

Adult Protective Services

Chapter 8.A Documentation

- A. Documentation must be complete on all APS cases.
1. The CFS Specialist will document the APS investigation, assessments, service provisions, and narratives into N-FOCUS-APS program case.
 2. Organization Related Investigation: The CFS Specialist will document into N-FOCUS the ORG investigation, assessments, service provisions, and narratives. If one or more of the victims requires service coordination, then an APS program case will be opened.
- B. Record Keeping
Records are maintained in order to:
1. Support decision-making;
 2. Maintain an ongoing assessment of the adult victim's needs from the community's and the Department of Health and Human Services' perspective;
 3. Determine trends;
 4. Identify service needs and make decisions regarding staff allocation to meet those service needs;
 5. Enhance quality; and
 6. Comply with the law.
- C. The electronic case file is located on N-FOCUS. Documentation is entered into N-FOCUS at intake and throughout the case. The CFS Specialist will use Document Imaging to add into N-FOCUS, documents provided by third parties.
- D. 1st Face-to-Face Contact Exceptions
The CFS Supervisor may enter contact exceptions when a worker has not met the 1st Face-to-face timeframe for specific reasons and are documented in the intake detail window.
Contact Exceptions – Supervisor
1. Unable to Locate
 2. Unable to Identify
 3. Refused to meet
 4. Death of the Victim
- E. Investigation Exceptions
The Administrator may enter exceptions for investigation timeframes for specific reasons and these are documented in the intake detail window.
Contact Exceptions – Administrator
1. Law enforcement hold: Law enforcement has notified APS to discontinue investigating until further notice.
 2. Administrative Intake: No contact needed; as in the case of a conviction of abuse of a vulnerable adult and APS wasn't involved. The finding will be entered. If this narrative is used, the CFS Specialist will open a Program Case and tie it to the intake. The worker will gather the court documents and law enforcement reports for the file.
- F. Document Imaging
1. The CFS Specialist will scan and upload paper documents, i.e. Court Orders, Therapy Reports, Law Enforcement reports, by utilizing the scan function on the office copy machine. The Category 'Restricted' is the equivalent to the Appendix in a current paper Case file.
 2. ORG Related Investigations: When the Licensing Unit submits their investigation report to Central Office; support staff shall forward the licensing report to the CFS

Adult Protective Services

Specialist and add the report using the document imaging function to the Organization in N-FOCUS as Correspondence.

3. Documents that are scanned may be shredded unless the original copy is needed. Examples of original documents to be kept in the file are the original letter from a physician, death certificate, Authorization to Release Information, photographs, Power of Attorney or will. Photographs may also be uploaded to N-FOCUS.

E. All documents not uploaded into N-FOCUS via Document Imaging shall be retained in the physical case file. The physical case file shall be organized in the following manner:

1. Tab - Intake Form
 - a. Current APS Intake Form
2. Tab - Case Status Determination
 - a. Current Case Status Determination Form
3. Tab - Assessment Form
 - a. Current APS Assessment Form
 - b. Other Assessments Completed
4. Tab - Financial Records
 - a. Bank Statements
 - b. Verification of Income/Resources
 - c. Release of Information/Copy of Subpoena
5. Tab - Medical Records
 - a. Mental Health Records
 - b. Physical Health Records
 - c. Release of Information/Copy of Subpoena
6. Tab - Narratives
 - a. Chronological documentation of all client and collateral contacts to include the service plan
7. Tab - Services
 - a. Service authorizations
 - b. APS Funds request form
 - c. Billings
8. Tab - Correspondence
 - a. Letters received
 - b. Letters sent
9. Tab - Legal Documents
 - a. Court Orders
 - b. Guardian/Conservator Petitions, Letters, Acceptance Forms
 - c. Journal Entries
 - d. Subpoenas
 - e. Report to the County Attorney
 - f. Non-Court Documents (POA, etc.)
10. Tab - Miscellaneous

APPENDIX (separate file)

1. Legal contacts
2. Verbal and written correspondence with HHS Legal Division, County Attorney, Attorney General's office, private attorney involved with petitions for guardianships, etc.
3. Law Enforcement Reports