

APS Case Documentation and Report Writing Transfer of Learning (TOL)

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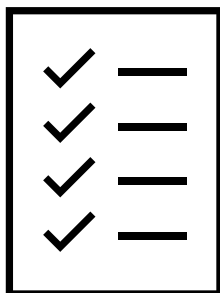
Objective:

This Transfer of Learning (TOL) provides various tipsheets to reinforce key takeaways from the [Adult Protective Services Workforce Innovations](#) (APSWI) *APS Case Documentation and Report Writing eLearning*. It also reinforces similar concepts from the [National Adult Protective Services Training Center](#) (NATC) Case Documentation eLearning. The following tipsheets are included:

- [What to include and omit in case documentation](#)
- [How to make documentation purposeful](#)
- [Documenting screening for decision-making ability and staff's conclusions](#)

How to Use:

- Staff who have completed the eLearning can reference the tipsheets as reminders of what to include in their case documentation to ensure their efforts to support someone's safety and well-being and working within program and state requirements are being captured.
- Supervisors can utilize the tipsheets to support areas of growth in their staff's documentation skills as well as highlight where staff excel in certain areas.
- Staff and supervisors can take the opportunity to review the tipsheets and discuss any additional program expectations or requirements.



Content Warning:

We recognize that APS work is both challenging and rewarding and APS professionals are whole human beings who have their own experiences before and during APS work. Content and examples that are provided may activate feelings

based on personal or professional experiences, including vicarious and/or secondary trauma and we encourage everyone to do what they need to do in order to safely engage in this transfer of learning.

TIPS: What to Include and What to Omit

What to Include	Examples
A clear picture of the situation, including your assessment of the person's functioning, strengths and abilities, and protective concerns	<ul style="list-style-type: none">✓ Ability to perform ADL's and IADL's✓ Ability to self-advocate and make informed decisions✓ Their concerns about their safety (person-centered perspective)✓ Your concerns about their safety✓ A factual record of information and statements that support the allegations and case findings.

Ensure to omit information or details that are:

- Extraneous or not relevant.
 - It can distract from the core message and can make it harder to focus on what's important.
- Superfluous, unnecessary, or excessive.
 - It can clutter the documentation, making it less concise and harder to decipher.

TIPS: Making Documentation Purposeful

Purpose	Process	Examples
Case History and Baseline	Review case history for knowledge base about the case and review for changes in client's level of functioning	<ul style="list-style-type: none"> ✓ What were the protective concerns in the previous cases? ✓ Same alleged perpetrator? ✓ Repeat allegations or a new concern? ✓ How was the client functioning physically and cognitively in the previous cases? ✓ What might be different now?
Legal Involvement	Keep in mind that any and all documentation may be used in criminal or court proceedings.	<ul style="list-style-type: none"> ✓ Are there concerns about criminal allegations? ✓ What evidence is needed/collected? ✓ If the client is in need of a conservator, what kinds of cognitive assessments and/or information will the court need to accomplish this?
Accountability	Strong documentation portrays your handling of the case and the justification for steps that were taken.	<ul style="list-style-type: none"> ✓ If APS facilitates the client obtaining a restraining order from the court, the documentation clearly describes the risk to the client and validates the need for the court order. ✓ All voluntary and involuntary services are documented and justified.
Professionalism	Documentation of quality work reflects professionalism in APS practice	<ul style="list-style-type: none"> ✓ Thorough assessment ✓ Appropriate referrals and cross-reports ✓ Reflects program's documentation standards

		around terminology, language and use of acronyms
Consistency	Knowing your program and state guidelines around timeline requirements and data collection contributes to program metrics that can help ensure program consistency.	<ul style="list-style-type: none"> ✓ Ensure client is seen within required timeframe and document to support consistency in meeting program mandates. ✓ Enter case documentation within the timeframe of program guidelines
Staffing and Funding	Documentation can help provide the justification for funding to maintain needed APS staffing and resources.	<ul style="list-style-type: none"> ✓ Caseload numbers can help justify hiring campaigns and elicit state and federal funding for APS programs to hire with. ✓ Case data can help drive the need for certain case management programs, such as housing navigation services and specialized case management

TIPS: Documenting Screening for Decision-Making Ability

Documenting that the below areas were assessed and how they were assessed is crucial.

Area to Assess	Questions
Orientation	<ul style="list-style-type: none"> ✓ What is your name? ✓ Where are you right now? What is the name of this place? What is your address? ✓ What's today's date? What day of the week is it? ✓ Why are you here? What happened? Do you understand why I'm here visiting you?
Understanding of the situation	<ul style="list-style-type: none"> ✓ Can you tell me in your own words what this [situation/decision] is about? ✓ What are your concerns about this situation? ✓ What is your understanding of your choices in this situation? ✓ What is your understanding of the role of APS in regards to this situation?
Appreciation of outcomes	<ul style="list-style-type: none"> ✓ Can you tell me what might happen if you choose [option A]? ✓ And what might happen if you choose [option B]? ✓ What are some of the [pros/cons] of this decision? ✓ How might this decision affect your life?
Reasoning & evaluation	<ul style="list-style-type: none"> ✓ How did you arrive at this decision? ✓ What factors are most important to you when you were thinking about this? ✓ Does this decision fit with your values and what's important to you? ✓ Can you tell me about any other options you considered?
Communicating choice	<ul style="list-style-type: none"> ✓ What is your decision? (document clearly what they stated, in their words.) ✓ Has anyone pressured you to make this decision? ✓ Do you feel free to make/state this decision? ✓ What are your thoughts/feelings about this decision? <ul style="list-style-type: none"> ○ *If a client has communication challenges document what accommodations were used.

Your conclusion about someone's decision-making ability is important to include. Keep in mind the following:

- ✓ If a tool was used, document the score and what the score means, according to the tool's guidance.
- ✓ Document the person's abilities in responding to questions about their orientation, understanding, appreciation of consequences, reasoning, and ability to communicate their choices and self-advocate.
- ✓ This does not mean diagnosing a client with a neurocognitive disorder, rather documenting the client's responses and documenting your professional opinion about their ability to make informed decisions, based upon the interview.
- ✓ Always seek an evaluation by a doctor, psychologist, or other licensed clinician when seeking a formal diagnosis and/or capacity evaluation.

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**REVOLUTIONIZE
THE WAY PEOPLE
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