



Notice of Instruction

8928 Brittany Way
Tampa, FL 33619
(813) 740-3888

Notice of Instruction Number: 042717 High-Risk APS Referral Review Procedures

TO: All PSA 6 Lead Agencies

FROM: Kristina Melling, Senior Program Planner and Quality Assurance Data Manager

DATE: April 27, 2017

SUBJECT: High-Risk Adult Protective Services Referral Review Procedures

The purpose of this Notice of Instruction is to inform your agency of updated procedures for all high-risk Adult Protective Services (APS) referral client files. Effective May 1, 2017:

1. Lead Agencies are required to submit the first 31 days of case narratives for all high-risk APS referrals, including individuals that refused services. SCC does not require the original documentation for this review, copies of the case narratives will be adequate.
2. Lead Agencies are required to complete at a minimum, a supervisory and/or managerial review with the updated APS Client File Checklist that is included with this NOI. The checklist is to be signed by the supervisor and/or manager that reviewed the client file. The signature certifies the file meets or exceeds required standards as established in the Adult Protective Services Operations Manual, Community Care for the Elderly Contract and the DOEA Program and Services Handbook.
3. Each high-risk APS client file's case narratives (first 31 days or longer if issues persist) and signed APS Client File Checklist are to be sent electronically in the format of one PDF, per client file, within 60 calendar days after accepting the referral from Adult Protective Services.

- Each PDF containing the client file's case narratives and APS Client File Checklist are to be labeled with the client initials in addition to the corresponding CIRTS client identification number. SCC will not accept a large PDF containing multiple client file documentation.
- The high-risk APS client file case narratives and corresponding checklist are to be sent *securely* to the email group, aps.referral.documentation@sccmail.org.

SCC appreciates your cooperation with the implementation of this new process. If you have any questions concerning the information provided in this notice please contact this writer or your Contract Manager.

Attachments:

CQA001 High-Risk APS Referral Documentation Review Policy and Procedure

Updated APS Client File Checklist