# Providing/Terminating/Transferring Protective Services

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**Module Overview**

A protective services worker needs the knowledge and skills to know what to do upon completion of a protective serves investigation. Recognizing that each case is unique in its own way there are basic similarities and outcomes that exist for all cases. This module provides an overview of the knowledge and skills needed to complete a protective services investigation.

**Learning Objectives**

By the end of this module, you will

- ❑ Know the steps necessary to terminate a protective services investigation
- ❑ Know the steps necessary to transfer a protective services investigation
- ❑ Know the purpose of the Care Plan

**Study Steps**

1. Read a case record of a consumer who is going to receive protective services.
2. Read a case record of a consumer who is being transferred to care management.
3. Read a case record of a competent consumer who is refusing protective services.
4. Read a closed case record.
5. Review the content of this section.
6. Review recommended Acts, Laws and Regulations.
7. Complete the self-evaluation quiz and use the answer key to review your answers.
8. Review the content of any of the questions you answered incorrectly.
9. Plan with your supervisor to complete transfer of learning activities.

**Content**

Read the module, Providing/Terminating/Transferring Protective Services.


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# Providing/Terminating/Transferring Protective Services

**Overview**

There are 5 options to consider when terminating/transferring protective services.

1. Case Resolved
2. Consumer Refused Services
3. Consumer Moves to Another County
4. Consumer Moves to Another State
5. Death of a Consumer

Case examples are available in Appendix B: Pennsylvania Department of Aging, Aging Technical Assistance Bulletin. *Guidelines for the Termination of Protective Services,* 94-12-02.

**A. Unsubstantiated Reports**

a. Close case.
b. Delete identity of the reporter and perpetrator from the case file.
c. Refer client to non protective community services as applicable.
d. File remains locked in filing cabinet for 6 months.
e. If additional reports are not received, destroy file in 6 months.

**B. Post Substantiation Protective Services**

a. Complete Case Assessment (6 Pa. Code §15.92)
b. Development of a Care Plan (6 Pa. Code §15.93)
c. Service Delivery (6 Pa. Code §15.94)
    i. May be formal or informal
        1. If available, use informal service networks first.
    ii. Develop a Care (Service) Plan for formal service delivery.
    iii. Coordination of services is the responsibility of the PS worker.
    iv. Services that are necessary to reduce imminent risk may be purchased for up to 30 days.
    v. Consult with your supervisor regarding the services that need to be purchased to insure safety.
    vi. Services must be with the older adult's consent, or that of a substitute decision maker, unless they are court ordered.
        1. Medical evaluations
        2. Psychiatric/psychological evaluations
        3. Legal interventions (guardianship, power of attorney)
        4. Money management
        5. Personal/environmental safety
        6. Emergency shelter
        7. Transportation


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8. Home delivered meals
9. Attendant care (personal assistance)
10. Homemaker services (personal care)

vii. Case management (6 Pa. Code § 15.95)
1. Case management vs Protective Service Planning. The primary focus in Protective Service Planning is on reducing imminent risk.
2. Reassessment (6 Pa. Code § 15.95)
a. At least every 30 days or sooner if indicated in the Care Plan.
b. Complete another comprehensive assessment in 6 months.
c. ALWAYS reassess before termination of services.

**C. Case Resolved: Terminating/Transferring; Any case where the risk has been totally eradicated**

a. Terminating Protective Services (6 Pa. Code § 15.96). Always consult with your supervisor prior to terminating/transferring services.

i. The agency shall terminate protective services when the older adult is no longer ‘‘an older adult in need of protective services’’ under 6 Pa. Code §15.2 (relating to definitions).
1. The perpetrator may no longer have access
2. Another caregiver may be available to ensure safety
3. A power of attorney has been assigned
4. Consumer placed in a long-term care facility
5. Consumer refuses services and is not at risk of serious harm or death

ii. Except when the older adult withdraws consent to the delivery of protective services, the agency may terminate protective services in one of the following ways:
1. By closing the case when no further service intervention is required by the older adult.
2. By closing the case when a court order for services has terminated and the older adult does not consent to further service intervention.
3. By transferring the older adult to the service management system of the area agency.
4. By transferring the older adult to another appropriate agency.
a. Community services provided that reduce risk
b. No on-going AAA Services but the Consumer remains in the community

iii. Inform the older adult and caregiver of intent to terminate protective services.


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1. When the agency terminates protective services, the agency shall inform the older adult and, if applicable, responsible caretakers of this action and its rationale and shall attempt to secure a signed statement of understanding concerning the action. When the agency transfers a protective services case, the case record shall reflect the transfer of an older adult to another agency, the specific agency of referral and the acceptance of the referral by the other agency.
2. Provide information regarding who to contact if the situation deteriorates.

iv. Clearly document a detailed account of the elimination of risk and on-going plan to insure safety.

v. If possible and within agency practice of consumer, sign a statement regarding the plan to terminate protective services.

vi. Clarify what community based services may continue and what services may end.

vii. Contact other key team members that protective services are being terminated (you must have consent forms to communicate with others).

1. Provide information regarding who to contact if the situation deteriorates.

b. Transfer to Care Management

i. Transfer is conducted after evaluating all aspects of the case including:

1. Complete case assessment (6 Pa. Code § 15.92)
2. Development of a care plan (6 Pa. Code § 15.93)
3. Effectiveness of the care plan
4. Elimination of risk
5. Feasibility of transfer
6. Smooth transition to care management
7. DOCUMENT EACH ACTION AND STEP

ii. Use a collaborative process that involves the consumer and their significant others.

iii. As with case closure, inform appropriate parties of the intent to transfer services to care management. If you have consent, provide contact information regarding the assigned care manager.

iv. Transferring information to Care Management

1. <u>Delete</u> the following items from the record:
   a. Report of Need
   b. Investigation report form
   c. Case narratives
   d. Sensitive correspondence
2. Transfer the following information
   a. Only information needed to provide care management
   b. Summary of case information


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c. Assessment forms (case sensitive information deleted)
d. Reassessment form and information
e. Care plan
f. Other information needed to deliver services
g. NO GOSSIP

**D. Consumer Refused Services**: Any case where a certain amount of risk remains because the client has refused to agree to a care plan that totally eradicates the risk (Consumer refuses protective services; Consumer refuses some services in the care plan).

a. Assess client's ability to make informed decisions
    i. Use mini-mental and preferably documentation from a formal assessment conducted by a geriatric nurse, physician, psychologist or psychiatrist
    ii. Where there is "clear and convincing evidence of imminent risk of death or serious physical harm" involuntary emergency intervention methods can be used (Review, Legal Intervention sections).
b. Document risk level and variables that contribute to risk.
c. Document efforts to reduce risk.
d. Prepare a proposed care plan.
    i. If possible, obtain a statement of refusal of services
e. Take time to discuss risks and alternative services that are available with the consumer and their significant others.
f. Attempt other methods to get client to see need for services.
    i. Have family members talk to them
    ii. Have close community members talk to them
    iii. Ask their medical provider to talk to them
    iv. If applicable have your supervisor talk to them
    v. Ask any involved clergy to talk with the consumer
g. DOCUMENT, DOCUMENT and DOCUMENT

**E. Consumer Moves to Another County**

a. Protective services referral
b. Transfer of Information
    i. Provide case record if it is another Pennsylvania county

**F. Consumer Moves to Another State**

a. Protective services referral
b. Transfer of Information
    i. Get consent to provide case record information to another state

**G. Death of Consumer**

a. Possible connection between death and need for protective services. If it is a suspicious death follow guidelines outlined in the OAPS Act:


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i. *Report of death.* If the death of an older adult reported to need protective services occurs prior to the agency's investigation of the report, during the investigation or at any time prior to the closure of the protective services case, when there is some nexus between the death and the need for protective services, the agency shall immediately report that death to the police and the county coroner. (6 Pa. Code § 15.46)

b. No relationship between death and need for protective services
   i. If a non-suspicious death, close case.


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## Self-Evaluation Quiz

Answer the following questions.

1. When a consumer dies during the course of a protective services investigation the investigation automatically ends?
   T F

2. A consumer has the right to refuse protective services and/or care management.
   T F

3. If a consumer refuses services the protective services worker does not need to complete a care plan?
   T F

4. A case is immediately closed if a consumer moves to another county?
   T F

5. Identify the 4 items that must be deleted from the record when the case is transferred to care management:
   a. _____
   b. _____
   c. _____
   d. _____

Review your answers with the answer key at the end of this section.


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## Transfer of Learning Activities

1. As assigned by your supervisor, shadow an experienced protective services worker on the following interviews with the consumer or the consumer's significant others:
    a. Case resolved, no need for protective services
    b. Consumer refuses services

2. Listen to a phone call transfer of a case when the consumer has:
    a. Moved to another county
    b. Moved to another state

3. Listen to the referral of a case to the county Coroner and Law enforcement agent when a consumer's death may be related to the protective services investigation.

## References

Pennsylvania Department of Aging, Aging Technical Assistance Bulletin. *Guidelines for the Termination of Protective Services,* 94-12-02.

Pennsylvania Code, Title 6, Chapter 15. *Protective Services for Older Adults.*



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**ANSWER KEY**
**Case Closure, Transfer & Summary Assessments**

1. When a consumer dies during the course of a protective services investigation the investigation automatically ends? **False.** *If the death is related to the investigation a referral to the county Coroner and law enforcement must be made.*

2. A consumer has the right to refuse protective services and/or care management. **True.** *A consumer has the right to "self-determination". If a consumer can demonstrate that they understand the consequences and risks if they refuse services they may do so.*

3. If a consumer refuses services the protective services worker does not need to complete a care plan? **False**. *A care plan must be completed to demonstrate recommend services that would be implemented if the consumer did not refuse protective services.*

4. A case is immediately closed if a consumer moves to another county? True or **False.** *The protective services worker must transfer the case file and make a referral to the receiving county.*

5. Identify the 4 items that must be deleted form the record when the case is transferred to care management:
   Report of Need
   Investigation Report Form
   Case Narratives
   Sensitive Correspondence


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