



# OHIO HUMAN SERVICES TRAINING SYSTEM

## Adult Protective Services

### *Related Competencies for Caseworkers*

#### TOPIC 301: CLIENT AND SYSTEM ADVOCACY

Skill Set 301-01: Ability to advocate on behalf of older adults and empower older adults and others involved in the case for needed support and services

#### TOPIC 302: CUSTOMER SERVICE

Skill Set 302-01: Ability to provide effective customer service within the agency and to older adults and others involved in the case served by the agency

#### TOPIC 303: VERBAL AND WRITTEN COMMUNICATION

Skill Set 303-01: Ability to use effective verbal and written communication strategies

Skill Set 303-02: Ability to communicate effectively with older adults and others involved in the case in meetings and within other group settings

#### TOPIC 304: COLLABORATION AND TEAMWORK

Skill Set 304-01: Ability to enhance collaboration and service coordination within the agency, with older adults, others involved in the case, and community partners

#### TOPIC 305: MANAGING CONFLICT

Skill Set 305-01: Ability to manage conflict within the agency and with older adults, others involved in the case, and community partners

#### TOPIC 306: TIME AND STRESS MANAGEMENT

Skill Set 306-01: Ability to organize personal workload and effectively manage time and priorities

Skill Set 306-02: Ability to recognize and manage personal stress associated with adult protective services casework

#### TOPIC 307: STAFF SAFETY

Skill Set 307-01: Ability to recognize potentially dangerous conditions in the field or the work place, respond to reduce vulnerability, and ensure personal safety

### **TOPIC 308: PROBLEM-SOLVING AND SOLUTION-FOCUSED CASEWORK**

Skill Set 308-01: Ability to use problem-solving and solution-focused strategies to help older adults and others involved in the case resolve problems that contribute to older adult maltreatment

### **TOPIC 309: INTERVIEWING METHODS**

Skill Set 309-01: Ability to use a variety of interviewing strategies suitable for different purposes and situations

### **TOPIC 310: CRISIS INTERVENTION**

Skill Set 310-01: Ability to help older adults in crisis situations in a manner that promotes safety and stability

### **TOPIC 311: DOMESTIC VIOLENCE**

Skill Set 311-01: Ability to identify domestic violence in situations involving older adults, assess risks to older adults and others involved in the case, and implement case plans

### **TOPIC 312: HUMAN TRAFFICKING**

Skill Set 312-01: Ability to identify and screen older adults who may be victims of human trafficking

Skill Set 312-02: Ability to provide services for trafficked older adults and others involved in the case

### **TOPIC 313: HEALTH AND MEDICAL ISSUES**

Skill Set 313-01: Ability to help older adults meet their health and medical needs

Skill Set 313-02: Ability to help older adults with a progressive health or medical condition receive needed care, medical-related resources, and supports

### **TOPIC 314: OLDER ADULT SEXUALITY**

Skill Set 314-01: Ability to help older adults discuss and address issues related to sexuality

### **TOPIC 315: MENTAL HEALTH CONDITIONS**

Skill Set 315-01: Ability to identify and screen older adults for mental health conditions

Skill Set 315-02: Ability to access, coordinate, and monitor mental health treatment for older adults

### **TOPIC 316: SUBSTANCE ABUSE**

Skill Set 316-01: Ability to identify substance abuse in older adults and screen for associated risks to the safety and well-being of older adults

Skill Set 316-02: Ability to access, coordinate, and monitor substance abuse treatment for older adults

### **TOPIC 317: TRAUMA-INFORMED CARE AND SERVICES**

Skill Set 317-01: Ability to identify and support older adults who have experienced trauma

### **TOPIC 318: PUBLIC ASSISTANCE AND PREVENTION SERVICES**

Skill Set 318-01: Ability to collaborate with community partners for the development and delivery of programs and services to prevent maltreatment of older adults

Skill Set 318-02: Ability to help older adults obtain public assistance and prevention services to achieve optimal self-sufficiency and independence

## TOPIC 301: CLIENT AND SYSTEM ADVOCACY

**Skill Set 301-01: Ability to advocate on behalf of older adults and empower older adults and others involved in the case for needed support and services**

<b>Skill Set 301-01: Ability to advocate on behalf of older adults and empower older adults and others involved in the case for needed support and services</b>	
<b>Comp. No.</b>	<b>Competency Description</b>
301-01-001	Knows the purpose of various types of advocacy efforts and their application to adult protective services casework
301-01-002	Understands the caseworker's role to advocate for older adults and others involved in the case to protect the older adults' rights and ensure they receive needed support and services
301-01-003	Understands an older adult's right to self-determination and factors that can contribute to the unwillingness of the older adult or lack of capacity to advocate for their own needs
301-01-004	Understands cultural variations in values and expectations regarding behaviors, including age, gender, and role differences
301-01-005	Knows how to model, teach, and coach older adults and others involved in the case in communication and behavior strategies consistent with their age, gender, and culture
301-01-006	Knows strategies to advocate with agency staff and community partners to meet the needs of older adults served by the agency
301-01-007	Knows how to motivate community leaders to improve the physical, economic, and social environments of older adults to promote safety and well-being
301-01-008	Can guide and empower older adults to self-advocate, and others involved in the case to advocate on behalf of the older adult using the authority vested in the agency

## TOPIC 302: CUSTOMER SERVICE

**Skill Set 302-01: Ability to provide effective customer service within the agency and to older adults and others involved in the case served by the agency**

<b>Skill Set 302-01: Ability to provide effective customer service within the agency and to older adults and others involved in the case served by the agency</b>	
<b>Comp. No.</b>	<b>Competency Description</b>
302-01-001	Knows the goals, characteristics, and intended outcomes of effective customer service
302-01-002	Understands how pre-existing expectations of agency services may influence older adults, and others involved in the case, satisfaction and willingness to work with agency staff
302-01-003	Understands why it is important to advise older adults of their rights and to explain grievance procedures and potential avenues of recourse if they are not satisfied with agency services
302-01-004	Knows how to apply engagement and relationship building strategies with older adults and others involved in the case to enhance collaboration with the agency
302-01-005	Knows how to elicit and discuss older adults', and others involved in the case, concerns about agency action steps, case plans, and services, and how to validate and address their concerns
302-01-006	Knows strategies to advocate on behalf of older adults and others involved in the case to constructively address their concerns
302-01-007	Can integrate principles of effective customer service into all aspects of adult protective services practice

**TOPIC 303: VERBAL AND WRITTEN COMMUNICATION**

Skill Set 303-01: Ability to use effective verbal and written communication strategies

Skill Set 303-02: Ability to communicate effectively with older adults and others involved in the case in meetings and within other group settings

<b>Skill Set 303-01: Ability to use effective verbal and written communication strategies</b>	
<b>Comp. No.</b>	<b>Competency Description</b>
303-01-001	Knows the principles, rules, and standards for effective verbal and written communication
303-01-002	Knows primary personal communication styles and can identify one's own preferred style(s)
303-01-003	Knows the purposes of case documentation and the types of information that should be included in case records
303-01-004	Understands the necessity of documenting factual information rather than personal judgments and assumptions
303-01-005	Understands how cultural differences in communication styles may affect the way people interpret communication and may increase the potential for misjudgments and misunderstandings
303-01-006	Knows strategies to overcome common barriers to effective communication
303-01-007	Knows how to document necessary information in adult protective services case records
303-01-008	Can formulate and write clear, factual, precise documentation for case records, reports, and court filings
303-01-009	Can adapt one's own personal communication style to be more effective with older adults and others involved in the case

<b>Skill Set 303-02: Ability to communicate effectively with older adults and others involved in the case in meetings and within other group settings</b>	
<b>Comp. No.</b>	<b>Competency Description</b>
303-02-001	Knows why setting clear goals and objectives for meetings with older adults and others involved in the case is important prior to convening
303-02-002	Understands the responsibility of the meeting facilitator in setting an agenda and keeping participants focused, on task, and communicating clearly
303-02-003	Understands the caseworker's responsibility to provide current, relevant information to enhance discussion and help achieve a meeting's goals and objectives
303-02-004	Knows how to select and prepare materials and talking points to address the topics to be discussed in a meeting
303-02-005	Knows how to use open-ended questions to gather information from meeting participants and to encourage participation
303-02-006	Knows how to use clarification and summarization strategies to move discussion along to achieve a meeting's goals and objectives
303-02-007	Knows strategies to empower meeting participants to contribute freely, honestly, negotiate to consensus, and deal with differences constructively
303-02-008	Can convene, lead, and participate effectively in meetings
303-02-009	Can recognize when meetings are unproductive and can redirect discussion to achieve stated goals and objectives

## TOPIC 304: COLLABORATION AND TEAMWORK

**Skill Set 304-01: Ability to enhance collaboration and service coordination within the agency, with older adults, others involved in the case, and community partners**

<b>Skill Set 304-01: Ability to enhance collaboration and service coordination within the agency, with older adults, others involved in the case, and community partners</b>	
<b>Comp. No.</b>	<b>Competency Description</b>
304-01-001	Understands the value and benefits of diversity in teamwork when working with older adults and others involved in the case
304-01-002	Knows the benefits and challenges of intra-agency and interdisciplinary team (I-Team) approaches with community partners in serving older adults
304-01-003	Knows the potential intra-system or interdisciplinary barriers to collaboration with other agency staff, units, departments, or community partners
304-01-004	Knows the types and characteristics of work groups that can enhance collaboration, including ad hoc and standing committees, task forces, advisory boards, interdisciplinary teams (I-Teams), and strategic planning groups
304-01-005	Understands how services offered by different organizations can be integrated to create an effective continuum of care within a community to support and protect older adults
304-01-006	Understands the county's formal agreements such as a County Memorandum of Understanding with community partners as it pertains to adult protective services
304-01-007	Understands the detrimental outcomes to older adults when community partners fail to collaborate or coordinate services
304-01-008	Understands how an agency's policies and procedures can increase collaboration with community partners or create barriers
304-01-009	Understands the typical stages of group development and how to support work groups in maintaining productivity at each stage of development
304-01-010	Knows quality improvement strategies to build and sustain collaboration among team members and their agencies
304-01-011	Knows how to collaborate with community partners to identify gaps in services for older adults, and plan to enhance community services to meet needs
304-01-012	Can involve personnel in other agencies to collaborate in developing intervention plans and delivering services to older adults

## TOPIC 305: MANAGING CONFLICT

**Skill Set 305-01: Ability to manage conflict within the agency and with older adults, others involved in the case, and community partners**

<b>Skill Set 305-01: Ability to manage conflict within the agency and with older adults, others involved in the case, and community partners</b>	
<b>Comp. No.</b>	<b>Competency Description</b>
305-01-001	Knows common sources and dynamics of conflict between agency staff, older adults, others involved in the case, and community partners
305-01-002	Knows the stages in escalating conflict, verbal and behavior indicators of increasing tension, and interventions to prevent further escalation
305-01-003	Understands how constructively managed conflict can provide opportunities for growth and change
305-01-004	Understands how a caseworker's personal discomfort in conflict situations may reduce effectiveness in managing conflict with and between others
305-01-005	Knows strengths-based negotiation strategies to de-escalate anger and hostility and redirect participants into constructive dialogue
305-01-006	Knows how to assess conflict situations to identify triggers and underlying issues
305-01-007	Knows how to promote open discussion in conflict situations, validate feelings and concerns, manage defensiveness, and clarify dynamics for those involved
305-01-008	Knows how to use problem-solving and mediation strategies to resolve conflict situations
305-01-009	Can remain calm and confident in conflict situations, maintain clarity of communication, and demonstrate commitment to resolve conflict constructively
305-01-010	Can model and coach older adults and others involved in the case in strategies to manage disagreements constructively and resolve conflicts



## TOPIC 306: TIME AND STRESS MANAGEMENT

**Skill Set 306-01: Ability to organize personal workload and effectively manage time and priorities**

**Skill Set 306-02: Ability to recognize and manage personal stress associated with adult protective services casework**

<b>Skill Set 306-01: Ability to organize personal workload and effectively manage time and priorities</b>	
<b>Comp. No.</b>	<b>Competency Description</b>
306-01-001	Understands why it is important to manage the workload and priorities in adult protective services practice
306-01-002	Knows indicators of common time mismanagement in one's own and other peoples' work style
306-01-003	Knows how to assess individual work activities to determine their relative importance and urgency and use this information to set priorities
306-01-004	Knows strategies to manage multiple and competing priorities
306-01-005	Can develop and execute a work plan that maximizes effectiveness of the time available to complete an activity
306-01-006	Can address and eliminate time wasting behaviors

<b>Skill Set 306-02: Ability to recognize and manage personal stress associated with adult protective services casework</b>	
<b>Comp. No.</b>	<b>Competency Description</b>
306-02-001	Knows the origins and potential consequences of work-related stress in adult protective services practice
306-02-002	Knows the emotional and behavioral indicators of stress
306-02-003	Understands the dynamics, contributors, supports, and resources for burnout, secondary trauma, and post-traumatic stress
306-02-004	Understands how poor time management, competing demands, rapidly shifting priorities, and disorganization can increase work-related stress
306-02-005	Understands how poor performance and noncompliance, including absenteeism, low morale, incomplete work assignments, avoidance of work responsibilities, and lack of motivation may be symptoms of stress-related behaviors and emotions
306-02-006	Knows personal strategies to help reduce and manage stress, strengthen coping capacity, and maintain physical and emotional health
306-02-007	Can identify signs of work-related stress, secondary trauma, and post-traumatic stress disorder in oneself and others, and can seek support and resources

## TOPIC 307: STAFF SAFETY

**Skill Set 307-01: Ability to recognize potentially dangerous conditions in the field or the work place, respond to reduce vulnerability, and ensure personal safety**

<b>Skill Set 307-01: Ability to recognize potentially dangerous conditions in the field or the work place, respond to reduce vulnerability, and ensure personal safety</b>	
<b>Comp. No.</b>	<b>Competency Description</b>
307-01-001	Knows the provisions of agency policies, procedures, and formal protocols designed to assure the safety of staff members
307-01-002	Knows why eliciting information from case records and key informants regarding mental health status, substance abuse, and prior violent behavior is important before engaging in direct contact with an older adult and others involved in the case
307-01-003	Knows factors to consider when determining where contact with an older adult and others involved in the case should occur to ensure safety for all involved
307-01-004	Knows the mental health conditions associated with increased danger and violence when a person feels confronted or threatened
307-01-005	Understands how certain caseworker and agency actions may be perceived as threatening or stressful and are more likely to provoke an angry or violent response
307-01-006	Knows the effects of substance abuse on increasing threatening or violent behavior
307-01-007	Knows the emotional and behavioral indicators of escalating violence and potential danger
307-01-008	Understands how an older adults and family's history as victims of violence may predispose them to respond more forcefully to perceived threats of harm or injustice
307-01-009	Understands how cultural differences in verbal and nonverbal communication styles can contribute to escalation of anger and hostility
307-01-010	Understands the potential dangers of conducting home visits when older adults and others involved in the case are involved in drug trafficking or illegal drug production
307-01-011	Knows communication strategies and personal demeanor that demonstrate calmness, understanding, and respect for older adults and others involved in the case, and may de-escalate angry, hostile, and agitated behaviors
307-01-012	Knows safety strategies, including developing an exit plan, to protect oneself during home visits
307-01-013	Knows how and when to use verbal de-escalation and crisis intervention techniques to reduce personal vulnerability
307-01-014	Knows how and when to request accompaniment by law enforcement or other agency staff members on potentially unsafe home visits
307-01-015	Knows how to conduct an on-the-spot assessment of a neighborhood or home environment to identify potential safety threats and to devise an exit plan
307-01-016	Can recognize when an environment is becoming unsafe and act in ways to reduce vulnerability

**TOPIC 308: PROBLEM-SOLVING AND SOLUTION-FOCUSED CASEWORK**

**Skill Set 308-01: Ability to use problem-solving and solution-focused strategies to help older adults and others involved in the case resolve problems that contribute to older adult maltreatment**

<b>Skill Set 308-01: Ability to use problem-solving and solution-focused strategies to help older adults and others involved in the case resolve problems that contribute to older adult maltreatment</b>	
<b>Comp. No.</b>	<b>Competency Description</b>
308-01-001	Understands the principles and approaches to problem-solving and how these apply to adult protective services practice
308-01-002	Understands the principles and methods of solution-focused casework and how these apply to adult protective services practice
308-01-003	Understands how problem-solving and solution-focused casework strategies can strengthen an older adult's protective capacities and potentially reduce risks and vulnerabilities in high risk situations
308-01-004	Understands the role of solution-focused interventions in developing an older adults', and others involved in the case's, confidence and motivation to participate in constructive change
308-01-005	Knows how to engage older adults and others involved in the case in identifying and assessing the vulnerabilities and situations that contribute or increase the risk of maltreatment to older adults
308-01-006	Knows how to help older adults and others involved in the case recognize and apply skills and strategies they have successfully used in the past to resolve current problems and challenges
308-01-007	Knows how to engage others involved in the case including community partners in problem-solving to support older adults and ensure his or her safety and ability for adequate self-care
308-01-008	Knows how to coach and support older adults and others involved in the case to help them stay invested in problem-solving activities and sustain their progress
308-01-009	Knows how to determine when older adults need a referral to services and supports from mental health, substance abuse, domestic violence, or other relevant professionals
308-01-010	Can determine when problem-solving or solution-focused approaches are an appropriate intervention for older adults
308-01-011	Can engage, guide, and support older adults and others involved in the case in problem-solving activities to reduce the older adult's risk, and strengthen self-care capacities

## TOPIC 309: INTERVIEWING METHODS

**Skill Set 309-01: Ability to use a variety of interviewing strategies suitable for different purposes and situations**

<b>Skill Set 309-01: Ability to use a variety of interviewing strategies suitable for different purposes and situations</b>	
<b>Comp. No.</b>	<b>Competency Description</b>
309-01-001	Knows interviewing strategies, including active listening, use of open and closed ended questions, supportive responses, clarification, scaling, and summarization; and their use in facilitating and guiding an assessment
309-01-002	Knows why choosing specific interviewing strategies is important during different phases of casework intervention and to achieve specific purposes
309-01-003	Knows the liabilities of choosing interviewing strategies that are not well suited for specific situations or purposes
309-01-004	Understands how unique individual circumstances and dynamics may affect a caseworker's decision of who to interview with the older adult and selection of interviewing strategies
309-01-005	Understands how personal and cultural differences in communication styles, nonverbal communications, and use of language can affect interview outcomes
309-01-006	Understands the challenges of conducting interviews 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 who have a partial, profound, or complete hearing loss, and those with a developmental or physical health disability
309-01-007	Understands interviewing considerations when conducting interviews with a translator
309-01-008	Understands the unique attributes of forensic interviews and how they differ from other casework interviews
309-01-009	Understands the characteristics of content and process in verbal communication when conducting interviews
309-01-010	Understands the difference between high context and low context communication styles and how this affects the selection of interviewing methods for older adults and others involved in the case
309-01-011	Understands the ethical standards for and appropriate uses of self-disclosure during interviews
309-01-012	Knows the most effective interviewing strategies for various phases of adult protective services practice including screening, investigation, assessment, and case planning
309-01-013	Knows group interview and facilitation strategies for use with older adults and others involved in the case
309-01-014	Knows techniques of motivational and ethnographic interviewing and how these techniques are used in adult protective services practice
309-01-015	Knows how to adapt interviewing strategies to meet the needs of older adults and others involved in the case
309-01-016	Knows how to prepare and collaborate with an interpreter when needed for an older adult and others involved in the case

309-01-017	Knows how to adapt one's own communication style and interviewing approach to be more effective with older adults and others involved in the case
309-01-018	Knows how to use strengths-based interviewing strategies during all phases of the case planning process
309-01-019	Knows how to use future-focused interviewing strategies to enhance an older adult's motivation and commitment, and to mobilize and build on the older adult's strengths
309-01-020	Knows how to use summarization, restatement, and scaffolding strategies to help focus an interview, gain consensus, and achieve specific goals and objectives
309-01-021	Knows how to use tools and nonverbal strategies to gather information during interviews and to support individuals to communicate ideas and feelings
309-01-022	Knows how to use stories, analogies, examples, and metaphors to articulate and clarify concepts, ideas, and feelings
309-01-023	Knows how to use confrontation to move an interview forward without alienating an older adult and others involved in the case or undermining relationships
309-01-024	Knows how forensic interviewing methods are used for fact finding and data gathering during investigations and assessments
309-01-025	Can select and implement interviewing strategies based on the stage of casework intervention and the objectives for the interview
309-01-026	Can select and implement interviewing strategies based on individual differences and unique situations of the older adult and others involved in the case
309-01-027	Can access an interpreter for use during meetings to assure accurate communication among the caseworker, older adult, and others involved in the case

## TOPIC 310: CRISIS INTERVENTION

**Skill Set 310-01: Ability to help older adults in crisis situations in a manner that promotes safety and stability**

<b>Skill Set 310-01: Ability to help older adults in crisis situations in a manner that promotes safety and stability</b>	
<b>Comp. No.</b>	<b>Competency Description</b>
310-01-001	Knows how internal and external stressors can affect an individual's behavior and functioning, and how high stress levels within one's environment may contribute to older adult maltreatment
310-01-002	Knows the types of life events and situations with high potential to precipitate crisis in older adults
310-01-003	Knows the characteristics and vulnerabilities of older adults who are most susceptible to crisis
310-01-004	Knows the typical psychological and behavioral indicators of crisis in older adults
310-01-005	Understands how stressful events, coping capacity, and perception of an event interact to increase or decrease the likelihood of crisis
310-01-006	Understands the effectiveness of various coping styles and how coping strategies can prevent or defuse a potential crisis
310-01-007	Understands how an allegation or disclosure of maltreatment and adult protective services involvement can precipitate crisis for older adults and others involved in the case
310-01-008	Understands how crisis can create opportunities for growth and change, or undermine an older adult's functioning and coping capacity, depending on how it is managed and resolved
310-01-009	Knows casework strategies to help older adults and others involved in the case reduce emotional distress and strengthen coping capacity in high stress or crisis situations
310-01-010	Knows how to identify when an older adult is in a crisis and when intervention is warranted
310-01-011	Can determine when an older adults' behavior, inaction, or lack of responsiveness are the result of a crisis situation
310-01-012	Can model and teach older adults and others involved in the case effective coping and problem-solving strategies in high stress and crisis situations
310-01-013	Can access and engage community resources and supports to help older adults in crisis

## TOPIC 311: DOMESTIC VIOLENCE

**Skill Set 311-01: Ability to identify domestic violence involving older adults, assess risks to older adults and others involved in the case, and implement case plans**

<b>Skill Set 311-01: Ability to identify domestic violence involving older adults, assess risks to older adults and others involved in the case, and implement case plans</b>	
<b>Comp. No.</b>	<b>Competency Description</b>
311-01-001	Knows the physical, emotional, behavioral, and environmental indicators of domestic violence
311-01-002	Knows laws, legal procedures, and law enforcement processes related to domestic violence
311-01-003	Understands how personal history, vulnerabilities of older adults, societal factors, and cultural factors can contribute to domestic violence
311-01-004	Understands the risks and challenges for older adults who are victims of domestic violence in protecting themselves
311-01-005	Understands why it is important to screen for previous or current domestic violence in all adult protective services cases
311-01-006	Understands the dynamics of domestic violence and its short- and long-term effects on the social and emotional functioning of older adults who are victims of domestic violence
311-01-007	Understands how adult protective services involvement can increase risk for older adults in domestic violence cases
311-01-008	Understand how caseworkers' personal values, biases, and reactions can affect their work with both older adults and perpetrators of domestic violence
311-01-009	Understands the dynamics of intimidation and coercive control used by perpetrators of domestic violence and how this affects older adults
311-01-010	Understands how the protective strategies of a domestic violence victim may be misconstrued by caseworkers as resistance or noncompliance with case plan goals and objectives
311-01-011	Knows the goals and methods used in treatment programs for perpetrators of domestic violence, typical responses and outcomes, and indicators to determine whether treatment is having the intended effect
311-01-012	Knows how to approach and work with older adults who are victims of domestic violence without compromising their safety
311-01-013	Knows how to choose interviewing strategies that do not escalate the potential for violent reactions
311-01-014	Knows how to work with older adults and domestic violence professionals to assess the level of danger, and to initiate case planning with the older adult
311-01-015	Knows how to elicit information to identify and assess patterns of coercive control in an older adult's environment
311-01-016	Knows how and when to involve domestic violence experts, community shelters, and support groups to help older adults with short- and long-term planning
311-01-017	Knows how to document the effects of domestic violence on older adults in court-related documents
311-01-018	Can access protection, shelter, and trauma-informed therapy for older adult victims of domestic violence

311-01-019	Can provide case management and coordinate services to ensure the long-term safety of older adults in domestic violence situations
311-01-020	Can collaborate with treatment providers to monitor a perpetrator's compliance with safety measures and determine when it is safe to reunify the perpetrator with the older adult, if applicable



## **TOPIC 312: HUMAN TRAFFICKING**

**Skill Set 312-01: Ability to identify and screen older adults who may be victims of human trafficking**

**Skill Set 312-02: Ability to provide services for trafficked older adults and others involved in the case**

<b>Skill Set 312-01: Ability to identify and screen older adults who may be victims of human trafficking</b>	
<b>Comp. No.</b>	<b>Competency Description</b>
312-01-001	Knows how a lack of knowledge regarding human trafficking can interfere with a caseworker's ability to identify and assess older adult victims of human trafficking
312-01-002	Knows legal definitions of sex and labor trafficking
312-01-003	Knows the range and types of behaviors and actions that are considered human trafficking
312-01-004	Knows individual, relational, community, and societal risk factors for human trafficking
312-01-005	Knows the emotional and behavioral indicators of trafficked older adults
312-01-006	Knows strategies to observe and interview older adults to elicit and identify indicators of human trafficking
312-01-007	Knows how to identify older adults at imminent risk of serious harm from human trafficking
312-01-008	Knows how to screen referrals of trafficked older adults for pre-occurring or co-occurring forms of maltreatment
312-01-009	Can identify older adults who should be further evaluated for human trafficking
312-01-010	Can report suspected human trafficking to the appropriate authorities

<b>Skill Set 312-02: Ability to provide services for trafficked older adults and others involved in the case</b>	
<b>Comp. No.</b>	<b>Competency Description</b>
312-02-001	Understands the unique challenges involved when working with older adults who have been trafficked
312-02-002	Understands the roles of medical, mental health, legal, and other professionals in providing services to older adult who are victims of human trafficking
312-02-003	Knows the short- and long-term consequences of trafficking on older adult's health and well-being
312-02-004	Knows that the relationship between the trafficked older adult and trafficker is often complex, and that the victim may feel an allegiance with the trafficker
312-02-005	Knows why accessing prompt medical assessments and interventions is important for older adults who are victims of human trafficking
312-02-006	Knows the types of services necessary to promote the sense of "survivorship" for older adults who have been trafficked
312-02-007	Knows the benefits and challenges of intra-agency, interagency, and interdisciplinary team approaches to serving older adults who are victims of human trafficking and others involved in the case

312-02-008	Knows how to work collaboratively with law enforcement and other legal professionals to investigate and respond to cases involving the trafficking of older adults
312-02-009	Knows how to implement case plans to protect older adults who have been or are currently being trafficked
312-02-010	Knows how to obtain legal, therapeutic, and other services to protect and support older adults who are victims of human trafficking
312-02-011	Can access, coordinate, and monitor the success of treatment and supportive services for older adults who are victims of human trafficking
312-02-012	Can work with community partners and other disciplines in a team approach to respond to older adults who are victims of human trafficking
312-02-013	Can assess, strengthen, and mobilize the protective capacities of older adults who are victims of human trafficking and others involved in the case to assure safety

**TOPIC 313: HEALTH AND MEDICAL ISSUES****Skill Set 313-01: Ability to help older adults meet their health and medical needs****Skill Set 313-02: Ability to help older adults who have a progressive health or medical condition receive needed care, medical-related resources, and supports**

<b>Skill Set 313-01: Ability to help older adults meet their health and medical needs</b>	
<b>Comp. No.</b>	<b>Competency Description</b>
313-01-001	Knows educational, financial, and prevention resources available for older adults with health or medical needs
313-01-002	Knows basic nutritional requirements for older adults and the negative consequences of malnutrition on health
313-01-003	Knows recommended schedules for routine medical examinations, vision screenings, and dental care for older adults
313-01-004	Knows symptoms of common older adult illnesses and the type of medical care needed for each
313-01-005	Knows common medications often prescribed for older adults, indicators of medication side effects, and safety precautions
313-01-006	Understands polypharmacy and the potential increase in level of risk or maltreatment of older adults
313-01-006	Knows eligibility requirements, procedures, and barriers for accessing health and medical care, supports, and resources to help older adults obtain and pay for preventive and ongoing health care
313-01-007	Understands how an older adult's approaches related to health and medical care may be culturally based and differ from Western medicine
313-01-008	Knows how to assist older adults communicate concerns or symptoms related to health or medical needs
313-01-009	Knows how to involve nurse home visitors, nutritional counselors, and other specialists to monitor an older adult's health; and counsel older adults and others involved in the case in health care strategies
313-01-010	Knows how to support an older adult's right to self-determination and ability to use spiritual or cultural healing practices
313-01-011	Knows how to provide emotional support to older adults in significant emotional distress due to their health or medical condition
313-01-012	Can identify indicators of serious or acute illness in older adults and can help them and others involved in the case access necessary resources or care

<b>Skill Set 313-02: Ability to help older adults who have a progressive health or medical condition receive needed care, medical-related resources, and supports</b>	
<b>Comp. No.</b>	<b>Competency Description</b>
313-02-001	Knows common types of progressive health and medical conditions in older adults, symptoms, complications, and typical progression related to these conditions
313-02-002	Knows how progressive health and medical conditions in older adults can affect self-care, decision-making, interpersonal relationships, and activities of daily living

313-02-003	Understands the challenges experienced by older adults with progressive health or medical conditions
313-02-004	Understands how the relationship between progressive health or medical problems and coexisting mental illness or substance abuse can impact an older adult's capacity for self-care
313-02-005	Understands the potential conflict between the ethical value of an older adult's right of self-determination and the refusal of medical care
313-02-006	Understands a person-centered and strengths-based approach to end-of-life care and the array of services and supports available for the older adult and others involved in the case
313-02-007	Knows how to access and engage others involved in the case to help an older adult with a progressive health or medical condition provide self-care and home management, and to monitor the older adult's safety
313-02-008	Knows how to access medical care, therapy, emergency and non-emergency services, rehabilitation, medical resources, assistive devices, and other supplies to help older adults manage their health or medical conditions and improve overall functioning
313-02-009	Can help older adults maintain their quality of life by accessing specialized medical care or equipment for progressive health or medical conditions
313-02-010	Can help older adults and others involved in the case adapt daily living routines for a progressive health or medical condition
313-02-011	Can create supportive networks of individuals and professionals to help older adults with progressive health or medical conditions to retain the ability for self-care and self-sufficiency

## TOPIC 314: OLDER ADULT SEXUALITY

### Skill Set 314-01: Ability to help older adults discuss and address issues related to sexuality

Skill Set 314-01: Ability to help older adults discuss and address issues related to sexuality	
Comp. No.	Competency Description
314-01-001	Understands the impact a caseworker's beliefs regarding sexuality and older adults can have on their perceptions about the needs and expectations of older adults
314-01-002	Knows the stages and milestones of sexual development throughout the life span, including issues related to gender identity, gender roles, and sexual orientation of older adults
314-01-003	Understands the diversity that exists in personal, organizational, and community values and beliefs regarding sexuality and how these can affect adult protective services practice
314-01-004	Understands the potential impact of older adult sexual abuse, rape, and other forms of sexual victimization on sexual behavior
314-01-005	Understands the social, emotional, and developmental issues and challenges often experienced by gay, lesbian, bisexual, and transgender older adults
314-01-006	Knows educational and counseling resources available to help older adults resolve sexual issues and concerns
314-01-007	Knows how physical and cognitive changes in older adults can contribute to or inhibit the expression of sexuality
314-01-008	Understands how atypical sexual behaviors, and sexual acting out may be indicators of current or prior sexual abuse
314-01-009	Knows how illnesses, disabilities, medicines, and surgeries can affect older adults' ability to have and enjoy sex
314-01-010	Knows strategies to help older adults talk about issues and concerns related to sexuality
314-01-011	Knows how to create an environment in which older adults feel safe to bring up concerns and presenting issues related to sex and sexuality
314-01-012	Can provide support, resources, and referrals to older adults regarding sexual development, behavior, concerns, and issues

## TOPIC 315: MENTAL HEALTH CONDITIONS

**Skill Set 315-01: Ability to identify and screen older adults for mental health conditions**

**Skill Set 315-02: Ability to access, coordinate, and monitor mental health treatment for older adults**

<b>Skill Set 315-01: Ability to identify and screen older adults for mental health conditions</b>	
<b>Comp. No.</b>	<b>Competency Description</b>
315-01-001	Knows the characteristics, behavioral indicators, and treatments for mood disorders in older adults
315-01-002	Knows the characteristics, behavioral indicators, and treatments for personality disorders in older adults
315-01-003	Knows the characteristics, behavioral indicators, and treatments for psychotic disorders in older adults
315-01-004	Knows the characteristics, behavioral indicators, and treatments for anxiety disorders in older adults
315-01-005	Knows the indicators and dynamics of suicidal and homicidal ideations and gestures in older adults
315-01-006	Knows relevant screening and referral questions and psychological, psychiatric, and other assessments for older adults with potential mental health conditions
315-01-007	Understands how mental health conditions can affect an older adult's cognitive, social, emotional, and adaptive functioning, vulnerabilities, and the older adult's capacity for self-care
315-01-008	Understands how mental health conditions of older adults and others involved in the case can increase risk of maltreatment of an older adult
315-01-009	Understands how misconceptions, misinformation, stereotypes, and discrimination may negatively affect older adults with mental health conditions
315-01-010	Understands how dual diagnosis of mental illness with other conditions, including substance abuse and developmental disabilities, can complicate both assessment and case planning for older adults
315-01-011	Knows how to recognize indicators of potential mental health conditions in older adults and how to conduct interviews and screenings to obtain information about an older adult's mental health status
315-01-012	Knows how to identify mental health conditions in older adults and assess the impact on the older adult's capacity for self-care
315-01-013	Can develop case plans with older adults with mental health conditions, and others involved in the case, that ensure the older adult's safety and well-being

<b>Skill Set 315-02: Ability to access, coordinate, and monitor mental health treatment for older adults</b>	
<b>Comp. No.</b>	<b>Competency Description</b>
315-02-001	Understands the principles and appropriate uses of various individual, group, and family counseling therapies, including cognitive-behavioral therapy, trauma-focused therapy, and crisis intervention therapy
315-02-002	Knows the continuum of mental health services available and referral procedures

315-02-003	Understands the challenges in treating mental health conditions and the factors that increase the likelihood of relapse after treatment is discontinued
315-02-004	Knows casework strategies to reduce an older adult's denial and resistance to mental health treatment
315-02-005	Knows strategies and treatment programs to educate and support older adults and others involved in the case
315-02-006	Knows how to help older adults and others involved in the case develop strategies to help older adults remain safe
315-02-007	Knows how to engage older adults and others involved in the case to support mental health treatment for an older adult
315-02-008	Knows strategies to monitor the older adult's safety and well-being in crisis situations, and identify supports and resources if the older adult's safety is at risk
315-02-009	Can refer an older adult to mental health treatment and supportive services to ensure the older adult's safety and well-being
315-02-010	Can prepare older adults for psychological or psychiatric assessments and help them and others involved in the case understand the findings
315-02-011	Can help stabilize and support older adults, and others involved in the case, during and after mental health treatment

## TOPIC 316: SUBSTANCE ABUSE

**Skill Set 316-01: Ability to identify substance abuse in older adults and screen for associated risks to the safety and well-being of older adults**

**Skill Set 316-02: Ability to access, coordinate, and monitor substance abuse treatment for older adults**

<b>Skill Set 316-01: Ability to identify substance abuse in older adults and screen for associated risks to the safety and well-being of older adults</b>	
<b>Comp. No.</b>	<b>Competency Description</b>
316-01-001	Knows the physical and behavioral indicators of alcohol abuse and chronic alcoholism
316-01-002	Knows the physical and behavioral indicators of drug abuse, including methamphetamine, crack/cocaine, heroin, hallucinogens, other stimulants and depressants, prescription medications, and other drugs
316-01-003	Knows the typical progression of substance abuse in the absence of treatment and the indicators of various stages
316-01-004	Knows the short- and long-term health and medical risks associated with substance abuse
316-01-005	Understands cultural issues to be considered in working with older adults with substance abuse issues
316-01-006	Knows the effects of older adult substance abuse on their personal functioning, family life, capacity for self-care, and safety
316-01-007	Knows the level of co-occurrence of substance abuse and mental illness in older adults and how these situations affect the older adult's functioning as well as their interactions with others
316-01-008	Knows factors to consider in adult protective services case planning when older adults or others involved in the case are abusing a substance or are involved in illegal drug activity
316-01-009	Understands how an older adults' use or misuse of prescription medications may affect their ability to maintain self-care and daily living activities
316-01-010	Understands dynamics of addiction, potential contributing factors to substance abuse, and how dysfunctional interpersonal dynamics may develop in response to chronic substance abuse
316-01-011	Understands the challenges in differentiating substance abuse from other conditions, including mental illness or medical conditions
316-01-012	Understands how substance abuse of older adults and others involved in the case can increase risk of older adult maltreatment
316-01-013	Understands how substance abuse co-occurring with domestic violence or mental illness can increase vulnerabilities, risks to the older adult, and complicate case planning and treatment interventions
316-01-014	Understands dynamics of medication exploitation of an older adult and the potential for substance abuse in persons with access to older adults
316-01-015	Understands the high potential for relapse for older adults who abuse substances and how this affects the case planning process
316-01-016	Understands legal issues related to substance abuse, including legal test limits, criteria for illegal possession, and use of mandatory random drug screenings



316-01-017	Knows how to identify safety concerns in homes where drug trafficking or illegal drug activity is present
316-01-018	Knows how to engage older adults with substance abuse issues to support and monitor their safety and well-being
316-01-019	Can provide guidance and support to older adults and others involved in the case to ensure the safety and well-being of older adults with substance abuse issues

<b>Skill Set 316-02: Ability to access, coordinate, and monitor substance abuse treatment for older adults</b>	
<b>Comp. No.</b>	<b>Competency Description</b>
316-02-001	Knows types of substance abuse treatment programs, their philosophy, treatment methods, the criteria for inpatient versus outpatient treatment, and referral procedures
316-02-002	Understands the challenges in treating substance abuse and the factors that increase the likelihood of relapse after treatment is discontinued
316-02-003	Knows the role of drug courts and collaboration strategies in cases involving substance abuse
316-02-004	Knows casework strategies to reduce an older adult's denial and resistance to substance abuse treatment
316-02-005	Knows strategies and treatment programs to educate and support older adults and others involved in the case
316-02-006	Knows how to help older adults and others involved in the case develop strategies to help older adults remain drug or alcohol free
316-02-007	Knows how to engage older adults and others involved in the case to support substance abuse treatment for an older adult
316-02-008	Knows strategies to monitor the older adult's safety and well-being in substance abusing situations, and identify supports and resources if the older adult's safety is at risk
316-02-009	Can help stabilize and support older adults, and others involved in the case, during and after substance abuse treatment

## TOPIC 317: TRAUMA-INFORMED CARE AND SERVICES

### Skill Set 317-01: Ability to identify and support older adults who have experienced trauma

Skill Set 317-01: Ability to identify and support older adults who have experienced trauma	
Comp. No.	Competency Description
317-01-001	Knows the types of life events, including maltreatment that can cause trauma for older adults
317-01-002	Knows how post-trauma symptoms and behaviors can be misdiagnosed as other mental health conditions
317-01-003	Knows how adult protective services interventions, particularly when services are involuntary, can be traumatic for older adults
317-01-004	Knows the primary components of trauma-informed care and how it is integrated into adult protective services practice
317-01-005	Knows the caseworker's role in advocating for the development of trauma-informed services in the community and for referring older adults who have been traumatized to receive these services
317-01-006	Understands how traumatic experiences can affect an older adult's physical, cognitive, social, and emotional functioning
317-01-007	Understands the coping responses, strengths, and protective factors that can increase resiliency and promote a positive post-trauma adjustment for older adults
317-01-008	Understands the potential for older adult refugees and immigrants to have experienced significant trauma because of violence, dislocation, or resettlement
317-01-009	Knows why completing a trauma screening is important for all older adults served by the adult protective services agency
317-01-010	Understands the principles, goals, therapeutic process, and milestones of trauma-focused treatment protocols
317-01-011	Understands the potential for caseworkers and others involved in the case to experience secondary trauma from working with older adults who have been traumatized
317-01-012	Knows how to gather information about traumatic experiences and their potential effects on older adults during all phases of involvement
317-01-013	Knows strategies to help older adults express their fears and feelings and receive support and protection from maltreatment
317-01-014	Knows how to identify treatment providers who have specialized skills in trauma-informed treatment modalities and provide referrals
317-01-015	Can identify older adults who have experienced trauma and assess the effects of trauma on their functioning
317-01-016	Can collaborate with older adults and others involved in the case to ensure that older adults receive appropriate and timely trauma-informed services

**TOPIC 318: PUBLIC ASSISTANCE AND PREVENTION SERVICES**

**Skill Set 318-01: Ability to collaborate with community partners for the development and delivery of programs and services to prevent maltreatment of older adults**

**Skill Set 318-02: Ability to help older adults obtain public assistance and prevention services to achieve optimal self-sufficiency and independence**

<b>Skill Set 318-01: Ability to collaborate community partners for the development and delivery of programs and services to prevent maltreatment of older adults</b>	
<b>Comp. No.</b>	<b>Competency Description</b>
318-01-001	Knows why it is important to have agency policies and practices that reflect cultural competence in the provision of adult protective services to prevent maltreatment
318-01-002	Knows legal requirements, practice standards, and scope of activities in programs for prevention of older adult maltreatment
318-01-003	Understands the role of adult protective services in collaborating with community partners in the prevention of older adult maltreatment
318-01-004	Understands the agency's confidentiality requirements when collaborating with community partners who provide services to older adults who have been maltreated
318-01-005	Knows strategies to work with community partners to support development and operation of older adult maltreatment prevention programs in the community
318-01-006	Can work within agency guidelines and with community partners to provide prevention services to older adults

<b>Skill Set 318-02: Ability to help older adults obtain public assistance and prevention services to achieve optimal self-sufficiency and independence</b>	
<b>Comp. No.</b>	<b>Competency Description</b>
318-02-001	Understands why collaborating with local, state, and federal public assistance programs and prevention services is critical in helping older adults maintain self-sufficiency and independence
318-02-002	Knows services and benefit programs provided by local, state, and federal public assistance programs, their eligibility requirements, and how to access them
318-02-003	Knows prevention services and resources provided within the community, their eligibility requirements, and how to access them
318-02-004	Knows sources of educational resources available for older adults and others involved in the case
318-02-005	Knows penalties and sanctions for noncompliance with local, state, and federal public assistance program requirements
318-02-006	Knows how to help older adults and others involved in the case access local, state, or public assistance programs and prevention services
318-02-007	Can collaborate with local, state, and federal public assistance programs and prevention service agencies to coordinate adult protective services case planning and to eliminate barriers to optimal self-sufficiency of an older adult
318-02-008	Can provide case management services to help older adults and other adults involved in the case access resources provided by local, state, and federal public assistance programs and prevention services