



Maltreatment Through a Person-Centered Lens

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Learning Objectives

1. Understanding Person-Centered Approaches
2. How APS is Implementing Person-Centered Practices
3. Measuring and Evaluating Person-Centered Outcomes

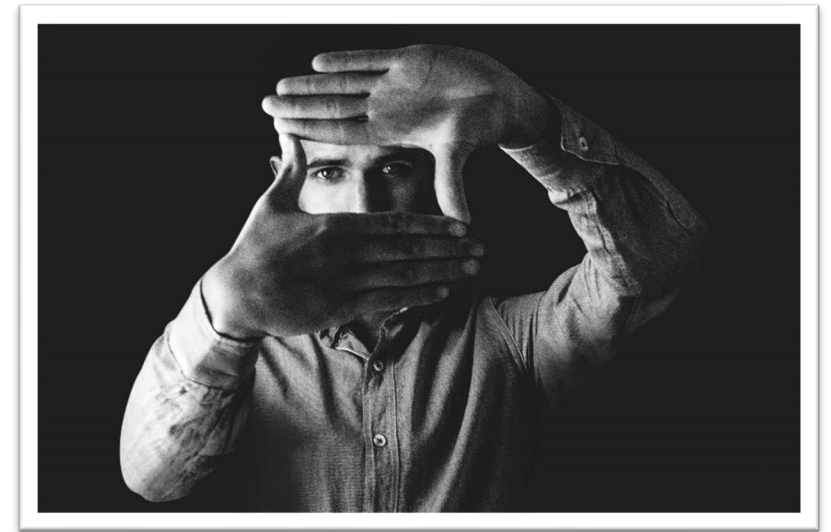


Reframing

Adult Protective Services (APS) promotes safety and well-being for all and helps make sure those in need are safe and supported.

Using a person-centered lens can reframe:

- Allegations
- Engagement Approaches
- Service Interventions



MN APS Vision



Minnesota's Adult Protective Services exists so that all adults who are vulnerable to abuse, neglect, or exploitation are supported to live in safety and dignity, consistent with their own culture, values and goals, and so people concerned about them have resources for support.

MN APS Mission



Adults who are vulnerable and those who support them receive the assistance they need to identify, prevent, report, stop, and minimize the risk for abuse, neglect, and exploitation through tribal, state, and county partnerships.

MN APS Core Operating Principles

Sometimes adults need support

Choice and values are balanced with safety

Focus on outcomes



Viewing Maltreatment Through a Person-Centered Lens

An essential part of addressing maltreatment is viewing maltreatment through a person-centered lens.

- Everyone needs help sometimes.
- APS promotes safety and well-being for all and helps make sure those in need are safe and supported.



Vulnerable Adult Act (VAA) In Action

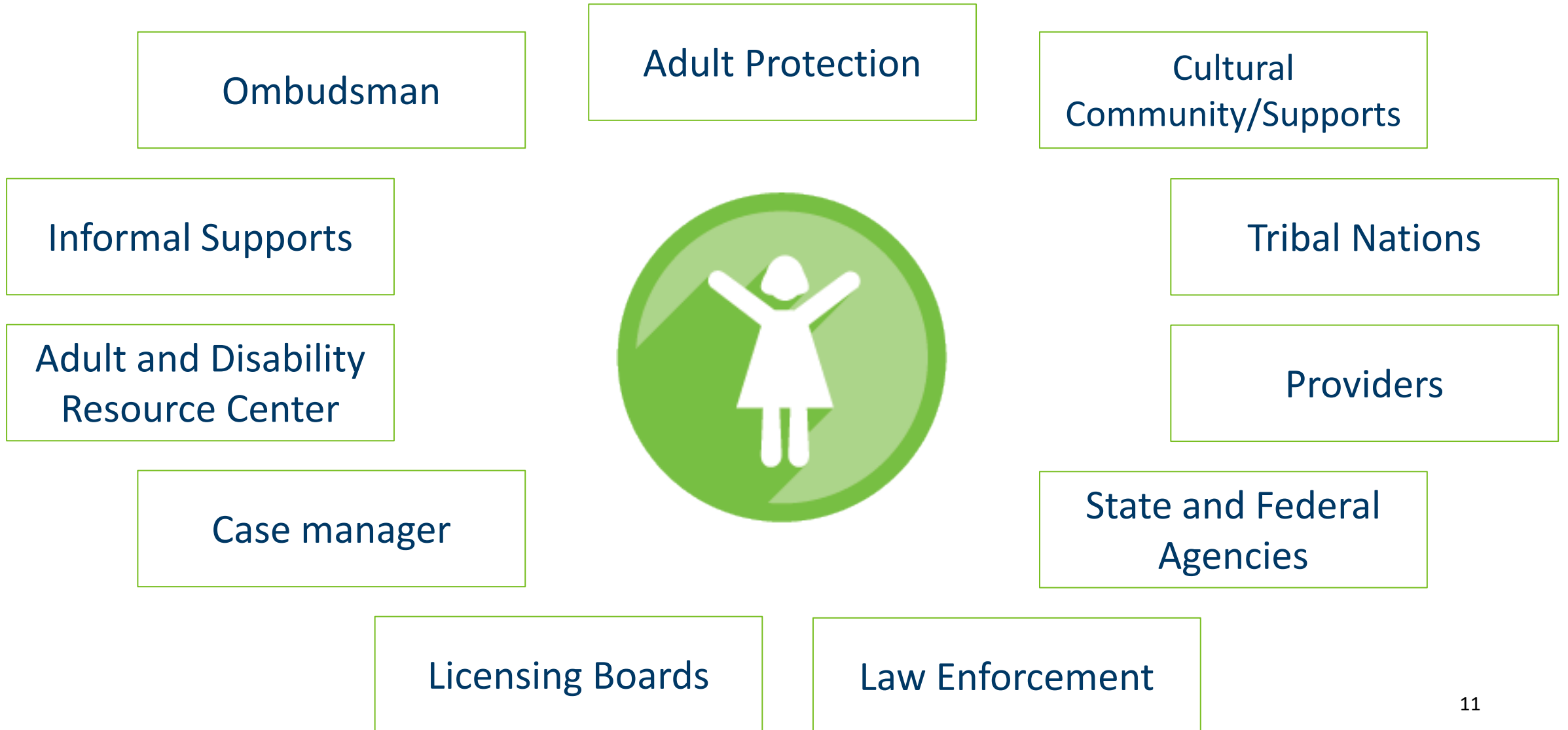
1980	Vulnerable Adult Act (VAA) adopted
1995	VAA definitions created
2013	Implementation of structured decision making and standardized tools
2022	Phase 1 of VAA Redesign adopted to make person-centered work in APS a standard of practice
2023	Phase 2 of VAA Redesign is funding for APS programs for counties and tribal nations

Person-Centered Shift in Adult Protection

- Person-centered
- Approach
- Tools



Person-Centered Safety and Dignity – APS Partners



Comparing Terms

Non-Person-Centered Terms

- Vulnerable Adult (VA)
- Alleged Perpetrator (AP)
- Victim
- Offender
- Client
- Investigation
- Screened In
- Investigator
- Report

Person-Centered Terms

- Adult Vulnerable to Maltreatment
- Adult
- Person Alleged Responsible for Maltreatment (PAR)
- Assessment
- Eligible for Adult Protective Services
- Assessor/Social Worker/Adult Protection Worker
- APS Referral

Person-Centered Assessment Tools

Tools

EPS intake tool

SDM[®] intake assessment tool

SDM[®] initial safety assessment

SDM[®] strengths and needs
assessment

Service planning

Final safety assessment

Case Closure Communication



Formal and Informal Supports – Word Cloud

Participants can vote
at [Slido.com](https://www.slido.com/join/default.htm?topic=2634640) with [#2634640](https://www.slido.com/join/default.htm?topic=2634640)
and the passcode: tivzqm

Share some formal and informal supports that exist to support adults who are vulnerable to maltreatment

2023 Intervention Data

*Interventions
offered, referred or
implemented for
adult or their
supports in 2023:*

19,047

Health and Welfare Check	1,753
Case Management/ Care Coordination	1,743
Support System for Adult Engaged	1,375
Home or Community Based Supports	1,266
Unique Services	1,243
Education and Support	1,028

Recentering Maltreatment

- Caregiver Neglect
- Self Neglect
- Financial Exploitation



Recentering Maltreatment

- Self-neglect:** **Adult** not meeting their own needs for food, clothing, shelter, health care, or other services reasonable to maintain their health, safety, or comfort.
- Neglect by a caregiver:** Failure by a **caregiver** to supply an adult with care or services, including food, clothing, shelter, health care or supervision reasonable to maintain their health, safety, and comfort.
- Financial Exploitation:** Exploitation that **may not be criminal** and was consistent with the **adult's culture, values and goals**

Caregiver Neglect

- Caregiver:** An individual, facility, licensed provider, or personal care assistant (PCA) paid by medical assistance, who has responsibility either voluntarily, by contract, or by agreement for all or a portion of the care of an adult who is vulnerable.
- Intentional:** Awareness of one's actions and consequences their actions could have.
- Harm:** When the adult who is vulnerable is more likely than not to immediately experience abuse, injury, or a condition requiring medical attention due to suspected maltreatment.

Is It Caregiver Neglect?

Caregiver Neglect =

Paid Caregiver + Neglect

OR

Unpaid caregiver + Intentional neglect resulting in harm

Unpaid caregiver + Interfering or obstructing necessary care or services

OR

Unpaid caregiver + Intentional neglect which may be criminal

Paid or unpaid caregiver + Determination may safeguard the adult or another adult

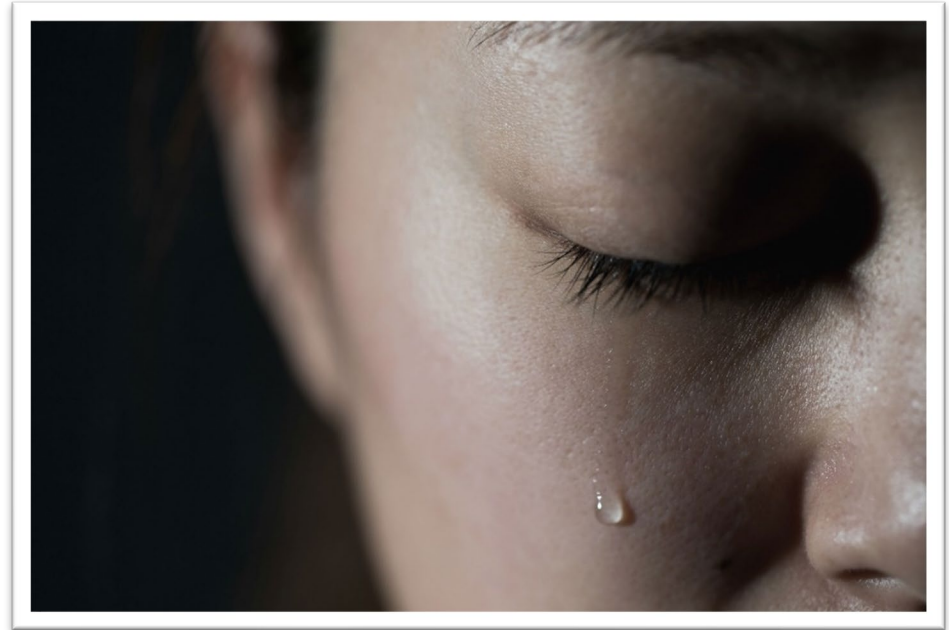
Self Neglect

The adult who is vulnerable does not meet their needs for food, clothing, shelter, health care or other services reasonable to maintain their health, safety and comfort.

Allegations of self neglect
reported to MAARC increased
3.5% from 2019-2022

Self Neglect from a Person-Centered Lens:

- Culture
- Informed Choice
- Trauma Informed Assessment
- Safety (for) the Adult



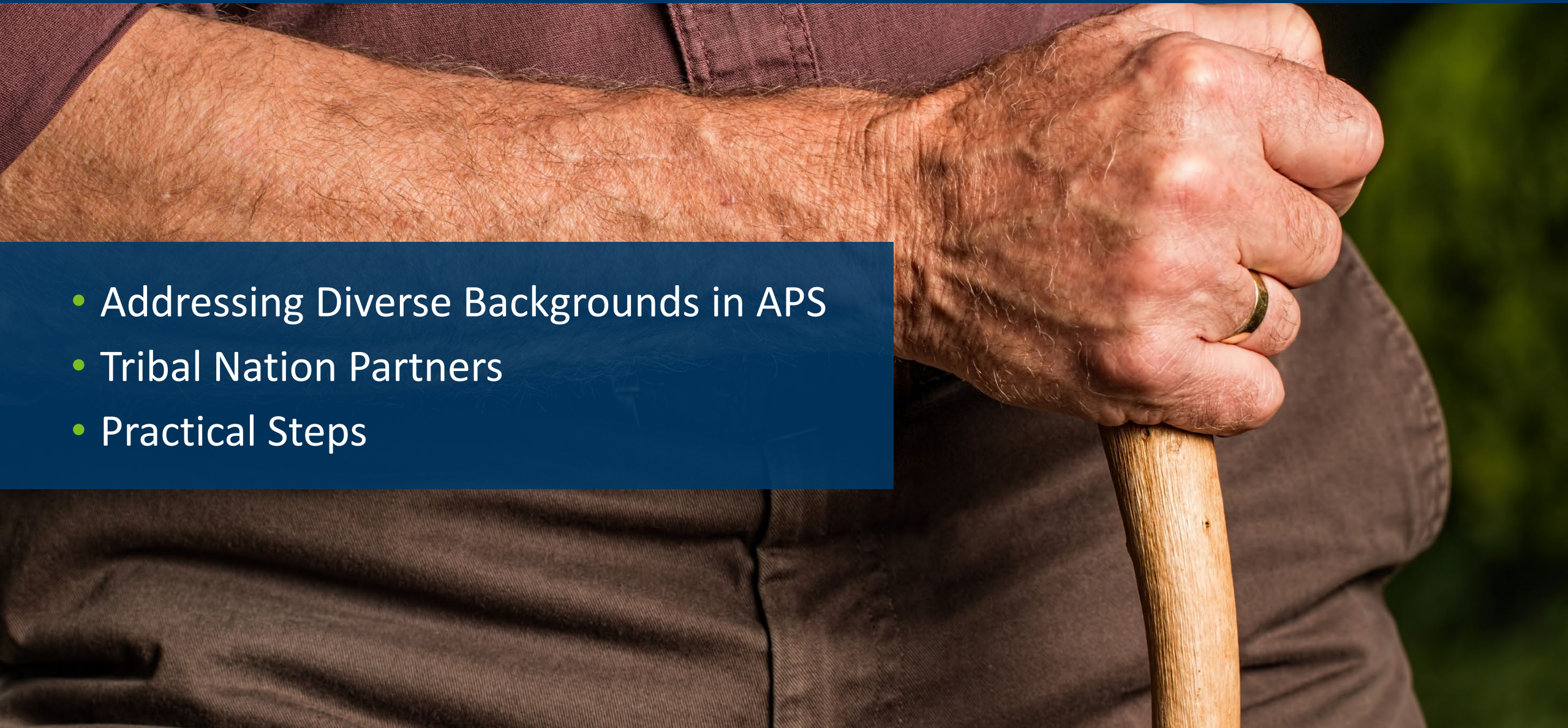
Financial Exploitation

Allegation may be assessed as self-neglect with no determination of responsibility for maltreatment when:

- The allegation did not involve a scam, theft, fraud, harassment, force, or coercion and may not being criminally investigated by law enforcement.
- No other type of maltreatment is also alleged with the same person alleged responsible
- The allegation involves a decision or practice consistent with the values and/or culture of the adult who is vulnerable to maltreatment and did not involve any other type of maltreatment

Considerations for Person-Centered Interventions

- Addressing Diverse Backgrounds in APS
- Tribal Nation Partners
- Practical Steps



Addressing Diverse Backgrounds in APS

Cultural Competence

- Training APS workers to understand and respect diverse cultural practices.

Tailored Communication

- Using interpreters and culturally appropriate materials.

Incorporating Cultural Practices

- Including traditional healers and community leaders in service plans.

Tribal Nation Partners

Communication

- APS communicates with tribal agencies at intake and assessment when the adult referred as vulnerable and suspected of being maltreated is a tribal member.

Coordination

- Tribal agencies may have background, cultural insights, and services to support APS assessment, engagement, and interventions.

Funding

- Tribal Nations receive annual funding to support their adult protection programs when they have Tribal codes or resolutions.

Practical Steps for APS Workers

Assessing Needs

- Conduct thorough assessments considering cultural and personal contexts.

Mitigating Bias

- Self-reflection and bias training to ensure objective decision-making.

Leveraging Resources

- Utilizing community resources and partnerships to enhance care.

Importance of Person-Centered Work – Word Cloud

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and the passcode: tivzqm

*Highlight why person-centered approaches are
instrumental in protecting adults who are vulnerable
OR a take-away from this presentation.*

APS Case Closure

Case Closure

Case Closure

Communication Letter

- Is the adult vulnerable safe?
- Are the protective services person centered and safety planning unique for each adult who is vulnerable?
- Are the interventions recommended, referred, or implemented to the adult the least restrictive intervention needed to meet assessed needs of the adult who is vulnerable?
- Are the informal supports, family supports, and community-based services the choice and in the interests of the adult who is vulnerable?

Measuring Success

- Data Analysis
- Continuous Improvement
- Future Evaluation Metrics



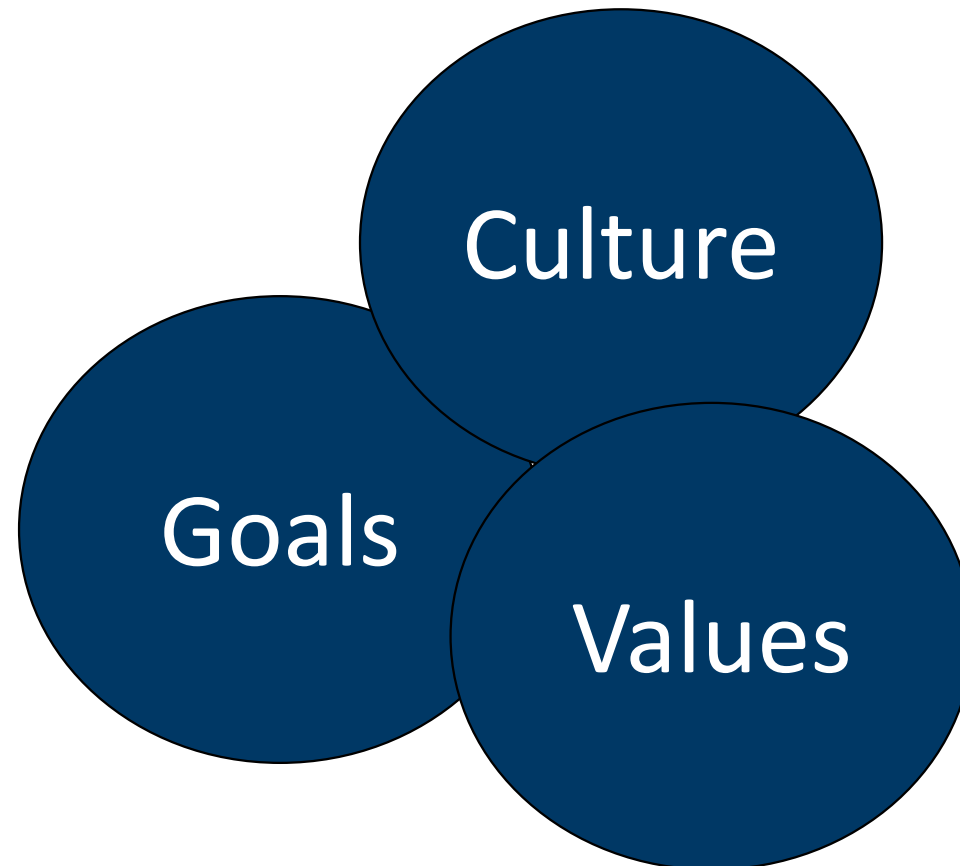
Data Analysis

Data Analysis: Identifying disparities and ensuring equitable service delivery.



Continuous Improvement

Continuous Improvement: Regularly reviewing and adjusting service plans based on feedback.



Future Evaluation Metrics

Evaluation Metrics: Assessing client satisfaction and well-being.



Thank you!

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