults in all settings
- Central Intake unit; 50 investigation caseworkers; 8 investigation supervisors
- Maine APS also administers the State's Public Guardianship and Conservatorship program, serving as public guardian/conservator for approximately 1,300 adults

## DHHS Districts

- Aroostook District 8
- Downeast District 7
- Penquis District 6
- Central Maine District 5
- MidCoast District 4
- Western Maine District 3
- Cumberland District 2
- York District 1

## ★ DHHS District Offices

- FK Fort Kent
- C Caribou
- H Houlton
- Ca Calais
- M Machias
- B Bangor
- E Ellsworth
- Sk Skowhegan
- F Farmington
- R Rockland
- A Augusta
- SP South Paris
- L Lewiston
- P Portland
- B Biddeford
- S Sanford



# Maine Adult Protective Services Elder Service Connections Program

2018 APS Enhancement Grant – Pilot Program

Development and  
Planning

Implementation

Analysis

COVID Response & American Rescue Plan Grants



# Maine Adult Protective Elder Services Connection Program

## Key Features

- “Warm handoff”
- Flexibility and client-focused approach
- Program exclusive to APS clients
- Open communication



# Maine Adult Protective Services Elder Services Connection Program

Average client age: 74

195 clients engaged in the initial pilot program

(July 2019 – June 2021)

Over 150 clients engaged in expanded program to date

(June 2021 – present)

# Maine Adult Protective Services

Thank you

Erin Salvo

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Office of Aging and Disability Services

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# Q&A

- What are the next steps for your project?
- Any lessons learned? Challenges? Surprises?
- Words of wisdom?
  
- Participant questions?

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