**APS and ADRC New Staff Orientation**

**to**

**Adult Protective Services**

**Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date of Hire \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| **TOPIC** | **Provided by** | **Supporting documentation or links** | **Completed** | **Date** |
| ***Timesheets*** |  | *Timesheet template*  *Timesheet codes* |  |  |
| ***Communication Technology***   * ***Outlook Training*** * ***Google calendar*** |  | * *Outlook Email System Set-up & Instructions* * *Set up and invite staff* |  |  |
| ***Overview of ADRC Services***   * ***Information & Assistance*** * ***Options Counseling*** * ***Youth Transition*** * ***Health and Wellness*** * ***Enrollment into Publicly Funded LTC*** * ***Benefits Counseling*** * ***Short Term Service Coordination*** * ***Emergency Response*** * ***Prevention*** |  | *Status Report*  *ADRC website* |  |  |
| ***Overview of APS services***   * ***Consultations*** * ***Investigations*** * ***Guardianships*** * ***Short-term case management*** * ***Safety planning*** * ***Legal Interventions*** * ***I-team*** * ***Protective placement reviews*** |  | * *I-team mission statement* * *Purpose of an I-team* * *I-team accomplishments* |  |  |

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| --- | --- | --- | --- | --- |
| ***Elder and Adult-at-Risk Reporting System***   * ***Mandated reporting*** * ***County systems of APS*** |  | *Policy Manual: Introduction*  *State Statutes:*  [Wisconsin Legislature: 46.90](https://docs.legis.wisconsin.gov/statutes/statutes/46/90) *&*  [Wisconsin Legislature: 55.043](https://docs.legis.wisconsin.gov/statutes/statutes/55/043)  *Other county APS contact info:*  [*www.dhs.wisconsin.gov/aps/ear-agencies.htm*](http://www.dhs.wisconsin.gov/aps/ear-agencies.htm) |  |  |
| ***Intake***   * ***Overview of SAMS*** * ***Reports received directly*** * ***Reports received via I&A***   Additional info they can provide |  | * *Policy Manual-intake* * *Sample SAMS forms* * *Intake forms* * *AAR Addendum Questionnaire (policy manual)* * *Sample CARES/ Forward Health screens* * *Sample functional screen* |  |  |
| ***Law Enforcement Agencies***   * ***Sheriff*** * ***Monroe PD*** * ***Brodhead PD*** * ***New Glarus PD ½*** * ***Albany PD ½*** * ***Monticello PD ½*** * ***Belleville PD ½*** * ***Brooklyn PD ½*** |  | *ADD Law Enforcement websites and/or contacts* |  |  |
| ***Sources of additional information on a report***   * ***WiCCAP*** * ***Land records*** * ***Red files/ file #s***   *Tour file room* |  | *WiCCAP:*  [*https://wcca.wicourts.gov/index.xsl*](https://wcca.wicourts.gov/index.xsl)  *Land records:*  *Add weblink* |  |  |
| ***Information on Individuals at Risk*** |  | *DHS PowerPoint:*  [www.dhs.wisconsin.gov/aps/abuserisk101.pdf](http://www.dhs.wisconsin.gov/aps/abuserisk101.pdf) |  |  |
| ***Confidentiality*** |  | *DHS document:*  [www.dhs.wisconsin.gov/aps/confidentiality.pdf](http://www.dhs.wisconsin.gov/aps/confidentiality.pdf)  *Records request see policy manual* |  |  |
| ***Advance directive basics*** |  | *GWAAR publication:*  [Guardianship Support Center Resources (gwaar.org)](https://gwaar.org/guardianship-resources) |  |  |
| ***Power of Attorney for Healthcare basics*** |  | *GWAAR publication:*  [Guardianship Support Center Resources (gwaar.org)](https://gwaar.org/guardianship-resources) |  |  |
| ***Power of Attorney for Finances basics*** |  | *GWAAR publication:*  [Guardianship Support Center Resources (gwaar.org)](https://gwaar.org/guardianship-resources) |  |  |
| ***Guardianship of the Person basics*** |  | *GWAAR publication:*  [Guardianship Support Center Resources (gwaar.org)](https://gwaar.org/guardianship-resources) |  |  |
| ***Guardianship of Estate basics*** |  | *GWAAR publication:*  [Guardianship Support Center Resources (gwaar.org)](https://gwaar.org/guardianship-resources) |  |  |
| ***Protective Placement basics*** |  | *GWAAR publication:*  [www.gwaar.org/images/stories/GSC/StandardsforPP.pdf](http://www.gwaar.org/images/stories/GSC/StandardsforPP.pdf)  *DHS publication:*  [*https://www.dhs.wisconsin.gov/publications/p2/p20460a.pdf*](https://www.dhs.wisconsin.gov/publications/p2/p20460a.pdf) |  |  |
| ***MCO basics*** |  | *DHS publication:*  [www.dhs.wisconsin.gov/familycare/mcos.htm](http://www.dhs.wisconsin.gov/familycare/mcos.htm) |  |  |
| ***Roles and Responsibilities*** |  | *DHS publication:*  [www.gwaar.org/images/stories/GSC/RolesResponsibilitiesGuardianAPSMCO\_2017.pdf](http://www.gwaar.org/images/stories/GSC/RolesResponsibilitiesGuardianAPSMCO_2017.pdf) |  |  |
| ***MCO agencies in County***  *Attend a meeting for each MCO* |  | *Add MCO website links* |  |  |
| ***County Partners***   * **Corporation counsel** * **Economic Support** * **Mental Health Unit**   *Mobile Crisis*   * **AODA unit** *Drug Court* * **CCS*-****Community Support Services* * **CSP-***Community Support Program* * **CYF***-child, youth and families* * **CVSO-***county veterans services officers* |  | *Relevant brochures* |  |  |
| ***Protective Placement Monitoring*** |  | * *Sample Report* * *Notification of Transfer* * *Notification of Rights* * *Current list of locations* * *Termination letter* |  |  |
| ***Supporting Guardians***   * ***Annual Reports*** * ***Register in Probate*** * ***Resignations*** |  | * *WI Guardianship Support Center:*   [Guardianship Support Center Resources (gwaar.org)](https://gwaar.org/guardianship-resources)  *Guardianship Handbook*   * [*https://marketplace.wisbar.org/store/products/publications/gc0078a-understanding-guardianships-a-handbookpack-of-25/c-25/c-84/p-17500#17500*](https://marketplace.wisbar.org/store/products/publications/gc0078a-understanding-guardianships-a-handbookpack-of-25/c-25/c-84/p-17500#17500) * *Guardian Resignation form* |  |  |
| ***Filing for Guardianship***   * ***Target Groups*** * ***Person vs Estate*** * ***Temp vs Permanent*** * ***Eligible guardians*** * ***POAs*** * ***Estate vs Payee*** * ***Rights***   ***How to read the legal forms***   * ***GAL vs adversary*** * ***Fees (GAL and corporate)*** * ***Standby and Co-guardians*** * ***Notification (lexis nexis)*** * ***Timelines*** * ***Successors*** * ***Spendthrift*** |  | * *Filing for guardianship* * *Wisconsin Circuit Court Forms:*   [*www.wicourts.gov/forms1/circuit/index.htm*](http://www.wicourts.gov/forms1/circuit/index.htm)   * *Report of Examining Physician/ Psychologist* * *Information sheet* * *Statement of Acts* * *Oath and Bond* * *Affidavit of Service* * *Letter to dr for hearing* * *Spendthrift statement* * *GWAAR publication: Process for establishing guardianship:*   [*http://gwaar.org/images/stories/GSC/Dec2014TheProcessforEstGuardianshipAdult.pdf*](http://gwaar.org/images/stories/GSC/Dec2014TheProcessforEstGuardianshipAdult.pdf)   * *SSA payee:*   [*www.ssa.gov/payee/*](http://www.ssa.gov/payee/) |  |  |
| ***Reading Court Documents*** |  | * *Letters of Temporary Guardianship* * *Determination and Order* * *Letters of Guardianship of the Person* * *Letters of Guardianship of the Estate* |  |  |
| ***Filing for Protective Placement***   * ***Emergency***   *Criteria, timelines, law enforcement*   * ***Non-emergency***   *Reports, timelines* |  | * *SafteyNetWorks Memo EPP:* * [*www.dhs.wisconsin.gov/aps/sn16formgn4000.pdf*](http://www.dhs.wisconsin.gov/aps/sn16formgn4000.pdf) * *EPP forms* * *Sample Comprehensive Evaluation* |  |  |
| ***Protective Services***   * ***Reasons for*** * ***Criteria*** * ***Reporting*** |  | * *Dr. report psychiatric meds* * *State statute: annual report for med order*   [*http://docs.legis.wisconsin.gov/document/statutes/55.19*](http://docs.legis.wisconsin.gov/document/statutes/55.19) |  |  |
| ***Corporate Guardianship***  *Meet corporate guardians* |  | * *DHS corporate guardianship home:*   [*https://www.dhs.wisconsin.gov/regulations/guardianship/introduction.htm*](https://www.dhs.wisconsin.gov/regulations/guardianship/introduction.htm)   * *List of corporate guardians*   [*https://www.dhs.wisconsin.gov/regulations/guardianship/corp-guard-name.pdf*](https://www.dhs.wisconsin.gov/regulations/guardianship/corp-guard-name.pdf) |  |  |
| ***AAR Restraining Orders***   * ***Criteria*** * ***Timeline*** * ***Hearings*** * ***GAL*** |  | * *TRO forms* |  |  |
| ***Reviewing Conduct of Alternate Decision-Makers***   * ***Order to show cause*** * ***Review of Conduct*** * ***Review of Performance of Duty*** |  |  |  |  |
| ***Medicare***   * ***Difference between Medicaid*** * ***Generally what it covers*** * ***Part A and B*** * ***Who is eligible*** * ***How is it paid for*** * ***Advantage plans*** * ***Part D***   *Meet with EBS* |  | *Center for Medicare & Medicaid: Services (CMS) fact sheet*  [*https://www.cms.gov/Medicare/Medicare-General-Information/MedicareGenInfo/index.html*](https://www.cms.gov/Medicare/Medicare-General-Information/MedicareGenInfo/index.html)  *What is Medicare?:*  [*https://www.medicareresources.org/basic-medicare-information/what-is-medicare/*](https://www.medicareresources.org/basic-medicare-information/what-is-medicare/) |  |  |
| ***Medicaid (MA)(Badgercare)***   * ***Types of MA*** * ***Eligibility*** * ***What it covers*** * ***Estate Recovery***   *Meet with ADRC Coordinator* |  | *Applying for Medicaid document*  *Various brochures from the Long Term Care Project:*  [ForwardHealth: Apply for Benefits | Wisconsin Department of Health Services](https://www.dhs.wisconsin.gov/forwardhealth/apply.htm) |  |  |
| ***Veterans’ Benefits***   * ***Federal*** * ***State*** * ***County***   *Meet CVSO Officers,*   * ***Service Connectedness*** * ***Aid and Attendance*** * ***Income-based pension*** * ***Veteran Homes*** |  | *US Department of Veteran Affairs:*  [*https://www.va.gov/*](https://www.va.gov/)  *Wisconsin Department of Veteran Affairs:*  [*http://dva.state.wi.us/Pages/benefitsClaims/BenefitsandClaims.aspx*](http://dva.state.wi.us/Pages/benefitsClaims/BenefitsandClaims.aspx)  *County Veteran Services Officers:*  [*http://wicvso.org/*](http://wicvso.org/) |  |  |
| ***Long-term care***   * ***Process for enrollment*** * ***IRIS vs. MCO*** * ***Functional Screen*** * ***Nursing home vs. non-NH level of care***   *Meet with ADRC Coord* |  | *Wisconsin Department of Health Services—IRIS:*  [*https://www.dhs.wisconsin.gov/iris/index.htm*](https://www.dhs.wisconsin.gov/iris/index.htm)  *ADRC document—nursing home vs. non-nursing home level of care:*  [*https://www.dhs.wisconsin.gov/publications/p0/p00088p.pdf*](https://www.dhs.wisconsin.gov/publications/p0/p00088p.pdf) |  |  |
| ***Other ADRC Funding Sources***   * ***Supportive Home Care*** * ***Caregivers*** * ***Ackerman Trust*** |  | *SHC Policy*  *Meet with ADRC Coordinator* |  |  |
| ***Other Charitable Funding*** |  | * *Monroe Fund Application* * *St. Vincent De Paul Applic* * *Meet Salvation Army coordinator* |  |  |
| ***Social Security***   * ***Disability (SSDI)***   *Meet with DBS,*   * ***Supplemental Security Income (SSI)*** * ***Retirement (SSA)***   *Meet with payee,* |  | *Social Security Administration (SSA)*  *Types of Beneficiaries:*  [*https://www.ssa.gov/oact/progdata/types.html*](https://www.ssa.gov/oact/progdata/types.html)  *SSA FAQs—SSI:*  [*https://faq.ssa.gov/link/portal/34011/34019/ArticleFolder/422/Supplemental-Security-Income-SSI-*](https://faq.ssa.gov/link/portal/34011/34019/ArticleFolder/422/Supplemental-Security-Income-SSI-) |  |  |
| ***Local Health Providers*** |  | *Add listing of clinics* |  |  |
| ***Information regarding dementias***   * ***Overview*** * ***Types*** * ***Communication*** * ***Stages*** * ***Behaviors***   *Meet with Dementia Care Specialist.*   * ***View Teepa Snow videos*** |  | *Alzheimer’s Association—What is dementia?:*  [*https://www.alz.org/what-is-dementia.asp*](https://www.alz.org/what-is-dementia.asp)  *Alzheimer’s Association—Types of Dementias:*  [*https://www.alz.org/dementia/types-of-dementia.asp*](https://www.alz.org/dementia/types-of-dementia.asp)  *Alzheimer’s Association--Brain Tour:*  [*https://www.alz.org/braintour/enews\_signup.asp*](https://www.alz.org/braintour/enews_signup.asp)  *Alzheimer’s Association—Communication:*  [*https://www.alz.org/care/dementia-communication-tips.asp*](https://www.alz.org/care/dementia-communication-tips.asp)  *Alzheimer’s Association—Caregiver Center:*  [*https://www.alz.org/care/dementia-communication-tips.asp*](https://www.alz.org/care/dementia-communication-tips.asp) |  |  |
| ***Information regarding Traumatic Brain Injuries***   * ***Overview*** * ***Symptoms*** |  | *Traumatic Brain Injury.com—Understanding Brain Injury:*  [*http://www.traumaticbraininjury.com/understanding-tbi/*](http://www.traumaticbraininjury.com/understanding-tbi/)  *Traumatic Brain Injury.com—Symptoms of TBI:*  [*http://www.traumaticbraininjury.com/symptoms-of-tbi/*](http://www.traumaticbraininjury.com/symptoms-of-tbi/) |  |  |
| ***Information regarding Intellectual Disabilities*** |  | *DHS—Developmental Disability Programs and Information:*  [*https://www.dhs.wisconsin.gov/disabilities/dd.htm*](https://www.dhs.wisconsin.gov/disabilities/dd.htm) |  |  |
| ***Information regarding Severe and Persistent Mental Illness*** |  | *SAMSHA publication:*  [*https://nrepp.samhsa.gov/Docs/Literatures/Behind\_the\_Term\_Serious%20%20Mental%20Illness.pdf*](https://nrepp.samhsa.gov/Docs/Literatures/Behind_the_Term_Serious%20%20Mental%20Illness.pdf) |  |  |
| ***Hoarding***   * ***Overview*** * ***Visit Health Hazards*** |  | *UW Health topics-Hoarding Disorder*  [*https://www.uwhealth.org/health/topic/special/hoarding-disorder/abq2245.html*](https://www.uwhealth.org/health/topic/special/hoarding-disorder/abq2245.html) |  |  |
| ***Infestations***   * ***Bed bugs*** * ***Fleas*** * ***Lice*** |  | *EPA Bed Bugs: Get them out and keep them out:*  [*https://www.epa.gov/bedbugs*](https://www.epa.gov/bedbugs)  *Healthline. Answers to your questions about fleas:*  [*https://www.healthline.com/health/fleas#fleabites4*](https://www.healthline.com/health/fleas#fleabites4)  *CDC-Head Lice-General Information FAQs:*  [*https://www.cdc.gov/parasites/lice/head/gen\_info/faqs.html*](https://www.cdc.gov/parasites/lice/head/gen_info/faqs.html) |  |  |
| ***Universal Precautions*** |  | *Washtena County Public Health fact sheet, Universal Precautions:*  [Universal-Precautions-PDF (washtenaw.org)](https://www.washtenaw.org/DocumentCenter/View/5353/Universal-Precautions-PDF) |  |  |
| ***County Circuit Court***   * ***Judges*** * ***Commissioners*** * ***Meet Corp Counsel*** * ***Register in Probate*** * ***Tour Justice Center***   *Hearing rooms (who sits where)*  *Meeting rooms*   * ***Attend a hearing*** |  |  |  |  |
| ***Testifying***   * ***How, what to bring, for what purpose, and what to wear*** |  | * *Corp counsel’s question list* |  |  |
| ***Legal terms*** |  | *NY Courts.gov Glossary of Common legal terms:*  [Glossary of Terms | NYCOURTS.GOV](https://ww2.nycourts.gov/COURTS/nyc/criminal/glossary.shtml)  *Legal Dictionary, Law.com*  [*http://dictionary.law.com/*](http://dictionary.law.com/) |  |  |
| ***Mental Health Commitments (Chapter 51s)(Emergency Detentions/ EDs)***   * ***Mobile Crisis team***   *Attend a meeting*   * ***Purpose*** * ***Criteria*** * ***Process of a Ch 51*** * ***3-party petitions*** * ***Collaboration with the Mental Health Unit***   *Meet with Mental Health Unit Supervisor*   * ***Placements*** * ***Conversions*** |  | * *§51.15 Wis. Stats.:*   [*https://docs.legis.wisconsin.gov/statutes/statutes/51/15?view=section*](https://docs.legis.wisconsin.gov/statutes/statutes/51/15?view=section)   * *Civil Commitment and Voluntary Treatment:*   [ib\_civilcommit\_sm\_2019\_10\_01 (wisconsin.gov)](https://docs.legis.wisconsin.gov/misc/lc/issue_briefs/2019/health_and_mental_health/ib_civilcommit_sm_2019_10_01)  *3-Party Petition forms*   * *Winnebago Mental Health Institute:*   [*https://www.dhs.wisconsin.gov/winnebago/index.htm*](https://www.dhs.wisconsin.gov/winnebago/index.htm)   * *§51.20(1)(am):*   [*https://docs.legis.wisconsin.gov/document/statutes/51.20(1)(am)*](https://docs.legis.wisconsin.gov/document/statutes/51.20(1)(am)) |  |  |
| ***Psychotropic medications*** |  | *Psychotropic Medication Chart:*  [QUick refernce to psychotropic medications.pdf (michigan.gov)](https://www.michigan.gov/-/media/Project/Websites/lara/bchs/Folder7/4b_Rationale_Strategies_hand_out.pdf?rev=15e1610953f847ffb2fe6d40ee74204b) |  |  |
| ***Alcohol and Other Drugs***   * ***Services Available*** * ***Overview of efforts being made on the Heroin Committee***   *Meet with AODA supervisor* |  | * *List of AA and NA meetings* * *Drug Drop boxes* |  |  |
| ***Aging Services in the ADRC***   * ***Home-delivered meals*** * ***Congregate Meals*** * ***Driver Escort*** * ***Shuttles*** * ***Adult Day Care*** * ***Volunteers*** * ***Newsletter***   *-Meet with secretary, –Meet with Aging Coordinator,*   * ***Prevention***   *Meet with Prevention Specialist,* |  | *Relevant Brochures* |  |  |
| ***Local Senior Center*** |  | * *Latest Senior Center Newsletter* |  |  |
| ***County Nursing Home***  *Meet social workers* |  | *Phone list* |  |  |
| ***County Health Department*** |  | *Health Dept website:* |  |  |
| ***Jobs and Housing*** |  | *County Human Services website, Resources:* |  |  |
| ***Sign up for the APS listserv*** |  | *Email Jayne Mullins:* |  |  |
| ***County Health Services***  *Meet the social worker* |  |  |  |  |
| ***Local Nursing Homes***  *Meet the Social Workers* |  |  |  |  |
| ***I team Current Projects***   * ***World Elder Abuse Awareness Day*** * ***Case Presentation*** |  | *Past WEAAD project information* |  |  |
| ***Documentation*** |  | *TBD* |  |  |
| ***WITS Reporting*** |  | *WITS training and log in:*  [Adult Protective Services: Wisconsin Incident Tracking System Reporting | Wisconsin Department of Health Services](https://www.dhs.wisconsin.gov/aps/wits.htm) |  |  |
| ***Division of Quality Assurance***   * ***What areas they cover*** * ***What they investigate*** * ***How to lodge a complaint*** * ***APS and DQA*** * ***Caregiver misconduct registry*** |  | * *Division of Quality Assurance:*   [*https://www.dhs.wisconsin.gov/dqa/index.htm*](https://www.dhs.wisconsin.gov/dqa/index.htm)   * *How to make a complaint:*   [*https://www.dhs.wisconsin.gov/guide/complaints.htm*](https://www.dhs.wisconsin.gov/guide/complaints.htm)   * *Caregiver Misconduct Registry:*   [*https://www.dhs.wisconsin.gov/caregiver/misconduct.htm*](https://www.dhs.wisconsin.gov/caregiver/misconduct.htm) |  |  |
| ***Ombudsman***   * ***Purpose*** * ***Areas covered*** * ***Contact info*** |  | *Ombudsman Program:*  [BOALTC Ombudsman Program (wi.gov)](https://longtermcare.wi.gov/Pages/Ombudsman.aspx) |  |  |
| ***County***   * ***Services offered*** |  | *Worksite application*  *Website:* |  |  |
| ***Front desk***  *Meet with secretary,* |  | *Front desk manual* |  |  |
| ***SHADOWING\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\**** | *\*\*\*\*\*\*\*\*\*\*\** | *\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\** | *\*\*\*\*\*\*\*\*\*\*\*\*\** | *\*\*\*\*\*\*\*\** |
| ***Shadow self-neglect follow up visit with or without dementia*** |  |  | 1 |  |
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| ***Lead visit with APS*** |  |  | 1 |  |
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| ***Shadow initial visit*** |  |  | 1 |  |
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| ***Lead initial visit with APS*** |  |  | 1 |  |
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|  |  |  | 4 |  |
| ***Shadow family meeting*** |  |  |  |  |
| ***Lead family meeting*** |  |  |  |  |
| ***Shadow domestic abuse case*** |  |  | 1 |  |
|  |  |  | 2 |  |
|  |  |  | 3 |  |
| ***Lead domestic abuse case*** |  |  | 1 |  |
|  |  |  | 2 |  |
| ***Shadow initial guardianship meeting*** |  |  |  |  |
| ***Lead initial guardianship meeting*** |  |  |  |  |
| ***Shadow PP Review*** |  |  |  |  |
| ***Lead PP Review*** |  |  |  |  |
| ***Shadow Emergency Prot Plcmt*** |  |  |  |  |
| ***Lead Emergency Prot Plcmt*** |  |  |  |  |
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