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## MEMORANDUM

**TO:** AAA Executive Directors      **NOTICE#:** **011405-1-I-SWCBS**  
**FROM:** Susan Tucker, Interim Secretary  
**DATE:** January 12, 2005  
**SUBJECT:** **Notice of Instruction: APS Referral Tracking Tool**

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Parts of the state are beginning their seventh month using the new APS Referral Tracking Tool (ARTT). The ARTT currently contains 898 APS referrals. As we continue to rely on this tool to track our APS referrals, we also must ensure the data is accurate. Two areas we are focusing on are:

1. Why there are referrals in the ARTT that were sent to the Aging Network that have not been marked as received, and
2. Why there are referrals in the ARTT that have not been completed, which includes the Protective Investigator's Supervisor's signature. A list of the incomplete referrals entered into the ARTT has been sent to DCF Headquarters for review. We want to ensure that referrals that were not sent to the Aging Network should not have been.

It is the first item above that we need your assistance with. Attached is an Excel file that contains the ARTT referrals created by DCF and sent (via email) to the Aging Network in your PSA, but have not yet been marked as received in the ARTT. We are interested in knowing why these referrals have not been marked as received. For each referral on the list, please provide an explanation as to why it was not marked as received.

An explanation could be one of the following:

1. A hard copy of the referral was never received (in which case the referral should not have been marked as received),
2. The intake entity had problems accessing the ARTT (hardware or connectivity),
3. The intake entity did not know that the "APS Referral Received" button in the ARTT needed to be selected, or
4. The intake entity has not had the opportunity to update the referral.

Please return the Excel file to Mindy Sollisch by January 21, 2005 with an explanation included for each referral. Mindy Sollisch may be contacted at 850-414-2181 if you have questions. Thank you for your commitment to tracking APS referrals.

ST/mjs

cc:      Chris Shoemaker, DCF  
            Contract Managers, DOEA