



**CHARLIE CRIST**  
GOVERNOR

**E. DOUGLAS BEACH, Ph.D.**  
SECRETARY

## MEMORANDUM

**TO:** Area Agency on Aging Executive Directors  
**Notice #: 020808-1-I-SWCBS**

**FROM:** E. Douglas Beach, Secretary

**DATE:** February 8, 2008

**SUBJECT:** Notice of Instruction: Adult Protective Services Exceptions

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In an effort to maintain accurate, complete and up-to-date Adult Protective Services data in the Client Information and Registration Tracking System (CIRTS) and the APS Referral Tracking Tool (ARTT), the department has been providing APS exception reports which list data discrepancies or omissions. In addition, the department recently developed and provided to all ARTT users the APS Referral Process Training Tutorial, a self-paced training tutorial addressing the APS referral process.

Previously (in Notice #: 021606-1-I-SWCBS), the department requested that your agency identify the cause and implement the appropriate resolution for each exception listed on your APS Exception reports. Clearing up these exceptions ensures referrals made by Adult Protective Services have been entered appropriately in CIRTS.

Beginning immediately, the department is requesting that all exceptions on the APS Exception report for your PSA be resolved by the 20<sup>th</sup> of the month. Any exceptions remaining that cannot be resolved by the 20<sup>th</sup> must be explained in writing and sent to your contract manager and Peggy Smith via e-mail at [Smithp@elderaffairs.org](mailto:Smithp@elderaffairs.org). (Note: if the 20<sup>th</sup> falls on a Saturday, Sunday or holiday, the information will be due on the first business day following the 20<sup>th</sup>.)

In addition, the department is also requiring all case managers and users of the ARTT go through the APS Referral Process Training Tutorial. The training tutorial is available on the department's Intranet at the following address: <https://199.250.26.80/artt.html>. Right-mouse click on the link [Training Tutorial For Aging Network \(Powerpoint\)](#) and save the tutorial to your hard drive. Then launch the tutorial (and PowerPoint) by double-clicking on the file. Additional instructions are provided in the tutorial.

In order to track the individuals who have completed the training, we are requiring a log be maintained at your agency that identifies the names of the individuals who have completed the training tutorial and the date on which the training was completed. All ARTT users and case managers must complete the training by April 30, 2008. New case managers and ARTT users should be given three months from their date of hire in which to complete the training.

If you have any questions or concerns about this notice, please feel free to contact Mindy Sollisch at (850) 414-2181.

EDB/mjs

cc: Contract Managers  
Kathy Igou  
Peggy Smith

4040 ESPLANADE WAY  
TALLAHASSEE  
FLORIDA, 32399-7000

phone 850.414.2000  
fax 850.414.2004  
TDD 850.414.2001