



APS Documentation and Report Writing

Transfer of Learning Tool

Facilitator Guide

Version 1

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We create experiences that transform the heart, mind and practice.

The test of a good APS Case Record is when any reasonable and prudent person can read and review the record and draw his/her own conclusion as to what occurred, based on interview statements and supportive evidence.

-CWDA APS Guidelines to Supplement Regulations, 2.7: Guiding Principles for APS Case Documentation

How To Use:

This Transfer of Learning Tool, **Facilitator Guide**, is designed as a companion to NAPSA Core Competency Module #15: APS Case Documentation and Report Writing. It provides possible answers and a sample narrative for the Facilitator or Supervisor to reference when working with staff on documentation skills, using a collateral interview from a video clip. It can be used in a variety of settings to include:

- Classroom Training with support from a facilitator
- Individual activity to guide documentation
- Coaching tool for Supervisors to use when working with staff around documentation skills
- Unit Meeting as a group activity with guidance from a Supervisor or Lead Staff

This Transfer of Learning Tool is divided into 3 activities that the learner will complete after watching the [Financial Abuse Allegation, Home Visit: Alleged Perpetrator Interview video](#).

1. Part One: record facts and observations you see and document inferences and interpretations.
 - a. Possible answers are included for Facilitator or Supervisor.
2. Part Two: write a Collateral Contact Narrative using clear, factual, objective and concise language and capturing direct quotes.
 - a. Sample Narrative is included for Facilitator or Supervisor.
3. Part Three: answer supplemental questions.
 - a. Possible answers are included for Facilitator or Supervisor.

Learning Objectives:

1. Use a collateral interview video to demonstrate the use of clear, concise and objective language while illustrating accurate recall in a contact narrative.
2. After viewing a collateral interview video, accurately identify and differentiate facts and observations.
3. Use a collateral interview video to identify interview techniques that support objective interview questions and demonstrate clarification techniques.

Materials:

The demonstration video "Financial Abuse Allegation, Home Visit: Alleged Perpetrator Interview" can be found at

<https://theacademy.sdsu.edu/programs/apswi/apswi-videos/> or <https://www.youtube.com/watch?v=6i9ARePrPpE>

PART ONE

Using the Financial Abuse Allegation, Home Visit: Alleged Perpetrator Interview, think about whether the impressions you are receiving are facts, observations, inferences or interpretations. Make notes below for each category.

1. What are the **facts**?
 - **Facts** – something that actually exists; reality; truth. *Information that can be verified.*
2. What are your **observations** (appearance, behaviors, conversations, etc.)?
 - **Observations** – an act or instance of noticing or perceiving, an act or instance of regarding attentively or watching. *Things you may see, hear, or smell.*
3. Further investigation is still needed, but what can you **infer** from the video thus far?
 - **Infer** – To derive by reasoning; conclude or judge from premises or evidence: (of facts, circumstances, statements, etc.)
4. Further investigation is still needed, but did you make any **interpretations** based on what you saw?
 - **Interpretations** – a conception of another's behavior. *Combination of facts, observations and inferences and what this means to the APS professional, i.e., a professional opinion.*

PART ONE (For Facilitator or Supervisor)

Using the Financial Abuse Allegation, Home Visit: Alleged Perpetrator Interview, think about whether the impressions you are receiving are facts, observations, inferences or interpretations. Make notes below for each category.

1. What are the **facts**?

- **Facts** – something that actually exists; reality; truth. Information that can be verified.

Possible answers may include:

- Jackie (A/P) and Mr. Murphy (client) live together.
- Jackie is wearing a gold smart watch.
- There is a \$324 transaction on Mr. Murphy's debit card for a smart watch purchase on January 14.
- Jackie has used Mr. Murphy's debit card for groceries and items from Pottery Barn.
- There are rugs, a nightstand and bed set in Jackie's room.

2. What are your **observations** (appearance, behaviors, conversations, etc.)?

- **Observations** – an act or instance of noticing or perceiving, an act or instance of regarding attentively or watching. Things you may see, hear, or smell.

Possible answers may include:

- A bottle of brown alcohol with glasses next to kitchen table.
- Kitchen table was clear of items.
- Jackie (A/P) appeared agitated by some questions as evidenced by stating APS professional was "nosy as hell" and "I'm getting really irritated that you keep asking me about my personal stuff".
- Jackie has tattoos on her right wrist and left ring finger.
- Jackie leaned in and pointed finger at Erin while saying, "You've really got some damn nerve lady."
- Jackie said that she has a notebook keeping track of what she has paid Mr. Murphy and what is still owed.
- Jackie smiled when talking about Pottery Barn items.

3. Further investigation is still needed, but what can you **infer** from the video thus far?

- **Infer** – To derive by reasoning; conclude or judge from premises or evidence: (of facts, circumstances, statements, etc.)

Possible answers may include:

- *Mr. Murphy is unaware of how his debit card is being used at times.*
- *Jackie may not have Mr. Murphy's consent to use his debit card.*
- *There isn't a formal agreement or contract on shared expenses and living arrangement between the roommates.*
- *Jackie has another income source as she was able to pay back some of the money she owed to Mr. Murphy.*

4. Further investigation is still needed, but did you make any **interpretations** based on what you saw?

- **Interpretations** – a conception of another's behavior.
Combination of facts, observations and inferences and what this means to the APS professional, i.e., a professional opinion.

Possible answers may include:

- *Jackie purchased items using Mr. Murphy's debit card, and is using them for personal use (e.g.; the smart watch and Pottery Barn items).*
- *Jackie does not want to share her notebook with Erin.*
- *Jackie feels threatened by Erin's line of questioning regarding the use of the debit card.*
- *Jackie feels justified in using Mr. Murphy's debit card.*
- *There is a high likelihood that Jackie is using Mr. Murphy's debit card under false pretenses.*
- *Jackie has a sense of ownership of the house and some of its belongings.*
- *Mr. Murphy could benefit from protective services and a collaborative service plan.*

*Definitions in **bold** found at www.dictionary.com*

PART TWO

Using the [Financial Abuse Allegation, Home Visit: Alleged Perpetrator Interview](#), write a collateral contact narrative.

Consider the elements of good report writing:

- 1. Accurate, factual, complete, and timely documentation.*
- 2. Inclusion of direct quotes.*
- 3. Clear, concise, and objective language that will stand up in court, and provide a professional standard for APS casework.*

-CWDA APS Guidelines to Supplement Regulations, 2.7: Guiding Principles for APS Case Documentation

Narrative:

Narrative (continued):

PART TWO (For Facilitator or Supervisor)

Were the following documentation essentials included?:

- *Share specific examples from the written narrative to support these essentials*

- The date the narrative was written
- Setting/location/people present
- Name of Alleged Perpetrator and relationship to victim
- Statements the Alleged Perpetrator made about the allegation or protective issue
- Proper use of abbreviations
- Direct quotes, with context (the questions and the answers)
- Observations including witness' physical and emotional demeanor
- Clear language
- Objectivity



PART TWO
(For Facilitator or Supervisor)
Sample Narrative

Narrative:

This collateral contact narrative was written by APS professional, Erin Perry, on June 12, 2019 after conducting initial face-to-face interview with Jackie Hill, Alleged Perpetrator.

On June 12, 2019, the undersigned (u/s) conducted a follow-up interview in English with the client's roommate/alleged perpetrator Jackie. The interview was conducted in private in the client's home; the client was not present in the home during the interview. Jackie invited the u/s into the home and offered the u/s a seat at a table in the kitchen, where the interview occurred. The home appeared well-maintained, with no visible hazards noted. The u/s noted a crystal decanter with a brown liquid in it, along with matching glasses, on the credenza in the room where the interview occurred.

The u/s asked Jackie about the shared arrangement between her and the client in regard to paying the rent and utilities. Jackie initially responded by asking the u/s, "Why is that any of your business?" Jackie also stated that the u/s was "just like everyone else in this government, nosy as hell!" Jackie then indicated that even though she offered to split all expenses "50/50," the client told her that "there was no need to worry about" the household expenses "for the first couple months while I was getting back on my feet." When asked to clarify how many months the client agreed to handle all of the household expenses, Jackie stated "I don't remember exactly."

Jackie reported documenting in a notebook money that she had paid back, as well as money that she still owed, to the client. Throughout the interview, Jackie was asked repeatedly if the u/s could view the notebook to determine the amount paid back, as well as the amount still owed, to the client. However, Jackie did not allow the u/s to view the notebook, citing multiple reasons including not knowing the exact location of her notebook and the u/s having "no business reading it" due to the personal information contained in the notebook.

At one point during the interview, while discussing questionable charges made to the client's debit card, Jackie raised her voice, pointed her finger at the u/s and stated in a louder tone, "Are you accusing me of stealing from Larry? You've really got some damn nerve lady!" Jackie confirmed that she purchased a "smart watch" using the client's debit card but stated the watch was "a nice gift" from the client for paying him back so quickly money that she owed to him. Jackie also stated that the client told her "to go ahead and get the watch using his debit card." The u/s noted that Jackie was wearing a gold "smart watch" on her left wrist during the interview, which Jackie pointed to when asked about the debit card transaction for the smart watch.

Narrative (continued):

Jackie was asked if she made any additional purchases, besides the smart watch, with the client's debit card, to which she responded quickly, "Nope." However, she later confirmed that she made additional purchases with the client's debit card, including "groceries" and "stuff for the house." When asked if the u/s could view the receipts, Jackie responded, "I don't know if I have them." When asked what other items she purchased "for the house," Jackie elaborated that she used the client's debit card to purchase "a really beautiful nightstand and matching bedroom set from Pottery Barn and these gorgeous Persian rugs." Jackie clarified that the nightstand and bedroom set were "in my bedroom" and that the Persian rugs were "in my room, of course." Jackie did not mention whether the client authorized the use of his debit card for the purchases from Pottery Barn. The u/s noted that at one point during the interview, Jackie referred to the home as "my house," even though the residence belongs to the client.

The u/s noted that at times throughout the interview, Jackie appeared to be defensive, as evidenced by her crossed arms, unwillingness to answer questions, and her closed body posture. She also presented as angry at times, as evidenced by her raised voice, hands clenched in fists, and pointing her finger at the u/s while speaking with a loud voice.

PART THREE

Using the Financial Abuse Allegation, Home Visit: Alleged Perpetrator Interview, discuss or answer the following questions:

1. What questions did the APS professional use that demonstrated objective interviewing skills?
2. In what ways did the APS professional ask the Alleged Perpetrator to clarify an answer?
3. What would you document about the environment, e.g. what you saw/heard/smelled?
4. Based on the interview, what documents would you attempt to secure and include in your case record?

PART THREE (For Facilitator or Supervisor)

Using the Financial Abuse Allegation, Home Visit: Alleged Perpetrator Interview, discuss or answer the following questions:

1. What questions did the APS professional use that demonstrated objective interviewing skills?

Possible answers may include:

- "I wanted to learn more about how you and Mr. Murphy handle shared finances."
- "Can you tell me about how these are paid?"
- "I want to hear what you have to say, can you tell me about your arrangement with him?"
- "Do you know what transactions I'm talking about?"
- "It would be helpful to see the notebook, so we can be clear together if any money is still owed."
- "Tell me about the things you've bought for around the house with Mr. Murphy's debit card".

2. In what ways did the APS professional ask the Alleged Perpetrator to clarify an answer?

Possible answers may include:

- "What exactly did you think he meant by 'everything will be okay for the first couple of months?'"
- "What is paid back, and what is still owed?"
- "I'd love to have a look at it (notebook) to see what is still owed."
- "So, the watch was sort of like a reward? Who actually purchased the watch?"
- "Smart in what way?"
- "Help me to clarify a couple of things, because I'm getting a bit confused."
- "Did I hear that correctly?"
- "Help me to understand, do you still owe him money or not?"

3. What would you document about the environment, e.g. what you saw/heard/smelled?

Possible answers may include:

- *Jackie's (A/P) voice raised a few times when answering questions.*
- *The table where interview took place was cleared of any items*
- *There was a glass bottle of brown liquid and a few glasses next to the kitchen table.*
- *Jackie pointed to the gold watch on her left wrist when asked about the smart watch.*
- *Jackie sat with her arms crossed for a large portion of the interview.*

4. Based on the interview, what documents would you attempt to secure and include in your case record?

Possible answers may include:

- *Mr. Murphy's bank records with debit card transactions*
- *Smart Watch receipt*
- *Pottery Barn receipts*
- *Jackie's (A/P) Notebook*
- *Pictures of Pottery Barn items in A/P's bedroom*
- *Copy of lease/rent agreement*

The Transfer of Learning Tool was created in collaboration with APSWI and the Southern CA APS Curriculum Advisory Committee.

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**REVOLUTIONIZE
THE WAY PEOPLE
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