

# Revised October 2019

## ADULT PROTECTIVE SERVICES AFTER-HOURS PROCEDURES

After-Hours Workers' Employment Schedule:

Monday Through Friday 5pm to 12:00 Midnight

Weeknight coverage: 12:00 A.M.—8:30a.m. MCCC staff notify APS covering Supervisor

Weekend/Holiday: 8:00 A.M. - 8:00 A.M. Contractual positions cover both APS/CPS

### **WORKERS' RESPONSIBILITIES:**

- Respond to calls within 15 minutes.
- Send written report to ASI unit by 8:30 a.m. the next business day for all cases that required either a phone or face to face response by fax and/or password protected email.
- If the after-hours worker is unable to reach the covering supervisor by phone, they should call his/her Alternate Number, then Home Telephone Number or contact the Crisis Center who will have updated contact information.
- Inform the Crisis Center and covering supervisor when you cannot be reached by phone; providing the appropriate contact information.
- Find a substitute and inform the supervisor and scheduler for those times that you are unable to provide coverage.
- Unexpected illnesses and/or cannot perform after hours duties; inform the ASI and/or APS supervisors who will find coverage.

### **SUPERVISORS' RESPONSIBILITIES:**

- Contact the Crisis Center at the start of shift as to who is the covering supervisor and provide them with all the telephone numbers where you can be reached.
- Respond to calls pager within 15 minutes.
- Keep the telephone on at all times during your coverage.
- Contact the after-hours worker and the Crisis Center if there is a problem with the phone and provide an alternative means for reaching you i.e. Alternate Number noted on monthly coverage calendar.
- Contact the Crisis Center for any last minute changes to coverage that occur.
- Contact the ASI unit to advise them of the need for follow-up by calling the main telephone number and the ASI supervisor.

### **CRISIS CENTER'S RESPONSIBILITIES :**

- Contact the after-hours worker by phone, allow 15 minutes for response time;
- If unable to reach covering after-hours worker contact covering after-hours supervisor.
- Keep updated phone list of after-hours covering supervisors
- Fax (240-777-1495) all APS after-hour reports by 8:30 a.m. next business day.
  - Provide as much identifying information as is possible; particularly contact information.
- The Crisis Center will ensure that any changes made by either the after-hours worker or supervisors are communicated to staff covering the Protective Services Hot-line.

- ❑ Identified **Crisis Center staff will have eICM access** to APS Intake on relevant cases, and especially during the weekends and Monday through Friday After-Hours (5pm – 8:30am). The purpose is to identify jointly served cases, and note current involved APS caseworkers and services as is relevant to current crisis situation. During normal business hours, current procedure will remain in place on shared case identification, that is, for Crisis Center staff to contact Adult Services Intake (ASI) unit at 240-777-3000, or unit supervisor at 240-777-3520. All Confidential and HIPPA policies on APS case information will be strictly adhered to – Only Need to Know information is to be accessed and shared.

### **AGING AND DISABILITY/APS OSC RESPONSIBILITES:**

- ❑ Will provide a current list of all supervisors contact telephone numbers to the Crisis Center, after-hours workers, supervisors, and on call staff.
- ❑ Will provide monthly coverage calendar to Crisis Center, after-hours workers, all supervisors, and on-call staff
- ❑ Update resource and contact information in the after-hours supervisor's bag. Schedules will be completed on a monthly basis by the designated supervisor. The after-hours worker will receive a confirmation of the individual coverage schedule.
- ❑ Inform the Crisis Center and after hours supervisor of any changes in coverage.

### **AGING AND DISABILITY DAY SHIFT SUPERVISOR RESPONSIBILITIES:**

- ❑ Alert after-hours worker, after hours supervisor, and Crisis Center of any potential situations that might occur during or carry over to after-hours

### **COVERAGE SCHEDULES, NOTIFICATION, AND CHANGES**

- ❑ **Prior to assigned work day:**
  - The after-hours worker will notify the designated supervisor if unable to work the assigned day and arrange for a substitute;
  - The designated supervisor is responsible for informing the after-hours supervisor and Crisis Center Answering Services with scheduling changes.
- ❑ **On assigned work day:**
  - The designated supervisor, in emergency situations/unexpected illnesses of after-hours worker, will arrange coverage by contacting the other after-hours workers
- ❑ **Unexpected emergency –**
  - When the after-hours worker is unable to complete his/her scheduled shift due to an unexpected emergency, the worker will contact the APS/ASI/After-Hours supervisors immediately;
  - Supervisors will arrange for replacement/substitute

### **APS WORKERS BACK-UP LIST**

Currently there are 5 social workers (County) who have volunteered to provide APS weekday (Mon-Fri) after-hours coverage in the event there is not sufficient coverage available. They are not expected to commit to a fixed schedule and will assist based

upon their availability. If there are no social workers who have volunteered to provide after-hours coverage then the supervisor will arrange for coverage by contacting the worker with the least seniority in the Adult Protective Services, Assessment and Case Management Section.

- ❑ They are only responsible for APS calls.
- ❑ Responsibilities are the same as outlined in this guideline.
- ❑ Compensation follows guidelines for standby and call back pay.
- ❑ Case work activities are faxed or delivered to Adult Intake Screening unit.

## **SCREENING GUIDELINES AND PROCEDURE**

### **SCREENING THE CALLS**

- ❑ The APS line, (240) 777-3000, after normal business hours, has an automated greeting that informs callers that the Department is closed. Additionally, the caller is told to press “1” if it is an emergency. There are additional options that the caller is given, such as telephone transfer to Crisis Center.
- ❑ The Crisis Center Answering Services will answer the call and take the individual’s name and number and page the coverage worker with the information. **IT IS NOT THE RESPONSIBILITY OF THE CRISIS CENTER TO DETERMINE IF THE CALL IS AN EMERGENCY.**
- ❑ The coverage worker is expected to call the individual to determine whether the situation is an emergency or whether the caller should be told to make a report the next working day.

#### **An Emergency situation exists when:**

- ❑ A vulnerable adult is in imminent danger or in a high risk situation.
- ❑ The Police and/or Fire and Rescue have asked for our assistance and our intervention is appropriate.
- ❑ A vulnerable adult has been seriously abused, neglected, and may have been hospitalized. Investigation must be initiated even though the adult is “safe” in the hospital.
- ❑ Calls on open cases, e.g., a guardianship, adult foster care or other A+D case provider calls for emergent assistance.
- ❑ If an open guardianship case, the guardianship supervisor, **Fiona Graham** should be contacted at 240-447-4356.
- ❑ Another jurisdiction requests assistance and our intervention is appropriate.

#### **When in doubt consult with the supervisor on call.**

**Emergency Calls:** Conduct formal screening.

**Non-Emergency Calls:** Crisis Center staff completes the **Child and Adult Protective Services Answering Service Message** form. The caller will be called back when the Department re-opens for regular operations.

### APS Incident Report forms include the following:

- Allegation/incident reported
- Detailed names, addresses and phone numbers;
- All individuals with whom you spoke;
- Your assessment of the risk factors;
- The rationale for your decision:
  - to investigate,
  - defer for a response the next day, or
  - handle as an information call;
- If unable to contact caller, document efforts to do so;
- Pertinent information/disposition of what was/was not done and why;
- Pertinent recommendations for follow-up.

### The Screening Report should always include:

- Manner in which information was received:
  - The Crisis Center Answering Service
  - Directly from the caller;
- Include how you left things with the caller, e.g.,
  - Advised the caller the status of the referral:
    - Will have ASI unit call back the following business day
    - The referral did not meet the criteria for an APS investigation.
    - Any referrals to other services that would be appropriate.
  - Do not make a commitment for a specific time when team will visit client. Only the ASI can make that commitment after they have completed the screening.

### **SCREENING REPORT CHECKLIST**

- Verify the correct spelling of individuals' names and street addresses;
- Verify correct street address (Street # & Apartment #);
- Contact phone numbers including clients and family/neighbors/friends;
- Verify race/ethnic background;
- Determine any special language requirements (Need an Interpreter);
- If possible, access CIS Clearances on all family members;
- State reason for call in first sentence of presenting problem
  - (role of caller and reason for call);
- Determine if the call is firsthand information. If there is a person involved in the case who does not live in the home put their name, address and telephone number in caller's allegations – i.e. day care cases, sexual abuse – where maltreater is not in the home.

### **CALLS ON OPEN CASES**

- Write up all information/discussion and send to ASI unit by fax or password protected email;

- Contact the caller by telephone according to usual procedures;
- For foster care problems, offer advice/assistance as needed;
- Be sure to note the name of the daytime social worker who has the case;
- The social worker who has the case should not be contacted unless it is an extreme emergency and you have consulted with the on-call supervisor who has given permission;
- Refer all guardianship cases to Guardianship covering worker.

## **INITIATING THE INVESTIGATION**

### **Physical Abuse and Neglect Cases:**

- All cases of neglect/abuse where there is imminent risk of harm to the vulnerable adult ;
- All cases where an adult is at the hospital and is at risk of being discharged overnight to an abusive or unsafe environment.
- Waiting for a face to face for the day time staff to respond might be too late. Remember that excited utterances are best captured immediately or shortly after the incident. This is especially true with our developmentally disabled and cognitively impaired adults.

### **Sexual Abuse Cases:**

- The after-hours coverage worker's role is to obtain sufficient information to ensure safety of the vulnerable adult

## **FACTORS TO CONSIDER WHEN DECIDING WHEN AN IMMEDIATE INVESTIGATION MAY NOT BE POSSIBLE:**

- The adult may not be available;
- If there are several cases to investigate at the same time, and decisions will need to be made regarding how to prioritize - consider whether the maltreater is out of the home and non-offender is willing to protect.

Consult with the on call supervisor when making the decision not to investigate for the above reasons. The supervisor can give the approval to "roll" to the next shift. Always consult with the supervisor before making the decision to work beyond your assigned shift.

### **When considering "rolling" to the next shift, be aware of:**

- Response time mandate (24 hours for an emergency)
- the capacity of the next shift to manage the "rolled investigation" and accept new investigations;
- The need for good written information .

### **Contact Supervisors for the following reasons:**

- To determine if an investigation is warranted;
- Emergency situations;
- When a fatality or serious life threatening maltreatment occurs;
- To obtain permission to place a vulnerable adult;
- To obtain permission to call a co-worker at home;
- To obtain permission to roll over a situation to the next shift for handling;
- For consultation in a complex Adult Protective Service situation;
- Whenever there is disagreement with Police regarding joint investigation;
- Approval for overtime;
- To authorize IHAS.

### **ADULT FATALITY PROTOCOL**

- Refer to Montgomery County Fatality/Critical Incident Response protocol in the Adult Protective Service Resource notebooks;
- The covering supervisor must leave a message at work regarding the incident for the Aging and Disabilities Chief (240) 777-4577 and APS Administrator (240) 777-3851 when an adult fatality occurs.

### **Montgomery County Police Department should be contacted if:**

- An emergency exists. "Emergency" means any condition in which an individual is living that presents a substantial risk of death or immediate and serious harm to the individual or others;
- There is an indication of probable criminal violation. "Criminal" means an injury or act sustained/caused by another with malicious intent. This might include not only abuse of a vulnerable adult but also other criminal acts such as assault, battery or caregiver neglect;
- Anytime you have reason to believe that your safety may be threatened on a home visit, contact the dispatcher at 911 to request police assistance.

### **For vulnerable adult cases:**

- Geriatric Evaluation Services (GES) Screening for psychiatric hospitalization at a state facility of adults over age 65, are completed for any adult in Montgomery County regardless of residence. (The Crisis Center has authorization to do this screening by telephone.)
- Investigations of abuse in nursing homes are referred to the police/ombudsman. (The ombudsman should be informed the next working day.)
- Investigations of abuse/neglect in group homes or facilities for developmentally disabled adults are referred to the Department of Health and

Mental Hygiene, Licensure and Certification Services, the next working day unless there is imminent danger.

- ❑ If the client is in imminent danger, the situation should be reported to the agency or group home staff to develop a plan to remove the client from the situation. Each agency provides 24 hour coverage.
- ❑ Additionally, the DDA Southern Regional Office provides 24 hour coverage via cell phone # (301) 806-0040. There will be an Administrative Duty Officer on call. \* If there is no response call DDA Main After Hours #: 1 (410) 978-4695 to report the situation.

## **PLACEMENTS**

**If you are considering placement of a vulnerable adult, always consult the covering supervisor.**

- ❑ For adults, refer to resources listed in the After-hours Coverage Notebook.
- ❑ A face-to-face assessment is always necessary prior to placement.
- ❑ Chest X-ray is required for group home, nursing home placements and can be obtained after-hours at the area hospitals.
- ❑ Review agreement and requirements regarding the APS emergency bed for Women only at Wilkins Avenue Shelter, the APS-designated bed at Men's shelter and the T&E Beds at the Crisis Center.

## **IN HOME AIDE SERVICES (IHAS)**

If you are considering **IHAS for a vulnerable adult, always consult the covering supervisor for authorization.** See Procedures for Obtaining **Emergency/Evening After-Hours** In-Home Aide Services (IHAS) Coverage below.

- ❑ A home visit face-to-face contact must be made prior to initiating IHAS.

**A plan identifying duties and responsibilities with costs and time frames must be developed and submitted to the Home Care Unit the following working day.**

## **SUBMISSION OF AFTER-HOURS MATERIALS**

- ❑ For APS: Written materials for APS are to be faxed (240) 777-1495 or taken to 401 Hungerford Drive, 3<sup>rd</sup> floor, Adult Services Intake, by 8:30 a.m. the next working day.

## Appendix D

### MONTGOMERY COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES

June 21, 2018

TO: Service Staff and Supervisors

FROM: Nina Chaiklin, Manager, Home Care Services

SUBJECT: Procedures for Obtaining **Emergency/Evening After-Hours** In-Home Aide Services (IHAS) Coverage

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The definition of Emergency/Evening After-Hours coverage:

- 1) Emergency/Evening After-Hours coverage is defined as the hours between 5:00 p.m. and 8:30 a.m., Monday through Friday, and all hours on weekends and holidays.
- 2) “Normal business work hours” are defined as the hours between 8:30 a.m. and 5:00 p.m., Monday through Friday.

These Emergency/Evening procedures apply only to situations that occur after normal business work hours during the evenings, weekends, or holidays.

These procedures do not apply to in-home aide service situations that occur between the normal business work hours of 8:30 a.m. and 5:00 p.m., Monday through Friday.

Between the normal business work hours of 8:30 a.m. and 5:00 p.m., Monday through Friday, Home Care staff is available to respond to any inquiry concerning service initiation or coverage.

**REMINDER:** If a situation arises during regular business hours, as soon as circumstances are known and it is determined that aide coverage may be required, promptly notify Home Care staff about the potential/impending need for service. This prompt notice and discussion will alert Home Care staff and give us the time and ability to staff assignments more efficiently.



## IN-HOME AIDE SERVICES PROVIDER LIST

### **DHHS Contractors**

|                |                       |
|----------------|-----------------------|
| (202) 638-2382 | Home Care Partners    |
| (301) 355-6578 | Visiting Angels       |
| (240) 430-1500 | Advanced Home Support |
| (301) 585-6300 | Specialty Care        |

### EMERGENCY/EVENING AFTER HOURS IN-HOME AIDE SERVICES (IHAS) COVERAGE PROCEDURES

- The emergency/evening coverage worker must make a “home” visit (face to face assessment) at the location where the care will be provided and complete an assessment of the needs of the client and status of the environment.
- The Social Worker will:
  - 1) explore any alternative coverage resource (i.e. – family members, neighbors, friends, etc.);
  - 2) establish the immediate plan of care defining specifically what is expected of the CNA.
  - 3) The environment must be safe for the CNA to provide care and supplies such as food, diapers, wipes and such must be available for the duration of service.
- The emergency/evening coverage worker then contacts the covering emergency/evening supervisor to discuss the plan and receive authorization to initiate emergency/evening in-home aide services.
- The emergency/evening coverage worker has the authority to call any designated home health agency to secure the needed emergency service. (See attached list.) Note: Currently, MCDHHS has contracts with 5 home health agencies. We ask that you exhaust these agencies before calling others. The authorized plan can be approved to expire at noon of the first working day following the emergency. Any extension must be negotiated with the daytime IHAS unit.
- The emergency/evening coverage worker must submit a written report document (for example – by fax or an email) to the Adult Services Intake Unit with a copy to the Home Care Unit Coordinator for adult cases the morning following the emergency. (If the emergency happens on the weekend, submit the report document on Monday a.m.) The report must contain:
  - Referral source and contact information
  - Client demographics

- Psychosocial assessment and plan of case
  - Relevant contact name and phone numbers
  - Name and number of the vendor utilized
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- The following work day the Home Care unit will send to the IHAS service provider a written confirmation and description of the service authorized. The assigned APS worker will complete an IHAS packet.