

Adult Protective Services (APS) Plan during COVID-19 Emergency

4/2/2020

- **Monitor Data on APS calls:**
 - Monitor changes in call volume, callers by type, geography, or other factors and adjust strategies based on what we are seeing. Issue weekly report to management with data sets that inform approaches for troubleshooting call intake shifts.
 - Monitor the most pressing issues for APS staff and related providers/volunteers and coordinate strategies to address these issues.
 - Monitor sentinel events.
- **Planning:**
 - Create and distribute information, tools, and resources and leverage the distribution list and key organizations to raise awareness of reduction in calls, potential of new APS issues/concerns during COVID. Present at MCAC and in BEAS ALL Stakeholder calls. Connect with Commission on Aging and AHA. Rachel and Wendi.
 - How will we train providers? What's the anticipated need/response, duration (during state of emergency – and afterwards), what support/consultation can/should we be providing? Schedule webinars with key stakeholders. Rachel and Wendi.
 - Identify those open APS individuals with MCOs and make connections to those MCOs to sure up awareness and extra support where it may be needed. Rachel to connect with Shirley.
 - Identify those in most need of consistent in-person and eyes on that receive home delivered meals. APS supervisors will connect directly with the directors of each home delivered meals agency and review the listing to bolster and ensure frequent eyes on. Rachel and staff.
- **Leveraging key partners to prioritize the most vulnerable:**
 - Wendi Aultman and Rachel Lakin will lead and coordinate with PIO and partners. Are there resources through Chris Tappan and EOC as well? Deb/Wendi to connect with Chris Tappan.
 - Rachel Lakin, Julie Lane and APS Supervisors who will lead training and technical assistance. As needed, Zoom sessions will be scheduled to ensure access to the subject matter experts for support. Specific outreach to certain providers like Meals on Wheels, Housing Authority, etc.
 - Rachel Lakin will lead in monitoring APS data to gauge impact i.e. increase in calls, change in sentinel events, and #of people trained/reporting.
 - Work with PIO to post and share APS materials

APS Outreach and Education:

Distribution:

- The following agencies in NH will receive the letter and the Tip Sheet:
 1. All Title XX and III B providers (to be included with MOWS deliveries)
 2. All CFI Case Management Companies.
 3. NH Housing and Finance Authority to distribute widely to include local housing authorities
 4. All Servicelink Resource Centers
 5. All Area Agencies
 6. All Community Mental Health Centers
 7. All Community Action Programs
 8. NH Association for Residential of Residential Care Homes (ARCH)
 9. NH Hospital Association
 10. NH Homecare Association
 11. All Local Police Departments
 12. All Local Fire and EMTs
 13. All town welfare and local health officers
 14. All Managed Care Organizations (MCO)
 15. NH Bar Association
 16. Bureau of Homelessness and Housing
 17. NH 211

- The following organization will be enlisted to help with public awareness:
 1. NH Commission on Aging
 2. NH Alliance for Healthy Aging (AHA)
 3. NH Chapter of AARP
 4. NH Council on Disabilities
 5. Disabilities Resource Center

- We would like to have it posted on the NH Department of Health and Human Services Facebook page and website. As well as www.nh.gov/covid19/