



OHIO HUMAN SERVICES TRAINING SYSTEM

Adult Protective Services

Specialized Competencies for Caseworkers

TOPIC 201: CULTURE AND DIVERSITY IN ADULT PROTECTIVE SERVICES

Skill Set 201-01: Ability to serve older adults and others involved in the case from diverse ethnicities, cultures, and backgrounds

Skill Set 201-02: Ability to serve older adult refugees and immigrants

TOPIC 202: ETHICS IN ADULT PROTECTIVE SERVICES

Skill Set 202-01: Ability to adhere to the ethical standards of the social work and counseling professions in adult protective services practice

TOPIC 203: ABUSE, NEGLECT, AND SELF-NEGLECT OF OLDER ADULTS

Skill Set 203-01: Ability to identify and assess older adults who have been physically abused

Skill Set 203-02: Ability to identify and assess older adults who have been sexually abused

Skill Set 203-03: Ability to identify and assess older adults who have been emotionally abused

Skill Set 203-04: Ability to identify and assess older adults who have been neglected

Skill Set 203-05: Ability to identify and assess older adults who self-neglect

Skill Set 203-06: Ability to plan and coordinate community-based services and supports for older adults who are victims of abuse or neglect, or those who self-neglect

TOPIC 204: FINANCIAL EXPLOITATION AND UNDUE INFLUENCE OF OLDER ADULTS

Skill Set 204-01: Ability to identify and assess older adults who have been financially exploited

Skill Set 204-02: Ability to identify and assess older adults who have been unduly influenced

Skill Set 204-03: Ability to plan and coordinate community-based services and supports for older adults who are victims of financial exploitation or have been unduly influenced

TOPIC 205: SCREENING, INTAKE, AND INVESTIGATION IN ADULT PROTECTIVE SERVICES

Skill Set 205-01: Ability to screen adult protective services referrals and make screening recommendations

Skill Set 205-02: Ability to conduct risk and safety assessments

Skill Set 205-03: Ability to plan, conduct, and coordinate adult protective services investigations and gather evidence

Skill Set 205-04: Ability to interview older adults and others involved in the case in adult protective service investigations

TOPIC 206: ASSESSMENT AND CRITICAL THINKING

Skill Set 206-01: Ability to elicit, analyze, and integrate relevant information to support decision-making throughout all phases of case involvement

TOPIC 207: INVOLUNTARY CASE PLANNING IN ADULT PROTECTIVE SERVICES

Skill Set 207-01: Ability to provide involuntary protection to maltreated older adults, and manage involuntary protective services case processes

TOPIC 208: LEGAL ISSUES IN ADULT PROTECTIVE SERVICES

Skill Set 208-01: Ability to collaborate with law enforcement, attorneys, prosecutors, court personnel, and others involved in the case to complete court related activities

Skill Set 208-02: Ability to prepare older adults for appearance at court hearings

Skill Set 208-03: Ability to gather, prepare, and document case information for court and deliver testimony in court hearings

Skill Set 208-04: Ability to protect the rights of older adults and to protect the agency and its staff from litigation

TOPIC 209: PLACEMENT, SEPARATION, AND LOSS IN ADULT PROTECTIVE SERVICES

Skill Set 209-01: Ability to plan with older adults and others involved in the case to access appropriate care or placement that is least restrictive, provide needed care, and promote safety and stability

Skill Set 209-02: Ability to work with others involved in the case to provide support to older adults entering out-of-home care or experiencing separation and loss

TOPIC 210: SUPPORT TO OTHERS INVOLVED IN ADULT PROTECTIVE SERVICES CASES

Skill Set 210-01: Ability to assist and support others involved in the case to enable an older adult to maintain self-sufficiency and independence

TOPIC 201: CULTURE AND DIVERSITY IN ADULT PROTECTIVE SERVICES

Skill Set 201-01: Ability to serve older adults and others involved in the case from diverse ethnicities, cultures, and backgrounds

Skill Set 201-02: Ability to serve older adult refugees and immigrants

Skill Set 201-01: Ability to serve older adults and others involved in the case from diverse ethnicities, cultures, and backgrounds	
Comp. No.	Competency Description
201-01-001	Understands why assessing adult maltreatment, risk, and safety is important within the context of culturally-sanctioned status and self-care of older adults
201-01-002	Understands how a caseworker's generation, values, beliefs, and traditions can influence their work with older adults; and how an ethnocentric perspective and lack of cultural knowledge can undermine a caseworker's ability to serve in the best interest of older adults
201-01-003	Understands how perceptions of older adults and others involved in the case about their responses to authority, their needs and problems, their coping strategies, and their approaches to problem-solving may be culturally based
201-01-004	Understands the dynamics of stereotyping, ageism, racism, sexism, homophobia, and other forms of discrimination, and how these affect older adults and others involved in the case
201-01-005	Understands the effects of institutional bias, discrimination, and culturally insensitive policies and practices on services to older adults and others involved in the case
201-01-006	Knows the specific cultural traits, beliefs, traditions, codes of conduct, and older adult care practices of the cultural groups served by the agency
201-01-007	Knows elements of ethnographic engagement and interviewing to reduce miscommunication and misunderstanding
201-01-008	Knows how to differentiate stereotypes from culturally-relevant information and how to obtain cultural knowledge to enhance work with older adults and others involved in the case
201-01-009	Knows how to assess whether community partners understand issues of diversity and offer relevant services to diverse populations
201-01-010	Knows how to access culturally-relevant information and use cultural consultants in the community to learn about the diverse needs of older adults
201-01-011	Can assess maltreatment of older adults within the context of a cultural group's accepted self-care practices
201-01-012	Can recognize and constructively respond to bias and discrimination in all aspects of adult protective service practice
201-01-013	Can establish positive relationships with older adults from diverse cultural backgrounds and older adults whose cultural values differ from the caseworker

Skill Set 201-02: Ability to serve older adults who are refugees and immigrants	
Comp. No.	Competency Description
201-02-001	Understands immigration law and the social, economic, and legal challenges faced by older adults who are refugees or immigrants

201-02-002	Understands how an older adult's experiences with violence and oppression, or uncertain immigration status may cause apprehension or resistance to work with organizations such as adult protective services agencies and community partners
201-02-003	Understands considerations for cross-cultural communication and use of translators with older adults 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
201-02-004	Understands how culturally appropriate self-care of older adults in their country of origin may be considered maltreatment by adult protective services and members of their new communities
201-02-005	Understands the process of acculturation and the difficulties in adjusting to a new cultural environment while retaining long-standing social, religious, and cultural traditions
201-02-006	Understands the concept of "ethical multiculturalism" and knows the importance of serving older adults and others involved in the case from diverse backgrounds in the context of their own values, beliefs, traditions, and communities
201-02-007	Knows how to help older adults and others involved in the case access legal assistance related to immigration and naturalization topics
201-02-008	Knows how to help others involved in the case adapt their care of older adults to conform with laws and community standards while sustaining their cultural traditions whenever possible
201-02-009	Knows how to use social structures and networks in refugee and immigrant communities to gain access to and engage older adults
201-02-010	Can develop case plans for older adults that are consistent with the older adult's cultural and generational context
201-02-011	Can provide case management services and access community resources to help older adults who are immigrants or refugees and others involved in the case address needs for support and care of an older adult

TOPIC 202: ETHICS IN ADULT PROTECTIVE SERVICES

Skill Set 202-01: Ability to adhere to the ethical standards of the social work and counseling professions in adult protective services practice

Skill Set 202-01: Ability to adhere to the ethical standards of the social work and counseling professions in adult protective services practice	
Comp. No.	Competency Description
202-01-001	Knows why compliance with the values, ethical principles, and practice standards of the social work and counseling professions is important, the consequences of ethical violations, and the potential effects of unethical behavior on the well-being of older adults
202-01-002	Knows the ethical principles that guide professional behavior in adult protection and how these apply to direct practice with older adults and others involved in the case
202-01-003	Knows the ethical principles that guide professional behavior with colleagues, supervisors, and other professionals
202-01-004	Knows the laws and rules that protect the rights and interests of older adults served by adult protective service professionals, and how these impact direct practice
202-01-005	Understands ethical concepts of informed consent, cultural competence, least restrictive services, and appropriate professional boundaries
202-01-006	Understands the ethical standards and dilemmas related to confidentiality, privileged communication, right to self-determination, right to privacy, and right to access public information
202-01-007	Understands the concept of “do no harm” and how inadequate or inappropriate intervention may be more detrimental than no intervention
202-01-008	Understands how one’s personal values and beliefs may affect professional behavior and case decisions, and how these may be incongruent with ethical standards
202-01-009	Understands the potential conflict between the ethical value of an older adult’s right of self-determination and safety of older adults living in unsafe conditions or found to be incompetent
202-01-010	Understands one’s personal responsibility to identify unethical conduct in other professionals and to report these to the appropriate authority
202-01-011	Knows how to apply critical thinking strategies in resolving ethical dilemmas encountered during adult protective services practice
202-01-012	Knows how to access and utilize ethical standards to guide decision-making and professional behavior
202-01-013	Knows how to seek consultation when confronted with ethical dilemmas, conflicts of interest, or uncertainty in determining the most appropriate course of action
202-01-014	Can articulate the core values and standards of adult protective services and apply these in all aspects of adult protective services practice

TOPIC 203: ABUSE, NEGLECT, AND SELF-NEGLECT OF OLDER ADULTS

Skill Set 203-01: Ability to identify and assess older adults who have been physically abused

Skill Set 203-02: Ability to identify and assess older adults who have been sexually abused

Skill Set 203-03: Ability to identify and assess older adults who have been emotionally abused

Skill Set 203-04: Ability to identify and assess older adults who have been neglected

Skill Set 203-05: Ability to identify and assess older adults who self-neglect

Skill Set 203-06: Ability to plan and coordinate community-based services and supports for older adults who are victims of abuse or neglect, or those who self-neglect

Skill Set 203-01: Ability to identify and assess older adults who have been physically abused	
Comp. No.	Competency Description
203-01-001	Knows the types of injuries associated with physical abuse
203-01-002	Knows the personal, interpersonal, and environmental contributors to physical abuse of older adults, and factors that increase an older adult's likelihood of physical abuse
203-01-003	Understands the short- and long-term consequences of physical abuse on an older adult's health, well-being, and functioning
203-01-004	Knows when to involve community partners in physical abuse investigations of older adults and knows each partner's role and responsibilities
203-01-005	Understands how a caseworker's personal reactions, values, and biases regarding physical abuse can affect investigations and relationships with older adults
203-01-006	Knows strategies to interview older adults to elicit and identify indicators of physical abuse
203-01-007	Knows how to use specialized assessment tools for physical abuse and how to use risk factors to inform case planning to reduce risk of further physical abuse
203-01-008	Knows how to assess physically abused older adults for co-occurring forms of maltreatment
203-01-009	Knows how to identify older adults at imminent risk of serious harm from physical abuse and how to implement case plans to protect them
203-01-010	Knows how to assess future risk in cases of physical abuse of older adults
203-01-011	Knows how to work collaboratively with community partners when investigating and responding to cases of physical abuse
203-01-012	Knows how to use historical reports and data from collateral sources, such as medical examinations and law enforcement reports, to identify patterns of previous or ongoing physical abuse
203-01-013	Knows how to access proper medical and legal interventions for older adults who are victims of physical abuse and how to collaborate with health care and legal professionals in case planning
203-01-014	Can identify and assess the imminent risk of physical abuse of older adults and can determine when immediate action by the caseworker is needed
203-01-015	Can use case planning activities to protect older adults who have been physically abused

Skill Set 203-02: Ability to identify and assess older adults who have been sexually abused	
Comp. No.	Competency Description
203-02-001	Knows the types of injuries associated with sexual abuse
203-02-002	Knows the personal, interpersonal, and environmental contributors to sexual abuse of older adults, and factors that increase an older adult's likelihood of sexual abuse
203-02-003	Understands the short- and long-term consequences of sexual abuse on an older adult's health, well-being, and functioning
203-02-004	Knows when to involve community partners in sexual abuse investigations of older adults and knows each partner's role and responsibilities
203-02-005	Knows the potential dynamics and patterns of disclosure of older adult victims of sexual abuse
203-02-006	Understands the dynamics, thought patterns, and behaviors often exhibited by perpetrators of older adult sexual abuse, and how they may affect an investigation
203-02-007	Understands how cultural factors and values related to sexuality and sexual conduct may affect an older adult and others involved in the case responses to sexual abuse and to an investigation
203-02-008	Understands how a caseworker's personal reactions, values, and biases regarding sexual abuse can affect investigations and relationships with older adults
203-02-009	Understands the prevalence of sexually transmitted infections and diseases in older adults and knows resources to educate older adults about the risk of undiagnosed conditions
203-02-010	Knows strategies to interview older adults to elicit and identify indicators of sexual abuse
203-02-011	Knows how to use specialized assessment tools for sexual abuse and how to use risk factors to inform case planning to reduce risk of further sexual abuse
203-02-012	Knows how to assess sexually abused older adults for co-occurring forms of maltreatment
203-02-013	Knows how to identify older adults at imminent risk of serious harm from sexual abuse and how to implement case plans to protect them
203-02-014	Knows how to assess future risk in cases of sexual abuse of older adults
203-02-015	Knows how to work collaboratively with community partners when investigating and responding to cases of sexual abuse
203-02-016	Knows how to collaborate with community partners when forensic interviewing protocols are used in sexual abuse cases to protect older adults and gather evidence to support court action
203-02-017	Knows how to use historical reports and data from collateral sources, such as medical examinations and law enforcement reports, to identify patterns of previous or ongoing sexual abuse
203-02-018	Knows how to access proper medical and legal interventions for older adults who are victims of sexual abuse and collaborate with health care and legal professionals in case planning
203-02-019	Can identify and assess the imminent risk of sexual abuse of older adults and can determine when immediate action by the caseworker is needed
203-02-020	Can use case planning activities to protect older adults who have been sexually abused

Skill Set 203-03: Ability to identify and assess older adults who have been emotionally abused	
Comp. No.	Competency Description

203-03-001	Knows the personal, interpersonal, and environmental contributors to emotional abuse of older adults, and factors that increase an older adult's likelihood of emotional abuse
203-03-002	Understands the short- and long-term consequences of emotional abuse on an older adult's health, well-being, and functioning
203-03-003	Knows when to involve community partners in emotional abuse investigations of older adults and knows each partner's role and responsibilities
203-03-004	Understands how a caseworker's personal reactions, values, and biases regarding emotional abuse can affect investigations and relationships with older adults
203-03-005	Knows strategies to interview older adults to elicit and identify indicators of emotional abuse
203-03-006	Knows how to use specialized assessment tools for emotional abuse and how to use risk factors to inform case planning to reduce risk of further emotional abuse
203-03-007	Knows how to assess emotionally abused older adults for co-occurring forms of maltreatment
203-03-008	Knows how to identify older adults at imminent risk of serious harm from emotional abuse and how to implement case plans to protect them
203-03-009	Knows how to assess future risk in cases of emotional abuse of older adults
203-03-010	Knows how to work collaboratively with community partners when investigating and responding to cases of emotional abuse
203-03-011	Can identify and assess the imminent risk of emotional abuse of older adults and can determine when immediate action by the caseworker is needed
203-03-012	Can use case planning activities to protect older adults who have been emotionally abused

Skill Set 203-04: Ability to identify and assess older adults who have been neglected	
Comp. No.	Competency Description
203-04-001	Knows the types of injuries associated with neglect
203-04-002	Knows the personal, interpersonal, and environmental contributors to neglect of older adults, and factors that increase an older adult's likelihood of neglect
203-04-003	Understands the short- and long-term consequences of neglect on an older adult's health, well-being, and functioning
203-04-004	Knows when to involve community partners in neglect investigations of older adults and knows each partner's role and responsibilities
203-04-005	Understands the relationship between mental health conditions or substance use disorders and neglect
203-04-006	Understands the effects of poverty, environmental stress, lack of supports and resources, and homelessness on neglect
203-04-007	Understands the relationship between the social isolation of older adults and neglect
203-04-008	Understands how a caseworker's personal reactions, values, and biases regarding neglect can affect investigations and relationships with older adults
203-04-009	Knows strategies to interview older adults to elicit and identify indicators of neglect
203-04-010	Knows how to use specialized assessment tools for neglect and how to use risk factors to inform case planning to reduce risk of further neglect
203-04-011	Knows how to assess older adults who have been neglected for co-occurring forms of maltreatment

203-04-012	Knows how to identify older adults at imminent risk of serious harm because of neglect and how to implement case plans to protect them
203-03-013	Knows how to assess future risk in cases of neglect of older adults
203-04-014	Knows how to work collaboratively with community partners when investigating and responding to cases of neglect of older adults
203-04-015	Can identify and assess the imminent risk of neglect of older adults and can determine when immediate action by the caseworker is needed
203-04-016	Can use case planning activities to protect older adults who have been neglected

Skill Set 203-05: Ability to identify and assess older adults who self-neglect	
Comp. No.	Competency Description
203-05-001	Knows the personal, interpersonal, and environmental contributors to self-neglect and factors that increase an older adult's likelihood of self-neglect
203-05-002	Understands the short- and long-term consequences of self-neglect on an older adult's health, well-being, and functioning
203-05-003	Knows when to involve community partners in self-neglect investigations of older adults and knows each partner's role and responsibilities
203-05-004	Understands the relationship between capacity and self-neglect
203-05-005	Understands the effects of poverty, environmental stress, lack of supports and resources, and homelessness on self-neglect
203-05-006	Understands the relationship between the social isolation of older adults and self-neglect
203-05-007	Understands how a caseworker's personal reactions, values, and biases regarding self-neglect can affect investigations and relationships with older adults
203-05-008	Knows strategies to interview older adults to elicit and identify indicators of self-neglect
203-05-009	Knows how to use specialized assessment tools for self-neglect and how to use risk factors to inform case planning to reduce risk of further self-neglect
203-05-010	Knows how to assess older adults who self-neglect for co-occurring forms of maltreatment
203-05-011	Knows how to identify older adults at imminent risk of serious harm because of self-neglect and how to implement case plans to protect them
203-05-012	Knows how to assess future risk in cases of self-neglect of older adults
203-05-013	Knows how to work collaboratively with community partners when investigating and responding to cases of self-neglect of older adults
203-05-014	Can identify and assess the imminent risk of self-neglect of older adults and can determine when immediate action by the caseworker is needed
203-05-015	Can use case planning activities to protect older adults who self-neglect

Skill Set 203-06: Ability to plan and coordinate community-based services and supports for older adults who are victims of abuse or neglect, or those who self-neglect	
Comp. No.	Competency Description
203-06-001	Understands why some older adults who have been abused or neglected, or those who self-neglect refuse services due to incapacity, incompetence, exploitation, or one's right to self-determination
203-06-002	Understands the roles of medical, legal, mental health, substance abuse, and other community partners in assessing and treating older adults who are victims of abuse or neglect, or those who self-neglect

203-06-003	Understands risk of recidivism in abuse, neglect, and self-neglect and strategies to prevent ongoing risk to the older adult
203-06-004	Knows the goals and strategies of evidence-based therapies such as individual, marital, group, and family to help an older adult who is a victim of abuse or neglect, or those who self-neglect
203-06-005	Knows how to help older adults who are victims of abuse or neglect, or those who self-neglect, evaluate their needs for resources and supports
203-06-006	Knows casework strategies to strengthen an older adult's ability to protect themselves from abuse, neglect, or self-neglect
203-06-007	Knows strategies to collaborate with older adults and others involved in the case to ensure the older adult will feel safe in his or her living environment
203-06-008	Knows how to access resources, supports, and community partners to support older adults and others involved in the case
203-06-009	Can collaborate with community partners to increase availability of effective community-based support services for older adults who are victims of abuse or neglect, or those who self-neglect
203-06-010	Can help an older adult and others involved in the case plan for utilization of temporary or ongoing home-based care
203-06-011	Can access, coordinate, and monitor the outcomes of resources and supportive services for older adults who are victims of abuse or neglect, or those who self-neglect
203-06-012	Can work with community partners in a team approach for case planning with older adults who are victims of abuse or neglect, or those who self-neglect

TOPIC 204: FINANCIAL EXPLOITATION AND UNDUE INFLUENCE OF OLDER ADULTS**Skill Set 204-01: Ability to identify and assess older adults who have been financially exploited****Skill Set 204-02: Ability to identify and assess older adults who have been unduly influenced****Skill Set 204-03: Ability to plan and coordinate community-based services and supports for older adults who are victims of financial exploitation or have been unduly influenced**

Skill Set 204-01: Ability to identify and assess older adults who have been financially exploited	
Comp. No.	Competency Description
204-01-001	Knows the common forms of financial exploitation and indicators that an older adult is being financially exploited
204-01-002	Knows the personal, interpersonal, and environmental contributors of financial exploitation of older adults and factors that increase an older adult's likelihood of financial exploitation
204-01-003	Understands the short- and long-term consequences of financial exploitation on an older adult's financial status, health, well-being, and functioning
204-01-004	Understands the relationship between capacity, competency, and financial exploitation
204-01-005	Knows when to involve community partners in financial exploitation investigations of older adults and knows each partner's role and responsibilities
204-01-006	Understands how a caseworker's personal reactions, values, and biases regarding financial exploitation can affect investigations and relationships with older adults
204-01-007	Knows risk factors of financial exploitation and investigative methods to analyze an older adult's income and cash flow to determine if funds are being exploited
204-01-008	Knows primary components of an investigation of financial exploitation of an older adult, and common barriers encountered during investigations
204-01-009	Knows legal assistance available for older adults who are victims of financial exploitation and legal actions to remedy effects of financial exploitation
204-01-010	Knows strategies to interview older adults to elicit and identify indicators of financial exploitation
204-01-011	Knows how to use specialized assessment tools for financial exploitation and how to use risk factors to inform case planning to reduce risk of further financial exploitation
204-01-012	Knows how to assess financially exploited older adults for co-occurring forms of maltreatment
204-01-013	Knows how to assess future risk in cases of financial exploitation of older adults
204-01-014	Knows how to work collaboratively with community partners when investigating and responding to cases of financial exploitation
204-01-015	Knows how to use historical reports and data from collateral sources, such as financial reports, to identify patterns of previous or ongoing financial exploitation
204-01-016	Can investigate allegations of financial exploitation of an older adult, and coordinate provision of legal intervention and other community-based services for the older adult
204-01-017	Can provide support and assist older adults who have been financially exploited to access sources of temporary financial support, if needed during investigation and recovery

204-01-018	Can identify and assess the imminent risk of financial exploitation of older adults and can determine when immediate action by the caseworker is needed
204-01-019	Can work with community partners in a team approach for case planning with older adults who are victims of financial exploitation

Skill Set 204-02: Ability to identify and assess older adults who have been unduly influenced	
Comp. No.	Competency Description
204-02-001	Knows the personal, interpersonal, and environmental contributors of undue influence of older adults and factors that increase an older adult's likelihood of undue influence
204-02-002	Understands the impact of undue influence on an older adult's decision-making that contributes to maltreatment
204-02-003	Understands the short- and long-term consequences of undue influence on an older adult's health, well-being, and functioning
204-02-004	Understands how a caseworker's personal reactions, values, and biases regarding undue influence can affect investigations and relationships with older adults
204-02-005	Knows strategies to interview older adults to elicit and identify indicators of undue influence
204-02-006	Knows how to use specialized assessment tools for undue influence and how to use risk factors to inform case planning to reduce risk of further undue influence
204-02-007	Knows how to assess the undue influence of older adults for co-occurring forms of maltreatment
204-02-008	Knows how to assess future risk in cases of undue influences of older adults
204-02-009	Knows how to work collaboratively with community partners when investigating and responding to cases of undue influence
204-02-010	Can investigate allegations of undue influence of an older adult, and coordinate provision of legal intervention and other community-based services to the older adult
204-02-011	Can identify and assess the imminent risk of undue influence of older adults and can determine when immediate action by the caseworker is needed
204-02-012	Can work with community partners in a team approach for case planning with older adults who are victims of undue influence

Skill Set 204-03: Ability to plan and coordinate community-based services and supports for older adults who are victims of financial exploitation or have been unduly influenced	
Comp. No.	Competency Description
204-03-001	Understands why some older adults who are victims of financial exploitation or who have been unduly influenced refuse services due to incapacity, incompetence, or one's right to self-determination
204-03-002	Understands the roles of community partners in assessing and intervening with older adults who have been unduly influenced or are victims of financial exploitation
204-03-003	Understands risk of recidivism in financial exploitation and strategies to prevent ongoing risk and undue influence on the older adult
204-03-004	Knows casework strategies to strengthen an older adult's ability to protect themselves from undue influence or financial exploitation
204-03-005	Knows how to help older adults who are victims of undue influence or financial exploitation evaluate their needs for resources and supports

204-03-006	Knows strategies to collaborate with older adults and others involved in the case to ensure the older adult will feel safe in his or her living environment
204-03-007	Knows how to access resources, supports, and community partners to support older adults and others involved in the case
204-03-008	Can collaborate with community partners to increase availability of community-based support services available for older adults who have been unduly influenced or are victims of financial exploitation
204-03-009	Can work with community partners in a team approach for case planning with older adults who are victims of financial exploitation or those who have been unduly influenced
204-03-010	Can access, coordinate, and monitor the outcomes of resources and supports for older adults who have been unduly influenced or are victims of financial exploitation

TOPIC 205: SCREENING, INTAKE, AND INVESTIGATION IN ADULT PROTECTIVE SERVICES

Skill Set 205-01: Ability to screen adult protective services referrals and make screening recommendations

Skill Set 205-02: Ability to conduct risk and safety assessments

Skill Set 205-03: Ability to plan, conduct, and coordinate adult protective services investigations and gather evidence

Skill Set 205-04: Ability to interview older adults and others involved in the case in adult protective service investigations

Skill Set 205-01: Ability to screen adult protective services referrals and make screening recommendations	
Comp. No.	Competency Description
205-01-001	Understands factors that may increase referents' resistance to providing detailed personal information about an older adult and alleged maltreatment
205-01-002	Understands why ensuring referent's anonymity is important to promote full disclosure of pertinent information
205-01-003	Understands factors that may contribute to referents making false allegations
205-01-004	Knows how to gather information regarding the older adult's safety and identify an older adult who may be at imminent risk of serious harm
205-01-005	Knows interview strategies to engage referents and encourage them to disclose pertinent information about the older adult, history, and details of the alleged maltreatment
205-01-006	Knows how to evaluate information received in a report of alleged maltreatment to assess the severity and level of risk to an older adult, and assign a screening decision
205-01-007	Knows how to identify when cross-referrals are needed
205-01-008	Can communicate screening findings to older adults and others involved in the case, and complete necessary documentation
205-01-009	Can recognize an emergency or crisis facing an older adult and can intervene to remove danger to the older adult
205-01-010	Can use casework methods during screening to establish a supportive casework relationship, and to involve the older adult and others involved in the case in joint assessment of risk and safety

Skill Set 205-02: Ability to conduct risk and safety assessments	
Comp. No.	Competency Description
205-02-001	Knows the range of conditions and circumstances that increase the risk of maltreatment of an older adult
205-02-002	Understands how cultural and diversity variables can impact an assessment of risk or safety
205-02-003	Understands the benefits and limitations of risk assessment instruments, and knows how to use the agency's proscribed format

205-02-004	Knows the potential stress in caring for an older adult and knows dynamics that contribute to the maltreatment of an older adult
205-02-005	Knows types of risk factors to assess in adult protective services investigations including physical and medical status, mental health status and capacity, safety of the older adult's living environment, status of financial stability, level of risk, and personal and social vulnerability
205-02-006	Knows how to conduct risk assessment activities that consider the older adult's culture and right to self-determination
205-02-007	Knows how to assess interpersonal dynamics including interactions and relationships, communication patterns, and vulnerabilities
205-02-008	Knows how to assess an older adult's capacity to make decisions and self-protect, and knows the continuum of legal interventions used to protect older adults
205-02-009	Can conduct risk and safety assessments and determine risk of maltreatment to older adults

Skill Set 205-03: Ability to plan, conduct, and coordinate adult protective services investigations and gather evidence	
Comp. No.	Competency Description
205-03-001	Knows the proper sequencing, timing, pacing, and location of investigative interviews and activities
205-03-002	Knows the roles and responsibilities of community partners involved in the case and members of interdisciplinary teams (I-Teams)
205-03-003	Understands the differences in roles, responsibilities, and investigation methods used by community partners involved in the case and members of the interdisciplinary teams (I-Teams) during joint investigations
205-03-004	Understands the need for objectivity and avoiding interview questions, body language, and personal interactions that may influence or invalidate the information collected
205-03-005	Understands factors that may prevent perpetrators from acknowledging their responsibility for older adult maltreatment
205-03-006	Understands factors that may lead an older adult to recant a disclosure
205-03-007	Understands the emotional and social impact of an older adult maltreatment investigation on the perpetrator being investigated as well as the older adult
205-03-008	Understands the potential emotional effects on the caseworker of performing older adult maltreatment investigations
205-03-009	Knows the order in which to conduct interviews to avoid collusion when conducting investigations of older adult maltreatment
205-03-010	Knows fact-finding strategies and protocols to promote collection of accurate and legally defensible information during an adult protective services investigation
205-03-011	Knows how to conduct an investigation in a manner that reduces the possibility of external pressure on an older adult to recant a disclosure
205-03-012	Knows investigation strategies to increase the likelihood that perpetrators will acknowledge their responsibility for older adult maltreatment
205-03-013	Knows how to conduct investigations in a manner that protects legal rights of older adults and others involved in the case
205-03-014	Knows how to determine whether an individual's explanation of an older adult's injuries is plausible and consistent with physical and medical findings

205-03-015	Knows how to determine whether an individual's explanation of financial exploitation of an older adult is plausible and consistent with investigative findings
205-03-016	Knows how to use historical reports and data from medical, financial, legal, or other professionals to identify patterns of previous or ongoing older adult maltreatment
205-03-017	Knows how to determine when a forensic interview of an older adult victim is necessary
205-03-018	Knows strategies to protect and support older adults and others involved in the case during an investigation
205-03-019	Knows how to access immediate supportive or crisis services for older adults and others involved in the case to ensure safety
205-03-020	Can plan, conduct, and coordinate investigations of adult maltreatment with community partners and interdisciplinary teams (I-Teams)
205-03-021	Can use fact-finding interviewing methods that elicit complete, accurate, and legally defensible information from older adults
205-03-022	Can communicate investigation findings to older adults and others involved in the case and discuss recommended activities that will occur as a result of the investigation

Skill Set 205-04: Ability to interview older adults and others involved in the case in adult protective service investigations	
Comp. No.	Competency Description
205-04-001	Knows the goals of interviewing older adults and others involved in the case in maltreatment investigations
205-04-002	Understands the nature and purpose of interview strategies included in interviewing protocols for older adults
205-04-003	Understands individual, cultural, and developmental considerations when arranging interviews with older adults and others involved in the case
205-04-004	Understands how an older adult's level of functioning may affect memory, suggestibility, or participation in the interview
205-04-005	Understands how an individual's cultural background and concerns regarding disclosure of maltreatment can influence an older adult's behavior during an investigation
205-04-006	Knows types of questions to use during investigative interviews to convey, receive, or clarify general or focused information
205-04-007	Knows interview and question formulation strategies that help older adults and others involved in the case engage and accurately disclose information related to maltreatment
205-04-008	Knows when to involve others in investigative interviews with older adults that promote support of the older adult
205-04-009	Knows how to help older adults feel safe, comfortable, and supported during investigative interviews
205-04-010	Knows how to determine an older adult's level of functioning during an investigative interview and adjust interview methods accordingly
205-04-011	Knows how to conduct interviews with older adults and others involved in the case in a culturally sensitive manner
205-04-012	Knows how to evaluate the credibility of information disclosed during the investigative process
205-04-013	Can use person-centered, strengths-based, culturally responsive, interviewing strategies with older adults and others involved in the case that support and empower them throughout the investigation

205-04-014	Can adjust interviewing strategies for use with older adults and others involved in the case to match their level of functioning
------------	--

TOPIC 206: ASSESSMENT AND CRITICAL THINKING

Skill Set 206-01: Ability to elicit, analyze, and integrate relevant information to support decision-making throughout all phases of case involvement

Skill Set 206-01: Ability to elicit, analyze, and integrate relevant information to support decision-making throughout all phases of case involvement	
Comp. No.	Competency Description
206-01-001	Knows the purpose of comprehensive assessments and why is it important in all phases of case planning and service intervention
206-01-002	Knows the liabilities of developing intervention plans without thorough and accurate assessment information on which to base them
206-01-003	Knows the critical decision points at each phase of case involvement and the most relevant and essential information needed at each decision point
206-01-004	Understands the common processes that underlie all assessments regardless of their specific type or purpose
206-01-005	Knows the persons and data sources most likely to provide relevant information for an assessment
206-01-006	Understands how the quality of an assessment is affected by an older adult's relationship with and confidence in the caseworker conducting the assessment
206-01-007	Understands why assessments must elicit and confirm facts as well as elicit and clarify feelings and dynamics
206-01-008	Understands why it is important to obtain information about an older adult's history and prior experiences to have an accurate understanding of their current situation and functioning
206-01-009	Understands why historical information is important in identifying an older adult's strengths, coping capacities, and resilience
206-01-010	Understands factors that affect an older adults and others involved in the case comfort and willingness to participate in an assessment and the typical origins of resistance or hostility
206-01-011	Understands behaviors and communication styles that can facilitate or impede an older adults and others involved in the case's involvement in assessments
206-01-012	Understands how differences in culture, values, and codes of conduct can affect one's relationship with the older adult and others involved in the case, the assessment process, and interpretation of findings
206-01-013	Knows how to use person-centered and strengths-based assessment strategies to reduce resistance and empower older adults and others involved in the case to participate in the assessment and to draw conclusions
206-01-014	Knows interviewing strategies such as active listening, open and closed ended questions, supportive responses, clarification, scaling, and summarization, and their use in facilitating and guiding an assessment
206-01-015	Knows how to sequence interview questions and responses to shape, expand, and strengthen an assessment
206-01-016	Knows how to adjust one's own communication strategies and style to conform to an older adults' cultural, personal, and interpersonal styles

206-01-017	Knows how to observe and evaluate an older adult's behaviors, nonverbal communication, and interpersonal interactions to determine their meaning and relevance to the assessment
206-01-018	Knows strategies to respond to hostility or resistance to help older adults and others involved in the case become more comfortably involved in the assessment
206-01-019	Knows how to draw on information about personal and social vulnerabilities and to determine their impact on an older adult's safety and right to self-determination
206-01-020	Knows strategies to keep discussion focused on relevant topics to achieve the assessment's purpose and to redirect older adults and others involved in the case who digress
206-01-021	Knows how to determine the reliability of data sources and the accuracy of the information they provide, and how to determine credibility of the report
206-01-022	Knows how to structure an assessment to ensure the critical evaluation of findings and conclusions are accurate
206-01-023	Knows how to use reassessments to elicit information to update, reaffirm, negate, or modify prior findings and conclusions, and to shape revisions in case plans and services until case closure
206-01-024	Can determine the purpose of an assessment and the specific factors and criteria to be assessed, and can select assessment strategies to achieve desired objectives
206-01-025	Can analyze and synthesize assessment information from a variety of sources to form coherent findings and conclusions to drive case decisions, case planning, and service delivery

TOPIC 207: INVOLUNTARY CASE PLANNING IN ADULT PROTECTIVE SERVICES

Skill Set 207-01: Ability to provide involuntary protection to maltreated older adults, and manage involuntary protective services case processes

Skill Set 207-01: Ability to provide involuntary protection to maltreated older adults, and manage involuntary protective services case processes	
Comp. No.	Competency Description
207-01-001	Knows situations where an older adult's immediate safety takes precedence over the older adult's right to self-determination
207-01-002	Knows indicators associated with the normal aging process, and when situations warrant a referral for an assessment of an older adult's capacity for self-care
207-01-003	Knows the continuum of legal options available for older adults who are served on an involuntary basis such as ex-parte emergency protective services, emergency protective services, court orders for adult protective services, power of attorney, guardianship, and conservatorship
207-01-004	Understands ethical issues in the caseworker's decision to use an involuntary intervention in adult protective services
207-01-005	Knows protective process in providing involuntary protection to older adults and when involuntary intervention is needed
207-01-006	Knows how to document information for court to request the use of an involuntary intervention
207-01-007	Knows how to collaborate with older adults and others involved in the case to implement an involuntary case plan for older adult protection
207-01-008	Knows how to develop an involuntary case plan with an older adult and others involved in the case
207-01-009	Knows communication, interviewing, and rapport building strategies to enhance engagement with an older adult when involuntary case plans are implemented
207-01-010	Knows how to build on strengths and protective capacities of an older adult and others involved in the case in the case planning process
207-01-011	Knows how to conduct interviews to gather and verify information about risk factors present in an older adult's environment
207-01-012	Knows how to review assessments and document findings that support a determination of incompetence and knows how to follow court processes
207-01-013	Can provide direct service, case management, and coordinate community services for involuntary protective services to older adults
207-01-014	Can work with community partners in a team approach for involuntary case planning with older adults who are victims of maltreatment
207-01-015	Can identify and assess situations when the imminent risk of maltreatment of older adults takes precedence over the older adult's right to self-determination

TOPIC 208: LEGAL ISSUES IN ADULT PROTECTIVE SERVICES

Skill Set 208-01: Ability to collaborate with law enforcement, attorneys, prosecutors, court personnel, and others involved in the case to complete court related activities

Skill Set 208-02: Ability to prepare older adults for appearance at court hearings

Skill Set 208-03: Ability to gather, prepare, and document case information for court and deliver testimony in court hearings

Skill Set 208-04: Ability to protect the rights of older adults and to protect the agency and its staff from litigation

Skill Set 208-01: Ability to collaborate with law enforcement, attorneys, prosecutors, court personnel, and others involved in the case to complete court related activities	
Comp. No.	Competency Description
208-01-001	Understands why collaborating with law enforcement, attorneys, prosecutors, court personnel, and others involved in the case is imperative for completing court related activities
208-01-002	Knows protocols and procedures stipulated in the county's Memorandum of Understanding that guide agency collaboration with community partners
208-01-003	Knows the caseworker's role and responsibilities in working with law enforcement, probate, common pleas, domestic, and drug courts, and others involved in the case
208-01-004	Knows the types of case information and circumstances that a caseworker may share with others involved in the case; and knows when a formal release of information is required
208-01-005	Understands the terminology, functions, and procedures used in probate, common pleas, domestic, and drug courts as they relate to adult protective services
208-01-006	Knows legal and court process related to the continuum of legal alternatives available in adult protective services
208-01-007	Knows strategies to collaborate with legal personnel representing the agency to compile case information to support a court filing
208-01-008	Knows how to help older adults and others involved in the case access legal resources
208-01-009	Can respond to questions and provide case-related information to prosecuting and defense attorneys, victim-assistance personnel, and others involved in the case in the manner and time frame best suited for each situation

Skill Set 208-02: Ability to prepare older adults for appearance at court hearings	
Comp. No.	Competency Description
208-02-001	Knows the circumstances in which older adults may be required to testify in court hearings
208-02-002	Understands how an older adult's current level of functioning may affect their capacity to testify in court
208-02-003	Knows factors that contribute to apprehension in older adults that may increase their reluctance to testify in court hearings

208-02-004	Knows strategies to reduce apprehension of older adults about legal and courtroom procedures and to prepare them for court testimony
208-02-005	Knows how to demonstrate and simulate practice testimony for older adults, prepare for court hearings, and provide support throughout the legal process of the case
208-02-006	Knows how to collaborate with legal personnel and others involved in the case to determine whether an older adult should testify in court hearings
208-02-007	Can collaborate with legal personnel and others involved in the case to prepare older adults to attend or testify in court hearings

Skill Set 208-03: Ability to gather, prepare, and document case information for court and deliver testimony in court hearings	
Comp. No.	Competency Description
208-03-001	Knows the caseworker's role and responsibilities in court hearings and knows applicable rules of evidence
208-03-002	Knows why a calm and confident demeanor, professional physical appearance, and appropriate use of language is important when testifying in court hearings
208-03-003	Knows what types of evidence must be gathered, documented, and maintained in case records to support court proceedings
208-03-004	Knows why documentation is important to enhance credibility when testifying in a civil or criminal case, and knows the elements of crimes in adult protective services cases
208-03-005	Understands rules governing witness credibility, expert and lay testimony, hearsay, exceptions to hearsay, supposition, admissibility of evidence, and use of case notes in court
208-03-006	Knows how case plan documents are used in legal and court processes
208-03-007	Knows strategies to select and prepare the most relevant and admissible information about a case when testifying in court
208-03-008	Knows how to collaborate with prosecuting attorneys to prepare case documentation for filing and presentation to the court
208-03-009	Knows strategies for responding to direct questioning and cross-examination to present concise descriptions of facts and avoid presenting more detailed information than is warranted
208-03-010	Knows how to protect the integrity of records, documents, photographs, recordings, e-mail, and voice mail evidence for presentation in court
208-03-011	Can write case notes and documentation that will be admissible and effective in court actions
208-03-012	Can build an organized history of a case and provide a rationale for the agency's recommendations during court hearings
208-03-013	Can apply rules of evidence in gathering information and preparing documentation to submit to court
208-03-014	Can prepare and provide testimony and case documentation that can withstand court scrutiny and cross examination

Skill Set 208-04: Ability to protect the rights of older adults and to protect the agency and its staff from litigation	
Comp. No.	Competency Description
208-04-001	Understands the legal rights of older adults in adult protective services cases
208-04-002	Understands how deficiencies in casework processes, improper conduct, and lack of adherence to policies and procedures can increase the risk of liability for the caseworker and the agency
208-04-003	Understands how inappropriate language used in verbal communications and in written documents can increase risk of liability for the agency
208-04-004	Knows how to preserve the legal rights of older adults involved in adult protective services
208-04-005	Knows how to present and explain case information to older adults and others involved in a case in a manner that protects the agency and caseworker from liability
208-04-006	Can advocate to protect legal rights of older adults involved in adult protective services
208-04-007	Can recognize when casework activities, communications, and documentation increase the risk of legal action against the agency, and can remediate these risks

TOPIC 209: PLACEMENT, SEPARATION, AND LOSS IN ADULT PROTECTIVE SERVICES

Skill Set 209-01: Ability to plan with older adults and others involved in the case to access appropriate care or placement that is least restrictive, provide needed care, and promote safety and stability

Skill Set 209-02: Ability to work with others involved in the case to provide support to older adults entering out-of-home care or experiencing separation and loss

Skill Set 209-01: Ability to plan with older adults and others involved in the case to access appropriate care or placement that is least restrictive, provide needed care, and promote safety and stability	
Comp. No.	Competency Description
209-01-001	Knows why involving an older adult and others involved in the case is important in planning for a needed caregiver arrangement or out-of-home care
209-01-002	Understands the concept of continuum of care; knows types of living environments that promote self-sufficiency and are least restrictive; and knows community-based and facility placements providing care
209-01-003	Understands the stress of providing care for an older adult in a home environment and knows the sources of support and respite care for the older adult and others involved in the case
209-01-004	Knows how to help an older adult and others involved in the case search within the older adult's support system and in the community to locate non-facility caregiving arrangements that are least restrictive and promote safety and stability
209-01-005	Knows strategies to help older adults and others involved in the case identify, access, and maintain the least restrictive, most appropriate placement to meet the needs of the older adult
209-01-006	Can assist older adults and others involved in the case assess and understand the need for care, and can assist with planning and financial support for a least restrictive caregiver arrangement or out-of-home care
209-01-007	Can assist older adults and others involved in the case to identify sources of support for caregivers of older adults

Skill Set 209-02: Ability to work with others involved in the case to provide needed support to older adults entering out-of-home care or experiencing separation and loss	
Comp. No.	Competency Description
209-02-001	Understands the physical, emotional, and behavioral indicators, and dynamics of separation and loss in older adulthood that result from death of a loved one, serious illness or disability, relocation, or out-of-home care
209-02-002	Understands the potential trauma of loss and separation when an older adult has an out-of-home care placement, including psychological crisis, depression, and disruption of relationships with others
209-02-003	Understands how pre-placement preparation can minimize an older adult's stress and trauma, and provide emotional support to the older adult and others involved in the case

209-02-004	Knows strategies to help others involved in the case access resources and supports to meet the needs of older adults during times of bereavement
209-02-005	Knows strategies to help older adults and others involved in the case reduce stress and trauma when out-of-home care is needed
209-02-006	Can provide an older adult entering out-of-home care, and others involved in the case, strategies to help the older adult adjust to the new environment and to maintain relationships

TOPIC 210: SUPPORT TO OTHERS INVOLVED IN ADULT PROTECTIVE SERVICES CASES

Skill Set 210-01: Ability to assist and support others involved in the case to enable an older adult to maintain self-sufficiency and independence

Skill Set 210-01: Ability to assist and support others involved in the case to enable an older adult to maintain self-sufficiency and independence	
Comp. No.	Competency Description
210-01-001	Knows the role of others involved in the case in advocating for the needs of an older adult with providers, community partners, and others involved in the case
210-01-002	Knows community programs and resources to support others involved in the case, including individual counseling and support groups
210-01-003	Knows sources of financial support for in-home resources and out-of-home caregiving options
210-01-004	Knows resources available for individuals who provide in-home care and support to older adults, and knows how to access these resources
210-01-005	Understands how the stress of providing care for an older adult can lead to conflict, and knows resources and supports to assist individuals with caregiving responsibilities
210-01-006	Understands role and responsibilities of others involved in the case to help older adults maintain as much self-sufficiency and independence as possible
210-01-007	Understands potential effects on individuals who do not have respites from caregiving responsibilities, including higher risk of health problems due to stress and potential maltreatment of older adults in their care
210-01-008	Knows how to help others involved in the case reassure older adults and reduce resistance when a formal caregiver arrangement is needed
210-01-009	Knows how to facilitate meetings with older adults and others involved in the case to initiate formal caregiving arrangements, obtain respite care when needed, and make contingency plans in emergency situations when the caregiver is not available
210-01-010	Knows strategies to reduce distress and improve well-being of others involved in the case
210-01-011	Can help others involved in the case develop strategies to provide support to one another and the older adult
210-01-012	Can help others involved in the case develop a contingency plan for outside help and respite care for an older adult when needed for emergencies or to relieve individuals in a caregiving role