

24.2 Adult Protection Release Update and SSIS User Guide Changes

➤ Added or updated is underlined.

➤ Use your search function (Control F) to search for the changes in the Adult Protection SSIS User Guide.

- **Added: View PDF version of MAARC Report**

- **Hint:** Until "duplicate screens" are implemented into SSIS, open the MAARC PDF and move the PDF to another monitor for full viewing. This will assist in viewing the MAARC report, while in an AP Workgroup.

- In the current version of the SSIS, workers cannot move the SSIS open windows to a different monitor. "Mirrored Screens" will allow this to occur. This function will be available in the future SSIS release.

- **Added:** "Unknown Adult's Referred to APS" Section

- **Table of Contents Changes**

- State Detail (moved)
- Duplicate Reports Guidance (moved)
- Unknown Adult's Referred to APS (new)

- **Updated: Adult Maltreatment Report Tab- Estimate date/time and Location of incident**

County of Incident- Hints:

- This is not the date and time MAARC received the report.
- If you accept this report and find discrepancies, document in a case note.

- **Added: Interventions Tab**

Hints:

- Hovering your mouse in the white field of the intervention you are selecting will display the description of the intervention.
- The description of the intervention pop-ups to the right side of where your mouse click occurred.
- Complete interventions for the adult opened in an Assessment Workgroup for Emergency Services (EPS), LIA Assessment, or APS (when another agency is LIA).
- Completions of the Interventions tab is required following the APS assessment.
- Intervention tab displays as read only in case management workgroups that have transitioned from assessment.
- Interventions can be entered after the determinations are entered.
- **Interventions cannot be entered after the AMR Report End Date is entered.**

- **Added: Caregiver or Primary Support Person Intervention screenshot**

Adult Maltreatment Report | Victim Information | Description of Incident | Allegations | Impact/Effect on VA | Roles | Safety | Referral | Shared Comments | Interventions

Vulnerable Adult: Caregiver or Primary Support Person

Intervention or referral offered and/or provided to stop, reduce or prevent maltreatment:
 *All interventions should be documented. Minimally, one intervention must be checked below.

Interventions	Responses	No Intervention Response	Description
<input type="checkbox"/> Caregiver Support Services or Education			
<input type="checkbox"/> Legal Services			
<input type="checkbox"/> Medical or Dental Services			
<input type="checkbox"/> Mental Health Services			
<input type="checkbox"/> Public Assistance Benefits			
<input type="checkbox"/> Tribal Agency for Social Services			
<input type="checkbox"/> Unique Services			

- **Updated: Commonly Used Acronyms and Terms**

- **AMR:** Adult Maltreatment Report
- **APS worker:** Adult Protection Worker
- **CEP:** Common Entry Point
- **CO:** County
- **DHS:** Department of Human Services
- **LE:** Law Enforcement
- **LIA:** Lead Investigative Agency
- **LNDX:** Licensed Provider Index
- **MAARC:** Minnesota Adult Abuse Reporting Center, the designated CEP
- **MDH:** Minnesota Department of Health- Office of Health Facility Complaints
- **PAR:** Person Alleged Responsible for maltreatment.
- **SDM:** Minnesota Adult Protection Structured Decision Making® and Standardized Tools
- **SSIS:** Social Services Information System
- **VA:** Vulnerable Adult referred as: Adult Alleged to be Vulnerable, adult, alleged victim, and victim

- **Updated: Brass Code Resource Links**

- [Bulletin 24-32-02 Adult Protection State Allocations](#)
- [Bulletin 23-32-04 Changes to the BRASS Manual for Calendar Years 2024 – 2025 \(state.mn.us\)](#)

- **Added: Refer to Current Workgroup**
 - **A new MAARC report has been received by the county and the same adult vulnerable has an open APS Assessment Workgroup:**
 - Confirm the adult vulnerable is the same person in the open AP Assessment Workgroup (client cleared and/or merged as one person).
 - Clearing must be done prior to Refer to Current Workgroup for all clients in both workgroups for this to be successful.
 - Determine if the correct maltreatment allegation type was selected. For instance, and unwitnessed fall can be categorized as caregiver or self-neglect. The allegation type can be changed by the LIA to be consistent with statutory definition.
 - If the current assessment workgroup is EPS only, the system allows a new MAARC report, as LIA, to be referred to this assessment workgroup. (Example: MDH bounces report for self-neglect).
 - Workers should refer the **NEW MAARC report** as soon as possible to avoid technical errors and additional work for partners.
 - **Hints:**
 - AP worker should always check **Intakes Needing Action Node** to assure timely response in SSIS for Refer to Current Workgroup.
 - "Refer to current workgroup" should only be used when you have an Open Adult Protection Assessment Workgroup. Refer cannot be used for a closed Adult Protection Assessment Workgroup.
 - The original allegations are retained in the intake workgroup and the originating MAARC report.
 - Multiple reports may be received from multiple reporters with similar, same, or new allegations.
 - **Agency receives a MAARC report, and the Intake contains allegations that are new, the same, or similar to an open AP Assessment Workgroup with the same adult vulnerable:**
 - County Report Action should be "Yes".
 - Close the Intake Workgroup with close reason "**Refer to Current Workgroup**".
 - Action Button:
 - Select Open Case/Workgroup Setup
 - Select the **open** APS Assessment Workgroup you wish to refer this Intake Workgroup to. Review the allegations and delete any duplicate allegations for the PAR.
 - Complete Workgroup Setup Screen

- **Agency receives a report with new or same Person(s) Alleged Responsible (PAR):**
 - Hint: This is only applicable to PARS. If another VA is identified, in the same household, a new assessment workgroup would be opened. Only one adult vulnerable can be listed in a workgroup.
- **Updated: APS Intake Screen- Program**
 - **Adult Protective Services Warning: Do not** change the program type from Adult Protection Services to Adult Services (general). If screened out as adult protection, you must create a new Intake under adult services program, i.e., Adult Mental Health.
- **Updated: Notice of Findings Hints**
 - Be sure to proofread your letter to ensure accuracy and make changes as necessary before finalizing the letter from the Status drop-down on the Setup tab when there are multiple PARs and multiple allegations, workers must ensure accurate allegations are associated to the correct PAR.
 - Notice of Findings Letter is no longer required for Self-Neglect Determinations.
 - The APS Case Closure Communication should be created by the AP worker as approved by their agency. This is sent to the adult vulnerable for **all determinations**. For assistance in completing this document, see [the SSIS Statewide Release v24.1 PowerPoint](#)
- **Updated: Adult Protection Assessment Summary**
 - **Hint:** The summary cannot be accessed to edit without a name in the AP Participant field. If the PAR is unknown, worker will need to select a "Participant" in the Workgroup set-up in order to complete the summary. Edit the participant you selected by placing "Unknown, Unknown" in the Participant First and Last Name.
- **Updated: Overview- Assessment Workgroup**

During the Assessment you are responsible for the following:

 - Document all contacts in Chronology>New Activity or Activity Log on the Application Toolbar;
 - Document all documents received in Chronology >New Activity or Activity Log on the Application Toolbar.
 - Complete all fields required as part of the assessment workgroup
 - Create and complete all required SDM Tools;
 - Create and send the Notice of Findings letters; and
 - Document appeal decisions, when applicable.
- **Updated: Adding Collaterals to the Assessment Workgroup**
 - Collateral should be entered when entering the contact. Contacts should be entered as collaterals. This will reflect in time reporting.

- **Updated: Initial Disposition Letter- Hints:**
 - You are required to send this letter within 5 business days of the receipt of the report. Make sure to print the letter with your Agency's letter header.
 - If the identity of the adult vulnerable to maltreatment was not known at the time of the report, do not disclose the identity of the adult vulnerable to maltreatment in this correspondence.
 - When the LIA screens out a report and does not accept for assessment, the Initial Disposition Letter is still sent.

- **Added: Close Intake Assessment Workgroup**
 - Upon determining the initial disposition of the report is to accept for APS, which includes referred to current workgroup, the intake workgroup shall be transitioned to APS assessment, which includes referred to current workgroup or closed immediately following the screening decision.

- **Updated: To Print the Adult Maltreatment Report**
 - The Adult Maltreatment Report node in the Tree View/Transfer Folder: This will print an unaltered copy of the report as it was received from MAARC. To print the Adult Maltreatment Report, see the "View PDF version of MAARC Report" section in this user guide.

- **Added: View PDF Version of MAARC Report**
 - This is the printed version law enforcement receives.

- **Removed: Adult Maltreatment Report Review**
 - During an Intake Workgroup, the worker should only update the following fields on the AMR, as application:
 - Agency Report Action section on the AMR tab;
 - Bounced Reason on the Referral tab; and/or;
 - Free text area on the Shared Comments tab.

- **Removed: Description and Use of Fields on the Allegations Tab**
 - When the reporter does not know what type of maltreatment they are reporting, or they don't know that maltreatment necessarily occurred, MAARC select the closest maltreatment allegation type. Mandated reporters using the web report could make an incorrect allegation selection. It is the responsibility of the Lead Investigative Agency (LIA) to determine correct maltreatment allegation type. For instance, a bruise could be recorded as alleged abuse or neglect. An unwitnessed fall can be categorized as caregiver or self-neglect. The allegation type can be changed by the LIA to be consistent with statutory definition. Delete the incorrect allegation in the assessment group. The original allegations are retained in the intake workgroup and the MAARC report.

- When there is a report that requires more than one lead agency for example: MDH and County, delete the allegations investigated by MDH in the Assessment Workgroup. The original allegations are retained in the Intake Workgroup.
- **Removed: Structured Decision Make and Standardized Tools- Assessment Workgroups**
 - **Hint:** If a "Date of Death" is entered for the adult vulnerable to maltreatment on the **Participant** node, the Structured Decision Making and Standardized Tools in the Assessment Workgroup will not be required to be completed. This includes: SDM Initial Safety Assessment, SDM Final Safety Assessment, SDM Strength and Needs Assessment/Reassessment and the Safety Plan (required when adult vulnerable is assessed "conditionally safe or "unsafe").
 - This does not include the SDM Intake Assessment, or the EPS Standardized Intake Tool found in the Intake Assessment Workgroup. These tools are still required to be completed.
- **Updated: Adult Protection SSIS Documents**
 - Documents are developed to reinforce DHS policy and statutory requirements for completion of maltreatment reports. Maltreatment report data fields must be completed, and all client data appropriately entered before creating the appropriate Notice of Findings letters for adult vulnerable to maltreatment, person alleged responsible for maltreatment, licensed agencies, and mandatory reporters. In order to access the appropriate documents, it is important to compile the required entries in SSIS. Incomplete entry will result in missing sections in the final document. Combined documents in SSIS include:
 - APS-Initial Disposition Letter
 - APS-Notice of Findings Letter
 - APS-Notice of No Determination
 - APS-Reconsideration Letter
 - Notice of Assessment Not Completed
 - Case Closure Communication
- **Updated: Intake Summary Report**
 - **Hint:** Intake Summary is not the same as Copy of the MAARC Report located in the Transfer Node.
- **Added: Adult Protection Workgroup Clearing for Unknown Clients**
 - When the MAARC report is sent electronic, the adults in the report are automatically shown as "Uncleared Client".
 - Adults who are tied to a MAARC report should be cleared before the workers closes the Adult Maltreatment Report in the Intake Workgroup as Not Accepted. Clearing must be completed when closing the Adult Protective Services Assessment Workgroup.

- Clearing fields are located in the Participant Node for each adult. Until the client is cleared the only 2 options for unknow clients are: Uncleared Clients and Uncleared Clients- do not clear.
 - For more information about clearing, see the [Clearing Agency and State job aid.](#)
- "Call Center Report" changed to "MAARC Report" throughout the AP SSIS User Guide document.
- **Added:** [General Reports job aid](#)
- **Added:** [State Detail Folder video](#)
- **Added: Resources**
 - [Vulnerable Adult Protection and Elder Abuse \(DHS Public Website\)](#)
 - [Adult Protection: news, initiatives, reports work groups](#)
 - [APS Communication Toolkit](#)
 - [Vulnerable Adult Protection Dashboard](#)
 - [Vulnerable Adult Mandated Training](#)
 - [National Adult Protective Services Training Center \(NATC\)](#)
 - [Agency Responsible for MAARC Vulnerable Adult Maltreatment Report Involving a Service Provider](#)
 - [Minnesota Adult Protection PSA \(videos-four versions\)](#)
- **Removed:** Standard Case Note Section.
- Clean up grammar, punctuation, and prior release information throughout the AP SSIS User Guide document.