

# Vendor Meeting

March 16, 2011

# Adult Protective Services (APS)

- Role & history
- Report suspected abuse, neglect or exploitation – remember that proof is not needed.
- Report within 24 hours of incident
- Contact TSA or TIC to inform care manager of report
- No exceptions to reporting – if there is reason to suspect abuse, neglect or exploitation, make the report.

# Definitions

- Vulnerable adult – an adult who is unable to respond to a harmful situation
- Abuse – Harm or threatened harm to an adult's health or welfare caused by another person
- Neglect – Harm caused by the inability of the adult to respond to a harmful situation (self-neglect) or the conduct of a person responsible for a significant aspect of the adult's health or welfare
- Exploitation – the misuse of an adult's funds, property or personal dignity by another person

# How to report

- As always, call 911 if you or another person is in immediate danger.
- Call **877-963-6006** to make an APS report
- Police reports can and should still be made if there has been illegal activity. Contacting APS does not eliminate the need for police involvement.
- Reports can be anonymous.

# Critical Incidence Reporting

- Background (federal and state requirements)
- Reporting requirements
- We need your help!

# What to report

- Anything that requires an APS report
- Any suspected or observed illegal activity in the home (even by the participant)
- Any missed visits for people with critical care needs
- Suspicious or unexpected death that is also reported to law enforcement

# What to report, continued

- Verbal abuse or threatening behavior by provider or someone who lives with the participant
- Worker consuming drugs/alcohol on the job
- Any theft the participant reports regardless of whether the theft is significant or the report is substantiated

# How to report

- Report within 2 business days
- Provide a summary of what happened and what was done to address it
- Call the care manager or send a vendor view message to immediately notify us. Follow up with a detailed faxed report.
- Follow up with any updates.

# Agency with Choice

- Vendor and participant jointly hire and supervise worker
- Participant has significant input into job description
- Participant and vendor have a written agreement about worker supervision
- Participant has significant input into worker's performance evaluation
- Workers must meet all vendor requirements and follow vendor's procedures

# TSA's AWC Plans

- TSA is developing plans to offer AWC
- The goal is to offer AWC beginning on October 1, 2011
- Vendors can choose whether or not to participate
- More information, including a request for letters of interest, will be coming over the summer.

# Other topics

- Reminder – all vendors are required to notify TSA/TIC of participant status changes such as hospitalization, nursing home placement, death, etc.
- Insurance issues – Remember that both TSA and TIC require proof of insurance. Vendor contracts are terminated if documentation is not received in a timely manner.

# New Procedure for Missed Visits effective 4/1/11

- All missed visits are to be reported to TSA within 1 business day.
- To report a missed visit, send a Vendor View message stating the date of the visit, the service that was scheduled to be provided and the reason for the missed visit.
- Also report short visits, for example 8 units were scheduled but only 4 were provided.
- TSA will no longer require monthly missed visit logs