

**CQA001****Effective Date: May 1, 2017****Prepared By: KM****Approved By: KP**

**Title:** High-Risk Adult Protective Services (APS) Referral Review Procedures

**Policy:** To ensure contracted Lead Agencies are adhering to requirements set forth in the Adult Protective Services Operations Manual, Community Care for the Elderly Contract, and DOEA Program and Services Handbook.

**Scope:** This procedure ensures contracted Lead Agencies submit high-risk APS referral documentation to SCC attesting that the client file meets or exceeds all standards in the Adult Protective Services Operations Manual, Community Care for the Elderly Contract, and DOEA Program and Services Handbook.

**Responsibilities:** The contracted Lead Agencies are responsible for submitting high-risk APS referral documentation as detailed in this procedure within 60 calendar days of accepting the high-risk APS referral from the Department of Children and Families, Adult Protective Services unit. The SCC Contract Specialist will review each submission for completeness and save in the designated location upon receipt. The SCC Contract Managers will review a sample of the high-risk APS referral documentation on a quarterly basis. The Director of Contracts and Quality Assurance will be responsible for the overall oversight of this process.

**Procedure:****Lead Agencies**

1. Lead Agencies are required to submit the following documentation to SCC within **60 calendar days** of accepting any high-risk APS referral, including individuals that refused services. SCC does not require the original documentation for this review, copies of the records will be adequate. The following documents are to be securely submitted to the email group at SCC, [aps.referral.documentation@sccmail.org](mailto:aps.referral.documentation@sccmail.org) :
  - a. First 31 days of case narratives (or longer if issues persist)
  - b. Completed APS Client File Checklist (updated 04/2017) that has been reviewed and certified by a manger and/or supervisor.
  - c. Each high-risk APS client file's case narratives (first 31 days or longer if issues persist) and signed APS Client File Checklist (updated

04/2017) are to be sent electronically in the format of one PDF, per client file. SCC will not accept a large PDF containing multiple client file documentation.

## Senior Connection Center

1. Upon receipt of the Lead Agency's submission of the high-risk client file documentation the Contract Specialist will review to confirm all elements were included. Specifically, the Contract Specialist will verify the first 31 days of case narratives were submitted and the corresponding certified APS Client File Checklist was completed in its entirety. After determination of completeness, the PDF containing the case narratives and APS Client File Checklist will be saved in the following location: *S:\Joint\Contracts and Quality Assurance\High-Risk APS Client File Review*
  - a. If the Contract Specialist determines the submission is missing information, the Lead Agency will be contacted and requested to submit the information within two (2) business days. The Contract Specialist should also notify the Lead Agency's Contract Manager when incomplete information is submitted.
  - b. The Senior Program Planner and Q.A. Data Manager will provide the Contract Specialist a report on a monthly basis that identifies all high-risk APS referrals within the previous months. This will ensure Lead Agencies are submitting documentation for each high-risk APS referral in a timely manner.
2. Contract Managers will complete a quarterly review of a sample of the APS high-risk referral documentation and follow-up with Lead Agencies as needed.

Attachment: APS Client File Checklist, updated 04/2017