

Adult Protective Services: Professional Communication

Interview Preparation

Vignette #1 Mimi

Read the vignette and determine what steps you would take and what information you might want to know before interviewing the older adult:

Mimi is an 80 year old, Spanish speaking, Hispanic woman diagnosed with Alzheimer's disease. Her 86 year old husband, Carlos, is her caregiver. According to her neighbor, Jean, Carlos has been drinking lately to the point where he is unable to care for himself or his wife. There is also a son, Hermes, who lives in the home and works during the day. There is a previous APS case on file from last year in which Hermes was alleged to have struck his mother. That allegation was unfounded, as no one witnessed the alleged assault and Mimi denied the allegation during the investigation.

Vignette #2 Charlie

Read the vignette and determine what steps you would take and what information you might want to know before interviewing the older adult:

Charlie is 63 years old and lives independently. According to local code enforcement, there is no running water or electricity in his home and the toilet and sinks do not work. There are feces on the carpet and "junk" piled everywhere. It is unclear whether the feces are human or animal as he has two large dogs. Charlie has been diagnosed with Bipolar Disorder. He does not follow doctor's orders or take medications. There are three previous APS reports on file over the last two years. They are all related to self-neglect. These allegations were confirmed but Charlie consistently refuses services. Charlie was committed for a psychiatric evaluation last year but once he took his medications, he was released.

Vignette #3 Min-Jee

Read the vignette and determine what steps you would take and what information you might want to know before interviewing the older adult:

Min-Jee is a 72 year old, Korean speaking woman who lives with her son Duck-Hwan and his family. Min-Jee speaks no English and has only been in the U.S. for 2 years. Min-Jee is in extremely frail condition and needs help ambulating. The reporting party is a friend of the family who is concerned that Duck-Hwan and his wife leave Min-Jee alone all day while they are at work. They do this (according to the friend who refused to give her name) because they cannot afford in-home care and they don't want their mother to go to a nursing home.

Vignette #4 Kimani

Read the vignette and determine what steps you would take and what information you might want to know before interviewing the older adult:

Kimani is a 61 year old female who is blind and uses a wheelchair. Kimani lives in the home of her adult daughter, Laqueta, and the daughter's boyfriend, Murray. Kimani is making the report. According to Kimani, Murray was angry with her last night and struck her in the head with a telephone. Kimani stated that Murray also fights with her daughter on a regular basis and that the police are "always" being called to the house. This is the first report to APS.

Vignette #5 Herman

Read the vignette and determine what steps you would take and what information you might want to know before interviewing the older adult:

Herman is 69 years old and lives independently. Herman is hard of hearing and walks with a cane. According to his apartment manager, Herman has a history of alcoholism and is being evicted for having unauthorized guest in his assisted living apartment. The manager is concerned that these female guests are taking Herman's money.