

PSE Information Sheet

Protective Services

Goal:

To protect those eligible older persons (≥60 years old), who, for reason of age and physical or mental incapacities, are unable or unwilling to provide or secure services for themselves which are necessary to maintain physical and mental health.

Grounding Principles:

- The right to self-determination
- Services are provided with honesty, caring and respect
- The Least Restrictive Alternative is used whenever possible
- Family and natural supports are prioritized as resources whenever appropriate.
- Above all else, do no harm
- Collaboration is essential
- It's protective not investigatory services
- Confidentiality and privacy are to be honored
- Priorities are
 - Freedom
 - Safety
 - Minimal disruption of life-style
 - Least restrictive care alternative

Reporting:

Who – All medical or mental health providers, law enforcement officers, clergy and nursing home staff are MANDATED to cause a report to be made when there is a suspicion of abuse, neglect, exploitation or abandonment. Any concerned citizen MAY cause a report to be made if they suspect same.

What – Anything contributing to the reasonable cause to suspect or believe that any elderly person has been abused, neglected, exploited or abandoned, OR is in a condition which is the result of same OR is in need of Protective Services. See "Signs of Abuse, Neglect and Maltreatment" handout.

When – Within 72 hours of becoming suspicious a Mandated Reporter must cause a report to be made.

How – By calling PSE at 1-888-385-4225 or the RO or 211 and/or by submitting the W-675 to the RO.

Investigation Procedure

Prioritizing

- Priority 1 – Imminent Danger
 - A situation in which the elder is in immediate risk of death or serious harm. Initial contact must be made within 3 hrs. of receipt of report.
- Priority 2 – Emergency
 - A situation in which the elder is at risk of imminent harm but the risk is not immediately life threatening. Initial contact must be made within the day of the report receipt.
- Priority 3 – Severe
 - A situation in which the elder is at risk of serious harm but risk is not imminent. Initial contact must be made within ~~the day~~ ^{24 hours} of the report receipt.
- Priority 4 – Non-severe
 - A situation in which abuse and neglect is suspected but there is nothing suggesting that elder is in imminent risk of harm. Initial contact must be made within 3-7 days of receipt of report.

DSS Social Work Role:

Purpose:

A constellation of services are provided as short term crisis intervention to stabilize and safeguard the older person.

Guidance for Intervention:

- All efforts should provide crisis intervention and mobilize community services
- The client's independence and personal choice should be promoted to the maximum extent possible
- Quality alternatives to institutional care should be offered
- Sustained optimal self-determination should be supported
- The client is always the focus of service
- Decisions are made by the client or to another if court appointed
- Priorities are
 - Freedom
 - Safety
 - Minimal disruption of life-style

Potential Interventions:

Least restrictive care alternative Service Plan

- Using discretionary \$
 - Services to offer:
 - Companion
 - MOW
 - Homemaker
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- Seeking placement in a long term care facility
 - Social Worker assists hospital or community PCP in completing the needed web-based PASRR Level 1 Screen and the web-based "Level of Care" screen (formerly the health screen or W-10).
 - Social Worker will assist in facilitating the client's application for Title XIX if necessary.