

Vulnerable Adult Act (VAA) Redesign Community Conversations Kick-Off Webinar

September 26, 2019 | 2:00 – 3:00 PM

Presenters

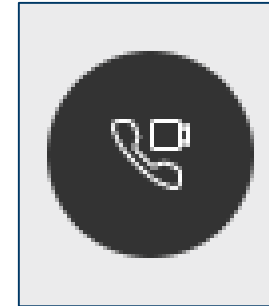
Stacy Sjogren (“Show-gren”), Senior Management Consultant – MAD

Mary McGurran, Adult Protection Supervisor – DHS

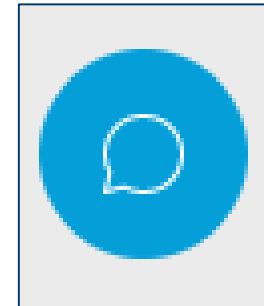
The Department of Human Services (DHS) has contracted with the state’s Management Analysis and Development (MAD) Division to engage stakeholders in the Vulnerable Adult Act (VAA) Redesign process. MAD offers neutral, third-party consultation services. You can find out more about [MAD at our website](https://mn.gov/mmb/mad/): <https://mn.gov/mmb/mad/>

Webinar Tips

You can turn-off your webcam
& also get call-in info for audio by phone:
*(If you're calling in, please **mute your phone**)*



If you have questions or need help with
the webinar platform, please use the
chat feature:



Send questions to presenters by chatting
directly with “**Renda Rappa (host)**”

Purpose of this webinar



Community
Conversations

Today's Webinar Purpose: Provide background information and materials to support community conversations related to Minnesota's adult protective services system.

Community Conversations Purpose: Gather input on what values and general outcomes community members want to see at the core of a redesigned system for protecting and supporting vulnerable adults. This is the **next step** in a larger stakeholder engagement process.

First, some background...

MN Adult Protection Statutory History

MN §626.557
Vulnerable Adult Act (VAA)
establishes state policy for
vulnerable adults

1980

1995

MN §626.5572
Provides definitions
of terms in VAA

State centralized
Common Entry Point
authorized

2013

VAA Redesign – Why Now?

The decision to explore redesigning the VAA reflects the changing demographics in our state as well as recognition of the challenges within the current statute.

VAA Redesign – What's the Data?

Minnesota Adult Abuse Reporting Center (MAARC) system provides excellent data source for better understanding APS in Minnesota.

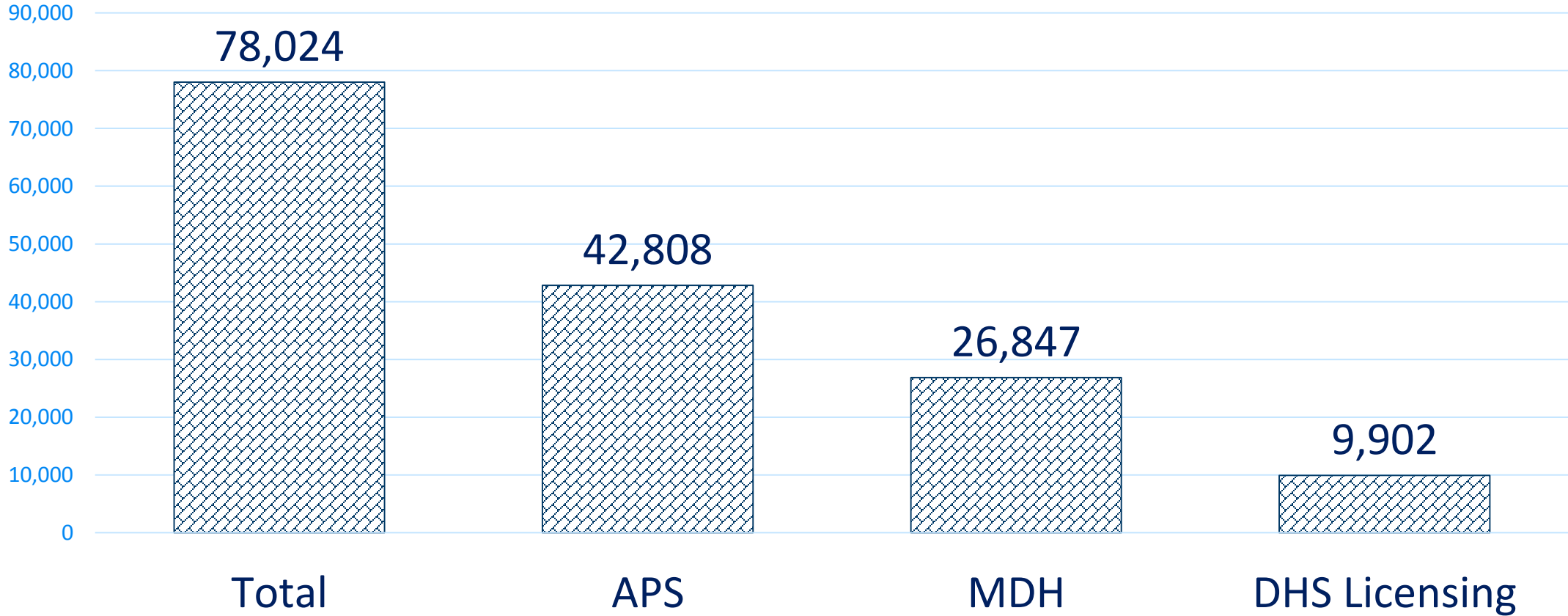
Reports page: mn.gov/dhs/adult-protection-reports

Public Web Page: mn.gov/dhs/adult-protection

Let's take a look...

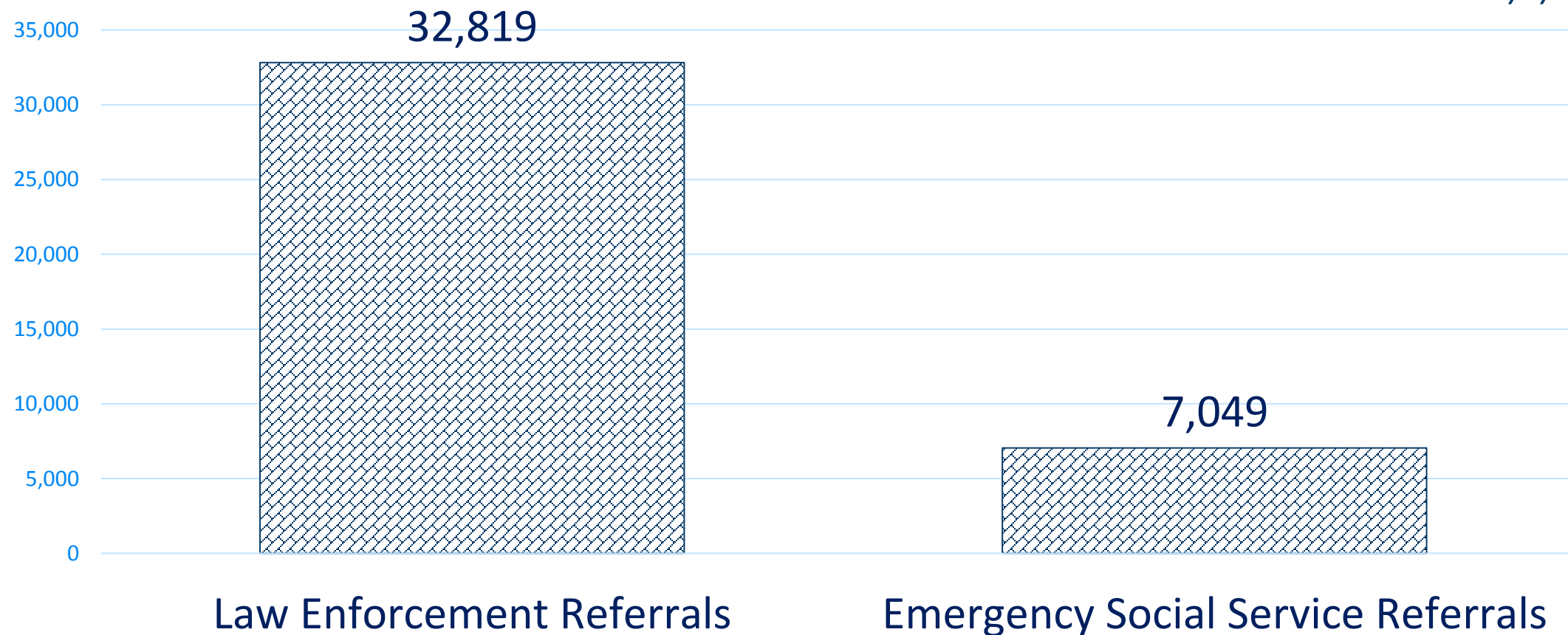
Statewide Allegations Data 2018

Data Source: DHS Data Warehouse



Law Enforcement & Emergency Social Service Notifications 2018

Data Source: DHS Data Warehouse. Extraction date 4/2/19.



Adult Protective Services – Defined by Administration for Community Living (ACL)

“Adult Protective Services (APS) is a social services program provided by state and local governments serving older adults and adults with disabilities who need assistance because of abuse, neglect, self-neglect, or financial exploitation (adult maltreatment). In all states, APS is charged with receiving and responding to reports of adult maltreatment and working closely with clients and a wide variety of allied professionals to maximize client safety and independence.”

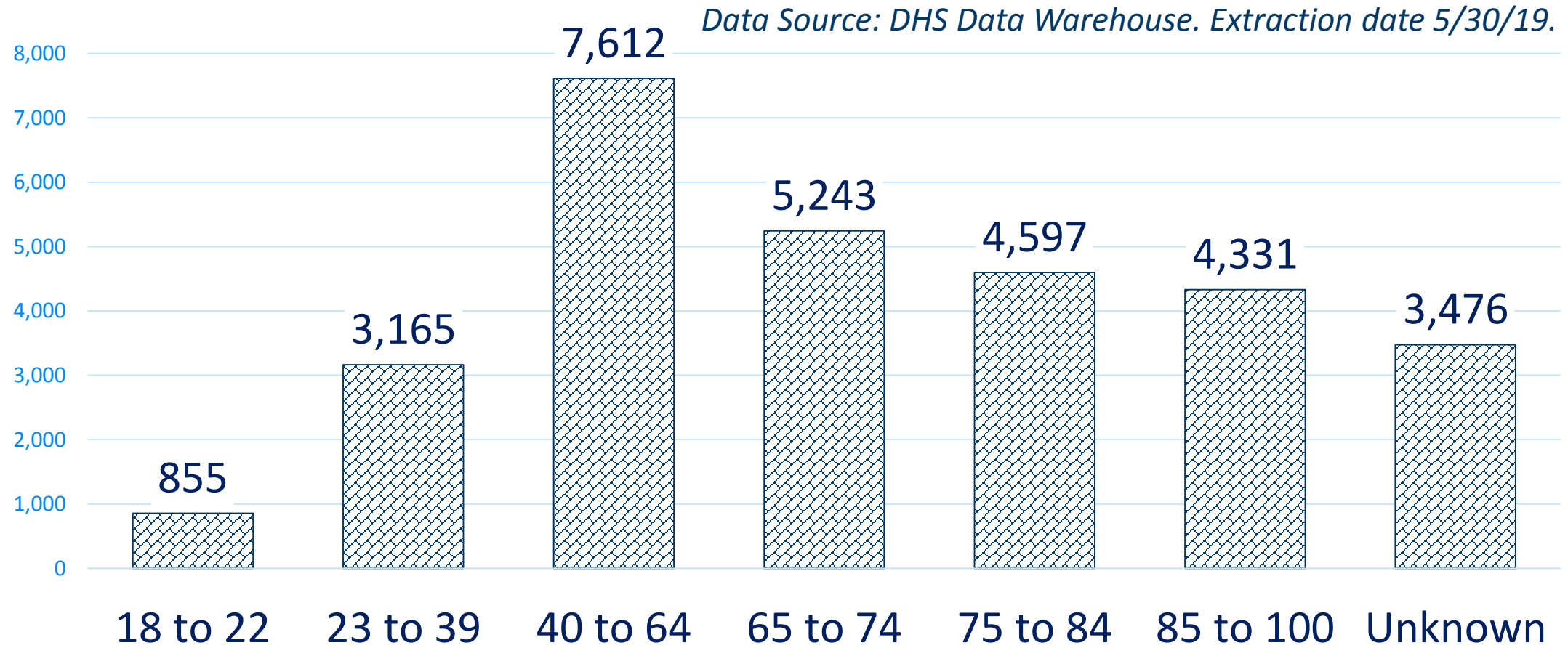
Focus: County-based Adult Protective Services (APS)

The APS system in Minnesota is complex, with DHS, MDH, and county-based Adult Protective Services (APS) each responsible for different pieces.

There have been recent changes to parts of the system, specifically related to some licensed care facilities. However, a broader review of the system has not been undertaken.

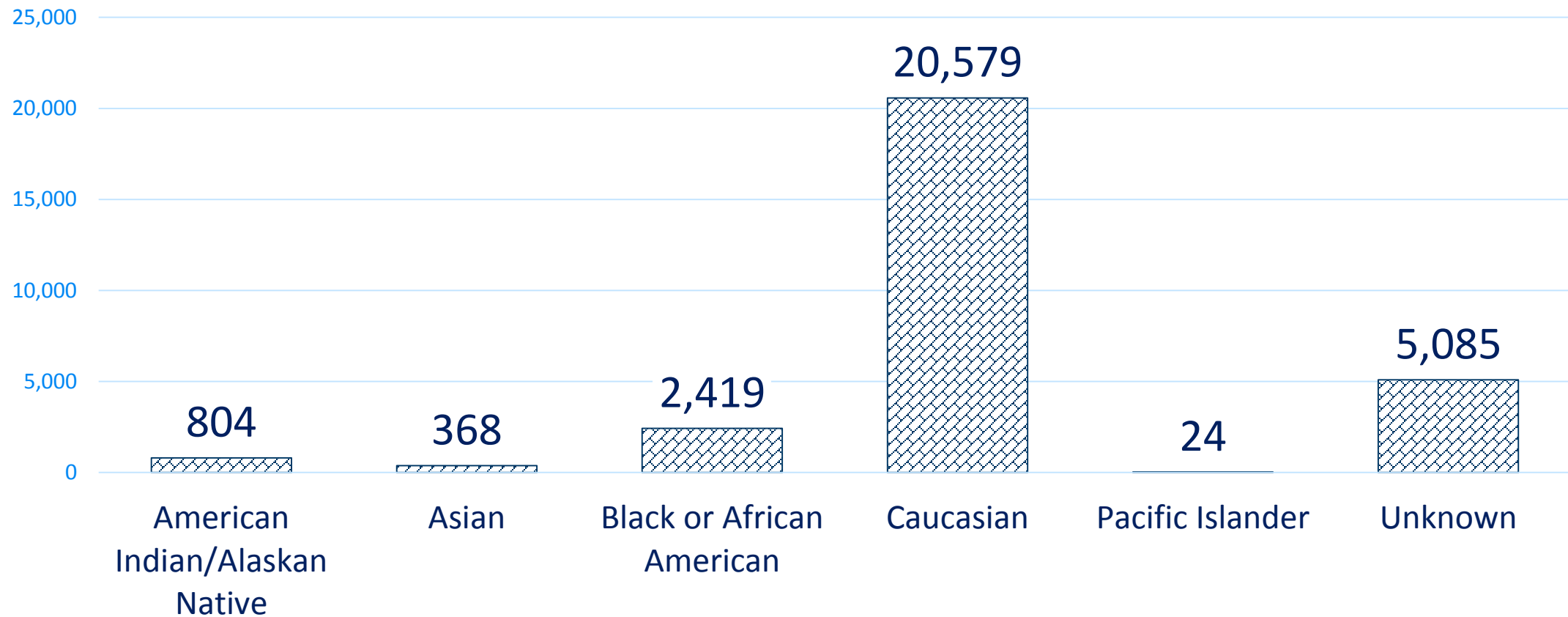
In this process, we're focusing especially on **county-based APS**, which receives the majority of reports of alleged maltreatment of vulnerable adults

APS Reports Data 2018 by Age



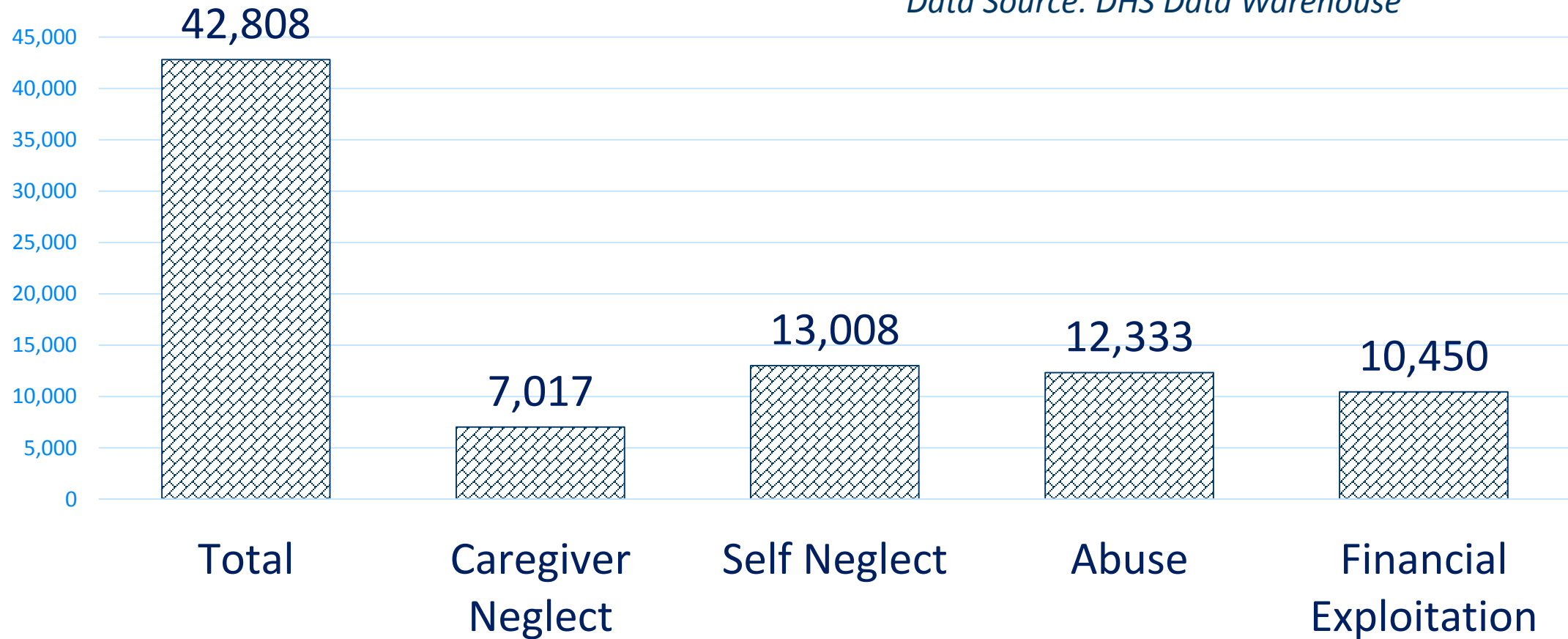
APS Reports Data 2018 by Race

Data Source: DHS Data Warehouse. Extraction date 5/30/19.



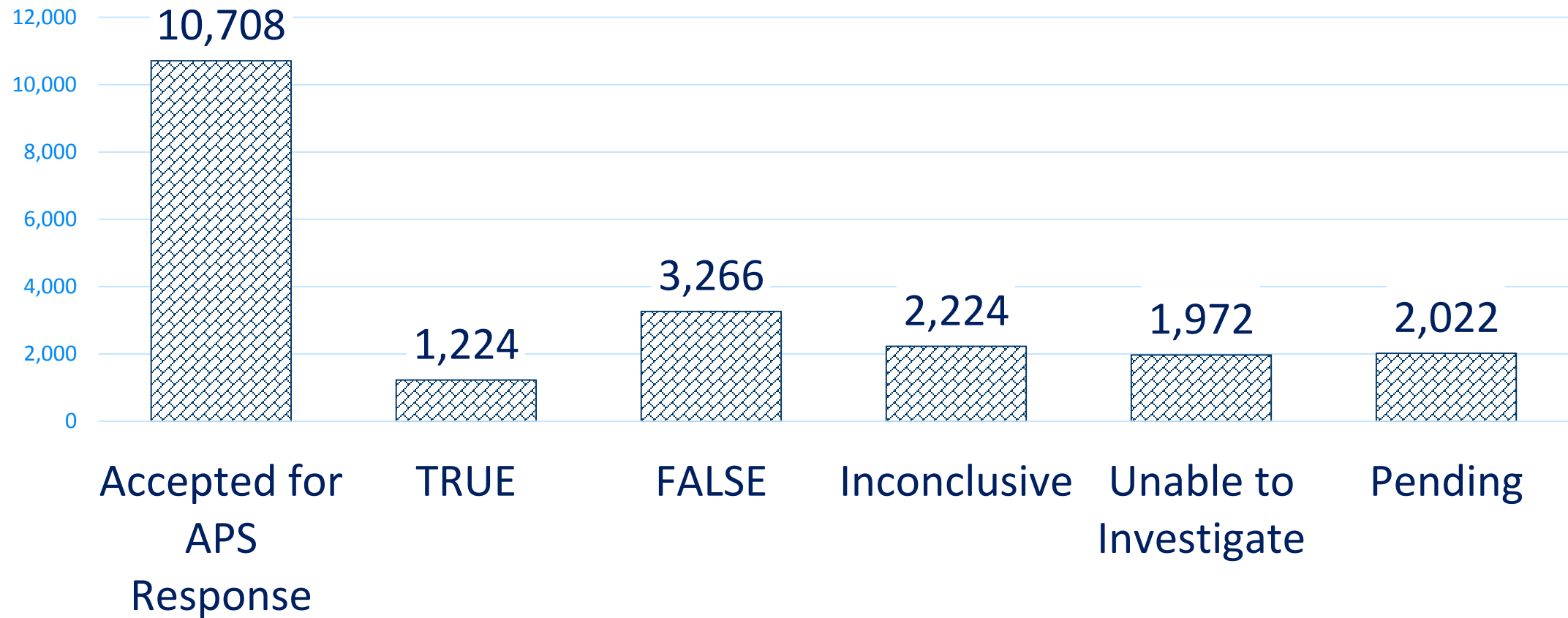
Allegations Referred to APS 2018

Data Source: DHS Data Warehouse



APS Allegation Acceptance & Determination Data 2018

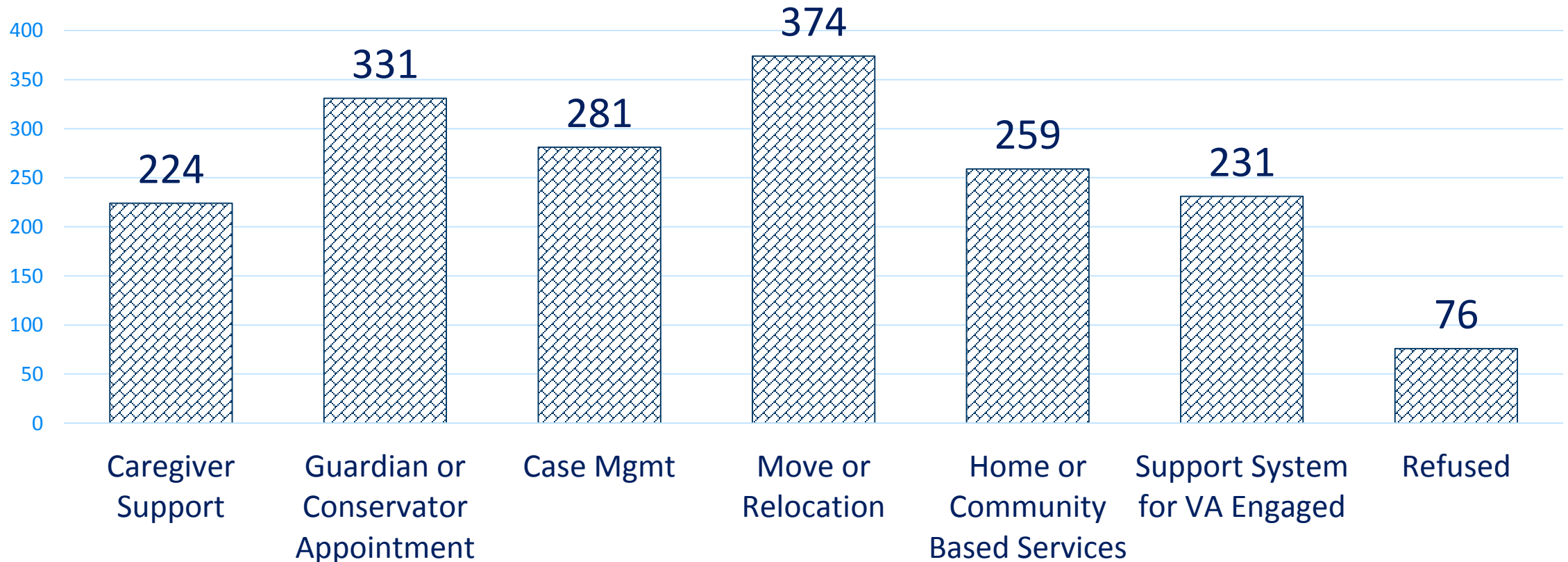
Data Source: DHS Data Warehouse. Extraction date 4/10/19.



Adult Protective Services/Interventions Data 2018

4108 total Interventions

Data Source: DHS Data Warehouse



Please Submit Questions

**Please use the chat box now to submit questions
to “RENDA RAPPA (host).”**

Questions?

You can continue to use the chat box to submit questions to “RENDA RAPPA (host).”

We are saving time to answer more questions at the end.

We will also follow-up after this webinar with answers to any questions we don't have time for during this hour.

Vulnerable Adult Act Redesign Process...

VAA Redesign – What Have We Heard So Far?

The VAA Redesign project reflects APS challenges within the statute to align with values identified by the community related to:

- Balance
- Prevention
- Clarity
- Respect
- Support
- Accountability

Vulnerable Adult Act (VAA) Redesign - Goal

We need to continue gathering feedback regarding the VAA and potential ways to align a redesigned VAA with shared community goals and values.

VAA Redesign: Stakeholder Engagement Process *(slide 1 of 5)*



Community Conversations

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

VAA Redesign: Stakeholder Engagement Process *(slide 2 of 5)*

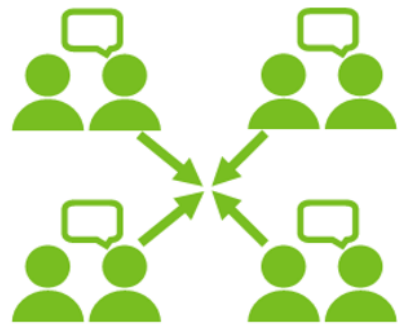


Community group representatives define the shared values and story outcomes they envision forming the backbone of a redesigned VAA.

VAA Redesign: Stakeholder Engagement Process *(slide 3 of 5)*



Community
Conversations



Community
Stakeholders Summit
Nov. 22, 2019



Institutional
Stakeholders Summit
Dec. 3, 2019

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

VAA Redesign: Stakeholder Engagement Process *(slide 4 of 5)*



**Stakeholder groups
generate solutions.**

VAA Redesign: Stakeholder Engagement Process *(slide 5 of 5)*



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

About our invitation to you...

Community Conversations *(slide 1 of 2)*



Community Conversations

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

We are asking for your help reaching people whose voices should be central to the redesign process.

We believe you are best positioned meet people where they are at, to ensure they can provide input in a safe place and with people they trust.

We've designed Community Conversations, where **participants listen to and discuss a story**, so that anyone can participate – regardless of their current knowledge of the complex adult protective services system.

Community Conversations *(slide 2 of 2)*

- 1. Meet:** Gather a small group of people whose voices should be central to helping decide how Adult Protective Services could be improved.
- 2. Read a story and discuss:** Choose one or more of the stories provided for the group to read and discuss. Read the story and answer the questions together.
- 3. Share:** Capture the group's thoughts and submit them through the online form.

Community Conversations: Resources *(slide 1 of 5)*

Vulnerable Adult Act (VAA) Redesign: Community Conversations about Adult Protective Services

Minnesota's adult protective services system receives reports of alleged abuse, neglect, and financial exploitation of vulnerable adults within the state. The system responds to those reports and provides social services, when needed, to ensure that vulnerable adults remain safe, independent, and protected from future maltreatment. The system in Minnesota is complex, with the state Department of Human Services, the state Department of Health, and county-based Adult Protective Services (APS) each responsible for different pieces. The system also requires close collaboration between community members, state agencies, counties, law enforcement, court systems, and community organizations.

There have been recent changes to parts of the system to ensure it is achieving its intended goals, specifically related to some licensed care facilities. However, a broader review of the system - with a specific focus on county-based adult protective services (APS) - which handles the majority of reports of alleged maltreatment of vulnerable adults - has not recently been undertaken.

This packet will walk you through the process of gathering and amplifying the voices of people who have, or could be, impacted by the APS system. The community conversations process is designed so that anyone who wants to participate can, regardless of their current knowledge of the complex adult protective services system.

The community conversations that we invite you to engage in will help identify what community members across Minnesota, especially those who have been - or may in the future be - touched by the APS system, think should be the outcomes of the system and the values that should drive a redesign to improve the system.

There are three main steps to follow:

1. **Meet:** Gather a small group of people whose voices should be central to helping decide how the adult protective services system could be improved. That might be people who are or could in the future be considered a vulnerable adult, people who have or had family members who are vulnerable adults, people who are caretakers of vulnerable adults, or others.
2. **Read the stories and discuss:** Choose one or more of the stories, which are included later in this packet, for the group to read and discuss. Lead, or have someone in the group lead, the conversation about the selected story/ies, using the enclosed Facilitator's Guide. You'll want to plan on the discussion taking at least 30 minutes per story.
3. **Share:** Have someone capture the group's thoughts by filling out the [online "Our Thoughts" form](#) as the conversation is happening. You can also choose to complete the enclosed "Our Thoughts" form by hand during the conversation, and have someone type it into the online form afterward. Submit the thoughts from your group conversation by [Friday, November 15](#).

The goal of this stage in the re-design process is to collect input from at least 60 community conversations. That means we need interested people to organize conversations about a *minimum* of three of the seven available stories. You are free to use the same or different groups of people to talk about the three stories you select.

We also want to invite you to attend, and to bring along one of the people you engaged in a community conversation, to an in-person summit where you'll have a chance to review the input from all of the community conversations and help refine the input that will ultimately be used during the rest of the VAA redesign process. The summit will be held in the morning on November 22, 2019, in the Twin Cities. You can find more information about the summit and RSVP here: [\[link\]](#)

Community Conversations guide and stories:

https://mn.gov/dhs/assets/APS-Community-conversations-packet_tcm1053-403849.pdf

Online input submission form:

<https://tinyurl.com/VAA-OurThoughts>

Community Conversations: Resources *(slide 2 of 5)*

VAA Redesign: Community Conversations about Adult Protective Services

Facilitator's Guide

Before the conversation:

- Secure a location that is quiet and comfortable.
- Review the stories at the end of this packet and select which story (or stories) the group will discuss (pages 5 - 11). Print out copies of the story/ies, if you would like participants to have their own copy. Practice reading the story/ies out loud.
- Print copies of the example value words (page 4), if you think those will be helpful to participants as they answer the questions.
- Decide who will take notes. Decide whether notes will be taken directly in the online "Our Thoughts" form, or taken on paper and typed into the online form afterward. (You can use the next page to take notes).
- Be prepared for what you will do if a participant talks about something that should be reported as potential maltreatment of a vulnerable adult or is an emergency:
 - * If you suspect that a vulnerable adult has been abused, neglected, or financially exploited, contact the Minnesota Adult Abuse Reporting Center (MAARC) toll-free 24/7 at: 1-844-880-1574.
 - * If there is an emergency that requires immediate assistance from the police or sheriff, fire department, or an ambulance, call 911 first, and then submit your report to MAARC.

1. Introduction:

- Welcome participants and explain to them the purpose the conversation. Example introduction is included below, but you are welcome to adapt it, based on your audience. This example was written to put concepts related to adult protective services in simple terms, which may not be appropriate for all audiences:

"Thank you for joining me today. There are systems and people in Minnesota who work to make sure that people who could be hurt or taken advantage of, because of their age or because they have a disability, are safe - and if someone hurts or takes advantage of them that it doesn't happen again. We're going to read a story together. And then we're going to talk about that story and I'm going ask some questions. What you think is important, and what our group says today will be told to other people, so that they can do an even better job of keeping all adults in Minnesota safe."

2. Read the story together:

- Read the story. We encourage you to read the story aloud. However, depending on the audience, you may feel more comfortable allowing participants to read it to themselves silently.
- If participants have questions about the story that you can't answer with the information provided within the story itself, you can either: 1) Invite the participants to answer the question themselves - "What do you think?" or 2) make-up an answer that you think fits within the overall story.

3. Discuss the questions:

- Each story has a unique set of three questions.
- Ask the questions one at a time and take notes on the group's responses.

(If you're using more than one story, repeat steps 2 and 3).

4. Conclusion:

- Thank the participants for being there and sharing their voice. Explain that what they talked about will be shared back with the people who are trying to improve the system that keeps adults in Minnesota safe. If participants are interested in learning more, you can refer them to the re-design project website:

<https://mn.gov/dhs/partners-and-providers/news-initiatives-reports-workgroups/adult-protection/vaa-redesign.jsp>

Facilitator's Guide:

- Before the conversation
- Introduction
- Reading together
- Discussion
- Closing

Community Conversations: Resources *(slide 3 of 5)*

VAA Redesign: Community Conversations about Adult Protective Services

Our Thoughts - Note Sheet

You can type notes directly into the "Our Thoughts" online form during the group discussion: [\[link\]](#) or you can write notes on this sheet by hand, and enter them into the online form afterward. If you are reading and discussing more than one story, you'll need to submit the online form separately for each story.

Please submit any notes through the online form by Monday, October 28, 2019.

Number of participants in the group: _____

Organization or program, if any, hosting the group: _____

Tell us something helpful about your group (e.g. we are adults who have developmental disabilities, we are a club of older adults who meet monthly, we are all personal care assistants for adults with disabilities): _____

Which story are you reading and discussing? _____

Refer to the story for the questions to ask during the discussion:

Question 1:

Question 2:

Question 3:

"Our Thoughts" Note Sheet:

Print and take notes by hand, then type into the online form later.

Or open and type directly into the online form while the group talks.

Community Conversations: Resources *(slide 4 of 5)*

VAA Redesign: Community Conversations about Adult Protective Services

Value Examples

After you read the story, you will be asked to think about what some of the characters in the story value.

The words below are examples of values. You can think of your own, too!

Advocacy	Freedom	Prevention
Appreciation	Frugality	Professionalism
Balance	Happiness	Punctuality
Commitment	Harmony	Punishment
Community	Health	Relationships
Compassion	Honesty	Reliability
Confidence	Inclusion	Respect
Consistency	Independence	Resourcefulness
Cooperation	Individuality	Responsibility
Courage	Integrity	Risk-taking
Culture	Knowledge	Safety
Customer Service	Leadership	Self-determination
Dependability	Logic	Sensitivity
Dignity	Love	Service to others
Discipline	Loyalty	Stability
Diversity	Obedience	Support
Education	Open-mindedness	Teamwork
Efficiency	Passion	Tolerance
Equity	Patriotism	Trust
Ethics	Perfection	Uniqueness
Fairness	Perseverance	Usefulness
Faith/Religion	Personal growth	Wealth
Family	Positivity	Well-being
Fitness	Power	Wisdom

Values Examples:

The questions ask participants to ***identify the values*** that would be important to characters in the story.

Printing, or having this sheet available, may be helpful to generate ideas.

Community Conversations: Resources *(slide 5 of 5)*

The Stories:

Brief description of the scenario, followed by 2 questions.

Brief description of how APS responds in the example, followed by 1 question.

VAA Redesign: Community Conversations about Adult Protective Services

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.

Question 1. If Jules thought Evelyn wasn't safe, what do you think Evelyn and Jules would want to happen? Would they want the same or different things?

Question 2. If Jules reported to someone that Evelyn wasn't safe, what values do you think would be important to Evelyn and Jules? Do they have the same or different values, when it comes to someone helping Evelyn?

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.

Question 3. Does the way that adult protective services responded sound like it aligns with the values we just said would be important to Evelyn and Jules? Is there a different way we think the system should respond in a case like this?

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 screened. The report may also go to law enforcement and/or emergency protective services. In this story, Adult Protective Services (APS) in the county where the subject lives would be responsible, if the report is screened in for investigation and services. The description of how Adult Protective Services responds in this example is based on current Minnesota statute (the Vulnerable Adult Act - [Minnesota Statutes 626.557](#)).

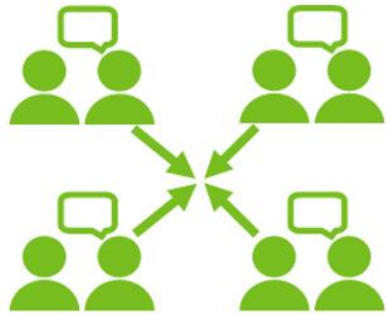
Community Conversations

There are seven stories. We ask that you organize conversations about at least three of them.

The stories you select can be discussed with the same or different groups of people. They can be discussed in one sitting, or at different times.

Please submit input by midnight on ***November 15.***

Community Stakeholders Summit



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.

Please join us on **November 22** for the Community Stakeholders Summit. You'll get to review and help us synthesize all of the input submitted from Community Conversations.

You're invited to bring one of the community members that participated in a Community Conversation to participate in the Summit with you.

More information and an RSVP link will be posted in October on the [VAA Redesign website](#).

Please Submit Your Questions

**Please use the chat box now to submit questions
to “RENDA RAPPA (host).”**

Questions After The Webinar

We will follow-up after this webinar with answers to any questions we didn't get to.

If you have questions after the webinar:

- About the **VAA redesign process**, please contact: VAARedesign.dhs@state.mn.us
- About the **Community Conversations** materials or submitting input, please contact: Stacy.Sjogren@state.mn.us

Resources

VAA Redesign website - This is where the resources for Community Conversations are currently posted and updates about the redesign process will be put in the future:
<https://mn.gov/dhs/partners-and-providers/news-initiatives-reports-workgroups/adult-protection/vaa-redesign.jsp>

The DHS Adult Protection website:

<https://mn.gov/dhs/partners-and-providers/program-overviews/adult-protection/>

The DHS Vulnerable Adult Protection Dashboard:

<https://mn.gov/dhs/partners-and-providers/news-initiatives-reports-workgroups/adult-protection/dashboard.jsp>

The Vulnerable Adult Act (Minnesota Statutes 626.557):

<https://www.revisor.mn.gov/statutes/cite/626.557>

Thank you!