



RICK SCOTT
GOVERNOR

MEMORANDUM

TO: AAA Directors **NOTICE#:** 120512-1-I-PE

FROM: Charles T. Corley
Secretary

DATE: December 5, 2012

SUBJECT: Notice of Instruction: APS Referrals Operations Manual

The purpose of this memo is to inform you that a new version of the Adult Protective Services Referrals Operations Manual is available, as well as an APS Contact List, which is a list of contact information for DCF and aging network staff involved with APS clients.

CHARLES T. CORLEY
SECRETARY

The APS Referrals Operations Manual and APS Contact List are available on the APS Referral Tracking Tool website at:
<https://199.250.26.79/reports/att/attt.html>.

Included in the APS Operations Manual is a description of the communication required between DCF and aging network staff to ensure clients' needs are met. Item #38 in the APS Operations Manual describes the procedure for elevating issues that are not satisfactorily resolved initially. In order to ensure that the appropriate staff can be quickly contacted, the APS Contact List was developed. The list contains contact information for protective investigator supervisors, operations program administrators, Area Agency on Aging staff, lead agency supervisors, and DOEA and DCF headquarters staff. The APS Contact List also contains a tab with contact information for mental health and substance abuse staff to assist in locating these services. Please ensure that the contact list is reviewed at least monthly and any needed updates are emailed to Ms. Gibson at Gibsonb@elderaffairs.org. This contact list will only remain useful if the information is kept current.

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We would also like to extend our gratitude to the members of the APS workgroup who were integral in the update of the manual and the development of the contact list.

If you have any questions about this notice, please contact Mindy Sollisch at (850) 414-2181 or at Sollischm@elderaffairs.org. Also, please let Mindy know if you would benefit from a webinar addressing the changes that have been made. And thank you for your continued efforts to ensure our most vulnerable citizens are served.

Attachments

CTC/mjs

cc: Robert Anderson, DCF Adult Protective Services Director