



OHIO HUMAN SERVICES TRAINING SYSTEM

Adult Protective Services

Core Competencies for Caseworkers

TOPIC 101: FUNDAMENTALS OF ADULT PROTECTIVE SERVICES PRACTICE

Skill Set 101-01: Ability to identify older adults who have been physically, sexually, or emotionally abused, neglected, unduly influenced, and exploited, and older adults who self-neglect

Skill Set 101-02: Ability to conduct adult protective services (APS) practice that is consistent with APS ethics, values, and standards

Skill Set 101-03: Ability to work within a community-based system for adult protection and support

Skill Set 101-04: Ability to complete documentation and organize and maintain adult protective services records

TOPIC 102: FUNDAMENTALS OF ADULT DEVELOPMENT AND THE AGING PROCESS

Skill Set 102-01: Ability to recognize normal effects of aging in older adults, and indicators of conditions that may affect one's capacity for self-sufficiency and self-care

TOPIC 103: FUNDAMENTALS OF ENGAGEMENT IN ADULT PROTECTIVE SERVICES

Skill Set 103-01: Ability to use person-centered and strengths-based models of service delivery with older adults while engaging the older adult's natural support system

Skill Set 103-02: Ability to relate to and communicate with older adults and others involved in the case in a culturally respectful manner

Skill Set 103-03: Ability to effectively engage older adults and others involved in the case in adult protective services

Skill Set 104-04: Ability to conduct individual and group interviews

TOPIC 104: FUNDAMENTALS OF LEGAL ASPECTS OF ADULT PROTECTIVE SERVICES

Skill Set 104-01: Ability to use the legal framework that pertains to adult protective services practice

TOPIC 105: FUNDAMENTALS OF INVESTIGATION IN ADULT PROTECTIVE SERVICES

Skill Set 105-01: Ability to screen referrals for adult protective services and determine the need for an investigation

Skill Set 105-02: Ability to use a person-centered and strengths-based approach when conducting investigations of older adult maltreatment

Skill Set 105-03: Ability to plan, coordinate, and conduct investigations in collaboration with older adults and others involved in the case

TOPIC 106: FUNDAMENTALS OF ASSESSMENT IN ADULT PROTECTIVE SERVICES

Skill Set 106-01: Ability to assess the level of immediate and future risk of older adult maltreatment

Skill Set 106-02: Ability to use a person-centered and strengths-based approach when conducting comprehensive assessments for purposes of case planning and service delivery

TOPIC 107: FUNDAMENTALS OF CASE PLANNING IN ADULT PROTECTIVE SERVICES

Skill Set 107-01: Ability to help older adults and others involved in the case develop and implement case plans that address high priority needs, build on strengths, and reduce recurrences of maltreatment

Skill Set 107-02: Ability to use a person-centered and strengths-based model of case planning and provision of direct services and case management

Skill Set 107-03: Ability to work collaboratively with older adults and others involved in the case to plan and coordinate services

TOPIC 101: FUNDAMENTALS OF ADULT PROTECTIVE SERVICES PRACTICE

Skill Set 101-01: Ability to identify older adults who have been physically, sexually, or emotionally abused, neglected, unduly influenced, and exploited, and older adults who self-neglect

Skill Set 101-02: Ability to conduct adult protective services (APS) practice that is consistent with APS ethics, values, and standards

Skill Set 101-03: Ability to work within a community-based system for adult protection and support

Skill Set 101-04: Ability to complete documentation and organize and maintain adult protective services records

| Skill Set 101-01: Ability to identify older adults who have been physically, sexually, or emotionally abused, neglected, unduly influenced, and exploited, and older adults who self-neglect | |
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| Comp. No. | Competency Description |
| 101-01-001 | Understands why information collected at screening is critical for making decisions regarding level of risk, investigation, assessment, and case planning |
| 101-01-002 | Knows the types of referrals screened by adult protective services and the types that are cross-referred |
| 101-01-003 | Knows the legal definitions and the physical, behavioral, and emotional indicators of physical, sexual, and emotional abuse, neglect including abandonment, and exploitation of older adults |
| 101-01-004 | Knows the concepts of undue influence and self-neglect and common physical, behavioral, and emotional indicators |
| 101-01-005 | Knows interpersonal and intrapersonal dynamics and vulnerabilities commonly associated with physical, sexual, and emotional abuse, neglect, undue influence, exploitation, and self-neglect of older adults |
| 101-01-006 | Knows the effects of environmental conditions and social factors that contribute to physical, sexual, and emotional abuse, neglect, undue influence, exploitation, and self-neglect of older adults |
| 101-01-007 | Understands how vulnerabilities such as unsafe living conditions, undue influence, or lack of capacity may affect an older adult's ability to provide for self-care |
| 101-01-008 | Knows strategies to observe, interview, and assess older adults to gather information about their well-being and level of risk |
| 101-01-009 | Can gather, analyze, and compile information from different sources to determine whether an older adult has been maltreated, the type and scope of maltreatment, contributing factors, and level of risk |

| Skill Set 101-02: Ability to conduct adult protective services (APS) practice that is consistent with APS ethics, values, and standards | |
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| Comp. No. | Competency Description |
| 101-02-001 | Knows the role of adult protective services caseworkers and knows ethical, cultural, and best-practice standards in adult protective services |

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| 101-02-002 | Understands social, economic, environmental, and health factors and changes in the aging process that may contribute to the vulnerability of older adults |
| 101-02-003 | Understands the concept of self-determination and its importance throughout the provision of adult protective services |
| 101-02-004 | Understands the differences in the provision of voluntary and involuntary services |
| 101-02-005 | Knows how to use protective authority with supportive casework methods with older adults and others involved in the case |
| 101-02-006 | Knows how to use person-centered and strengths-based relationship strategies to engage older adults and others involved in the case |
| 101-02-007 | Can conduct adult protective services in a manner that maximizes an older adult's self-determination, self-reliance, and independence |

| Skill Set 101-03: Ability to work within a community-based system for adult protection and support | |
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| Comp. No. | Competency Description |
| 101-03-001 | Knows the array of community partners available for adult protective services work |
| 101-03-002 | Understands why it is necessary and important in involving community partners to protect and support older adults |
| 101-03-003 | Understands HIPAA law and guidelines, and communication and confidentiality requirements when working with older adults and others involved in the case |
| 101-03-004 | Knows how to help older adults strengthen their independence and coping capacity by engaging them with naturally-occurring supports and community partners |
| 101-03-005 | Knows how to collaborate with community partners to plan and coordinate services for older adults |
| 101-03-006 | Knows how to advocate on behalf of older adults to help them access and sustain least restrictive services from community partners |
| 101-03-007 | Can collaborate with community partners in implementing interdisciplinary responses to older adult maltreatment |

| Skill Set 101-04: Ability to complete documentation and organize and maintain adult protective services records | |
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| Comp. No. | Competency Description |
| 101-04-001 | Knows why timely, accurate documentation is important for agency accountability throughout screening, investigation, assessment, and case planning processes |
| 101-04-002 | Knows multiple types, purposes, and uses of case documentation |
| 101-04-003 | Knows the scope and type of information that should be gathered from older adults and others involved in the case for inclusion in the case record |
| 101-04-004 | Understands how inaccurate or insufficient case documentation contributes to service ineffectiveness |
| 101-04-005 | Knows what information can be provided to community partners to promote open communication and collaboration in planning and service delivery, without violating the older adults' rights to privacy |
| 101-04-006 | Knows how to complete required case documentation for screening, investigation, assessment, and case planning |

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| 101-04-007 | Can write and integrate summarized, concise, and timely assessments, case plan information, and other supporting documentation into the case record |
| 101-04-008 | Can use computerized data collection and management systems when available |

TOPIC 102: FUNDAMENTALS OF ADULT DEVELOPMENT AND THE AGING PROCESS

Skill Set 102-01: Ability to recognize normal effects of aging in older adults, and indicators of conditions that may affect one's capacity for self-sufficiency and self-care

| Skill Set 102-01: Ability to recognize normal effects of aging in older adults, and indicators of conditions that may affect one's capacity for self-sufficiency and self-care | |
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| Comp. No. | Competency Description |
| 102-01-001 | Understands the typical stages in the aging process and common indicators in older adults |
| 102-01-002 | Understands how certain health or medical conditions, mental illness, substance abuse, developmental disabilities, physical limitations, and other vulnerabilities can increase stress and affect an older adult's functioning, ability to communicate, daily living skills, and independence |
| 102-01-003 | Understands how certain health or medical conditions, mental illness, substance abuse, developmental disabilities, physical limitations, and other vulnerabilities may increase risk of maltreatment of an older adult, and contribute to an older adult's unwillingness or inability to accept help or utilize community resources and supports |
| 102-01-004 | Knows tools used to assess an older adult's activities of daily living, current level of functioning, and level of risk |
| 102-01-005 | Knows how to assess for conditions that may affect an older adult's functioning, daily living skills, and independence |
| 102-01-006 | Can recognize the indicators or conditions that affect an older adult's self-sufficiency and ability to provide self-care |

TOPIC 103: FUNDAMENTALS OF ENGAGEMENT IN ADULT PROTECTIVE SERVICES

Skill Set 103-01: Ability to use person-centered and strengths-based models of service delivery with older adults while engaging the older adult's natural support system

Skill Set 103-02: Ability to relate to and communicate with older adults and others involved in the case in a culturally respectful manner

Skill Set 103-03: Ability to effectively engage older adults and others involved in the case in adult protective services

Skill Set 103-04: Ability to conduct individual and group interviews

| Skill Set 103-01: Ability to use person-centered and strengths-based models of service delivery with older adults while engaging the older adult's natural support system | |
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| Comp. No. | Competency Description |
| 103-01-001 | Knows the historical and philosophical bases of a person-centered approach to adult protective services practice |
| 103-01-002 | Knows the values, principles, and intervention methods included in strengths-based adult protective services practice |
| 103-01-003 | Understands the benefits of neighborhood-based, multidisciplinary services and the value of accessing these resources for older adults and others involved in the case |
| 103-01-004 | Understands how person-centered, strengths-based, neighborhood-based practice can be integrated at all stages of case involvement |
| 103-01-005 | Knows strategies to improve individual problem-solving within the context of the older adult's culture and natural support system |
| 103-01-006 | Knows strategies and techniques of motivational and ethnographic interviewing and how they can be applied in adult protective services practice |
| 103-01-007 | Knows how to help older adults and others involved in the case strengthen their coping capacity by mobilizing and enlisting assistance from available resources |
| 103-01-008 | Knows how to identify, engage, and collaborate with naturally-occurring supports and community partners in an older adult's neighborhood and community |
| 103-01-009 | Can incorporate person-centered and strengths-based models of service delivery when working with older adults and others involved in the case |

| Skill Set 103-02: Ability to relate to and communicate with older adults and others involved in the case in a culturally respectful manner | |
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| Comp. No. | Competency Description |
| 103-02-001 | Knows how social work values and principles apply to adult protective services practice, including respecting an older adult's dignity, culture, individuality, and right to self-determination |
| 103-02-002 | Understands how cultural factors, including verbal and nonverbal communication styles, can create misunderstandings and misjudgments |
| 103-02-003 | Understands the importance of establishing open communication with older adults and others involved in the case who are non-English speaking, speak English as a second language, those with speech impairments, those who are blind, those who are deaf, those |

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| | who have a partial, profound, or complete hearing loss, and those with a developmental or physical health disability |
| 103-02-004 | Understands how ethnocentrism, lack of knowledge, and reliance on stereotypes can contribute to intercultural conflicts, misjudgments, and miscommunication |
| 103-02-005 | Understands how personal, interpersonal, family, and community values, attitudes, and stereotypes about older adults can contribute to stress and interfere with the service delivery process |
| 103-02-006 | Understands how health care and illness prevention may be culturally based and differ from Western medicine |
| 103-02-007 | Knows the culturally-based health care and healing practices of the cultural groups served by the agency |
| 103-02-008 | Knows how older adults care for themselves within the cultural groups represented in the community |
| 103-02-009 | Knows how to locate reliable collateral sources and other resources to gather accurate information about a culture or a group |
| 103-02-010 | Knows how to recognize one's own areas of potential bias to avoid personal bias in judgments and relationships with older adults and others involved in the case |
| 103-02-011 | Knows how to identify barriers to relationship development and apply culturally appropriate strategies to overcome them |
| 103-02-012 | Can establish rapport and relationships with older adults and others involved in the case from a variety of diverse cultures and backgrounds |

| Skill Set 103-03: Ability to effectively engage older adults and others involved in the case in adult protective services | |
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| Comp. No. | Competency Description |
| 103-03-001 | Knows person-centered, strengths-based, casework principles and approaches to engage older adults and others involved in the case |
| 103-03-002 | Knows the role and characteristics of a casework relationship in adult protective services |
| 103-03-003 | Understands how fear, anger, uncertainty, lack of motivation, and depression may be expressed by older adults, and others involved in the case, as resistance, hostility, aggressive behavior, withdrawal, or denial of problems |
| 103-03-004 | Understands the potential effects of cultural and intergenerational differences on the casework relationship, and knows strategies to form relationships with older adults and others involved in the case from different cultures or generations |
| 103-03-005 | Knows strategies to deal with conflict, hostility, and accusatory statements |
| 103-03-006 | Knows supportive engagement and casework strategies to build trust and relationships with older adults and others involved in the case |
| 103-03-007 | Knows casework strategies to facilitate engagement of older adults with community partners, and help older adults process emotions that hinder their engagement in protective services |
| 103-03-008 | Can assess and determine sources of hostility and resistance in older adults and others involved in the case |
| 103-03-009 | Can use casework and interviewing strategies to promote the development of a collaborative relationship with older adults and others involved in the case |
| 103-03-010 | Can use casework strategies to help older adults and others involved in the case manage emotions and become invested in change activities |

| Skill Set 103-04: Ability to conduct individual and group interviews | |
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| Comp. No. | Competency Description |
| 103-04-001 | Knows how individual and group interviews can initiate the engagement process |
| 103-04-002 | Knows why it is important to establish a purpose for each interview, to communicate this purpose, and to select the best interview strategies to achieve the purpose |
| 103-04-003 | Knows the definitions and characteristics of "content" and "process" in casework, and the importance of eliciting and discussing process-level issues to assure a thorough and accurate assessment |
| 103-04-004 | Knows the appropriate standards and limits for disclosing personal information during an interview |
| 103-04-005 | Understands how collaborative casework relationships can enhance the effectiveness of an interview and increase the accuracy of communications |
| 103-04-006 | Knows interviewing strategies to help older adults and others involved in the case communicate their feelings, concerns, and opinions |
| 103-04-007 | Knows interviewing strategies to manage conflict, confront resistance, and respond to hostile or accusatory statements |
| 103-04-008 | Knows how to observe, explore, and interpret nonverbal communications, including, but not limited to voice, facial expressions, body language, and choice of words |
| 103-04-009 | Can empower older adults and others involved in the case to discuss and establish agreed upon objectives for each interview |
| 103-04-010 | Can develop interview questions and responses to guide the direction of an interview to achieve its stated purpose |
| 103-04-011 | Can select or modify interviewing strategies in response to individuals' reactions and contributions |
| 103-04-012 | Can summarize discussion to restate or reaffirm conclusions and decisions made during an interview |

TOPIC 104: FUNDAMENTALS OF LEGAL ASPECTS OF ADULT PROTECTIVE SERVICES

Skill Set 104-01: Ability to use the legal framework that pertains to adult protective services practice

| Skill Set 104-01: Ability to use the legal framework that pertains to adult protective services practice | |
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| Comp. No. | Competency Description |
| 104-01-001 | Knows roles and responsibilities of all parties in the provision of adult protective services |
| 104-01-002 | Knows why adhering to the provisions of federal and state laws and rules is important in adult protective services practice |
| 104-01-003 | Knows the continuum of legal alternatives used to protect older adults, and the potential detrimental consequences if legal procedures are not followed |
| 104-01-004 | Knows Ohio's mandated reporting law and a caseworker's scope of responsibility within mandated reporting |
| 104-01-005 | Knows legal rights and responsibilities of older adults and alleged perpetrators in court actions; knows legal requirements and agency policies regarding confidentiality; and understands caseworker's responsibility to maintain confidentiality of information |
| 104-01-006 | Understands the criteria to determine if the use of a legal alternative is needed, including the type needed, and the shared role of caseworkers and prosecutors in making this decision |
| 104-01-007 | Understands how thorough and accurate knowledge about an older adult's needs, wants, and strengths can influence the case planning process and recommendations to the court |
| 104-01-008 | Knows how to collaborate with court personnel to serve the best interests of older adults involved in the court system while limiting the use of legal alternatives whenever possible |
| 104-01-009 | Can use Ohio Revised Code and Ohio Administrative Code definitions to determine the type of older adult maltreatment, legal alternatives available based on level of risk, and when to involve the court |
| 104-01-010 | Can initiate and follow through with court actions to assure an older adult's safety |
| 104-01-011 | Can collaborate with court personnel and the prosecuting or agency attorney in court actions on behalf of older adults |

TOPIC 105: FUNDAMENTALS OF INVESTIGATION IN ADULT PROTECTIVE SERVICES

Skill Set 105-01: Ability to screen referrals for adult protective services and determine the need for an investigation

Skill Set 105-02: Ability to use a person-centered and strengths-based approach when conducting investigations of older adult maltreatment

Skill Set 105-03: Ability to plan, coordinate, and conduct investigations in collaboration with older adults and others involved in the case

| Skill Set 105-01: Ability to screen referrals for adult protective services and determine the need for an investigation | |
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| Comp. No. | Competency Description |
| 105-01-001 | Knows best practice standards, Ohio Revised Codes, Ohio Administrative Codes, and agency policies and procedures related to screening referrals of older adult maltreatment |
| 105-01-002 | Knows the relevant criteria to be used when screening referrals and screening decisions based on referral allegations and level of risk |
| 105-01-003 | Knows screening functions to flag referrals when there is reasonable cause to believe an older adult has a developmental disability |
| 105-01-004 | Knows caseworker's role in cross-referring allegations of maltreatment involving a resident of a long-term care facility or a nursing home, an individual with a developmental disability, or a child to the respective investigative entity |
| 105-01-005 | Knows caseworker's role when a conflict of interest exists in allegations of older adult maltreatment and when assistance from a third-party is warranted |
| 105-01-006 | Knows interviewing strategies to encourage and assist referents to provide detailed, accurate information about the older adult being reported |
| 105-01-007 | Knows how to gather sufficient information about prior maltreatment, older adult's current condition and situation, and indicators of imminent risk to determine a screening decision |
| 105-01-008 | Can determine when referrals should be screened out, screened in, or cross-referred to the Office of the State Long-Term Care Ombudsman, Department of Health, local County Board of Developmental Disabilities, or Public Children Services Agency |

| Skill Set 105-02: Ability to use a person-centered and strengths-based approach when conducting investigations of older adult maltreatment | |
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| Comp. No. | Competency Description |
| 105-02-001 | Understands why cultural factors are important to consider when developing a plan for an investigation |
| 105-02-002 | Understands dynamics that can reduce an older adult's willingness or ability to provide information about their situation to the investigating caseworker |
| 105-02-003 | Understands issues related to constitutional rights, including the right to self-determination, and how to respect those rights during investigations |
| 105-02-004 | Knows interviewing strategies to obtain information from older adults and others involved in the case during an investigation |
| 105-02-005 | Knows how to reduce resistance and engage older adults and others involved in the case during investigative interviews |

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| 105-02-006 | Knows how to link older adults and others involved in the case with community partners to assure an older adult's safety, reduce vulnerabilities, and prevent out-of-home placement |
| 105-02-007 | Can support an older adult's right to self-determination during an investigation while keeping older adults and others involved in the case engaged in the process |
| 105-02-008 | Can access a range of resources and supports to provide immediate protection or support for the older adult and others involved in the case |

| Skill Set 105-03: Ability to plan, coordinate, and conduct investigations in collaboration with older adults and others involved in the case | |
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| Comp. No. | Competency Description |
| 105-03-001 | Understands why using information obtained during the screening process is important in planning an approach for an investigation |
| 105-03-002 | Knows the benefits of using a formal, interagency, and interdisciplinary approach to older adult maltreatment investigations |
| 105-03-003 | Knows the adult protective services agency's role and responsibilities when collaborating with community partners and interdisciplinary teams during older adult maltreatment investigations |
| 105-03-004 | Knows when joint investigations are warranted and the respective roles and responsibilities of adult protective services staff and other investigative entities |
| 105-03-005 | Knows when to involve law enforcement and the respective roles of the police and the adult protective services agency in an investigation |
| 105-03-006 | Knows the purpose of structured protocols and forensic interviewing methods to maximize the accuracy and admissibility of evidence gathered during the investigation |
| 105-03-007 | Knows how safety and risk assessments are all integrated into the investigation |
| 105-03-008 | Knows how to determine who should be interviewed, whether to conduct interviews privately with the older adult or with others, and the types of information to be gathered from each informant |
| 105-03-009 | Knows how to determine the sequence, timing, and location of investigation interviews |
| 105-03-010 | Knows how to gather, compile, and record investigation data so that findings may be used in the case planning process |
| 105-03-011 | Can gather relevant information from older adults and others involved in the case during an investigation to support or refute referral allegations |
| 105-03-012 | Can coordinate the agency's investigation activities with older adults, others involved in the case, community partners, and joint investigative agencies |

TOPIC 106: FUNDAMENTALS OF ASSESSMENT IN ADULT PROTECTIVE SERVICES

Skill Set 106-01: Ability to assess the level of immediate and future risk of older adult maltreatment

Skill Set 106-02: Ability to use a person-centered and strengths-based approach when conducting comprehensive assessments for purposes of case planning and service delivery

| Skill Set 106-01: Ability to assess the level of immediate and future risk of older adult maltreatment | |
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| Comp. No. | Competency Description |
| 106-01-001 | Understands the purpose of risk assessments and components, strengths, and limitations of risk assessment tools |
| 106-01-002 | Understands how a safety assessment fits within the continuum of risk assessment strategies |
| 106-01-003 | Understands personal, interpersonal, and environmental vulnerabilities often associated with increased risk of maltreatment to older adults |
| 106-01-004 | Understands the effect of family members', caretakers', or others' power and control issues, mental illness, substance abuse, or domestic violence in perpetuating maltreatment of older adults |
| 106-01-005 | Understands the prevalence of co-occurring forms of maltreatment in older adults |
| 106-01-006 | Understands personal, interpersonal, and environmental strengths that can often mitigate risk and protect older adults from maltreatment |
| 106-01-007 | Knows what information must be gathered when making a screening decision to identify older adults who may be at imminent risk of serious harm |
| 106-01-008 | Knows indicators that an older adult may not have the capacity for personal decision-making or self-care and when to obtain necessary assessments |
| 106-01-009 | Knows that the relationship between the perpetrator of maltreatment and the older adult is often complex, and that the older adult may feel an allegiance with the perpetrator |
| 106-01-010 | Knows when the older adult's immediate safety takes precedence over right to self-determination and knows when legal interventions should be utilized for protection in emergency situations |
| 106-01-011 | Knows how to elicit information from older adults, others involved in the case, and collateral sources to determine level of risk |
| 106-01-012 | Can conduct interviews with older adults and others involved in the case to gather and verify information about risk factors present |
| 106-01-013 | Can use standardized risk assessment tools to accurately estimate and document the risk of future harm for an older adult |
| 106-01-014 | Can identify strengths of the older adult and natural supports in the immediate and extended family, neighborhood, and community that can help mitigate risk |
| 106-01-015 | Can use information about present risk factors to establish an appropriate level of priority and urgency for an assessment |

| Skill Set 106-02: Ability to use a person-centered and strengths-based approach when conducting comprehensive assessments for purposes of case planning and service delivery | |
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| Comp. No. | Competency Description |

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| 106-02-001 | Knows the liabilities and potential dangers to older adults if implementing case plans and services based on insufficient or inaccurate assessments |
| 106-02-002 | Knows why conducting assessments in collaboration with the older adult and others involved in the case is vital to increase the depth and accuracy of assessment findings |
| 106-02-003 | Knows the full range of personal, interpersonal, and environmental vulnerabilities, strengths, and resources to be addressed in an assessment |
| 106-02-004 | Knows assessment strategies and methods that help achieve an enhanced understanding of the older adult |
| 106-02-005 | Understands how an older adult's needs, vulnerabilities, and environmental conditions may interact to increase the potential for recurrences of maltreatment |
| 106-02-006 | Understands how protective capacities, including resilience, coping skills, and intrafamilial and community supports, can help older adults and others involved in the case prevent recurrences of maltreatment |
| 106-02-007 | Understands the benefits of using open-ended interview strategies to engage older adults and others involved in the case, and to obtain more thorough, accurate assessment information |
| 106-02-008 | Understands how preconceived expectations, misjudgments based on insufficient information, and caseworker ethnocentrism may bias a caseworker's interpretation of individual behavior, attitudes, and communications |
| 106-02-009 | Understands the potential harm to older adults of drawing conclusions based on inaccurate or insufficient information |
| 106-02-010 | Understands why it is important to document thorough, summarized case assessment information in the case record |
| 106-02-011 | Knows how to utilize assessment strategies that identify an older adult's needs and wants while respecting their right to self-determination |
| 106-02-012 | Knows how to select and sequence assessment activities to maximize an older adult's comfort and engagement in the assessment process |
| 106-02-013 | Can analyze, compare, and integrate assessment information from various sources, test the accuracy of information, and draw relevant conclusions upon which to base case decisions |
| 106-02-014 | Can help older adults and others involved in the case identify emergency situations or specific risk factors that may contribute to or sustain maltreatment |
| 106-02-015 | Can help older adults and others involved in the case identify strengths, supports, and resources to ensure safety of the older adult and promote constructive change |
| 106-02-016 | Can document assessment findings and conclusions in a thorough, summarized report |

TOPIC 107: FUNDAMENTALS OF CASE PLANNING IN ADULT PROTECTIVE SERVICES

Skill Set 107-01: Ability to help older adults and others involved in the case develop and implement case plans that address high priority needs, build on strengths, and reduce recurrences of maltreatment

Skill Set 107-02: Ability to use person-centered and strengths-based models for case planning and provision of direct services and case management

Skill Set 107-03: Ability to work collaboratively with older adults and others involved in the case to plan and coordinate services

| Skill Set 107-01: Ability to help older adults and others involved in the case develop and implement case plans that address high priority needs, build on strengths, and reduce recurrences of maltreatment | |
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| Comp. No. | Competency Description |
| 107-01-001 | Knows why it is important to involve older adults and others involved in the case in all phases of a voluntary or involuntary case planning process |
| 107-01-002 | Knows why building on the strengths of the older adult is important throughout in the case planning process |
| 107-01-003 | Knows the proper sequence of action steps in the case planning process |
| 107-01-004 | Knows the difference between case goals, objectives, and activities |
| 107-01-005 | Knows criteria upon which to prioritize older adult needs and wants and case goals and objectives while reducing the older adult's level of risk |
| 107-01-006 | Understands how case goals and objectives are derived from information gathered through the assessment process |
| 107-01-007 | Knows the benefits of formally documenting case plans in case records |
| 107-01-008 | Understands how case plans are used as the agency's formal negotiated agreement with older adults to guide, monitor, and evaluate change and goal achievement |
| 107-01-009 | Understands why it is important to identify culturally relevant service providers and engage older adults and others involved in the case to help choose supports and resources |
| 107-01-010 | Understands how case plan documents are used in legal and court processes, and their importance in supporting the agency's legal position |
| 107-01-011 | Understands how ineffective case planning may increase risk to the older adult and promote premature or inappropriate case closure |
| 107-01-012 | Understands how periodic case reassessment can document changes and determine the continued need for services and activities |
| 107-01-013 | Knows strategies that facilitate full involvement of older adults and others involved in the case in case plan development |
| 107-01-014 | Knows engagement and supportive casework strategies to help older adults and others involved in the case remain motivated over time to complete case plan activities |
| 107-01-015 | Knows strategies to involve older adults and others involved in the case in ongoing case reviews, reassessments, and revision of case plans |
| 107-01-016 | Knows criteria to determine when case plan goals and objectives have been met and a case can safely be closed |

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| 107-01-017 | Knows how to help older adults and others involved in the case identify culturally responsive and knowledgeable community partners in their own community |
| 107-01-018 | Knows how to select and use specific interviewing and engagement strategies that facilitate case plan development |
| 107-01-019 | Knows how to link older adults and others involved in the case with ongoing support to encourage continued work toward identified goals after case closure to prevent reopening of cases |
| 107-01-020 | Can use formal case plan reviews as a tool to promote collaboration with older adults and others involved in the case |
| 107-01-021 | Can use case plans as a tool to monitor progress and promote continued work toward jointly identified goals and objectives |
| 107-01-022 | Can use case plans as a tool to identify and monitor case planning activities |
| 107-01-023 | Can use case plans as a feedback tool for older adults and others involved in the case to help them recognize their successes and guide continued work toward change |

| Skill Set 107-02: Ability to use person-centered and strengths-based models for case planning and provision of direct services and case management | |
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| Comp. No. | Competency Description |
| 107-02-001 | Knows strengths-based direct service interventions that foster the development of an older adult's strengths, self-esteem, coping ability, resilience, self-reliance, and strengthen interpersonal relationships |
| 107-02-002 | Understands why person-centered and strengths-based models for case planning is important when working with older adults |
| 107-02-003 | Knows why ongoing caseworker contact with older adults is important to ensure the older adult's safety and well-being, and to reduce the risk of further maltreatment |
| 107-02-004 | Knows rules, policies, and procedures for opening and closing adult protective services cases |
| 107-02-005 | Knows how to involve community partners in evaluations of an older adult's physical, cognitive, social, and emotional functioning, including ability to perform activities of daily living; and knows how to use this information to inform case goals and objectives |
| 107-02-006 | Knows how to use tools to help an older adult and others involved in the case identify potential sources of support |
| 107-02-007 | Knows how to engage older adults in planning and evaluating person-centered and strengths-based case planning, and supportive services to maintain self-determination and optimal level of self-sufficiency |
| 107-02-008 | Knows how to use case management and service coordination, advocacy, and direct provision of supportive services to meet case plan goals and objectives |
| 107-02-009 | Knows how to make referrals to community partners, coordinate, monitor and evaluate services for the older adult, and provide supportive follow-up to determine the effectiveness of services |
| 107-02-010 | Knows how to write a case closure summary and evaluate effectiveness of service delivery |
| 107-02-011 | Can provide direct casework services to older adults, including crisis intervention, support, resource linkage, problem solving, and personal and system advocacy |
| 107-02-012 | Can coordinate and manage delivery of services provided by the agency and community partners |

| Skill Set 107-03: Ability to work collaboratively with older adults and others involved in the case to plan and coordinate services | |
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| Comp. No. | Competency Description |
| 107-03-001 | Knows the types of community, state, and federal resources and supports that can help older adults enhance their optimal level of self-care and self-sufficiency |
| 107-03-002 | Understands eligibility requirements and referral procedures for community, state, and federal programs |
| 107-03-003 | Knows the liabilities of referring older adults for services without following up to coordinate and evaluate services |
| 107-03-004 | Knows intra- and inter-agency, community, and cultural barriers that may prevent older adults from accessing or benefiting from services and the importance of collaboration |
| 107-03-005 | Understands the value of home visits to learn about natural supports, available services, and resources in an older adult's neighborhood and community |
| 107-03-006 | Understands why exploring older adults' recommendations of culturally responsive service providers in their communities is important |
| 107-03-007 | Understands the caseworker's responsibility to be an advocate for older adults to ensure safety and access to needed services |
| 107-03-008 | Understands why it is important to coordinate services delivered by multiple service providers and the difficulties experienced by older adults when services are not well coordinated |
| 107-03-009 | Understands the caseworker's responsibility to monitor and evaluate the effectiveness of services provided by community partners |
| 107-03-010 | Knows how to assist older adults and others involved in the case access resources and natural support systems to enhance an older adult's optimal level of self-care and self-sufficiency |
| 107-03-011 | Knows how to enable older adults and others involved in the case to work as a team to maximize an older adult's right to self-determination and independence |
| 107-03-012 | Can empower older adults and others involved in the case to fulfill case plan goals and objectives and reassess their accomplishments |
| 107-03-013 | Can access resources and natural supports and refer to services to reduce level of risk, prevent further maltreatment, and enhance optimal level of self-sufficiency for older adults |
| 107-03-014 | Can advocate on behalf of older adults to eliminate barriers and to coordinate services provided by community partners |