

## Adult Protective Services: Collaboration in APS

### I-Team Partners and Resources

Agency	How they help	Potential areas of conflict
Adult Protective Services	<ul style="list-style-type: none"> <li>• If previously involved, provide history on older adults and alleged perpetrators</li> <li>• Back-up for large projects (like emergency placements during a disaster)</li> <li>• Source of resources and information</li> </ul>	<ul style="list-style-type: none"> <li>• Jurisdictional issues (is it my case or yours?)</li> <li>• Struggle for limited resources and funding</li> <li>• Philosophical differences in how to handle cases</li> </ul>
Law Enforcement	<ul style="list-style-type: none"> <li>• Provide welfare checks</li> <li>• Serve as a “back-up” for workers in dangerous situations</li> <li>• Enforce “Stay Away” orders</li> <li>• Keep the peace</li> <li>• Arrest alleged perpetrators</li> <li>• Can help to identify older adults</li> </ul>	<ul style="list-style-type: none"> <li>• Not all abuse, neglect, or exploitation is criminal; see some situations as civil</li> <li>• Have a different standard of proof</li> <li>• Need different level of evidence</li> <li>• Have different confidentiality rules</li> <li>• Focus is on the alleged perpetrator, not the older adult</li> <li>• May lack knowledge about APS</li> </ul>
Representative Payee Program and Financial Institutions	<ul style="list-style-type: none"> <li>• Can help older adult manage their money</li> <li>• Usually charge the older adult a fee</li> <li>• Some provide case management</li> <li>• Can assist with documentation for investigations</li> </ul>	<ul style="list-style-type: none"> <li>• May be a source of financial abuse</li> <li>• May have high fees</li> </ul>
Medical Professionals	<ul style="list-style-type: none"> <li>• Can provide consultation on care needs</li> <li>• Older adults are often more willing to talk to their doctor than others</li> <li>• Can provide geriatric evaluations</li> </ul>	<ul style="list-style-type: none"> <li>• Limited time or contact with older adult</li> </ul>
Mental Health and Substance Treatment Providers	<ul style="list-style-type: none"> <li>• Can hospitalize individuals who are a danger to themselves or others</li> <li>• Can deal with suicidal older adults</li> <li>• Can provide community based treatment and services</li> </ul>	<ul style="list-style-type: none"> <li>• Dementia is organic and not a mental health problem (they won't do a mental health hold or treat dementia)</li> <li>• Generally don't bring an assessment or treatment to the home</li> <li>• Generally can't provide transportation</li> <li>• Have different (stricter) rules about confidentiality</li> </ul>
Public Health	<ul style="list-style-type: none"> <li>• Can check on older adults who refuse to go to doctor</li> <li>• Can provide consultation on care</li> </ul>	<ul style="list-style-type: none"> <li>• May not be available for every case</li> </ul>

	<p>needs</p> <ul style="list-style-type: none"> <li>• Older adults are often more willing to talk to a nurse than anyone else</li> </ul>	
Domestic Violence	<ul style="list-style-type: none"> <li>• Provide emergency shelter to older adults of DV</li> <li>• Provide counseling</li> <li>• Provide help obtaining services</li> <li>• Help with restraining orders, stay away orders, etc.</li> <li>• May provide services not limited to intimate partner</li> </ul>	<ul style="list-style-type: none"> <li>• Services may not be set-up to handle older adults</li> <li>• Support groups may be made up of younger women with different needs</li> <li>• Potential philosophical difference between APS and DV</li> </ul>
Rape Crisis	<ul style="list-style-type: none"> <li>• Have expertise in sexual assault</li> <li>• Can arrange a forensic exam</li> <li>• Can provide specialized counseling</li> </ul>	<ul style="list-style-type: none"> <li>• May not have experience with older adults</li> <li>• Counseling groups for younger people may not be appropriate</li> </ul>
Code Enforcement	<ul style="list-style-type: none"> <li>• Can be the “bad guy” in hoarding cases, putting pressure on the older adult to clean things up</li> <li>• Will often work with APS to give the older adult time to clean-up a situation</li> </ul>	<ul style="list-style-type: none"> <li>• Often require older adults to clean-up too fast</li> <li>• May require older adults to pay large fines or clean-up fees</li> <li>• Mental health may not be considered</li> </ul>
Animal Control	<ul style="list-style-type: none"> <li>• Can be the “bad guy” in animal hoarding cases, putting pressure on the older adult to give up animals or provide care</li> <li>• Will often work with APS to help the older adult improve their situation</li> </ul>	<ul style="list-style-type: none"> <li>• May require older adult to give up animals</li> <li>• May push for a quicker resolution than the older adult can handle</li> <li>• Mental health may not be considered</li> </ul>
Adult Day Care Centers	<ul style="list-style-type: none"> <li>• Can provide a safety net for older adults for part of the day</li> <li>• Can provide respite to caregivers</li> <li>• Opportunities for socialization</li> </ul>	<ul style="list-style-type: none"> <li>• Participant on participant abuse can happen</li> <li>• More caregivers can mean more chance of abuse, neglect, or exploitation</li> <li>• Service areas can be limited</li> </ul>
Caregiver Agency	<ul style="list-style-type: none"> <li>• Can provide hired caregivers for older adults either free (if it’s a government or insurance based service) or for a fee</li> <li>• Can be a source of respite or emergency care</li> <li>• May fingerprint or background check caregivers</li> <li>• Can provide an “extra set of eyes” on the older adult’s situation</li> </ul>	<ul style="list-style-type: none"> <li>• May refuse to believe or investigate claims that their caregivers have acted wrongly</li> <li>• May refuse to serve difficult or demanding older adults</li> <li>• May not be able to provide caregivers as timely as they claim</li> <li>• May fail to send caregivers for a shift (and not let anyone know)</li> <li>• May not do background checks</li> </ul>
Utility Companies	<ul style="list-style-type: none"> <li>• Can work out payment options for older adults</li> </ul>	<ul style="list-style-type: none"> <li>• Need to get paid by <i>someone</i></li> <li>• May not be willing to cut a deal in</li> </ul>

	<ul style="list-style-type: none"> <li>• May have low-income programs</li> </ul>	every case
Social Security	<ul style="list-style-type: none"> <li>• Can assign a Representative Payee to older adults that need help managing their money</li> <li>• Can provide background information about an older adult (address, name of rep payee, previous occupations, Medicare eligibility, etc.)</li> <li>• Can put a hold on a check in order to protect the older adult</li> </ul>	<ul style="list-style-type: none"> <li>• Can be very difficult to get in touch with staff to confirm information about the older adult's SSA benefits</li> </ul>
Long Term Care Ombudsman	<ul style="list-style-type: none"> <li>• Can investigate complaints of residents of long term care facilities and act as their advocate</li> </ul>	<ul style="list-style-type: none"> <li>• Must have the consent of the older adult to report to law enforcement or other agencies</li> </ul>
Community Care Licensing	<ul style="list-style-type: none"> <li>• Can investigate and cite facility violations</li> </ul>	<ul style="list-style-type: none"> <li>• Handle issues with the facility but are not responsible for providing services to individual older adults</li> <li>• Often have a very limited staff to facility ratio so may only check on a facility once every 2-3 years.</li> </ul>
State Contractor's Licensing Board	<ul style="list-style-type: none"> <li>• Can go after contractors who rip off or financially exploit older adults</li> </ul>	<ul style="list-style-type: none"> <li>• Not always able to do much (if anything) against unlicensed contractors</li> </ul>
Medicaid	<ul style="list-style-type: none"> <li>• Provides medical care for low income seniors</li> </ul>	<ul style="list-style-type: none"> <li>• May not pay for specialized care or procedures or equipment</li> </ul>
Veterans Administration	<ul style="list-style-type: none"> <li>• May provide medical care, trauma services, medical transportation, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• May not pay for specialized care or procedures or equipment</li> </ul>
Office on Aging	<ul style="list-style-type: none"> <li>• May offer case management services</li> <li>• May have a caregiver registry</li> <li>• May offer help with home repairs</li> <li>• May help older adults complete forms, etc.</li> <li>• May offer free legal services</li> </ul>	<ul style="list-style-type: none"> <li>• Focus is on "healthy aging" rather than on vulnerability</li> <li>• May have looser confidentiality rules</li> </ul>
Disability Services	<ul style="list-style-type: none"> <li>• Depending on eligibility, may provide training to deal with disability, help with housing, caregivers, respite care, sheltered workshop activities, social and recreational activities, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• May be philosophical differences with APS- may want to promote older adult independence at the expense of safety</li> </ul>
Welfare Fraud Investigations	<ul style="list-style-type: none"> <li>• Investigates situations where the older adult or other (e.g. caregiver) is defrauding the welfare system</li> </ul>	<ul style="list-style-type: none"> <li>• APS may have a conflict if the older adult is the one being fraudulent</li> </ul>