Notice of Instruction

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Notice of Instruction Number 032122: APS Manual eCIRTS Updates

TO: PSA 6 SGR Providers

FROM: Abbie Walters, Senior Contract Manager

DATE: March 21, 2022

SUBJECT: APS Referrals Operations Manual eCIRTS Updates

The purpose of this notice is to disseminate the updated Adult Protective Services (APS) Referrals Operations Manual. With the migration from the Client Information and Registration Tracking System (CIRTS) to the enterprise Client Information and Registration Tracking System (eCIRTS), some updates are required to the APS Referrals process.

APS Referrals Operations Manual Updates

All references to CIRTS have been updated to eCIRTS.

Number 35, "Service Delays/Refusals," has been updated to reflect the tabs in eCIRTS. This section is replaced with the following:

Service Delays/Refusals

35. Within 31 days of receipt of a high-risk referral, if the person being referred refuses to be assessed or refuses one or more of the services needed to resolve the crisis, or if there is a delay in service provision for reasons beyond the control of the service providers, the CCE Lead Agency will do the following:

- Contact the APS investigator within 24 hours of the refusal/delay if the 24-hour period occurs during business hours; otherwise, contact APS the next business day, to discuss the situation and determine the next best course of action;

- Add a new client on the Demographic screen in eCIRTS, which requires only minimal demographic information (if the person referred refuses to be assessed);
- Create an entry in the Activities tab in eCIRTS if case management services were provided. Set the Service to "Case Management" with the appropriate date and number of units;
- Enter in the eCIRTS Activities tab the reason for the refusal or delay in service provision for high-risk referrals. Set the Program to NDP and set the Service using the most appropriate code listed below:
  - CLDC - Consumer deceased
  - CLDS - Consumer delayed services
  - CLRF - Consumer refused services
  - CLUV - Consumer unavailable
  - PLAF - Consumer placed in ALF
  - PLFM - Consumer placed with family
  - PLHS - Consumer placed in hospital
  - PLNH - Consumer placed in nursing home
- Set the number of units to one;
- Set the Start Date in eCIRTS on the Activities tab to the date the delay or refusal was identified;
- Set the Staffing Date field on the Aging Network tab in ARTT to the date the situation was discussed with the adult protective investigator or adult protective investigator supervisor; and
- If the individual is temporarily institutionalized, the intake entity will work with DCF to discuss changes to the individual's service needs upon return to the community.

Please keep in mind, to add refusal codes *Activities*, you must first add an NDP *Program Enrollment* record (because you cannot add *Activities* for a client if there is not an open enrollment for the program). Similarly, you must add a CCE *Program Enrollment* record in order to bill CCE case management.

These changes are effective immediately. If you have any questions regarding this Notice, please contact your contract manager. Thank you.

Attachment:

Adult Protective Services Referrals Operations Manual (March 2022)