

**NCEA/NAPSA Training Resources Development Project
November 2005**

CORE COMPETENCIES FOR APS CASEWORKERS

MODULE 1 APS OVERVIEW

Background Information

- History of APS
- National issues in APS
- Federal legislation
- Federal and state funding
- Grants
- Training opportunities
- History and role of NAPSA

APS Worker Satisfaction

- Care and support for APS workers
- Professional development

APS Clients

- APS client target populations
- Essential needs of dependent adults
- APS eligibility criteria
- Client benefits and entitlements

APS Legal Framework

- Federal Statutes
- State statutes and legal definitions
- State policies and standards
- Roles and responsibilities of APS workers

MODULE 2: APS VALUES AND ETHICS

Guiding APS Principles and Values

- Balance safety concerns and right to self-determination
- Treat people with honesty, care and respect
- Retention of civil and constitutional rights
- Assumed decision-making capacity unless a court adjudicates otherwise
- The right to be safe
- The right to accept or refuse services

APS Best Practices Guidelines

- Practice self awareness and professional use of self
- Understand importance and support appropriate casework relationship
- Act as client advocate

- Avoid imposing personal values
- Seek informed consent
- Respect confidentiality
- Recognize individual differences
- Focus on client strengths and empowerment
- Involve the vulnerable adult in the service plan
- Maximizes the vulnerable adult's independence and self-determination
- Use the least restrictive services first
- Use family and informal support systems as possible
- Maintain clear and appropriate professional boundaries
- Avoid inadequate or inappropriate intervention
- Practice conflict resolution vs. confrontation
- Seek supervision and expert collaboration
- Provide integrated care management
- Don't abandon clients who are difficult or unlikable
- Prevent further abuse, exploitation and neglect

Understanding Diversity

- Cultural competence
- Communicating cultural values
- Ageism awareness
- Disabilities awareness

MODULE 3: AGENCY STANDARDS and PROCEDURES

Agency Organizational and Administrative Structure

- Organizational/institutional environment or culture
- APS services/duties
- Specialized APS units, e.g. for homeless, after-hours, hospital liaison

Regulations and Policies

- Protocols for client emergency needs
- Protocols and procedures for facility investigations
- Protocols for translation, signing for the hearing impaired, communication services
- Arrangements for culturally appropriate services
- What to do when the client can't be located

Managing APS Caseloads

- Workload standards
- Timeframes for response
- Caseload size
- Time management
- Effects of secondary trauma
- Burnout and stress management
- Coping strategies and staying resilient

Financial Management

- Fiduciary responsibility
- Agency forms and instructions

MODULE 4: THE AGING PROCESS

Facts on Aging

- Demographics
- Healthy aging
- Life expectancy
- Social issues and aging
- Health care (AIDS and other communicable/infectious diseases)
- Role of family support for the elderly

Stages of Adult Development

- Impact of loss of independence
- Impact of poor health, illness, mental illness on client's well-being
- Social/psychological/behavioral changes
- Effects of aging process on client's ability to care for self
- Public perception of the elderly and ageism

MODULE 5: PHYSICAL AND DEVELOPMENTAL DISABILITIES

Overview of Disabilities

- Types of disabilities
- Definitions – federal/state
- Common misconceptions

Effects of Disabilities

- Effects of disabilities on client's functioning
- Impacts of disability on caregiver and/or family

MODULE 6: MENTAL HEALTH ISSUES

Common Emotional Difficulties

- Coping with one's own aging process
- Issues of separation/loss/grieving

Types of Mental Illness

- Depression/manic depression (bipolar disorder)
- Delirium/dementia
- Schizophrenia, hallucinations and delusions
- Personality disorder
- Obsessive compulsive disorder
- Suicidal ideations/suicide

MODULE 7: SUBSTANCE ABUSE

Types of Substance Abuse Issues

- Alcoholism
- Drugs
- Pharmacology
- Injuries and illness resulting from substance abuse

Medications

- Misuse of medications
- Medication side effects
- Medication drug dependency

MODULE 8: DYNAMICS OF ABUSIVE RELATIONSHIPS

Predominant Types of Abuse/Neglect/Exploitation (ANE)

- Self-neglect
- Neglect by caregiver
- Financial exploitation
- Physical abuse
- Sexual abuse

Theories of Abuse

- Power and control
- Cycle of violence
- Victim/perpetrator dependency
- Exchange theory
- Caregiver stress
- Neglect due to pathologies of aging
- Emotional and verbal abuse dynamics

Characteristics of Victims and Perpetrators

- Victim/perpetrator dependency
- Victim/perpetrator mental health issues
- Abusive, neglectful, or exploitive caregivers
- Undue influence
- Psychology of perpetrators
- Dysfunctional families
- Abuse of elders living in domestic situations
- Abuse of elders living in institutions

Domestic Violence

- Domestic violence and elder/adult abuse
- Dynamics of power and control
- Why victims don't leave their abusers

MODULE 9: PROFESSIONAL COMMUNICATION SKILLS

Types of Interviews

- With victims
- With perpetrators
- With collateral contacts
- With family/groups

Interviewing Skills

- Trust and relationship building
- Engagement techniques
- Open-ended questioning
- Listening/reflection of content and feeling
- Responding to disclosures
- Showing empathy/compassion
- Acknowledging religious/cultural beliefs

Handling Special Situations

- Dealing with resistance and hostility
- Mediation, negotiation, conflict management

Working with Special Populations

- Cultural dynamics
- People with mental illness
- People with physical disabilities
- People with developmental disabilities

Communicating with Special Populations

- Cognitively, hearing, or visually impaired people
- Non-verbal clients
- Limited-English speaking clients
- Use of interpreters

Communicating with Other Professionals

- Health care professionals
- Law enforcement
- Legal professionals
- Victim advocates

MODULE 10: SELF-NEGLECT

Overview of Self-Neglect

- Types of self-neglect
- Statistics on self-neglect
- Indicators of self neglect
- Assessing level of risk
- Environmental safety assessment

Theories of Self-Neglect

- Cultural/social aspects of self-neglect
- Capacity evaluation
- Hoarding behavior
- Community attitudes towards self-neglect

Causes of Self-Neglect

- Societal causes for self-neglect
- Individual causes for self-neglect

Preventing Self-Neglect

MODULE 11: CAREGIVER OR PERPETRATOR NEGLECT

Overview of Caregiver or Perpetrator Neglect

- Types of caregiver neglect (unintended, intended, criminal)
- Statistics on caregiver neglect
- Indicators of caregiver neglect
- Assessing level of victim risk

Theories of Caregiver Neglect

- Caregiver role: voluntary or involuntary
- Exchange theory
- Personality/behavior of the caregiver
- Personality/behavior of the patient

Causes of Caregiver Neglect

- Cultural/social aspects of caregiver neglect
- Individual causes of caregiver neglect (burden of care, co-dependency, caregivers with mental illness, physical impairments or substance abuse)

Preventing Caregiver Neglect

MODULE 12: FINANCIAL EXPLOITATION

Overview of Financial Exploitation

- Types of financial exploitation
- Statistics on financial exploitation
- Indicators of financial exploitation
- Assessing client's financial situation
- Assessing level of risk
- Assessing undue influence

Theories of Financial Exploitation

- Cultural/social aspects of financial exploitation

Causes of Financial Exploitation

- Societal causes of financial exploitation
- Individual causes of financial exploitation

Preventing Financial Exploitation

MODULE 13: PHYSICAL ABUSE

Overview of Physical Abuse

- Types of physical abuse
- Statistics on physical abuse
- Domestic violence indicators
- Medical indicators of abuse and neglect
- Assessing level of risk
- Lethality indicators

Theories of Physical Abuse

- Dynamics of physical abuse
- Cultural/social aspects of physical abuse
- Homicide/suicide

Causes of Physical Abuse

- Societal causes of physical abuse
- Individual causes of physical abuse

Preventing Physical Abuse

MODULE 14: SEXUAL ABUSE

Overview of Sexual Abuse

- Types of sexual abuse
- Statistics on sexual abuse
- Indicators of sexual abuse
- Assessing level of risk

Causes of Sexual Abuse

- Societal causes of sexual abuse
- Individual causes of sexual abuse

Preventing Sexual Abuse

MODULE 15: APS CASE DOCUMENTATION/REPORT WRITING

Importance of Case Documentation

- Proper case documentation for substantiation of ANE
- Identifying data to include in case records

Documentation Overview

- Gathering of facts/chains of evidence
- Clear, concise and objective documentation
- Updating chronological records to monitor client progress
- Required forms and instructions
- Tracking/recording guidelines
- Monitoring services by other agencies
- Best practice tips

Documentation Equipment Skills

- Cameras
- Videos
- Tape recorders
- Computers
- Body maps

Confidentiality of Records

- Client permission to share information
- Legal issues (e.g. subpoena of records)

Report Writing Skills

MODULE 16: INTAKE PROCESS

Preparing for the Initial Client Visit

- Does report meet statutory requirements?
- Being inclusive--screen in, not out
- Reporter's expectations
- Reviewing prior client records
- Identifying collateral contacts

APS Worker Safety

- Safety planning for worker
- Assessing for violent or psychotic behavior
- Assessing for hazardous materials (drugs, communicable diseases, firearms)
- Neighborhood safety concerns
- Dangerous animals
- Location of interview
- Working with difficult people
- Non-violent crisis intervention
- De--escalating potentially dangerous situations
- When to contact law enforcement and how to request assistance
- Emergency communications—cell phones
- Communicable and Infectious Diseases

Investigation: Initial Client Contact

- Gaining access
- “Who sent you” issues
- Establishing rapport at the door
- Strategies for dealing with refusal of access by client or to client
- Interviewing the suspected abuser
- Assessing validity of reports of ANE
- Developing safety plans with/for clients

Intake Documentation

MODULE 17: INVESTIGATION: CLIENT CAPACITY

Initial Capacity Assessment

- Interviewing the suspected abuser
- Assessing validity of reports of ANE
- Developing safety plans with/for clients
- Intake documentation

Capacity Assessment

- When and how to refer client for professional capacity evaluation
- Interpreting and using assessment information
- Client’s strengths and social supports
- Ability to conduct activities of daily living
- Level and type of care needed

Client’s Ability to Make Informed Decisions

- Cultural influences on client’s decision-making
- Community standards
- Past history of making decisions
- Concept of “negotiated consent”

MODULE 18: INVESTIGATION: RISK ASSESSMENT

Overview of Risk Assessment

- Indicators of immediate risk of ANE
- Lethality indicators
- Emergency medical or psychiatric situations
- Impact of illness/disability on client’s ability to protect him/her self
- Environmental hazards
- What to do when client refuses services

Risk Assessment of Caregiver

- Mental Illness
- Substance Abuse
- Emotional/financial dependence on victim
- Suicidal ideation

MODULE 19: VOLUNTARY CASE PLANNING and INTERVENTION PROCESS

Overview of Voluntary Case Planning and Intervention

- Mutual assessment of needs/goal setting
- Supportive counseling
- Policies and procedures for response

Types of APS Service Provision

- Accessing benefits and entitlements
- Safety planning for client
- Assuring basic needs are met (e.g. food, heat, transportation)
- Arranging for shelter and transition housing as necessary
- Providing information/referrals
- Linking clients and families with respite services and support groups
- Assisting clients discharged from hospitals, psychiatric wards and disability centers
- Providing emergency services or finding/developing emergency resources
- Managing client finances as necessary
- Providing respite care
- Mediation
- Caregiver training

Case Planning and Intervention

- Goal setting with clients
- Defining intervention strategies/response timeframes
- Finding and procuring resources
- Promoting coordinated/joint case planning and service delivery
- Arranging for culturally appropriate services
- Case documentation
- Reassessment/follow-up

Preventing ANE

- Consumer education

MODULE 20: INVOLUNTARY CASE PLANNING and INTERVENTION PROCESS

Overview of Involuntary Case Planning and Intervention

- Policies and procedures for response
- Legal standards for involuntary intervention
- Promoting coordinated/joint case planning and service delivery

Case Planning for Involuntary Services

- Arranging for culturally appropriate services

- Goal setting with family/care provider
- Defining intervention strategies/response timeframes
- Finding and procuring resources

APS Interventions

- Providing services for caregiver
- Respite care
- Caregiver training
- Providing information/referrals
- Assuring basic client needs are met
- Accessing benefits and entitlements
- Safety planning for client
- Coordinating involuntary medical care
- Arranging for shelter and transition housing
- Coordinating involuntary mental health/substance abuse treatment
- Linking clients and families with respite services and support groups
- Providing emergency services
- Assisting clients discharged from hospitals, psychiatric and development centers
- Managing client finances as necessary
- Documentation
- Reassessment/follow-up

Guardianships and Conservatorships

- Statutory definitions
- Guardianship process
- Competency/incompetency criteria
- Probate conservatorship process
- Private conservatorship process

MODULE 21: COLLABORATION and RESOURCES

Overview of Collaboration and Resources

- Benefits of working as a team
- Roles of various professionals in resolution of ANE

Local and Regional Networks and Community-Based Services

- Roles and responsibilities of community resources
- Interagency protocols for referrals and service delivery
- Local resources contact information

Inter-Agency Relationships and Collaboration

- Multidisciplinary review teams
- Fatality review teams
- Community advisory groups
- State and local coalitions
- Public awareness campaigns

- Documentation of services and outcomes
- Abuse prevention activities

Community Outreach

- Public education
- Working with the media
- Abuse prevention activities

Service Integration with Related Agencies

- State Units on Aging
- Department of Children and Family Services/Social Services
- Domestic violence resources
- Victim advocates
- Regulatory agencies

Health and Mental Health

- Medical Clinics/Hospitals
- Department of Mental Health
- Mental Health/ Counseling Agencies
- Medicaid/Medicare
- Agency in charge of Developmental Disabilities

Law Enforcement

- Police/Sheriff's Department
- State Patrol
- FBI
- Medicaid Fraud
- Office of Attorney General
- Probation/parole

Legal Resources

- Office of District Attorney
- Department of Consumer Affairs
- OAA legal service providers
- Private attorneys

Emergency Resources

- Homeless shelters
- Domestic Violence Shelters
- Group homes
- Residential Health Care Facilities
- Boarding Homes
- Food pantries
- Church organizations
- Developing emergency resources when none exist

Financial

- Social Security
- Banking institutions
- Securities firms
- Food stamps

Other Resources

- Long-term care ombudsmen
- Immigration Services
- Clergy
- Universities and community colleges
- National organizations

MODULE 22: LEGAL ISSUES and LAW ENFORCEMENT

Overview of Legal Issues and Law Enforcement

- Role of criminal justice system
- State criminal codes
- Regulations and policies

Legal Tools

- Legal rights of adult clients
- Court ordered mediation
- Restorative justice
- Writing affidavits and petitions
- Mandatory reporting
- Filing emergency protective/restraining orders
- Legal resources for dependent adults
- Victims/witness programs
- Substitute decision-making on behalf of client
- Living wills, health care proxies, do not resuscitate (DNR) orders
- Collecting, preserving and analyzing evidence

Working with Law Enforcement and the Judicial System

- Differences in APS, law enforcement, and legal institutional cultures
- Caseworkers' role in the legal process
- Requesting law enforcement assistance
- Conducting joint investigations/interviews with law enforcement
- Subpoena of case records

Preparing for Court

- Case documentation
- Initiating court procedures
- Assisting victims with court procedures
- Legal representation for APS workers
- Guidelines for presenting testimony
- Responding to cross-examination
- Writing court reports

MODULE 23: CASE CLOSURE

Overview of Case Closure

- Reasons for case closure
- Issues of grief and loss for client and worker
- Client's end of life decision-making process
- Carrying out client's end of life wishes (funeral arrangements, client's estate disposition)

Case Termination

- Closure for client and worker
- Service delivery evaluation
- Summary case recording and case documentation
- How could abuse, exploitation and neglect have been prevented?