Direct Services Program October 2022



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.



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
ı	l) I received all the services I needed.	0				
	L) I'm satisfied with the help I received from DHSS APS and the Area Agency on Aging.					

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.)

<u>Other</u>





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

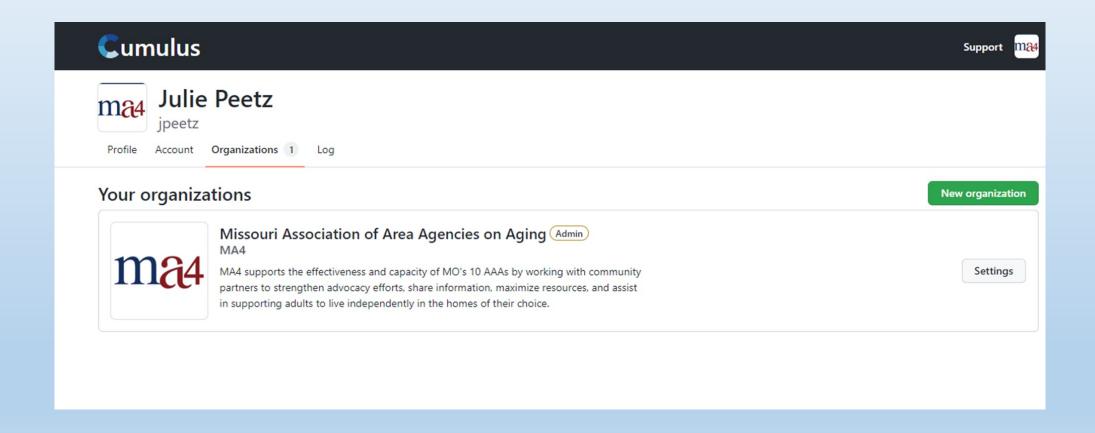
Missouri Department of Health & Senior Services
Division of Senior & Disability Services





Direct Services Program

Cumulus Platform



Statewide Info Exchange

Shared Data Platform

- With APS
- With Community Partners
- With ma4 statewide

