

APS Logic Model

Context	Inputs/Resources	Activities	Activity Metrics	Expected Results		
<ul style="list-style-type: none"> Older adults and adults with disabilities are subject to maltreatment—abuse, neglect and exploitation (ANE)—by others or through self-neglect. Allegations of ANE are reported to APS agencies by family members, professionals (e.g., bank or doctor) and the general public. Under state law, APS agencies, often in partnership with the community and experts, investigate ANE, provide protection from harm, and address causes of ANE, while respecting the values of person-centered/self-determined service planning and use of least restrictive appropriate setting for services. APS programs are usually part of an “aging” or social services/protective agency. Some are state-administered, and some are county-administered programs. 	<p>APS staff</p> <ul style="list-style-type: none"> Intake Investigative or service worker Supervisor Management <p>Consultative experts</p> <ul style="list-style-type: none"> Physical and mental health Forensic (accounting, investigation) Multi-disciplinary teams (MDT) Legal staff <p>Community partners</p> <ul style="list-style-type: none"> Aging network Protection and advocacy Law enforcement/DA Guardianship programs Non-profit agencies <p>Operational supports</p> <ul style="list-style-type: none"> Policies and procedures Case management, reporting, and accounting system(s) Hiring and training staff Standardized assessment tools Other technology supports Funding for services <p>Legal and ethical process to:</p> <ul style="list-style-type: none"> Protect alleged victim’s rights Provide alleged perpetrator due process Institute program values 	<p>Obtain information from reporter Provide information, refer to other agency, or accept intake</p>	<p>Intake</p> <p># of reports (intakes) screened in # of reports (intakes) screened out/referred</p>	<p>Information to reporter Appropriate intakes Appropriate referrals</p>		
		<p>Initiate: prioritize risk, contact AV, assess emergency needs, and take emergency protective action (if needed)</p> <p>Assess AVs: disability status, decision-making capacity (non-legal and/or legal), formal and informal support systems, social and health needs, physical environment, and financial status.</p> <p>Interview: AV, AP, collaterals</p> <p>Collect physical evidence (medical, financial, etc.)</p> <p>Consult with supervisor and appropriate experts and teams</p> <p>Determine finding and communicate results</p> <p>Make service recommendation</p>	<p># of initial alleged victim contacts # of legal protective actions # of alleged victims receiving emergency services #/timeliness of investigations # of cases/investigator # of formal assessments #/timeliness of interviews # of referrals of alleged victim for assessment or services # of investigations by closure reason # of referrals of alleged perpetrators for legal remedy # of caregivers receiving services # of confirmed: allegations, perpetrators, cases Average length of time per investigation</p>	<p>AV is safe and no longer in state of ANE</p> <p>Risk from perpetrator addressed</p> <p>Referrals to other entities (e.g., regulatory programs, law enforcement)</p>		
		<p>Obtain agreement and implement service plan</p> <p>Refer to community partners or purchase services</p> <p>Monitor status of victim and services</p>	<p># of alleged victims accepting services, refusing services # of MDT referrals Amount of purchased services and community resources accessed # of referrals # of placements # of client contacts</p>	<p>AV: • Is safe • Has reduced long-term risk for ANE</p>		
		<p>Post-Investigation Services</p>			<p>Quality Assurance</p>	<p>Quality of investigations and services is maintained or improved</p>
		<p>Document investigation/service Review/approve for closure Conduct QA process</p>	<p>% cases documented timely # of supervisor approvals # of fatality reviews # of cases reviewed for QA</p>	<p>Quality of investigations and services is maintained or improved</p>		

Description, Purpose and Assumptions

The APS Logic Model¹ is a one-page depiction of the following elements of APS programs: context, inputs/resources, activities, activity metrics, and expected results. Activities, activity metrics, and expected results are divided into the typical case flow of intake (also often called prescreening), investigation, and post-investigation services. In addition, quality assurance is included to capture critical activities of many APS programs.

The following description and assumptions explain the APS Logic Model.

- The model is focused primarily on APS client services. It does not include other program activities such as public awareness campaigns or budget planning. The chart includes elements related to APS investigations of providers or facilities, but is not an exhaustive list of potential provider investigation activities conducted by some APS programs or licensing and regulatory agencies.
- The chart shows the typical stages of an APS case in the activities, activity metrics, and expected results columns. The overall case stages are from the top of the column to the bottom. It is recognized that actual activities, depending on the program and case, may occur in different boxes than shown. For example, case initiation activities in some programs may be performed as part of intake and not as part of the investigation.
- The model represents an overall depiction of elements of APS programs, but no program will include all elements. Specific state processes will differ. For example, some APS programs only investigate allegations and do not provide services. Policies may differ across jurisdictions regarding an alleged victim's right to refuse an investigation or services. Some APS programs have funding to purchase services for victims as part of their program budgets, while many do not or the funding may be insufficient. Long-term post-investigation management of guardianship cases is not included in this model. Consultative experts can be internal or external to a program.
- The listed activity metrics are associated with the activities column and are not a comprehensive list of potential metrics for APS programs. The expected results column does not list "outcomes" or "impact," which are often included in logic models; instead, it more definitively and concretely lists high-level expected results of the items in the activities column.
- Finally, the chart is generally consistent with the *National Voluntary Guidelines for APS Systems* and with terminology used in the National Adult Maltreatment Reporting System (NAMRS).

The APS Logic Model provides a framework for analyzing various aspects of APS programs and is developed with the thought in mind that "all models are useful, but no model is perfect."

¹ Several acronyms are used throughout the logic model: ANE=abuse, neglect, exploitation; AV=alleged victims; CV=confirmed victims; AP=alleged perpetrator; MDT=multi-disciplinary team