

Notice of Instruction

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Notice of Instruction Number: #100608 – APS Monitoring Guidelines - kp

TO: All Lead Agencies
FROM: Katie Parkinson
DATE: October 6, 2008
SUBJECT: **Lead Agency Monitoring of Adult Protective Service Referral Client Files**
cc: WCFAAA Program Department Staff

The purpose of this notice is to ensure all Adult Protective Service consumer referrals are handled in accordance with the applicable Florida Statue 530.205, the DCF/WCFAAA/Lead Agencies Memorandum of Understanding (MOU) and the Adult Protective Service (APS) Operations Manual.

In accordance with the Project Director's Meeting on September 22, 2008, WCFAAA is implementing the following monitoring guidelines to make certain all client files adhere to the APS requirements.

APS Client File Monitoring Guideline Requirements:

- By the 5th of each month the Lead Agency will run the CIRTTS Client Assessment report entitled "**APS Referral Report**" for the previous month (i.e. on November 5, 2008 report will be run with the time span begin date 10/01/08 and end date 10/31/08). This report will provide a list of APS referred consumers received by your agency during the time span indicated.
- Based on the CIRTTS "**APS Referral Report**" the lead agency will conduct a 100% file review of all APS referred client files.

- The file review will be conducted utilizing the attached **APS Client File Review Tool**.
 - This file review is to be conducted by Lead Agency Case Manager Supervisors' who have received training on the APS Operations Manual and the ARTT Database requirements.
 - The case manager will need to address any documentation or follow-up required to correct deficiencies noted by their supervisor.
 - Documentation of the required follow-up completed to address deficiencies must be reflected on the case file review tool. This is required to verify actions have been taken to resolve issues noted.
- By the 15th of each month, the Lead Agency will forward to WCFAAA the completed Case File Review Tools for all APS referred consumers from the previous month; along with the correlating CIRTTS "**APS Referral Report**".

Following submission of the APS Case File Review Tool, WCFAAA will determine if any further monitoring of client files or corrective action is required.

Thank you for your support with implementing this request. We are confident that these additional efforts will produce positive results and ensure our future compliance with the applicable APS requirements. Should you have any questions, please contact your Program Manager.

Attachment: APS Client Case File Review Tool(s)