



Adult Protective Services (APS) Service Provision

Policy 8.15

Effective: April 10, 2024

Introduction

When protective services are needed as indicated by the investigation, Adult Protective Services is mandated to provide such services, within budgetary limitations, unless the adult refuses. Should the adult refuse services, or reconsider, services will be terminated, unless the adult is determined to lack capacity to consent, in which case court authorization may be obtained for service provision. The Tennessee Departments of Mental Health and Substance Abuse Services, Intellectual and Developmental Disabilities, and Health Facilities Commission, are mandated to assist the Tennessee Department of Human Services with service provision, as needed.

Scope

The purpose of this policy is to address service needs of vulnerable adults. Risks of non-compliance could result in continued abuse, neglect, and/or exploitation of the vulnerable adult, which could lead to irreparable harm. The goal of this policy is reduction of risk to the adult.

Policy

Adult Protective Services (APS) provides services to clients who agree to accept them. Each service addresses a different need and must be selected based on the circumstances of the case. It is the investigative specialist's and supervisor's decision to determine the services that will meet the needs of the client. APS shall arrange for the provision of the appropriate services, consistent with budgetary and services limitations. Formal and informal services/support may be arranged during the investigation and/or during ongoing services. A safety assessment or strengths and needs assessment (SAN) must be completed in every case where services are provided by APS.

Should the client refuse to accept necessary services, other options, including legal intervention, must be explored. Legal intervention to compel a client to accept services will only be pursued as a last resort.

Supporting Documents

[HS-0878 APS Termination of Services Instructions](#)

[HS-2858 APS Emergency Services Invoice Instructions](#)

[HS-2859 APS Authorization to Vendor Instructions](#)

[HS-2972 APS Homemaker Request for Services Instructions](#)

[HS-3035 APS Service Provider Agreement for Emergency Services Instructions](#)

[HS-3146 APS Safety Concern Report for TennCare Instructions](#)

[Step-by-Step Guide to Accessing AVAZA Interpreter Services](#)

[Linguistica International Instructions](#)

[APS Legal Custody Procedures](#)

[14.01 SSBG Eligibility Policy](#)

[SSBG Eligibility Procedures](#)

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[APS Service Provision Procedures](#)**Definitions/Acronyms**

Term	Definition
APS	Adult Protective Services
CREST	Collaborative Response to End Self-Neglect in Tennessee
CREVAA	Collaborative Response to Elder and Vulnerable Adult Abuse
DIDD	Tennessee Department of Intellectual and Developmental Disabilities
HCBS	Home and Community Based Services
I & R	Information and Resource
IS	Investigative Specialist
LIHEAP	Low Income Home Energy Assistance Program
NFCSP	National Family Caretaker Support Program
PAE	Pre-Admission Evaluation
PASRR	Pre-Admission Screening and Resident Review
PATH	Projects for Assistance in Transition from Homelessness
RX	Pharmaceutical
SAN	Strengths and Needs Assessment
SHIP	State Health Insurance Assistance Program
TBI	Tennessee Bureau of Investigation
TC	Team Coordinator
TDH	Tennessee Department of Health
TDHS	Tennessee Department of Human Services
TDMHSAS	Tennessee Department of Mental Health and Substance Abuse Services
TTAP	Tennessee Technology Access Program
WAP	Weatherization Assistance Program

Supersedes

Policy 8.15 APS Service Provision, Effective 11/01/2023

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Clarence H. Carter	Commissioner	04/09/2024	04/10/2024
Clarence H. Carter	Commissioner	10/16/2023	11/01/2023

Revision History

Date	Version	Location of Change	Description/Reason for Change
04/09/2024	04/10/2024	Body of policy	Added requirement that safety assessment or SAN must be completed when services are provided by APS
10/16/2023	11/01/2023	New Policy	New Policy

Approved By	<i>Clarence H. Carter</i>	Approval Date	04/09/2024
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Application	APS Investigative Staff		