

# ADULT PROTECTIVE SERVICES

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## CHAPTER 4

### 2004 SERVICE DELIVERY & CASE MANAGEMENT

#### INTRODUCTION

Adult Protective Services Case Managers have a dual role; one is investigator and the other is case manager. As investigators, APS case managers are required to work with law enforcement agencies, legal services, the court system and a variety of agencies depending on the nature of the case to gather data and complete an analysis of the information gathered in order to substantiate or unsubstantiate the alleged abuse, neglect and/or exploitation. In the role of case manager, he/she must identify and coordinate essential services to meet the protective services needs of the client.

Adult Protective Services is not intended to be a long-term care service. Ongoing Adult Protective Services are provided to reduce the risk of ongoing A/N/E. The case manager's role is to address the variety of needs and complexities in the client's life while at the same time managing the delivery of services and coordination with a variety of providers. APS case managers should avoid duplication of services by coordinating with other service providers who can provide needed services. This will assist APS to close ongoing cases with the knowledge that the client has the necessary resources to reduce their risk for further maltreatment and/or self neglect.

The case record is confidential. Intervention must be planned and purposeful. The purpose of the case record is to document facts/findings, decisions, and actions taken by the case manager. The case record also provides accountability to the Department and its staff that APS has fulfilled their legal mandate to investigate and respond to reports of A/N/E of disabled and/or elder persons.

The APS case should be terminated when the client is no longer at risk of A/N/E, fails to meet the criteria for APS ongoing services (endangerment, personal and social vulnerability), declines ongoing services and does not appear to be incapacitated, or when the client no longer desires ongoing protective service intervention.

#### **2004.1 ONGOING ADULT PROTECTIVE SERVICES – CONSENT TO SERVICES**

##### **Requirements:**

Ongoing Adult Protective Services shall be provided as a result of a determination that a disabled adult and/or elder person is at risk of abuse, neglect or exploitation and the client consents to services. **The consent of the person in need of protective services, the consent of the legal guardian, or legal intervention is required for ongoing Adult Protective Services.** The consent must not be withdrawn. (O.C.G.A. § 30-5-5(e).

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## 2004.2 CASE PLANNING

### Requirements:

An initial Case Plan, for the client, case manager and others, shall be completed within 10 calendar days of the date of the Initial Determination of need for ongoing Adult Protective Services.

- The client shall be actively involved in the planning process to the greatest extent possible.
- The client must sign (or make his/her mark) the Case Plan as written documentation of his/her commitment to the plan.
- If the person in need of protection does not sign and does not appear to be an incapacitated adult in need of a guardian or conservator, the Case Plan cannot be implemented and the record is closed.
- If signed, the person in need of protection becomes a DAS/APS client.
- The Case Plan shall be filed in the client's Case Record/AIMS.

## 2004.3 ONGOING CASE CONTACTS

### Requirements:

- A minimum of one face-to-face contact with the APS client shall occur each month to address all elements of the case plan; assess risk and service provision and evaluate the client's needs and well-being. Additional monthly contacts/visits with the client should be made as needed.
- Collateral contacts shall be made with persons who have knowledge of the client's situation during provision of ongoing APS. The case manager shall make contact with as many caregivers, relatives, friends, service providers, and health care as needed to effectively manage the case.

## 2004.4 DOCUMENTATION

### Requirements:

The APS case manager shall enter into AIMS and maintain as part of the case record all written documentation describing findings, actions, activities and contacts with or on behalf of the client receiving APS.

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In accordance with O.C.G.A. §30-5-7, all APS records are kept confidential.

## **2004.5 REDETERMINATION OF ONGOING RISK**

### **Requirements:**

Redetermination and case reviews, to determine progress and effectiveness of services provided in reducing risk, are a continuing part of the casework process in Adult Protective Services.

- Redetermination of continuing risk shall occur and be documented in the case record in AIMS.
- A formal redetermination of the case shall occur annually from the date report 'ongoing APS services began'.

## **2004.6 SERVING AS REPRESENTATIVE PAYEE IN APS ONGOING SERVICES**

### **Requirements:**

- The Division of Family and Children Services becomes payee of last resort for Social Security Income (RSDI, Social Security Supplemental Security Income (SSI), and/or Railroad Retirement benefits only after being duly appointed by the Social Security Administration.
- Through a Memorandum of Understanding with the Division of Family and Children Services, The Division of Aging Services will manage the disbursement of funds on behalf of the client.
- The Client must meet all APS criteria, be at risk for A/N/E and require APS ongoing services.
- DAS/APS must open an APS case on a client for whom APS is providing financial oversight on behalf of county DFCS offices.
- The case manager must involve the client to the greatest extent possible in developing the case plan and in case management processes including the development of a monthly budget (i.e., how bills/expenditures and personal spending funds will be managed).
- The case plan must address how the finances will be managed to reduce the risk of A/N/E.
- The budgeting discussion and management of funds, as well as other case management services provided to the client, must be documented in AIMS and on applicable forms maintained in the hard copy of the case record.
- DAS/APS will continuously seek alternative payees to manage the client's needs.

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**\*\*Refer to Appendix F for process/procedures for managing a representative payee case.**

## **2004.7 CASE STAFFING AND COLLABORATION: CONDUCTING A FORMAL CASE CONFERENCE**

### **Requirements:**

DAS/APS staff shall work collaboratively with DHS entities, advocates, service providers, and other state agencies in addressing complex case situations. Case conferences are tools to address the needs of case managers and service providers attempting to manage the complex situations of many APS cases.

Often case conferences are needed when a client's situation is in crisis, there are gaps in coordinating services or client's situation is at an impasse.

## **2004.8 EMERGENCY RELOCATION FUND (ERF)**

### **Requirements:**

APS staff shall use the APS Emergency Relocation Funds (APS ERF) specifically in accordance with the APS ERF Requirements and Procedures Manual. To be eligible for the APS ERF, an elderly or disabled adult must be receiving Adult Protective Services from the Georgia Division of Aging Services, has an emergency situation that puts him/her at risk for A/N/E and lacks resources to remove or reduce the risk and requires ERF to reduce/remove abuse, neglect or exploitation and/or ensure safety.

ERF is not intended to be an ongoing support to the client and will be used when no other resources are available to address the client's situation.

## **2004.9 ALTERNATIVE LIVING ARRANGEMENTS**

### **Requirements:**

When a client is in need of alternative living arrangements in order to ensure his/her safety, a variety of options exist and should be explored with the client, caregivers and others who may have knowledge of the client's unique needs. Any alternate arrangements should be the least restrictive in nature.

The Georgia Department of Community Health, Healthcare Facilities Regulation Division maintains a website that lists licensed facilities.

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## 2004.10 CRITICAL INCIDENT REPORTING

### Requirements:

Critical Incident Reporting provides the earliest possible notification whenever serious injury, critical incident or death occurs in any ongoing Adult Protective Service case. For further information regarding Critical Incident Reporting, see the Serious Incident Review Team Policy Statement:

[http://www.odis.dhr.state.ga.us/5000\\_agi/5900\\_SIRT/POL5900.doc](http://www.odis.dhr.state.ga.us/5000_agi/5900_SIRT/POL5900.doc)

## 2004.11 CASE CLOSURE

### Requirements:

An APS case will be closed when:

1. Services have been provided, the goal(s) met, client is no longer at-risk and in need of protective services.
2. The client refuses services.
3. A caregiver, Representative Payee, or Guardian becomes available who can and will protect the client to the extent the client is no longer at risk.
4. The client moves into an environment (such as a Nursing Home, Personal Care Home or relative's home) that provides protection and basic daily needs; or
5. The client dies.