



APS Case Documentation: Skill Building



Instructor-Led Training (blended with eLearning)

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



About Us

Providing approximately 50,000 learning experiences to health and human services professionals annually, the Academy's mission is *to provide exceptional workforce development and learning experiences for the transformation of individuals, organizations and communities.*

APSWI, or Adult Protective Services Workforce Innovations, is a program of the Academy that provides innovative workforce development to APS professionals and their partners.



San Diego State University

SDSU

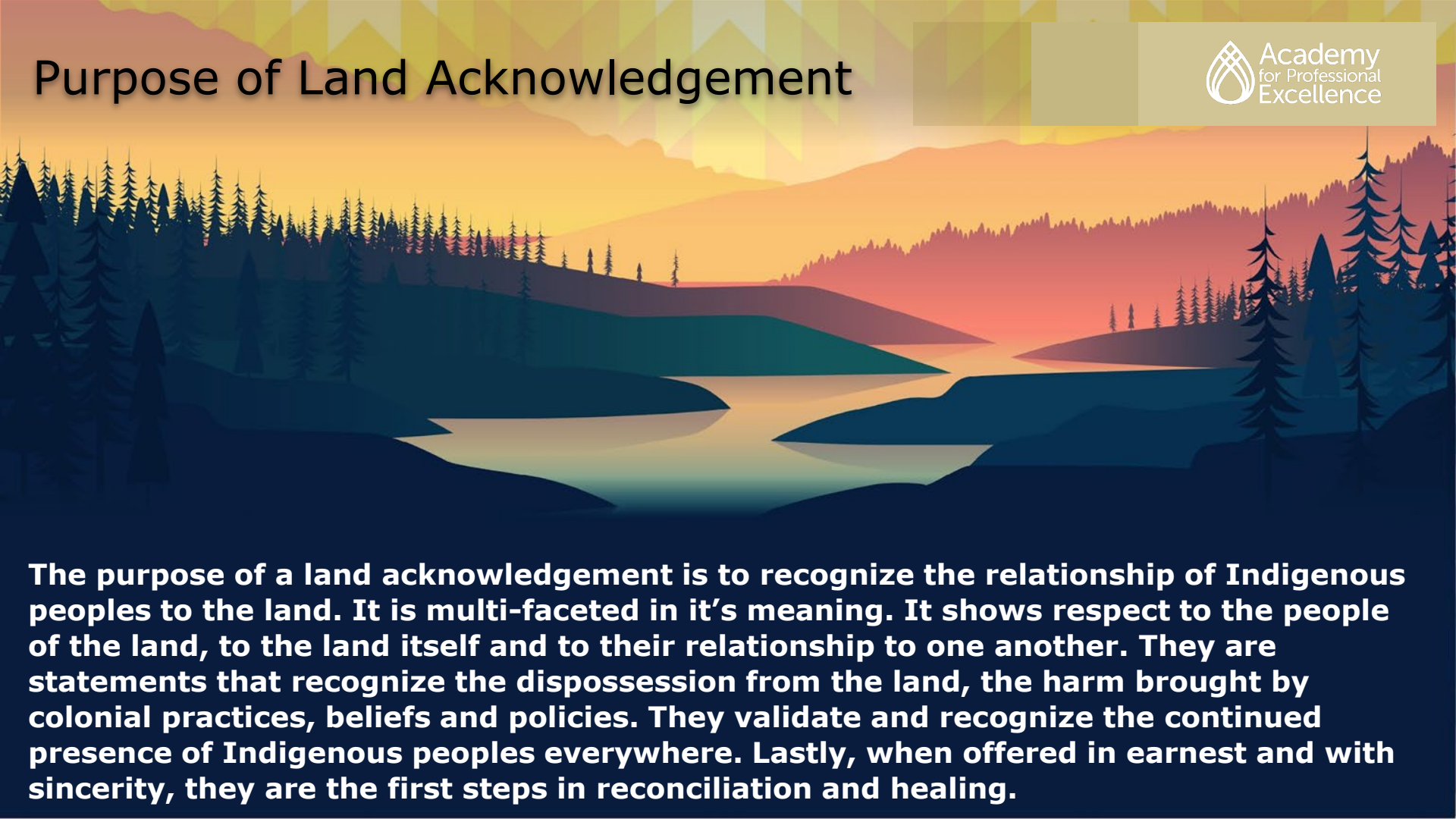
College of Health and
Human Services
School of
Social Work

The Academy for Professional Excellence is a project of SDSU School of Social Work. Funding is administered by SDSU Research Foundation.

SDSU

Research
Foundation

Purpose of Land Acknowledgement



The purpose of a land acknowledgement is to recognize the relationship of Indigenous peoples to the land. It is multi-faceted in its meaning. It shows respect to the people of the land, to the land itself and to their relationship to one another. They are statements that recognize the dispossession from the land, the harm brought by colonial practices, beliefs and policies. They validate and recognize the continued presence of Indigenous peoples everywhere. Lastly, when offered in earnest and with sincerity, they are the first steps in reconciliation and healing.



Land Acknowledgement

National Deliveries

For millennia, hundreds of Tribal nations have been a part of this land. This land has nourished, healed, protected, and embraced them for many generations in a relationship of balance and harmony.

As members of the Academy community, we acknowledge this legacy. We promote this balance and harmony. We find inspiration from this land and its original inhabitants of this Nation.

Making a statement isn't enough. It is important that we share ways people can take action to support Native American people and land back efforts. This can involve researching and learning more about the indigenous communities of the lands you are on at [Native Land Digital](#); returning artifacts and land to their appropriate tribal communities; working to protect and preserve the land, and much more.

For more information and resources, see our [Land Acknowledgement page](#).

Housekeeping & Course Overview

Housekeeping Items:



**Review
eLearning
Concepts**



**Self-
Assessment**



**Individual,
Small, &
Large Group
Work**



**Case
Scenarios &
Videos**



Course Overview

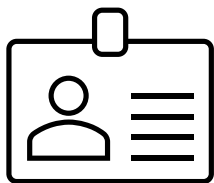
Learning Objectives

- Construct narratives that are clear, concise, and purposeful
- Summarize documentation standards of practice
- Determine the differences between subjective and objective documentation
- Identify case record requirements



Introductions and Connection

SHARE



Your name,
county/unit, and
how long you've
worked in APS

SHARE ONE OF THE FOLLOWING:



Favorite
part about
documentation



Frustration
with
documentation



Fear
with
documentation



eLearning Review

The Purpose of Documentation:

- Case history, Legal involvement, Accountability, Professionalism, Consistency, & Staffing/Funding

Objective vs Subjective:

- Facts vs. Perceptions

Person-Centered:

- Strengths, self-determination, experiences

Confidentiality:

- Guidelines, sharing and receiving

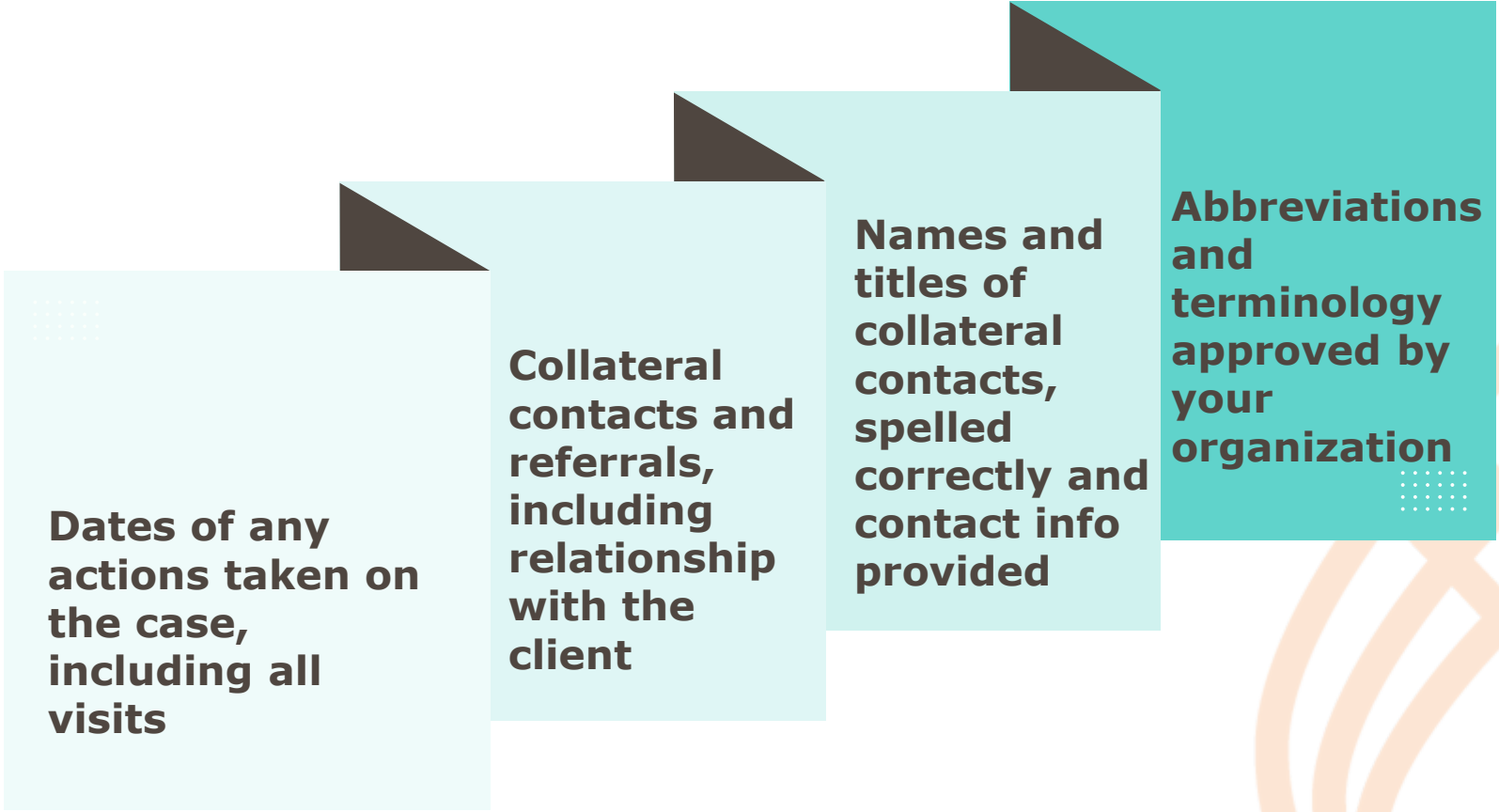


Self-Assessment

Key Concepts Questions

- Which of these concepts is a purpose of documentation?
- Which of these statements is objective?
- What APS value is emphasized in this piece of person-centered documentation?
- Per APS confidentiality regulations, which entities are typically given access to APS records?

Key Elements for Accurate Documentation



Dates of any actions taken on the case, including all visits

Collateral contacts and referrals, including relationship with the client

Names and titles of collateral contacts, spelled correctly and contact info provided

Abbreviations and terminology approved by your organization

Documenting Indicators of Abuse, and Connecting to Findings

What are some significant indicators of abuse?

- Physical Indicators
- Behavioral Indicators
- Environmental Indicators
- Financial Indicators



Screening for Decision-Making Ability

- Foundational to APS work
 - Important for safety, self-advocacy, resisting fraud, and self-determination
 - Document decision-making ability in relation to choices and paths
- Decision-Making screening elements to document:
 - Alertness, Orientation, Appreciation, Explanation
 - Approved assessment tool or template
 - Client's expressed goals, wishes, concerns
 - Collateral information



Documenting Risk Assessment

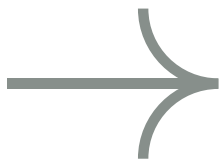




Let's Practice!



**Review the case
scenario in
Handout: Noah J.
Case Scenario**



**Identify what needs to be
documented in terms of
indicators of abuse,
screening for decision-
making ability, risk
assessment**



**Report out key
areas identified**



Rat Feces Activity

What seems clear and concise?

What seems objective or subjective?

Review Handout and mark:

- True
- False
- Unknown

1. Rat feces covered the kitchen floor.	T	F	U
2. The client's daughter didn't provide her mother with enough food.	T	F	U
3. It was reported that the client liked people.	T	F	U
4. The APS professional turned on the kitchen light.	T	F	U
5. Mrs. Jones likes rats.	T	F	U
6. Someone turned on a light.	T	F	U
7. Mrs. Jones doesn't like people.	T	F	U
8. There was not very much food in the kitchen.	T	F	U
9. The client is ambulatory.	T	F	U
10. Mrs. Jones went to another room after she talked to the APS professional.	T	F	U
11. Rats went under the cabinets when the light was turned on.	T	F	U
12. The APS professional interviewed the client and her daughter.	T	F	U
13. The client's house was not very clean.	T	F	U
14. The APS professional walked into the kitchen.	T	F	U
15. Mrs. Jones was hungry.	T	F	U

Subjective vs Objective

Objective:

- Explaining facts or conditions without distortion from personal feelings, prejudice, or interpretations based upon personal opinions and experiences.

[Assessing for Physical Abuse
APSWI Training Video](#)

*Content Warning:
Physical and Emotional Abuse



Subjective vs Objective (2)

- The client became tearful when discussing the situation with her daughter.
- Lisa is likely homophobic.
- Lisa has some challenges with anger management.
- I observed 4 bruises on the client's right upper arm, approximately 2 inches x $\frac{3}{4}$ inches in size, brownish-yellow in color.
- Goldie is too passive with Lisa.
- The client said she asked Lisa to clear her stuff out of her old bedroom.



Clear and Concise



Clothing:

- Focus on condition, cleanliness, appropriate for weather

Description of home:

- Focus safety and indicators of risk

Conversation & Statements:

- Focus on supporting factual information



Narratives

Using the video clip:

In
groups

- Write a narrative, collectively
- Clear, concise, and objective

Include

- Direct Quotes
- Behavioral Indicators

Compare

- What was similar?
- What was different?

Person-Centered

Person-centered thinking:

- “focuses language, values, and actions towards respecting the views of the person and their loved ones. It emphasizes quality of life, well-being, and informed choice.” –*National Center on Advancing Person-Centered Practices and Systems (NCAPPS)*

How is this beneficial to:

- Clients
- Support systems/families
- APS programs



Person-Centered Specifics

- Language Needs
- Pronouns, Gender Identity, Sexual Orientation, Marital Status
- Person-first or Identity-first
- Goals
- Strengths
- Choices, Decisions, & Plans
- Other important physical, emotional, social and cultural aspects
- Additional information



Documenting During Client interaction

Benefits

- Transparency & Trust
- Accuracy
- Efficiency
- Collaboration
- Demonstrates Professional practices

Challenges

- Perceived Disconnection
- Power differential
- Impact on Conversation Progression
- Confidentiality Concerns
- Technical Problems



Considerations When Documenting Live

Etiquette & Best Practices

- Ask Permission
- Share the Why
- Positioning support transparency
- Pause to be present
- Invite corrections



Documentation Requirements



Case records should include:

- Required forms
- Written assessments
- Person-centered service plan
- Narrative of contacts
- Acceptance or refusal of services
- Case related documents
- Case closure summary
- Supervisory approvals

Anything else?



Timely Documentation

- Supports legal accuracy
- Captures details with fresh
- Ensures facts are captured accurately
- Reduces errors
- Mitigates risk
- Supports meeting mandates



Is this Complete?

Case Record Scavenger Hunt:

- In groups:
 - Review case scenario
 - Check off what applicable requirements should be included in case file
 - Add anything else that should be included
- Report out



Workshop Summary & Questions

We covered:

- Documentation Standards of Practice
- Objective vs Subjective documentation
- Clear, concise, purposeful narratives
- Person-centered documentation
- Case record requirements

What questions do you have?



P-I-E



Reflect and note:

- **P**riceless piece of information
 - What has been the most important piece of information to you today?
- **I**tem to implement
 - What is something you intend to implement from our time together today?
- **E**ncouragement you received
 - What is something that you already are doing and were encouraged to keep doing?



Evaluations

Your feedback is valuable!

- Please complete evaluations.

Thank you for taking time out to spend on your own professional development.

Thank you for what you do for our communities!



Thank You!

We envision a world where the quality of life for individuals, organizations, and communities is transformed into a healthier place.