



Wisconsin Reporting System for APS:WRAPS

Introduction to the Statewide APS Reporting System (WRAPS) for APS Staff March 2024





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Introduction to the APS Reporting System: WRAPS

- Overview and need for APS reporting system
- County and state roles with APS reporting system
- WRAPS transition plan
- WITS update needs and project
- WRAPS program enhancements
- Key content changes between WITS and WRAPS
- Enrollment and access to WRAPS
- Criteria for WRAPS reporting
- Best practice recommendations for WRAPS
- Review of WRAPS content



Why is APS Data Important?





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Data helps us understand the prevalence of abuse, neglect, and financial exploitation in Wisconsin. There is statutory requirement for DHS to collect data: Wis Stat § 46.90(8). Data is used for an annual report about the statewide APS system.

DHS provides data to the National Adult Maltreatment Reporting System (NAMRS).



Roles with APS Reporting System: **County**



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- Each county is required to identify a lead elder-adults-at-risk (EAAR) agency for adults ages 60 and over, and an adults-at-risk (AAR) agency for adults ages 18–59.
- County APS units are responsible for responding to reports of abuse, neglect, and financial exploitation of adults at risk.
- The counties determine how to proceed with referrals and investigations.
- Counties are responsible for reporting data on APS referrals and the outcomes of investigations.



Roles with APS Reporting System: DHS





- DHS does not receive or respond to APS reports.
- DHS's role is to develop and maintain the data reporting system.
- DHS does not receive personally identifiable information entered by county APS staff.
- Data in the Wisconsin reporting system is used to create statistical summaries.

APS Reporting System Transition Plan

• **2023** APS referrals entry is due by 3/31/2024.

- Enter data in WITS.
- Complete financial abuse spreadsheet.
- Send Emergency Protective Placement data to DHS.
- **2024** APS referrals will require entry into WRAPS.
- The interim plan between 1/1/2024 and WRAPS golive (spring 2024) requires counties to maintain local data.
 - 2024 data reported into WITS will not transfer to WRAPS.
 - WRAPS forms distributed for local data collection.

Why is WITS Retiring?

The Wisconsin Incident Tracking System (WITS) was developed in 2006.

It was built on an Internet Explorer platform. This is now outdated technology.

WITS is proprietary software and elements cannot be modified or customized.

Wisconsin received federal American Rescue Plan Act (ARPA) grant money to fund a new reporting system.



WRAPS Program Enhancements

New user roles	More real-time data entry and reports	New tools and reports for local use
More	Updated	Limited case
person-centered	terminology and	management
data collection	additional choices	functionality

OO Sneak Peek of WRAPS Dashboard

Adult Protective Services Incident Management System			Logout
Dashboard New Intake Report New Inci	dent Report Intake List		
888 Dashboard			
All Tasks:			
		Ð	
Incident Search	New Intake Report	New Incident Report	My Incidents
Intake List			



Overview of Content Changes from WITS to WRAPS

- All clients referred to as adults at risk
- Simplified categories of concern for referrals with additional details entered
 - in the investigation results section
- Investigation results changed from "substantiation" to whether the AAR has been hurt or harmed
- Updated choice of gender and race reflective of current cultural practices, with modifiers regarding how this information was collected



Overview of Content Changes from WITS to WRAPS, cont.

- Additional fields regarding financial abuse, which will eliminate the need for separate tracking
- Additional fields for narrative that are optional and can provide information for local use

*New user process still in development Step 1: All Users will obtain **MyWisconsinID**

Enrollment and Access Into WRAPS New statewide system being implemented March 2024 Access Form will be available to access WRAPS

Step 2:

WRAPS

Submit form to DHS APS for access

Three user roles: *Intake, Investigator, Supervisor*

Criteria for Reporting into WRAPS

What gets reported into WRAPS:

- Counties should enter data for all APS referrals their agency has received and responded to.
- An APS report includes:
 - A concern of abuse, neglect, or financial exploitation.
 - A subject that is an adult at risk or elder adult at risk.
 - A matter that requires an APS response.
- Eligible settings include both community dwellings and residential facilities.



Criteria for Reporting into WRAPS, cont.

What does not get reported into WRAPS:

- "Screen outs"—referrals that do not meet requirements of an aps report:
 - The person referred is not an AAR or EAR.
 - The concern does not meet criteria for abuse, neglect, or financial exploitation.
- Calls in which a person is only calling for general information and not APS investigative response
- Reports in which there is incomplete information to start a referral
- Referrals that do not require APS response or have an aps role

Best Practice Recommendations for WRAPS

- Counties may consider new user roles for efficient data entry.
- Counties should enter data into WRAPS at the time of case closure. (When the case WRAPS up...)
- To improve quality assurance with consistent data entry, the WRAPS incident number should be included into local record system.
- Supervisors and managers should use the newly created reporting tools that will capture real time local data.







WRAPS Data Collection

Review of content required for data reporting



DEPARTMENT OF HEALTH SERVICES Division of Public Health F-20441A (01/2024) STATE OF WISCONSIN This tool is intended to assist users in collecting information to meet the requirements of Wis. Stats. § 46.90(8)(am) and 55.043(8)(am) Page 1 of 8

WISCONSIN ADULT-AT-RISK APS DATA REPORTING

Instructions: This form is for county and tribal APS workers in preparation for release of a new web-based APS reporting system, replacing the Wisconsin Incident Tracking System (WITS). APS staff are statutorily required to enter data on local APS incidents into the reporting system developed and managed by DHS. This form is intended to be a tool for local use only. Its purpose is to assist APS staff in gathering information required for reporting into the DHS reporting system. This form contains confidential personally identifiable information. Please protect client privacy by storing securely; do not share or forward this form to DHS. Please direct any questions to: DHSAPS@dhs.wisconsin.gov.

SECTION A - INITIAL INFO	RMATION							
Referral Date (mm/dd/yyyy)		Reportin	orting Year County/Tribe					
Concerns Expressed in Initial Call/ Referral (check all that apply)								
Emotional Abuse Self-neglect Other (specify): Physical Abuse Neglect by Other(s) Sexual Abuse Inreasonable Confinement or Restraint Treatment without Consent								
Details Regarding the Caller	Details Regarding the Caller's Initial Concerns							
Location of Incident (at or ne	ar):							
Place of Employment/ Da School Transportation Public or Community Set Medical Facility or Hospit Other (specify):	Transportation Public or Community Setting Medical Facility or Hospital							
Who made the call or referra	1?		Who rec	eived the	initial call?			
Select		1	Select					
	If "Other" Specify							
SECTION B – INFORMATION ABOUT ADULT-AT-RISK (AAR)								
AAR First Name	MI	AAR Last N	lame		Phone Numb	er		
Current Address	· · ·							
City					State		ZIP Co	de

DEPARTMENT OF HEALTH SERVICES Division of Public Health F-20441AI (01/2024) STATE OF WISCONSIN This tool is supplemental to F20441A assisting users in collecting information to meet the requirements of Wis. Stats. § 46.90(6)(am) and 55.043(6)(am)

WISCONSIN ADULT-AT-RISK APS REPORTING DATA DICTIONARY

	SECTION A: INITIAL INFORMATION
Category: Caller's Initial Concern AND Primary Issue Identified Self-neglect Financial exploitation Neglect by other(s) Emotional abuse Physical abuse Sexual abuse Treatment without consent Unreasonable confinement or restraint Other	Referral Source ADRC or aging services Adult-at-Risk (AAR) employer Alleged abuser Anonymous Bank of financial institution Corporate guardian Friend/neighbor IRIS consulting agency Housing inspection/Zoning In-home care provider Law enforcement
Location of Incident (at or near) Place of employment/day services Place of residence School Transportation Public or community setting Medical facility or hospital Other (specify)	Managed care organization Medical/Clinical staff Mental health or crisis provider Regulatory authority (DQA) Relative Residential facility: assisted living/nursing home Substance abuse service provider Tribal agency Vocational/Day support provider Other referral source (specify)

Who Received the Initial Call/Referral Adult Protective Services (APS) unit Crisis Response unit Human Services department (other than APS or Crisis) Aging and Disability Resource Center (ADRC) or Aging Unit Social Services department (other than ADRC or Aging) Department of Community Programs (51.42/437) Law enforcement Public Health department Elder Abuse Helpline (DOJ/GWAAR) Regulatory authority (DQA) Ombudsman program (BOALTC) Managed care organization **IRIS Consulting agency** Bank or other financial institution Animal control/Humane Society Disability services agency Tribal agency Housing inspection/Zoning Other (specify)

WRAPS forms for this section:

- <u>Wisconsin Adult at Risk APS Data</u> <u>Reporting Form</u>
- Wisconsin Adult at Risk Data Dictionary

Section A: Initial Information



Referral Date: Date that the reporter made the call to the county agency

Reporting Year: Year the investigation began, so the year of the initial contact (March 31 cutoff)

County/Tribe: County or Tribe that received the report and is doing the investigation

Concerns Expressed in Initial Call/Referral: All reported categories of concern received during the initial report should be recorded.

Details regarding the Caller's Initial Concerns: This is an open narrative box.

Location of Incident: Select location of where incident(s) allegedly occurred (allows multi-select).

Who made the call or referral: Select the category of the caller making the APS referral.

Who received the initial call: Select the agency that initially received the APS report from the referral source.

Section B: Information About Adult at Risk

AAR First Name	MI	AAR Last Name	Ph	Phone Number		
Current Address		•				
City				ite	ZIP Code	
AAR Living Arrangeme	nt (check one)					
Own Home/Apartme Own Home/Apartme Relative's Home Friend's Home	ent with Others	Community Based Residential Care A Hospital Other Institution	e (Licensed Residenti Apartment	al Facility Dec Complex Oth	housed nporary Shelter clined to Answer : Collected her (specify):	
Has this Agency Received a Previous Report Involving this Individual:						
AAR Age: How was age collected? Self-Report by ARR Estimate based on observation Data received from another system AAR Gender Identity: Male/Man (cisgender) Female/Woman(cisgender) Transgender man/masculine Nonbinary, gender queer, gender fluid Two spirit Questioning Other (specify): Declined to answer Not collected			er fluid	Are specific pronout No, pronouns are AAR requests the AAR requests sh AAR requests he	AR on observation om another system ns requested by the AAR? a not mentioned ey/them pronouns e/her pronouns	
AAR Racial Identity: Black, Amcan, or African American American Indian, Native American, Indigenous, or Alaska Native East Asian Southeast Asian South Asian Arab, Arab-American, Middle Eastern, or North African Native Hawaiian or Other Pacific Islander White			lative	How was racial iden Self-report by AA Estimate based (Data received fro	AR on observation.	

AAR First Name, Middle Initial, Last Name, Phone Number

Current Address: Location the investigator will find the AAR

Living Arrangement: Select appropriate option

Has this Agency Received a Previous Report?: Any past report

AAR Age: Enter known or approximate age of AAR

How was age collected?: Select option regarding collection. Use "estimation based on observation" if unknown

AAR Gender Identity: Select option that best applies **Specific pronouns:** Check choice, if known

How was gender identity collected?

AAR Racial Identity: Select the racial category(s) AAR identifies

How was racial identity collected?

Section B: Information About Adult at Risk, cont.

What county/state programs or services have served the AAR?: Programs AAR is enrolled in during APS intervention

Does the AAR have a substitute decision maker? Yes or No

If yes, type of substitute decision maker:

Select all options that apply (allows for multi-select)

The AAR is living with the following concerns in the following areas that Impact their Risk:

Check all that apply in the listed categories

Other Notes regarding AAR's Circumstances:

Allows for narrative—local use and details only

Community Support Program Comprehensive Community Services Family Care IRIS PACE or Partnership Medicaid (Title 19, Card Services) None Other (specify): Does the AAR have a substitute decision maker If yes, what type of substitute decision maker? Yes No Unknown Conservator Guardian of the Estate Guardian of the Person $\overline{\Box}$ Power of Attorney – Finances (activated) Power of Attorney - Health Care (activated) 🔲 Representative Payee Program Temporary guardian Power of Attorney Finances - Not Activated Power of Attorney Health Care - Not Activated Supportive Decision-Making Agreement Other (specify): The AAR is living with the following concerns in the following areas that Impact their Risk (check all that apply): Health Circumstances: Social and Economic Circumstances: Behavioral Health Circumstances: Medical fragility/frailty Unemployed (not retired) Alcohol abuse or alcoholism Unable to leave home Intellectual or developmental Substance use disorder or drug abuse Financially dependent on alleged Alzheimer's or related dementia disabilitv Cognitive impairment due to Mental health concerns or mental abuser dementia Alleged abuser financially illness dependent on AAR Challenging or dangerous behavior Other disorientation or Limited English proficiency Unable to read or write confusion Mobility impairment Physical disability Diabetes Incontinence Deafness or hearing loss Blindness or vision loss Stroke-related impairments П Traumatic brain injury Inability to speak/ communication disorder None Other Notes regarding AAR's Circumstances:

Section C: Information About Alleged Abuser Section C - INFORMATION ABOUT ALLEGED ABUSER(S) First Name (Alleged Abuser) MI Last Name (Alleged Abuser) MI

First Name, Middle Initial, Last Name, Phone Number, Current Address of Alleged Abuser Alleged Abuser Age: Enter known or approximate age How was Age Collected Alleged Abuser Gender Identity How was gender identity collected? Alleged Abuser Racial Identity How was racial identity collected?

To be added: Pronoun preference, primary language, and interpreter services needed

SECTION C – INFORMATION ABOUT ALLEGED ABUSER(S)						
First Name (Alleged Abuser)	Name (Alleged Abuser) MI Last Name (Alleged Abuser) Phone Number		
Current Address			-			
City			State		ZIP Code	
Alleged Abuser Age.		Alleged Abuser Gender Ide	ntity	How was	ender identity collected?	
How was age collected?		Male/Man (cisgender)		Self-rep	oort	
Self-report by AAR		Female/Woman(cisgend			e based on observation	
Estimate based on observa		Transgender man/masc			ceived from another	
Data received from another	system	Transgender woman/fer		system		
		fluid	a, gender			
		Two spirit				
		Questioning				
		Other (specify):				
		Declined to answer Not collected				
Alleged Abuser Racial Identity:			How war r	acial identity	collected?	
Black, African, or African A	merican		Self-report by AAR			
American Indian, Native An		ndigenous, or Alaska Native	Estimate based on observation.			
East Asian			🔲 Data re	ceived from	another system	
Southeast Asian						
South Asian Arab, Arab-American, Middle Eastern, or North African						
Native Hawaiian or Other Pacific Islander						
White						
Hispanic/Latin American/Latino/x						
Two or more races						
Declined to answer Not collected						
Other (specify):						

Section C: Information About Alleged Abuser, cont.

Is the Alleged Abuser the AAR Caregiver?: Yes, No, Unknown

- This would include those that assist in any way, paid or unpaid.
- **Does the Alleged Abuser Live with the AAR?**
- Alleged Abuser Relationship to the AAR

Is the Alleged Abuser a substitute decision maker for the AAR?

- Alleged Abuser's Legal Status: multi-select allowed
- Alleged Abuser's Characteristics: multi-select allowed

Notes Detailing Alleged Abuser's Circumstances

ls the Alleged Abuser the AAR Ca Yes DNo DUnknown	regiver?	Does the Allege Yes Doo	d Abuser Live with the AAR?
Alleged Abuser Relationship to the	AAR		
Spouse or Domestic Partner Child or Stepchild Grandchild Sibling Parent or Stepparent Aunt or Uncle Other Relative			
Alleged Abuser's Legal Status (ch			
Conservator Guardian of the Estate Guardian of the Person POA-Finances – Activated Supported Decision Maker	POA-Finances – No POA-Finances – No POA-Health Care – Representative Pay	Activated	Temporary Guardian None Unknown Other (specify):
Alleged Abuser's Characteristics (check all that apply):		
Health Circumstances:	Social and Economic C	ircumstances:	Behavioral Health Circumstances:
Medical fragility/frailty Intellectual or developmental disability Cognitive impairment due to dementia Other disorientation or confusion Mobility impairment Physical disability Diabetes Incontinence Deafness or hearing loss Blindness or vision loss Stroke-related impairments Traumatic brain injury Inability to speak/ communication disorder None	Unemployed (not re Unable to leave hon Financially depende abuser Alleged abuser finan dependent on AAR Limited English prof Unable to read or w	ne ent on alleged ncially iciency	 Alcohol abuse or alcoholism Substance use disorder or drug abuse Alzheimer's or related dementia Mental health concerns or mental illness Challenging or dangerous behavior

Section D: Investigation

Date of Initial Investigator Contact: first contact with AAR to investigate concerns

Additional data collected in WRAPS: Types of contact attempted with the AAR

Categories of Concerns Identified During Investigation:

Provide details on the types of abuse, neglect, and/or financial exploitation found during the investigation.

Categories of abuse, neglect, or financial exploitation:

provide specific examples present during investigation.

Note: Financial exploitation has two columns.

Was the incident life threatening?

If yes, has individual died?

If the individual has died, was fatality related to incident?:

If the investigation was incomplete due to death, Section E captures reasons.

SECTION D - INVESTIGATION		
Date of Initial Investigator Contact Self - Neglect Medical needs Medication Mismanaging basic financial activities Physical needs Psychiatric needs General lack of attention or supervision Unsafe, unsanitary environment Hoarding Nutritional Needs Other self-neglect (specify):	Categories of Concerns Identified During Inv Emotional Abuse Physical Abuse Sexual Abuse Unreasonable Confinement or Restraint Treatment without Consent Neglect by Other(s) Medical needs Medication Mismanaging basic financial activities Physical needs Psychiatric needs General lack of attention or supervision Unsafe, unsanitary environment Hoarding Nutritional Needs Other neglect (specify):	estigation (check all that apply): Self-Neglect Neglect by Other(s) Financial Exploitation Other (specify): Financial Exploitation (A) Computer or phone scam Deception Diverting income Embezzlement Financial transaction card crimes Forgery or fraudulent writing: Misappropriation of personal identifying information or documents Mismanagement of property Security fraud Substantial failure or neglect of a fiscal agent to fulfill his of her responsibilities Theft by fraud Theft from a person
Emotional Abuse Demeaning statements Harassment Isolating person from family, friends Threats, intimidation, frightening Other emotional abuse (specify):	Physical Abuse Abrasions, cuts, punctures, bites Beating Bone fracture Bruises, welts Burns, scalding Internal injuries Pain, no physical marks Sprains, dislocations Strangling	Other financial exploitation (specify): inancial Exploitation (B) How much monetary value was lost in the incident? How much monetary value was recovered through intervention?
Sexual Abuse Rape-Unwanted penetration of vagina or anus Oral genital contact Prostitution of adult at risk Sexual comments, jokes, discussion Sexualized kissing Showing victim pornography Unwelcome sexual interest in victim's body Using alleged victim to produce	Other physical abuse (specify): Treatment without Consent Administration of medication to an individual who has not provided informed consent Provision of unnecessary or excessive medication to an individual Other treatment without consent (specify):	Unreasonable Confinement Unreasonable Confinement of an individual in a locked room Involuntary separation of an individual from their living area Use of physical restraining devices on an individual Other unreasonable confinement (specify):
Other sexual abuse (specify):		
Other sexual abuse (specify):	Yes No	Unknown
Other sexual abuse (specify): Notes on Additional Issues Identified:	Yes No	Unknown Unknown

Section D: Investigation, cont.

Result of Service Planning for AAR:
The investigation determined that services are not needed
Services were offered but not accepted Services were offered, but only some were
accepted Services were offered and all were accepted Services needed are not available
Other Services Planned for AAR (check all that apply):
Legal or Advocacy Services Community-Based Supportive Services Adult Day Services or Treatment Emergency Response Services Facility-Based Care Medical Services Service Coordination/Care Planning Substitute Decision-Making Transportation Services Victim Services Emergency Detention (Chapter 51) Emergency Protective Placement (Chapter 55) Guardianship None Other Services (specify):
):
-

Other Services (specify):

Notes on Disposition of Case or Service Plan:

Investigation Results: Shift to whether investigation shows AAR has been hurt or harmed per the investigator

- Every referral will have an investigation result.
- Section E provides options for incomplete investigations.

Results of Service Planning for AAR

Referrals Arranged for AAR: Updated options regarding referrals

Services Planned for AAR and Services Planned for Alleged Abuser(s): Specific services to assist the AAR and alleged abuser that are arranged by APS

Notes on Disposition of Case or Service Plan

Section E: Case Closing and Notes

SECTION E – CASE CLOSING AND NOTES						
If case is closed without a complete inv	estigation, select a reason:					
The AAR can't be found						
The AAR left the county						
The case was transferred to another	county					
The AAR transitioned to an institutio	nal residence (e.g., Mendota, Winnebago	o, incarceration)				
The AAR refused to cooperate						
The AAR died of causes unrelated to	o the situation					
Other reason (specify):	Other reason (specify):					
Notes on Disposition of Case or Service Plan:						
Report Prepared By:	Reporting Agency (County or Tribe)	Date Report Completed (mm/dd/yyyy)				
Data Entered By (if different from report preparer):						

If the case is closed without a complete investigation, select a reason Notes on Disposition of Case or Service Plan Entry for person who prepared the report

Resources and Next Steps

- Information regarding Wisconsin APS Data Reporting System can be found at <u>https://www.dhs.wisconsin.gov/aps/pros.htm</u>.
 Additional resources will be added to the WRAPS landing page when available.
- DHS APS staff can provide technical support. Please email <u>DHSAPS@dhs.wisconsin.gov</u> with questions or concerns.
- Additional user training(s) will be available in late March 2024/ April 2024—to work in the new WRAPS system.



That About WRAPS it Up!

Thank you for your partnership. Please reach out with any follow-up questions or concerns!