

Vulnerable Adult Act Redesign | Stakeholder Engagement Process



Community Conversations

Community groups read and discuss stories about adults interacting with the adult protective services system.

- ◇ Using the materials provided, organizations and programs that work closely with community stakeholders host small group conversations.
- ◇ Community stakeholders include people who are or could become vulnerable adults, family members, and caregivers.
- ◇ Conversation output (reflections and possible community values related to each story) are collected through an online form.

Community Stakeholders Summit Nov. 22, 2019

Community group representatives define the shared values and story outcomes they envision forming the backbone of a redesigned VAA.

- ◇ Community Summit participants include the organizational representatives that hosted conversations and a citizen guest of their choosing.
- ◇ Using the compiled conversation results, participants work together through a facilitated process.
- ◇ Summit results launch work of Institutional Stakeholders Summit and all Solutions Groups.

Institutional Stakeholders Summits December 2019

Institutional stakeholders identify the process values and outcomes central to a redesigned VAA.

- ◇ Institutional Summit participants include people who work in or in close collaboration with Adult Protective Services (APS).
- ◇ After learning about the Community Summit results, participants identify complementary institutional values and broad adult protective services outcomes.
- ◇ There will be two summits for Institutional Stakeholders, including one just for county and tribal agency APS staff.

Solution Groups

Stakeholder groups generate solutions.

- ◇ Solution Groups participants include professionals with a strong working knowledge of the current system and VAA.
- ◇ The five groups are:
 - Prevention, Public Awareness, & Reporting
 - Intake & Prioritization
 - Investigations & Services
 - Collaboration & Data Sharing
 - Outcomes Measurement
- ◇ Groups focus on solutions that move the Act and system closer to the desired outcomes and values of both community and institutional stakeholders.

All Stakeholders World Café April 2020

Community and institutional stakeholders review and react to recommendations resulting from Solution Groups process.

- ◇ The compiled and aligned results of all Solution Group activity is shared and discussed with original community and institutional stakeholder participants using a World Café-style approach.
- ◇ Interested stakeholders not able to attend provide feedback online.
- ◇ Adjustments are made, as necessary, and finalized recommendations are submitted to DHS leadership in May, 2020.

Throughout the stakeholder engagement process, input and recommendations will be **cycled through a feedback loop** that includes leadership from the Lead Investigative Agencies (LIAs) within the adult protective services system. This will help ensure the agencies are able to respond to emerging issues and lead effectively.



The Department of Human Services (DHS) has contracted with the state's Management Analysis and Development (MAD) Division to engage stakeholders in the Vulnerable Adult Act (VAA) Redesign process. MAD offers neutral, third-party consultation services. You can find more information about the VAA Redesign at: <https://mn.gov/dhs/partners-and-providers/news-initiatives-reports-workgroups/adult-protection/vaa-redesign.jsp>
Please contact VAARedesign.dhs@state.mn.us with questions or comments about the Vulnerable Adult Act Redesign.