

Story 1: Evelyn's Story

Jules is worried about his elderly neighbor, Evelyn. Lately, when Evelyn walks to her mailbox in the afternoon, it looks like she's having trouble with her balance. Jules is also concerned about Evelyn's memory. He saw Evelyn pulling flowers out of her garden when she was weeding last week. But when he asked her about it, she seemed confused. She didn't remember pulling them out herself.

Evelyn also doesn't get dressed up like she used to. Now when he sees her, Jules notices stains on her clothes, and her hair isn't ever combed.

Evelyn still drives her car to run errands once a week. But Jules doesn't think her eyesight is as good as it used to be. Last week, when he asked if she liked the color of his blooming roses, she said she couldn't see them well enough to notice, even though they were only standing about 20 yards away from the flowers.

Yesterday, Evelyn told Jules that she is feeling lonely. She said she would like to get out of the house more. Evelyn's daughter lives in a different state, and she hasn't visited Evelyn in the last year. Jules asked Evelyn if she'd been to the doctor lately, although he didn't tell her that he was worried about her balance, memory, and vision. Evelyn said she couldn't remember the last time she went to the doctor. Then she hurried to go back into her house.

Imagine that Jules made a report about Evelyn, because he is concerned for her safety. Adult Protective Services does not open an investigation into Evelyn's safety, because there is no evidence that Evelyn has been harmed. Jules gets a letter in the mail telling him that an investigation won't be opened into his report. Jules calls to ask for more information, but he is told that because of limits on sharing data or information that is considered private, all they can do is notify Jules of whether the allegation is being investigated or not.

Note: *This story is not about a real person. When the story talks about a report being made, the report would be made to the state's central system for reporting suspected maltreatment of a vulnerable adult, the Minnesota Adult Abuse Reporting Center (MAARC) at 1-844-880-1574. Each report that comes to MAARC is referred to the agency responsible for responding and is screened. The report may also go to law enforcement and/or emergency protective services, if needed. In this story, Adult Protective Services (APS) in the county where the subject lives would be responsible for screening the report, and for investigation and services, if necessary. The description of how Adult Protective Services responds in this example is based on current Minnesota statute ([Minnesota Statutes 626.557](#)).*

***Evelyn's Story* - Community Conversations Input**

There were a total of 10 conversations about Evelyn's story that helped inform the findings below.

Values:

The following were identified through Community Conversations as the top 5 values most important to Evelyn and Jules, if Jules were to report to someone that Evelyn wasn't safe.

Evelyn	Jules
1. Independence / Autonomy / Freedom	1. Safety
2. Trust	2. Compassion / Kindness
3. Compassion / Kindness	3. Advocacy
3. Dignity	3. Health
3. Privacy / Confidentiality	3. Trust

Group Discussion:

1. Do the values named most often in the Community Conversations for Evelyn and Jules feel right to you? If not, what values are missing that should be at the top?
2. Are any of Evelyn's and Jules's values in conflict? If so, which values are most important to honor in the adult protection system?
3. Which are the **top 3 most important values** that our group thinks community members would want to be honored in a case like this?

Adult Protective Services Response:

The following was identified through Community Conversations as the things that Evelyn and Jules would want to happen, if Jules were concerned about Evelyn's safety.

Evelyn	Jules
Evelyn would want to be left alone. She would want to stay in her home and be independent. She would want companionship.	Jules would want Evelyn to be safe. He would want someone, maybe her family, to help her. He would want some type of assessment done.

The following was identified through Community Conversations as the preferred way for Adult Protective Services (APS) to respond in a case like this:

Instead of an investigation, there should be some type of supportive check-in on Evelyn, which could offer her some resources, supports, or services, if she would like them. Jules should be given education and resources on ways that he could support Evelyn, which would help validate his concerns and show that his concern for his neighbor is valued by the system and the community.

Go around the table and have each person share what they think should have been the outcome.

Group Discussion: Based on our ideas, what appears to be the preferred way our group thinks Adult Protective Services (APS) should respond in a situation like this?

Story 2: James's Story

James is paralyzed from his chest down, due to an accident. After spending many months in a hospital, James's adult son, David, assumes responsibility for James's care.

Before James was released into David's care, hospital staff taught David how to use a mechanical lift to get James into bed. About a week after James went home from the hospital, he was brought to the emergency room with a broken leg and other serious internal injuries. James fell while David was using the mechanical lift to move James.

David tells hospital staff that it was an accident, and he did not mean to hurt his dad. However, the hospital staff believe that David wasn't following the instructions for how to safely move James, and that is why James fell.

The hospital staff are mandated reporters, meaning they legally have to make a report when they think a vulnerable adult has been harmed. Imagine that the hospital made a report about James, because they believe James's caregiver, David, is responsible for James's injuries. Adult Protective Services opens an investigation into David for caregiver neglect. Eventually, the investigation finds evidence that David's actions led to James getting hurt, because David did not follow the instructions about using the mechanical lift, even though he did not intend to hurt his dad by operating the lift incorrectly.

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James's Story - Community Conversations Input

There were a total of 4 conversations about James's story that helped inform the findings below.

Values:

The following were identified through Community Conversations as the top 5 values most important to James, his son David, and hospital staff, if hospital staff were to report that James wasn't safe.

James	David (James's Son)	Hospital Staff
1. Safety	1. Safety	1. Safety
2. Family / Relationships	2. Family / Relationships	2. Cooperation / Teamwork
3. Cooperation / Teamwork	2. Cooperation / Teamwork	2. Responsibility / Accountability
3. Responsibility / Accountability	2. Responsibility / Accountability	3. Trust / Respect
3. Independence / Autonomy	2. Respect / Trust	3. Education / Knowledge

Group Discussion:

1. Do the values named most often in the Community Conversations for James, David, and hospital staff feel right to you? If not, what values are missing that should be at the top?
2. Are any of the character's values in conflict? If so, which values are most important to honor in the adult protection system?
3. Which are the **top 3 most important values** that our group thinks community members would want to be honored in a case like this?

Adult Protective Services Response:

The following was identified through Community Conversations as the things that James, David, and hospital staff would want to happen, if hospital staff were concerned about James's safety.

James	David (James's son)	Hospital Staff
James would want David to have the training he needs. James would want to stay at home, be independent and safe, and not have David punished.	David would want to get the training he needs. David would want to keep James at home, keep him safe, and be able to maintain trust in the system.	Hospital staff would want to have David demonstrate that he can safely care for James. They would want to get David the training he needs.

The following was identified through Community Conversations as the preferred way for Adult Protective Services (APS) to respond in a case like this:

Intent should be considered during an investigation. The system shouldn't focus on blame, and should know that mistakes happen. Adult Protective Services should make sure that David is properly trained to take care of James safely. They should see if there are additional supports or resources that would help David.

Go around the table and have each person share what they think should have been the outcome.

Group Discussion: Based on our ideas, what appears to be the preferred way our group thinks Adult Protective Services (APS) should respond in a situation like this?

Story 3: Althea's Story

Althea has severe arthritis, uses a wheelchair, and needs help with everyday tasks like cooking and cleaning herself. Althea's son, Ronald, lives with her and helps with her care. Althea believes that they need one another; Ronald takes care of her, and she helps him.

Althea called her sister, Rose, last week because Ronald pulled Althea's hair and yelled at her. Althea called Rose from Althea's locked bedroom, and she had to whisper to Rose, because Althea was afraid that Ronald would hear her. This wasn't the first time that Rose heard about Ronald hurting Althea. Rose told Althea to call 911 if she was afraid of Ronald, but Althea did not want the police to come to their house. She is afraid of what they might do to Ronald. She made Rose promise not to call the police. Even though Althea is afraid of Ronald, she wants to maintain a relationship with him. If he didn't live with Althea, she believes Ronald would be homeless.

Imagine that Rose made a report about Althea, because she is concerned for Althea's safety. Rose calls to make her report on the weekend and says that she is concerned about Althea's immediate physical safety. This prompts a notification for emergency protective services. Because Rose makes the report on the weekend, outside of regular business hours for Adult Protective Services in their county, the report is sent to the sheriff's department, as the after-hours designee. A sheriff's deputy goes to Althea's house to conduct a welfare check on Althea.

Althea calls Rose later, asking why Rose called the police. Rose is confused because she didn't know that the law enforcement would show up at Althea's house. The sheriff's deputy interviewed Ronald and Althea, and left after Althea would not cooperate. The next day, Adult Protective Services staff comes to talk to Althea. Althea will only talk to them because Ronald is not home. She says she is afraid of Ronald, but also still feels like they need each other. She doesn't know who would take care of her, if he didn't. Adult Protective Services staff tells Althea about other options for getting in-home care, and Althea says she will think about it. In the meantime, Ronald receives a letter saying that the investigation by Adult Protective Services found that he maltreated his mom. Since then, Althea has refused to talk more with Adult Protective Services staff when they come to her house and call her.

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Althea's Story - Community Conversations Input

There were a total of 9 conversations about Althea's story that helped inform the findings below.

Values:

The following were identified through Community Conversations as the top 5 values most important to Althea and Rose, if Rose were to report to someone that Althea wasn't safe.

Althea	Rose
1. Family	1. Safety
2. Safety	2. Family
3. Love	2. Courage / Advocacy
3. Loyalty	3. Responsibility
3. Relationships	3. Well-being

Group Discussion:

1. Do the values named most often in the Community Conversations for Althea and Rose feel right to you? If not, what values are missing that should be at the top?
2. Are any of Althea's and Rose's values in conflict? If so, which values are most important to honor in the adult protection system?
3. Which are the **top 3 most important values** that our group thinks community members would want to be honored in a case like this?

Adult Protective Services Response:

The following was identified through Community Conversations as the things that Althea and Rose would want to happen, if Rose were concerned about Althea's safety.

Althea	Rose
Althea wants to be safe and stop the abuse. She also wants to protect Ronald, keep him safe, and maintain their relationship.	Rose wants to make sure that Althea is safe. She also wants to maintain her relationship with Althea.

The following was identified through Community Conversations as the preferred way for Adult Protective Services (APS) to respond in a case like this:

The Adult Protective Services response should not have included law enforcement. It should be clear when someone, like Rose, is making a report whether or not law enforcement may be involved. Adult Protective Services should provide Ronald with support, resources, and education to ensure he is an effective caregiver for Althea, if Althea chooses to maintain that relationship.

Go around the table and have each person share what they think should have been the outcome.

Group Discussion: Based on our ideas, what appears to be the preferred way our group thinks Adult Protective Services (APS) should respond in a situation like this?

Story 4: Wesley's Story

Wesley lives by himself. His memory loss and impaired judgement make it hard for him to take the medicine he needs for his high blood pressure. In the past few months, his doctor, Dr. Yang, has been called several times when Wesley has ended up in the emergency room because of complications from high blood pressure. Dr. Yang is really concerned about Wesley. The problems with his blood pressure are a serious risk to Wesley's life. He could die if he continues to not take his medication as prescribed.

Dr. Yang and emergency room staff have tried to convince Wesley to get home care services, which is support that would help make sure he's taking his medication and help him with other daily living tasks. But Wesley has refused, saying he doesn't want to pay for it.

The last time Wesley was in the emergency room, Dr. Yang tried again to convince him to get home care services, but Wesley still refused. Dr. Yang asked Wesley if she could call his adult children, because she has their contact information, but he said that he didn't want their help. He made her promise not to call them. Wesley told Dr. Yang that his children will want to move him out of his home into a facility, take away his independence, and get ahold of his money.

Dr. Yang is a mandated reporter, meaning she legally has to make a report when she thinks a vulnerable adult has been harmed. Imagine that Dr. Yang made a report about Wesley, because she is concerned for his safety. Dr. Yang is afraid that Wesley will die if he continues to not take his medication as prescribed. Adult Protective Services opens an investigation into self-neglect, because the neglect is alleged to be causing Wesley harm. After interviewing Wesley and Dr. Yang, Adult Protective Services staff finds enough evidence to substantiate Dr. Yang's allegation of self-neglect. Wesley receives a letter in the mail telling him of the result. Adult Protective Services staff works with Wesley and also offers available services, but he refuses them. Social services are voluntary, meaning it is Wesley's choice whether to accept them, unless a court were to decide that Wesley is not able to make his own choices.

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Wesley's Story - Community Conversations Input

There were a total of 11 conversations about Wesley's story that helped inform the findings below.

Values:

The following were identified through Community Conversations as the top 5 values most important to Wesley and Dr. Yang, if Dr. Yang were to report to someone that Wesley wasn't safe.

Wesley	Dr. Yang
1. Independence / Autonomy	1. Safety
2. Financial Security / Frugality	2. Health / Well-being
2. Respect	2. Professionalism / Integrity
3. Freedom	3. Respect / Trust
3. Self-determination	4. Prevention

Group Discussion:

1. Do the values named most often in the Community Conversations for Wesley and Dr. Yang feel right to you? If not, what values are missing that should be at the top?
2. Are any of Wesley's and Dr. Yang's values in conflict? If so, which values are most important to honor in the adult protection system?
3. Which are the **top 3 most important values** that our group thinks community members would want to be honored in a case like this?

Adult Protective Services Response:

The following was identified through Community Conversations as the things that Wesley and Dr. Yang would want to happen, if Dr. Yang were concerned about Wesley's safety.

Wesley	Dr. Yang
Wesley wants to continue living independently. He wants to be left alone, to be healthy, and to take his medication.	Dr. Yang wants Wesley to take his medication and be healthy. She wants Wesley to be safe and receive services. She wants to fulfill her professional obligations.

The following was identified through Community Conversations as the preferred way for Adult Protective Services (APS) to respond in a case like this:

Adult Protective Services should help Wesley get connected with informal services, like maybe helping him connect with a trusted friend or neighbor who would check-in on him and remind him about his medication. They should spend more time with Wesley and build trust. The message about substantiating the report of self-neglect should be delivered in-person, not in a letter.

Go around the table and have each person share what they think should have been the outcome.

Group Discussion: Based on our ideas, what appears to be the preferred way our group thinks Adult Protective Services (APS) should respond in a situation like this?

Story 5: April's Story

Every week, April comes to the coffee shop where Marco works. April has Down syndrome, and her care assistant, Megan, brings April to the shop. April is funny and likes to joke around with Marco. She is a regular customer, and most people in the shop know her.

Sometimes Marco notices that Megan, April's care assistant, is mean to April. Marco has heard Megan call April fat and stupid. He has even heard Megan threaten to leave April in the shop alone and force her to walk home. When Megan says things like this to April, April usually starts to cry. Megan just laughs at April.

Marco wants to help April, but isn't sure what he's supposed to do. He doesn't think it's a crime to be mean to someone, and he thinks that the police would think it was silly if he called 911. He doesn't feel like he knows April or Megan well enough to talk to them about it.

Imagine that Marco made a report about April, because he is concerned for her safety. A week later, Marco gets a letter from Adult Protective Services in the mail, telling him that his report about April will be investigated. Several weeks go by and Marco notices that April doesn't come to the coffee shop anymore. Marco calls Adult Protective Services to try and find out what happened, like whether April has a new care assistant or what happened to Megan. Adult Protective Services staff can't tell Marco anything more about the investigation or what happened, because it is private information about April that they can't share. Marco asks if he can get April's phone number, so that he can call her, but the staff person says they cannot give it to him because that is also private information.

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April's Story - Community Conversations Input

There were a total of 10 conversations about April's story that helped inform the findings below.

Values:

The following were identified through Community Conversations as the top 5 values most important to April and Marco, if Marco were to report to someone that April wasn't safe.

April	Marco
1. Dignity	1. Respect
1. Respect	1. Safety
1. Safety	2. Dignity
2. Relationships	3. Independence
2. Health / Well-being	3. Health / Well-being

Group Discussion:

1. Do the values named most often in the Community Conversations for April and Marco feel right to you? If not, what values are missing that should be at the top?
2. Are any of April's and Marco's values in conflict? If so, which values are most important to honor in the adult protection system?
3. Which are the **top 3 most important values** that our group thinks community members would want to be honored in a case like this?

Adult Protective Services Response:

The following was identified through Community Conversations as the things that April and Marco would want to happen, if Marco were concerned about April's safety.

April	Marco
April would want to be respected and maintain her dignity. April would want staff working with her who are professional and not abusive. April would want an advocate working on her behalf.	Marco would want April to be respected and safe. He would want April to have staff working with her who are professional and not abusive. He would want to know how to help April and where to report.

The following was identified through Community Conversations as the preferred way for Adult Protective Services (APS) to respond in a case like this:

While it is good to protect people's privacy and private information, April should be able to consent to have her information shared with Marco, or she should be given the ability to contact him, and know that he reached out to make sure she was okay. Marco should feel like his concerns are valid and his trust in the system should be built-up so he isn't afraid to make a report in the future. The fact that April may have lost access to a valued community/activity should be looked into, as part of the case.

Go around the table and have each person share what they think should have been the outcome.

Group Discussion: Based on our ideas, what appears to be the preferred way our group thinks Adult Protective Services (APS) should respond in a situation like this?

Story 6: Cedric's Story

Quinten's dad, Cedric, has dementia and requires 24-hour care at a specialized care facility. Cedric has two adult children, Quinten and Shauna. Quinten lives several hours away from their dad's care facility, and Shauna lives in the same town as the care facility. Shauna is Cedric's power of attorney, so she has been paying the facility for Cedric's care, using Cedric's assets. Cedric has over \$1 million in assets.

All of the bills have been paid for Cedric's care, but Quinten found that \$10,000 is missing from his father's checking account. Quinten believes that Shauna took the money, but when he asks her about it, she refuses to tell him where it went. Quinten is afraid that Shauna is mismanaging their dad's money.

Imagine that Quinten made a report about Cedric, because he is concerned for his dad's safety and believes that Shauna is financially exploiting Cedric. Adult Protective Services does not open an investigation, because the allegation has not caused Cedric harm. Quinten receives a letter in the mail telling him that an investigation will not be opened. When he calls to get more information, Adult Protective Services staff tell Quinten that they can only share the same information that was in the notification letter. Although they aren't opening an investigation, the staff person tells Quinten that Quinten should contact law enforcement if he wants to report a theft.

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Cedric's Story - Community Conversations Input

There were a total of 6 conversations about Cedric's story that helped inform the findings below.

Values:

The following were identified through Community Conversations as the top 5 values most important to Cedric, Quinten, and Shauna, if Quinten were to report that Cedric wasn't safe.

Cedric	Quinten	Shauna
1. Family / Relationships	1. Trust / Honesty / Integrity	1. Trust / Honesty / Integrity
2. Dependability / Stability	2. Family / Relationships	2. Family / Relationships
3. Trust / Honesty / Integrity	2. Wealth / Money	2. Support / Care
3. Equity / Fairness	2. Reliability	2. Respect
3. Well-being	2. Financial Transparency	<i>(no clear 5th top value)</i>

Group Discussion:

1. Do the values named most often in the Community Conversations for Cedric, Quinten, and Shauna feel right to you? If not, what values are missing that should be at the top?
2. Are any of the character's values in conflict? If so, which values are most important to honor in the adult protection system?
3. Which are the **top 3 most important values** that our group thinks community members would want to be honored in a case like this?

Adult Protective Services Response:

The following was identified through Community Conversations as the things that Cedric, Quinten, and Shauna would want to happen, if Quinten were concerned about Cedric's safety.

Cedric	Quinten	Shauna
Cedric would want to trust that his money is being managed properly. He would want to be safe and have open communication.	Quinten would want to maintain trust. He would want for Cedric to be safe and have open communication.	Shauna would want to maintain trust. She would want Cedric to be safe and have open communication.

The following was identified through Community Conversations as the preferred way for Adult Protective Services (APS) to respond in a case like this:

In several Community Conversations, participants thought that the Adult Protective Services response was appropriate, and that the next step should be for Quinten to make a police report if he thought the money had been stolen. Others thought that Adult Protective Services should gather more information to find out what happened to the money and collaborate with law enforcement or appoint a non-family advocate.

Go around the table and have each person share what they think should have been the outcome.

Group Discussion: Based on our ideas, what appears to be the preferred way our group thinks Adult Protective Services (APS) should respond in a situation like this?

Story 7: Joyce's Story

Kenny is a nurse who is supposed to see Joyce every week for physical therapy. Joyce has mobility limitations that mean she cannot take care of daily living tasks for herself. Joyce's adult daughter, Mya, lives with Joyce and is Joyce's caregiver. Mya's three young children also live with them.

Kenny is concerned about Joyce. She has been missing most of her physical therapy appointments, and she told Kenny that she hasn't been taking her medication regularly. Without her medication, Joyce is in a lot of pain. When he finally saw her last week, Joyce clearly hadn't had a bath in several days, and she smelled like urine. Joyce needs help from Mya to take a bath.

When Kenny asked about her financial situation, Joyce said that she pays for everything for Mya and her children, like rent, groceries, and clothing. Joyce said that Mya is still recovering from a traumatic situation with an ex-husband, and that Mya has been very stressed out lately and hasn't been able to work. Joyce complained that Mya hasn't been keeping the house clean, and that Joyce does not have enough mobility to pick-up after her grandkids.

Kenny told Joyce that he was worried about her, and that he thought Mya was taking advantage of her. Joyce told Kenny not to do anything that would get Mya in trouble, because Mya is doing the best she can. Without Mya, Joyce wouldn't have anyone to help take care of her, and she loves Mya and her grandkids very much.

Kenny is a mandated reporter, meaning he legally has to make a report when he thinks a vulnerable adult has been harmed. Imagine Kenny made a report about Joyce because he believes Mya is harming Joyce and that Joyce isn't safe. Adult Protective Services opens an investigation into whether Mya is neglecting and financially exploiting Joyce. When Adult Protective Services staff interviews Joyce, Joyce tells them that she wants Mya and her grandkids to live with her, but she is afraid to say anything about what Mya has done wrong, because she is afraid that Mya will get in trouble. Mya does not cooperate with Adult Protective Services staff and refuses to be interviewed, because she is angry that her ability to care for her mom is being evaluated. Adult Protective Services' investigation finds evidence of harm to Joyce because of Mya's actions, so Mya receives a letter telling her that she has maltreated her mom. This report will show up on background checks for some jobs, like if Mya applied for a job at a nursing home. Adult Protective Services staff tries to offer services to Joyce, but Joyce refuses their help, because she is angry about what happened to Mya. Joyce believes that Mya was doing the best she could and simply made some mistakes.

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Joyce's Story - Community Conversations Input

There were a total of 11 conversations about Joyce's story that helped inform the findings below.

Values:

The following were identified through Community Conversations as the top 5 values most important to Joyce, Kenny, and Mya, if Kenny were to report that Joyce wasn't safe.

Joyce	Kenny	Mya
1. Family / Relationships	1. Safety	1. Love / Compassion
2. Well-being / Health	2. Well-being / Health	2. Family / Relationships
3. Respect	3. Love / Compassion	2. Stability
3. Safety	3. Dignity / Self-value	2. Support / Help
3. Stability	(no clear 5th top value)	3. Fairness / Equity

Group Discussion:

1. Do the values named most often in the Community Conversations for Joyce, Kenny, and Mya feel right to you? If not, what values are missing that should be at the top?
2. Are any of the character's values in conflict? If so, which values are most important to honor in the adult protection system?
3. Which are the **top 3 most important values** that our group thinks community members would want to be honored in a case like this?

Adult Protective Services Response:

The following was identified through Community Conversations as the things that Joyce, Kenny, and Mya would want to happen, if Kenny were concerned about Joyce's safety.

Joyce	Kenny	Mya
Joyce would want to be safe and properly cared for. She would want to maintain her family relationships.	Kenny would want for Joyce to be safe and properly cared for. He would want to fulfill his professional responsibilities.	Mya would want for Joyce to be safe and properly cared for. She would want to maintain her family relationships and financial support.

The following was identified through Community Conversations as the preferred way for Adult Protective Services (APS) to respond in a case like this:

Resources, support, and education should be provided to Mya, so that she can properly care for Joyce. Additional caregiving support may be needed to meet Joyce's needs. Adult Protective Services should be solutions-based and look at all of the complicated factors involved in the situation. Adult Protective Services should focus less on investigation and more on care coordination.

Go around the table and have each person share what they think should have been the outcome.

Group Discussion: Based on our ideas, what appears to be the preferred way our group thinks Adult Protective Services (APS) should respond in a situation like this?