

## Adult Protective Services: Initial Investigation

---

### Using the S.T.O.R.Y. Approach

You have received the following APS referral. Using the S.T.O.R.Y. approach as your guide, develop a list of questions and clarifications you would need in order to determine if the case should be screened “in” or “out”.

#### Intake

Name: Maria Gonzalez  
Age: 85  
Referred by: Carol O'Brien, Building Manager

Allegations: “Ms. Gonzales collects junk. Her apartment is piled up. She never takes the garbage out. There are roaches everywhere. There is hardly a path to get around. Ms. Gonzales is in a wheelchair. The neighbors are complaining because of the smell. We’ve tried to talk to her, but she pretends not to understand English. We’ve called her daughter and left messages, but she doesn’t return our calls. If this continues, we may have to evict her. You (APS) should put her in a nursing home where she belongs.”

You have received the following APS referral. Using the S.T.O.R.Y. approach as your guide, develop a list of questions and clarifications you would need in order to determine if the case should be screened “in” or “out”.

#### Intake

Name: Flora Popovka  
Age: 74  
Referred by: Judy Brown, Daughter

Allegations: “My mother is very frail and can’t take care of herself. My brother Dimitri moved in with her about 4 years ago. He had been in jail and then couldn’t find a job (as usual) and now he is living off my mother’s income. She has even bought him a car. I take her to doctor’s appointments and sometimes have to bring her food because there is no decent food in the house. When I tell her she should kick him out, she says everything is fine, but I think she is losing it. My brother won’t even talk to me. You (APS) should get him out of there so she can live a peaceful life.”

You have received the following APS referral. Using the S.T.O.R.Y. approach as your guide, develop a list of questions and clarifications you would need in order to determine if the case should be screened “in” or “out”.

**Intake**

Name: Bob Stevens  
Age: 64  
Referred by: Bubba Jones, Friend

Allegations: “Bob and I have been friends for years. He can’t work anymore because he is pretty confused and acting crazy. He doesn’t change his clothes and hasn’t showered in a while. He has always liked to drink a bit and have a good time, but now he drinks mostly in his room. I don’t know why they deliver all that booze to him. When he goes out, he gets lost. I’m afraid he will get hit by a car. He has a son in New Jersey somewhere and a daughter in Virginia, but they don’t keep in touch with him. Somebody has to look out for him.”

You have received the following APS referral. Using the S.T.O.R.Y. approach as your guide, develop a list of questions and clarifications you would need in order to determine if the case should be screened “in” or “out”.

**Intake**

Name: Penelope Starlight  
Age: 79  
Referred by: Harold Demone, Mayor

Allegations: “Ms. Starlight is an elegant woman of means and connections. She still lives in her lovely home but is having trouble keeping it clean. Her attorney contacted me and wants to get help for her. He says he noticed that she is going downhill. She has paid her taxes and deserves to live better. I understand you protect older people and expect that you (APS) will take care of this situation.”