

Direct Services Program October 2022



Division of
**Senior and
Disability Services**

Partnership between APS & The AAAs

- **Adult Protective Services**

- Investigates reports of Abuse, Neglect, & Exploitation
- Adults 60+ and Adults 18-59 with a disability



- **Area Agencies on Aging**

- Help older adults remain independent in the homes of their choice.
- Provide resources about healthy aging, caregiving, elder abuse prevention, dementia, and more.

The logo features the lowercase letters "ma4" in a serif font. The "m" and "a" are in blue, and the "4" is in red.

Missouri
Association
of Area
Agencies
on Aging

Direct Services Program Eligibility

- Referrals can only be made by APS Staff
- Must have an open Class I or Class II hotline at the time of referral

APS Referral Process

- Complete risk assessment & identify service need(s)
- Identify safety concerns
- Exhaust other potential resource options
- Obtain consent for services from the eligible adult or their representative
- Generate referral to AAA
- Direct Service Liaison (DSL) will review referral and route to the appropriate AAA



AAA Process

- AAA will initiate service planning within 7 calendar days.
- AAA will coordinate service delivery
- The AAAs will either deliver service directly (i.e. care/case management) or subcontract (i.e. environmental cleanup, pest control, etc.)
- \$5000 cost cap per Eligible Adult
 - Waiver requests can be made
- AAA will assist with the referral for 45 days



Post Service Delivery

- AAA will complete the closing form listing service(s) provided and bill DHSS.
- AAA completes the brief survey

Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1) I received all the services I needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1) I'm satisfied with the help I received from DHSS APS and the Area Agency on Aging.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

This survey was completed with Eligible Adult or someone on behalf of the eligible adult

Service Types

Care/Case Management

Development/oversight of service plan

Consumable Supplies

Cell phone/government cell phone

Cleaning supplies

Groceries

Personal hygiene supplies

Medical equipment not covered by

Insurance

Health Promotion/Disease Prevention

Dental services

Transportation

One-way-ride

Emergency Housing

Referral to emergency housing/shelter

Emergency housing/shelter

Emergency Assistance

Deep cleaning of home (i.e. one time cleaning of home/yard)

Removal of trash

Rental assistance/security deposit

Utility assistance/deposit

Home modifications, repair & improvement (i.e. AC & furnace repair)

Pest Control

Meal Assistance

Home delivered meals

Congregate meals

Relocation services

Moving/relocation expenses

Legal Service Need

Referral to legal services (i.e. DPOA, etc.)

Other



Inappropriate Referral Examples

- Home repairs or modifications to rental properties
- Home repairs when an insurance claim is pending
- Home repair or cleanup when eviction/foreclosure is pending (unless cleanup would prevent eviction)
- Paying expenses for someone other than the eligible adult



Funding & Timeline

Funding:

- Coronavirus Response and Relief Supplemental Appropriations Act of 2021 (approximately \$900,000)
- American Rescue Plan Act of 2021 (approximately \$1M)

Timeline:

- July 2022 – September 2024 (possible extension)

Questions

For questions about the Direct Services Program
please submit questions to

APSDirectServices@health.mo.gov

Tim Jackson, Adult Protective Services

(573) 472-6696 or Tim.Jackson@health.mo.gov

Missouri Department of Health & Senior Services

Division of Senior & Disability Services



**Direct
Services
Program**

Cumulus Platform

The screenshot displays the Cumulus Platform interface. At the top, a dark header contains the 'Cumulus' logo on the left and 'Support' with the 'ma4' logo on the right. Below the header, the user profile for Julie Peetz is shown, including her 'ma4' logo, name, and username 'jpeetz'. A navigation menu below the profile includes 'Profile', 'Account', 'Organizations 1', and 'Log'. The main content area is titled 'Your organizations' and features a 'New organization' button. A single organization is listed: 'Missouri Association of Area Agencies on Aging' (MA4), with an 'Admin' role indicator. The organization's description states: 'MA4 supports the effectiveness and capacity of MO's 10 AAAs by working with community partners to strengthen advocacy efforts, share information, maximize resources, and assist in supporting adults to live independently in the homes of their choice.' A 'Settings' button is located to the right of the organization card.

Cumulus

Support ma4

ma4 Julie Peetz
jpeetz

Profile Account Organizations 1 Log

Your organizations New organization

ma4 Missouri Association of Area Agencies on Aging Admin
MA4
MA4 supports the effectiveness and capacity of MO's 10 AAAs by working with community partners to strengthen advocacy efforts, share information, maximize resources, and assist in supporting adults to live independently in the homes of their choice. Settings

Statewide Info Exchange

Shared Data Platform

- **With APS**
- **With Community Partners**
- **With ma4 statewide**

