

**PUOP# Client004 Revision: 9/14/07**  
**Effective Date: 5/17/2007**

**Prepared By: KP**  
**Approved By: GS**

**Title:** Adult Protective Service Referral Procedures

**Policy:** To outline the methods to ensure Adult Protective Service (APS) designated consumers are served in an expedited manner, and in accordance with NOI # 012606-1-I-SWCBS and the NOI #021606-1-I-SWCBS.

**Scope:** This procedure ensures Adult Protective Service consumers designated at risk of abuse/neglect are initiated promptly.

**Responsibilities:** The Senior Program Manager will take the lead role for reviewing and analyzing high risk APS Exceptions, ARTT Exceptions and coordinating necessary communication between the lead agencies, the DOEA and the DCF.

The ARC Intake Specialists will be responsible for conducting a 701A for all Intermediate and Low Risk APS referrals within 14 days of receipt and updating the ARTT database "Aging Network" tab as appropriate.

All members of the WCFAAA Program Unit will participate in file reviews to ensure lead agencies follow proper protocol when serving APS designated elders.

**Procedure:**

1. Provision of Services to High Risk APS referrals are to be provided in accordance with the Memorandum of Understanding between the Department of Children and Families, WCFAAA, and the Lead Agency.
  - a. The Adult Protective Investigator (API) directly refers High Risk APS consumers to the designated lead agency.
  - b. The API refers Intermediate and Low Risk APS consumer to the ARC for Intake and Screening. ARC Intake Specialists will conduct a 701A Assessment within 14 days of referral.
  - c. High Risk APS Referrals require the Lead Agency to initiate the emergency or crisis resolving service within 72 hours, as received by the lead agency.
    - Provision of services to high risk referrals shall not exceed 30 days unless the API and the Lead Agency jointly agree the emergency or crisis still exists, and continuation of the services are necessary to stabilize the person's situation.
    - It is the responsibility of both API and the Lead Agency Case Manager to clearly communicate to the consumer that services are limited to 30 days for high risk referrals.
    - The Case Manager should authorize the crisis resolving service(s) not to exceed 30 days for high risk referrals.
    - Should it be determined during the 30 day period, that long-term services are required to alleviate any further emergency or crisis with the client, it is necessary for the Case Manager to consult with the API.
    - When the Case Manager and the API determine that it is necessary to continue services, the Care Plan must be revised to allow continuation of services for the remaining 11 months. The client will need to be advised of their co-pay responsibilities and any additional documentation required for funding continuation should also be completed (i.e. care plan review protocol).

- In some situations the Case Manager may be unable to reach the API; however, the consumer file should document the communication attempts.
- If removal of services doesn't appear to be a safety issue for the consumer, but the consumer wishes to continue receiving Home and Community Based Services (HCBS), the client should be referred to ARC Intake and Screening Department. The provision of these services will be based on DOEA prioritization criteria.

## 2. APS Exception Reports

- a. Lead agencies are responsible for running APS Exception reports on a monthly basis.
- b. A detailed analysis of all APS High Risk exceptions is due to WCFAAA by the 25<sup>th</sup> of each month.
- c. The Senior Program Manager will take lead responsibility for ensuring all exceptions have been handled appropriately.
- d. Lead agencies that demonstrate an inability to properly adhere to the MOU will be issued a corrective action plan.

## 3. ARTT Exception Reports

- a. In order to maintain accurate, complete, and up-to-date data in the ARTT and CIRT databases, the Senior Program Manager will pull current APS ARTT exceptions from the DOEA Intranet website and forward to the appropriate ARC Intake and Screening Department or the lead agency for attention on the 1<sup>st</sup> and 15<sup>th</sup> of each month.
- b. The Senior Program Manager will provide each lead agency with a review of the purpose of the exception report and how to address each exception to ensure data integrity within both the ARTT and CIRT databases.
- c. Due to the at risk nature of the consumers being served, lead agencies will be provided with no more than 3 days to address the exceptions and report back to WCFAAA.

4. APS Exceptions, review and analysis will be kept within the Performance Outcome Measure Binder located in the Senior Program Manager's office.

5. APS ARTT Exceptions, review and documentation of corrective actions taken, will be kept in an APS ARTT Exception Binder located in the Senior Program Manager's office.

### Revision History:

Revision	Date	Description of changes	Requested By
1	9/14/2007	Established ARC Intake and Screening Responsibilities for ARTT Updating	Katie Parkinson, Senior Program Manager