



Staying Connected:

Adult Maltreatment Prevention & Awareness News

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Inspiring Solutions!!!

The 5 Key Elements of Strategic Planning
([cascade.app](https://www.cascade.app))

Defining Your Vision

Where do you see yourself or organization in the future? This vision is designed to help others understand exactly what you stand for.

Crafting Your Core Values

Core values are not a marketing scheme for your organization. Core values should be designed to shape your culture at the organization. Values will help to deliver your vision.

Defining Desired Outcomes

Outcomes are the bread and butter of your planning. This will make clear the steps you intend to take. Outcomes should look like: action + detail + metric + unit + deadline.

Declaring Explicit Accountability

Without accountability your outcomes may not be delivered, or finger pointing may occur. Include accountability in the initial plan and have one person who has primary accountability to the defined outcome.

Establishing Leading Key Performance Indicators (KPIs)

KPIs are not the same as the metrics for outcomes, they are related to how well you are delivering on your plan.

“Plans are worthless, but planning is everything” - Dwight D. Eisenhower.

Making a plan for the future may seem easy, but successful execution of a plan is often daunting.

A strategic plan is a tool designed to provide us with a clear roadmap of where we want to see ourselves or our organization in the future. This plan will include a set of guiding principles to lead the actions of individuals in the organization and how things will be prioritized over a length of time to achieve the goals.

The first step we will have to take is to commit to making a strategic plan. This will require that we take an objective and unbiased look at what is currently going on in our organization and outside our organization. This review will help to identify any factors that may impact our ability to make a meaningful strategic plan.

Internal factors may include the organizational culture, finances and individuals willingness to participate in planning (or what may be referred to as buy in). External factors may include the community resources, stakeholder needs and engagement.

Next we will need to make realistic goals. Although we are aspiring for greatness, we need to ensure that we are not setting the

plan up for failure with unattainable goals.

We will need to create a sense of urgency in our strategic plan. Without some pressure to achieve milestones for the bigger goals, we run the risk that procrastination will become the norm.

Remember that we should always be leveraging the strengths within our organization to achieve our goals. If we ignore these strengths we are just making our path forward more difficult.

As with anything in our organization, we will need to make sure that we are prioritizing the alignment of our internal culture. Simply put, we must ensure that everyone in the organization understands the why behind this particular plan.

Commitment is key. We must have the discipline necessary to work on this plan day in and day out. Goals are not achieved overnight, but will require monitoring to ensure success.

We will need to make sure that we are transparent about all of the steps that it is going to take to achieve the goals.

We must be willing to incorporate changes in the plan through our monitoring of progress, measuring and feedback.

Just like with anything in life, we must reward the positive results all along the way. Reinforcing these wins will move the strategic plan forward towards success.

Coming Soon

Structured Decision Making (SDM)[®] Adult Protective Services Intake Tool: A Quick Overview

PRESCREENING:

Determine whether the report is a subject to APS or CPS screening.

Determine if there is a reason to automatically screen out for an APS investigation.

- Alternate Care Facility—this report indicates a resident of a long-term care facility is being transferred.
- Interdisciplinary Team (IDT) Court Order—This report indicates an IDT is assigned by the court.
- Does Not Meet Jurisdiction in Kentucky—The adult does not reside in the state.

SCREENING CRITERIA:

Part A—Adult Status: Determine whether the individual identified as a possible victim meets the definition of adult provided in KRS 209.020 (4). If the definition for adult is met, part B is completed. If the definition for adult is not met, move to screen for general adult services.

Part B—Allegations: Determine whether the reported allegations meet identified criteria that is based on statutes and regulations for abuse, neglect or exploitation.

Part C—Screening Decision: This section will allow for an override of a screening criteria decision if there is insufficient information to identify or locate the adult, it is a duplicate report or it has already been investigated. If a screening meets criteria, response priority would be selected, and then the tool is complete. If a screening does not meet criteria, move to screen for general adult services.

RESPONSE PRIORITY:

Determine whether this is an emergency (adult is in imminent danger or harm or death) and requires a four (4) hour response or this a not an emergency and requires a forty-eight (48) hour response.

GENERAL ADULT SERVICES:

Determine if an individual is requesting, or directing someone to request, APS services and fits one of four possible categories.

FINAL RECOMMENDATION:

Based on the decisions made in previous sections, a final recommendation for screening and response times will be displayed.

WHAT IF I HAVE MORE QUESTIONS ABOUT THE SDM INTAKE TOOL?

If you have additional questions, please feel free to reach out to Jonathan Cornett at jonathan.cornett@ky.gov or Cliff Bryant at cliff.bryant@ky.gov

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**Social workers
make society a
better place to live**

*When we support social workers,
we empower communities*

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“What is empathy and why is it important in maltreatment?”

“Empathy is the ability to recognize, understand, and share the thoughts and feelings of another person, animal, or fictional character” ([Empathy | Psychology Today](#)). The most commonly heard expression for empathy is “to walk a mile in their shoes.”

Empathy aids us in building and maintaining relationships, acting compassionately to others and to make moral decisions.

Empathy is the cornerstone of effective social services. In order to be successful we must have the courage to be present. You will need to suspend your desire to immediately start helping the individual.

Next you will need to have the curiosity to listen. This means you have to really listen. This is typically called active listening.

Take the time to hear and understand what they are saying. You must suspend all judgement.

Have the compassion to feel the emotions. Not only your emotions from hearing the adult’s story, but also the adult’s emotions.

Use your skills at collaboration to understand the situation and the needs of the adult. Consider that a person’s actions may be the result of doing the best they can with the resources that they have.

Have the commitment to communicate. Take time to communicate that you understand and accept each other’s perspective.

If these steps are done successfully you will be able to use empathy to establish rapport with the individual needing services.

Even though it is extremely difficult to build rapport quickly, we expect social services agencies to do so to make sure individual’s needs are being met. This means it is even more important for social services agencies to foster empathy in their workforce.

Tie all of this together, and you reach the golden rule, “Treat others as you would like to be treated yourself.”

[Build Empathy \(progress.guide\)](#)



**Adult Maltreatment Report 2022:
What We Know and What We
Don’t (1 hr video)**

[Click Here](#)

**Federal Trade Commission:
Explore Age & Fraud Loss
(Data Dashboard)**

[Click Here](#)

**Federal Trade Commission:
A Scammy Snapshot of 2023**

[Click Here](#)

Advancing Equity in Aging Toolkit

[Click Here](#)

**Adult Protective Services in 2022:
Responding to Evolving Needs in
a Changing Environment**

[Click Here](#)

**An Overview of APS Self-Neglect
Cases Using NAMRS Data**

[Click Here](#)

**What did March say to
the madness?**

**What’s all the bracket
about?**



**March 28th, 2024 1:00pm ET
New Medicaid Options to Provide Housing
Services: Realizing the Potential**

[Click Here](#)

**April 9th, 2024 2:00-3:00pm ET
Sustainability: Keeping Dementia
Programs Active Years After Initial Funding
Ends**

[Register Here](#)

**April 9th, 2024 2:00pm ET
Research to Practice Spring Journal Club:
Remote Caregiver Pilot Reduced Reported
Elder Mistreatment to Zero**

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