

# **Elderly and Disabled Adult Victims Services**

## **Introduction**

DHR was awarded a grant through the Alabama Department of Economic and Community Affairs (ADECA) Victims of Crimes Act grant program that will allow funding to enhance and provide direct services to victims of Abuse, Neglect, or Exploitation (AANE). The name of the project is The Elderly and Disabled Adult Victims Services (EDAVS). This program will provide in-home services, including homemaker and sitter services when the offender or caregiver has been removed or is unable to provide care, in an effort to avoid unnecessary out-of-home placements. EDAVS also provides short-term funding of placements for adult victims requiring out-of-home placement including nursing home, assisted living and adult foster care. The grant cycle will conclude annually on August 15. After this date, no new service requests can be submitted until the subsequent grant award period begins. The Alabama Medicaid Agency, the Alabama Nursing Home Association, and the Assisted Living Association of Alabama have entered a Memorandum of Understanding with DHR to assist with implementation of this program.

## **Eligibility**

To be eligible to receive services through EDAVS, an adult must meet certain criteria. There must be a report of AANE and the person identified at risk must be in need of emergency in-home protective services or an emergency out-of-home placement. In addition, the adult must be a victim of crime. The Adult Protective Services Act – Code of Alabama Sections 38-9-1 through 11 and the Protecting Alabama’s Elder Act – Code of Alabama Sections 13A-190 through 201, describe the crimes of adult abuse, neglect, and exploitation and elder abuse, neglect, and exploitation. In order to meet the criteria and be eligible for EDAVS:

- There must be a report of AANE pursuant to the APS law and there must be a person allegedly responsible (PAR) other than self to be considered a victim of crime.
- A referral must be sent to law enforcement on the EDAVS Law Enforcement referral form. The form can be found on iDHR (Online Documents>APS>Important Links>EDAVS Folder) and once completed should be scanned into the file cabinet (Client>other).
- An assessment would need to be completed to determine if the victim is in need of emergency services. If emergency services are needed, an EDAVS Referral must be completed in FACTS for approval prior to the initiation of services. If services are initiated prior to the referral being approved by SDHR the county director must seek approval from the APS Division Director, Tonia Bell. The EDAVS Referral can be completed through the referral process in FACTS.

- If an EDAVS client is re-victimized after having previously received services in a closed referral then a separate report of abuse or exploitation is required to receive EDAVS services. A new EDAVS Referral must be completed in FACTS for approval by SDHR prior to the initiation of services.

## Services

The Elderly and Disabled Adult Victim Services program provides emergency Homemaker Service, Sitter Service, and short-term placements as described below. These services are available following each reported incident of adult abuse, neglect, and exploitation (AANE) in which a perpetrator is identified and referred to law enforcement. In addition there may be situations requiring an EDAVS client to receive multiple services available through the program. In these situations the worker should ensure that the need for services is well documented. An example of this would be if a victim's caregiver was the abuser and the victim was placed in an ALF and couldn't complete all ADL's. It would be acceptable for a homemaker to come in and assist until another long term plan was made. In-home services should be provided through a certified home health agency. EDAVS services must begin in an open investigation. **An adult protective services case must be open** if approved services will continue after the investigation closes. In-home services must be initiated within 30 days of the EDAVS approval. If services are not initiated within 30 days of the EDAVS approval, then services will be discontinued. Out-of-home services must be initiated within the first 45 days of the EDAVS approval, if services are not initiated within 45 days of the EDAVS approval then services will be discontinued.

**It is imperative to know that EDAVS offers short-term emergency services. APS workers should expeditiously begin working on long term planning for the care of the client.**

### Emergency Homemaker Services

- Homemaker services can be provided for up to 8 hours a day for each identified victim requiring services for up to 45 service days, not to exceed 360 hours.
- Homemaker services can be offered up to 360 hours and cannot exceed 45 days.
- Homemakers can be paid at a rate up to \$25.00 an hour.
- Homemaker tasks include but are not limited to: household maintenance, grocery shopping, and meal preparation.
- Homemaker services must be utilized within the first 30 days of the approval, if services are not initiated within 30 days of the EDAVS approval then services will be discontinued.

### Emergency Sitter Services

- Sitter Services include short-term 24-hour care and supervision for the adult in need of services. The APS worker should actively seek out and make efforts to identify a caregiver or develop an alternative plan of care for the client.

- Sitter Services can be provided for a maximum of 3.5 days per identified victim during the grant period, not to exceed 84 hours or 45 days.
- Sitter service can be paid at a rate up to \$25.00 an hour.
- Emergency sitter services can only be extended based on a continued justification of emergency need. The extension will need to be requested through the EDAVS referral process in FACTS. The county must justify the emergency need that exists to receive approval for an 84 hour extension for sitter services. The EDAVS Coordinator can approve up to two extensions if there is an emergency in 84 hour increments. Sitter services cannot exceed 252 hours per client.
- Sitter service cannot exceed 45 days of service.
- Sitter services must be utilized within the first 30 days of the approval, if services are not initiated within 30 days of the EDAVS approval then services will be discontinued.

#### Emergency Out-of-Home Placement

- Short-term placements can be provided for a client up to 45 days in nursing homes, assisted living facilities, and adult foster homes. During this timeframe, the worker should work diligently with the client or their responsible representative, to secure funding for a long term placement or develop an alternative long term plan of care for the client.
- The maximum daily rate for skilled nursing home care is \$280.68 per day. The maximum regular assisted living facility rate is up to \$103.23 per day and the Specialty (Dementia) Care rate of up to \$133.33. The Adult Foster Care rate for the EDAVS project is \$25 per day.
- All out-of-home approved EDAVS referrals must be utilized within the first 45 days of the approval, if services are not initiated within 45 days of the EDAVS approval then services will be discontinued.

## Referrals

### In-Home Emergency Services

Each County department should seek to develop collaborative working relationships with community providers that provide In-home and Placement Services. In-home services, homemaker and sitter services, utilized can be accessed within the local or neighboring counties through licensed and certified providers or home health agencies licensed by the Alabama Department of Public Health (ADPH). The worker should adhere to the EDAVS Vendor Policy section for securing provider services. Licensure status will be verified.

- Emergency Sitter Services

The APS worker will secure a provider from a Home Health agency to provide sitter service. The worker should explain the EDAVS program and the time allotted. It is the APS worker's responsibility to assess the safety of the client and to determine if additional services are going to be needed beyond the 84 hour timeframe. Services cannot exceed 45 days. The worker should begin long term planning from day one and be able to have a plan of care in place. The worker should assess if the client can remain in the home safely, if there is a caregiver available, access other resources if needed and make an alternate plan for safety of the client.

- Emergency Homemaker Services

The APS worker will secure a provider from a Home Health agency to provide homemaker services. The worker should explain the EDAVS program and the time allotted. It is the APS worker's responsibility to assess the safety of the client and to determine if additional services are going to be needed beyond the 360 hour timeframe. Services cannot exceed 45 days. The worker should begin long term planning from day one and have a plan in place once the EDAVS services end. The worker should assess if the client can remain in the home safely, if there is a caregiver available, access other resources, and begin making appropriate referrals.

#### Out-of-Home Emergency Services

The Department can refer clients or participate in planning for their placement only in facilities approved, licensed, or certified to provide the appropriate level of care required by the client. No referral or planning for placement may be made to a facility that is subject to the licensing or approving authority of a local or State agency and is unlicensed or not-approved. Licensure status must be verified through the online ADPH directory at <http://www.adph.org/> and documented in the summary tab in the APS Case Plan.

- Emergency Nursing Home Placement

The APS Worker must secure a physician's recommendation to determine that Nursing Home care is the most appropriate level of care. The APS worker will assist in locating a suitable placement regardless of whether the client consents or the court orders placement. The APS worker will need to contact nursing homes and explain the procedures for the EDAVS program when making a request for admission. The APS worker must determine if the victim has private resources and/or a sponsor for nursing home care and whether the victim meets the current medical and financial criteria for Medicaid coverage.

If the client is going to need long term nursing home placement, the APS worker must initiate the Medicaid application on the initial date of nursing home placement (EDAVS)

**start date**) to ensure that the process is completed timely and should closely monitor the status of the victim's eligibility. The Medicaid agency has requested that all Medicaid applications for NH EDAVS referrals be submitted through the Expedite Nursing Home Application System on the date of placement.

The APS worker should meet with the NH administration to coordinate completion of the Medicaid application and ask if the application will be submitted through the Expedite System. In addition, when the applicant is an adult protective service client familiar to the Department, a DHR employee acting as an agent of the Department shall sign the Medicaid application when there is no one else willing and available to do so. Monitoring an application should be done on a regular basis and there should be close communication with the Medicaid District Office Manager to determine Nursing Home Medicaid eligibility. When the client is in a protective placement, cases should remain open until Medicaid is established and should remain open as long as there is a need for protective services (see APS policy – Chapter 2 Section F; IV- C Protective Placement).

All applicants must meet certain income, resource, residency, disposal of resource, and medical criteria in order to be eligible for Medicaid in the nursing home. The APS worker should coordinate with the NH administration and ensure that the Medicaid application has been submitted through Expedite. If the NH does not submit the Medicaid application then the DHR worker should complete the following actions: ensure the application contains any and all known information, ensure that the application has been signed and forward the application to the Medicaid District Office on the date placement begins.

Once the Medicaid is awarded, a copy of the award letter must be sent to the EDAVS Coordinator.

There may be times when a worker will have to establish Medicaid Hardship for a client in order for them to become Medicaid eligible. In these situations, refer to APS policy (located in Chapter 2 Section F; I-6b: Medicaid Eligibility) for additional information on Medicaid eligibility. Specific eligibility criteria may be obtained from the Alabama Medicaid Agency at [www.medicaid.state.al.us](http://www.medicaid.state.al.us) or by contacting the Medicaid District Office located in your County

If the client is determined ineligible for Medicaid, the APS Worker should immediately notify the EDAVS Coordinator.

- **Emergency Assisted Living Placement**

The APS worker will make a determination that the victim is eligible for ALF. The victim must be alert and have the cognitive ability to direct his/her own care and needs or to direct others to provide the physical assistance needed to be eligible for Emergency Assisted Living Placement. Assisted Living Facility (ALF) care is sheltered protection and a supervised environment for persons, who because of age or disabilities, are

incapable of living independently in their own homes but do not require hospital or nursing home care

The victim is required to have a medical exam completed by a licensed physician no more than 30 days prior to admission and it must include the following: the victim must be free of contagious disease; medication presently prescribed; and statement by the physician indicating assistance is needed with medication or administration of medication. See APS policy (Chapter 2 Section F; I-5: Assisted Living Facility and Specialty Care ALF) for additional information.

The APS worker will contact providers to request admission. The APS worker will explain the EDAVS timeframe of 45 days to the provider and assure them that long term planning will begin the start date of placement in the facility.

- **Emergency Specialty Care Assisted Living Facility (SCALF)**  
A SCALF is licensed to accept residents with special needs and more limitations in their ability to perform activities of daily living. Individuals with mild to moderate dementia may be appropriate for admission to a SCALF. Special screening instruments are used and the overall assessment of health, behavior, and functioning level of activities of daily living will determine the suitability of this type of facility for each individual.
- **Emergency Adult Foster Care**  
The APS worker will make a determination to ensure that the victim meets the eligibility requirements for Adult Foster Care. The victim must not require hospital or NH care. AFC is a service provided in private homes for persons who are in need of residential care in a family setting and is provided by an individual approved to provide this level of care. AFC serves eligible adults who are in need of protective services and are unable to live in their own homes and cannot live with their families because of the family's inability or unwillingness to provide adequate care. The Adult Foster Home must be approved by the County DHR office. Adult Foster Homes can be accessed through FACTS.

The worker will make efforts to secure the placement and explain the EDAVS program and that the service can only be paid at this rate for 45 days. The worker will begin long term planning on the placement start date for the victim. If AFC is available for a long term placement, the worker will work with the foster home to transition the person from the EDAVS program to AFC.

## **Vendor Policy (EDAVS)**

### **Elderly and Disabled Adult Victim Emergency Services Using Local Funds**

Emergency situations will arise in which services cannot be arranged through other agencies, nor can the needs be met through the purchased services referenced in this section. Elderly and Disabled Adults Victims Services (EDAVS) funds are those made available to County Departments at the local level through SDHR by means of a funds transfer. EDAVS funds are received from a grant that places some restrictions on programmatic use. EDAVS funds are part of Local Funds located in Audit Documents - Chapter 20 Local Funds. The following policies will be followed in addition to other general policies regarding Local Funds. The Adult Victim Services local funds subsidiary number is SW216000 and the object code is 6008. With the County Director's approval, Local Funds may be used to meet these emergency needs in order to prevent or remedy abuse, neglect, or exploitation. The EDAVS funds are used for short-term, emergency service needs as defined below.

The Elderly and Disabled Adult Victims Service program can provide emergency short-term sitter service, homemaker service, and short-term placements to victims of abuse, neglect, and exploitation. These services are not available to adults who are self-neglecting. Sitter Services can be provided short-term with a maximum of 3.5 days per victim per grant period, not to exceed 84 hours unless an extension is approved. Sitter Services cannot exceed 45 days. Sitter service can be paid at a rate up to \$25.00 per hour. Homemaker service can be provided for 8 hours a week up to 45 days at the rate up to \$25.00 per hour, not to exceed 360 hours. Short-term placements can be provided for a client up to 45 days in nursing homes, assisted living facilities, and adult foster homes. The maximum daily rate for skilled nursing home care is up to \$280.68 per day. The maximum regular assisted living facility rate is up to \$103.23 per day with the Specialty (Dementia) Care rate of up to \$133.33 per day. The maximum Adult Foster Care rate for the EDAVS project is \$25 per day. For further information on use of Local Fund, reference the Office of Audit Policy on iDHR, Local Funds in Chapter 20.

### **EDAVS Vendor Agreement and Vendor Authorizations**

Any direct services which will be paid by DHR funds require the completion of an EDAVS Vendor Authorization Form and a Vendor Provider Agreement Form. Such direct services include EDAVS: Sitter Service, Homemaker Service, Nursing Home, Assisted Living, Specialty Care Assisted Living, and DHR Foster Homes. EDAVS vendor services are authorized for approved Adult Protective Services clients in accordance with the EDAVS referral individually tailored to the victim's emergency needs. The rate structure of these Vendor Service payments is based on the type of care the adult needs. Any vendors providing direct services to clients must be specifically authorized, the Department must receive an invoice following service provision, and invoices must be paid on a timely basis. If EDAVS Nursing Home is offered on a short-term

emergency basis, the Medicaid award letter must be obtained to ensure the nursing home vendor reimburses DHR for nursing home care that has been paid by DHR, for the period in which the Elderly and Disabled Adult Victim Services client has been determined Medicaid eligible by Alabama Medicaid as stated in the EDAVS Vendor Agreement. The County office will collect the funds from the nursing home and send them to SDHR Finance. Continuation of Vendor Services and support provided by any agency or individuals is contingent upon the client agreeing that planned services and supports have been provided and reasonable progress toward objectives has been made.

An EDAVS Vendor Provider Agreement and HIPAA agreement should be completed by the provider. The EDAVS Vendor Authorization form must be completed for the EDAVS services. If the victim needs other emergency services that are not included through EDAVS local funds, the county would use the APS Vendor policy and use APS local funds, i.e. but not limited to medical equipment, food, clothing and medication. All other cases should be referred to the assigned Consultant per APS policy. Additionally, an EDAVS Invoice has been developed and the worker should provide a copy of the EDAVS Invoice form to the Provider once the Vendor Authorization form has been completed. The EDAVS Vendor Authorization, the Vendor Provider Agreement, and the EDAVS Invoice forms are located on iDHR>Online Documents>APS>Important Links>EDAVS.

In-home and out-of-home services will be secured from licensed and certified providers. When home health agencies are unable to provide sitter services or homemaker services due to short notice or non-availability, private sitters or Homemakers may be necessary. In such cases, DHR's Central Registry of abuse neglect history will be researched and references contacted. A criminal background check should be initiated on any private sitter or homemaker that is not licensed and certified. For additional information see iDHR Office of Criminal History Check Documents.

Any vendors providing direct services to clients must provide an EDAVS invoice to the Department and be paid on a timely basis. The Provider Invoice must be postmarked (by the U.S. Postal Service) no later than the end of the following month from the date on which the service(s) was provided. Invoices postmarked after the deadline will not be paid. Payment for provision of service (s) cannot be made unless such signature(s) is /are on file and acceptance of payment will signify that the Provider maintains such records. The invoice must be reviewed and approved by both the worker and supervisor before submitting for payment.

The Vendor Authorization Form should also be completed and upon receiving the required signatures and approval, a copy of the Vendor Authorization Form should be given to the provider. When a bill (invoice) is received from the provider, then the invoice will be sent to SDHR APS EDAVS Coordinator, for approval and once approved she will forward to SDHR Finance to release the funds to the county office. Once the county office receives the funds, they

will pay the invoice. The county will send a copy of the paid disbursement to the EDAVS Coordinator for the record.

## **Initiating Services**

In order to meet the goal of this project of providing the least restrictive, and most appropriate services to ensure the safety of victims of AANE within the grant time period, the referrals from the County DHR's will determine the need for services.

### **The County office will:**

- Ensure that the client meets eligibility requirements and that an EDAVS referral is completed through FACTS and approved by the EDAVS Coordinator.
- Ensure that a referral form has been sent to law enforcement and a copy has been scanned into the FACTS file cabinet (client>other).
- Ensure that an APS Application for Services (1966) is completed and signed and the appropriate EDAVS services are selected and the form is scanned into the file cabinet in FACTS. In addition to the 1966, the APS Notice of Limited Service form will also need to be completed and signed then scanned into the file cabinet in FACTS. The 1966 and the APS Notice of Limited Service form should be given to the client to serve as the recipients notice that the EDASV Services are being provided for a limited period of time. The services should not exceed 45 days. The Reduction or Termination of Services (1968) is not required when written notification that the services are being provided for a limited period of time is provided to the client at the time the service is authorized.
- Ensure that HIPPA and Civil Rights are addressed and entered in narrative.
- Ensure that the EDAVS Civil Rights form (DHR-ASD 2260) is signed by the client and worker. A copy should be given to each EDAVS client after their signature is obtained. The Civil Rights form must be scanned into the FACTS file cabinet (client>other).
- Determine the need for EDAVS services and that a provider is identified.
- Ensure in-home services are initiated within 30 days of the EDAVS approval and ensure out-of-home services are utilized within the first 45 days of the EDAVS approval.
- Complete the EDAVS Vendor Agreement, Vendor Authorization, and provide a copy of the EDAVS Invoice form to the Provider. Pursuant to the EDAVS Vendor Agreement, the nursing home vendor will reimburse DHR for nursing home care that has been paid by DHR for the period in which the EDAVS client has been determined Medicaid eligible by Alabama Medicaid. The APS Worker will be responsible for monitoring the Medicaid eligibility and ensuring that DHR recoups funds for the EDAVS timeframe.
- The county office will obtain a copy of the Medicaid award letter and send it to EDAVS Coordinator.
- The County office will then send the funds to SDHR Finance.

- Monitor the services to ensure that policy is followed and that the service is within the timeframes allotted and to ensure that the victim is safe.
- Make necessary referrals to other agencies for long term planning. This assessment should begin immediately due to the timeframes of the EDAVS program. If the long term plan is out-of-home placement (NH, ALF, SCALF,AFC), then the County office would assist with assuring that all required documents or information are in place to transition from the short-term EDAVS to the long term plan. If the victim is receiving emergency EDAVS in-home services and there is going to be a long term need for these services, the worker should assess other resources and the victim's eligibility and make necessary referrals.
- Ensure that the Medicaid Application is initiated on the **start date of placement** if the victim is in a nursing home placement. Ensure that the nursing home submits the Medicaid application through the Expedite System as requested by Medicaid. The worker will be responsible for monitoring the status of Medicaid during the 45 day timeframe and providing updates to the EDAVS Coordinator.
- Enter information in FACTS on the Agency Referral Screen: Referral>Agency Referral>New Referrals (see Roadmap for additional information) Select the EDAVS service: EDAVS Homemaker; EDAVS Sitter Service; EDAVS Nursing Home; EDAVS Assisted Living Facility; EDAVS Specialty Care Assisted Living or EDAVS Adult Foster Care. (See roadmap: entering EDAVS services).
- Ensure that the EDAVS services are ended within the timeframe and assure that the client has a plan or services in place long term to assure that the client is safe.
- Ensure that all victims are notified about the Alabama Crime Victims Compensation Commission (ACVCC). Counties will have access to brochures and will assure that all victims of neglect, abuse, and exploitation are given the information needed to file. The brochure will have information on eligibility and what services are offered by ACVCC. Information is also available at <http://www.acvcc.state.al.us/>.
- If a Victim is referred to the Alabama Crime Victims Compensation, information should be entered in FACTS on the agency referral screen with the type of service – victim services. Referral>Agency Referral>New Referrals (see Roadmap for addition info).
- Ensure that all EDAVS clients receive and complete a survey concerning the EDAVS program. The DHR worker will send the completed survey to the EDAVS coordinator.
- Recruit at least one volunteer to assist EDAVS recipients.

**SDHR EDAVS Coordinator will:**

- Receive the referral for EDAVS in FACTS and assure the eligibility requirements are met. SDHR will approve the referral through FACTS.
- Provide training and assistance to the County office regarding EDAVS and will monitor utilization of the program.

- Maintain contact with partners to facilitate placements and services.
- Follow up on all EDAVS referrals to ensure services were initiated in the timeframe allotted.
- Review all Medicaid award letters to assess whether nursing homes are required to return the EDAVS funds received.
- Assist County staff with recruitment efforts for providers and volunteers.
- Receive and approve invoices for payment from the County office and notify SDHR Finance to release funds to the County to make payments.
- Maintain record of invoices and paid disbursements.
- Assure that all data elements are recorded for clients receiving EDAVS and submit program reports as required.
- Evaluate program services through data collection and surveys.
- Questions related to the EDAVS program should be directed to the EDAVS Coordinator.

## **Payment Process**

- The County office will receive the EDAVS invoice directly from the provider. There are no costs billed to the victim. The invoices should be reviewed, verified and then signed off by the worker who arranged for and approved the services. Once invoices are reviewed by the worker a second approval is required by the county supervisor. The worker will then need to email the invoice to SDHR, EDAVS Coordinator Billie Robinson, copying the county director, county supervisor and county finance officer on the email. The invoice must be sent from the county worker and not the finance officer. The EDAVS Coordinator will review and approve the invoice. Once approved it will be sent to State Finance to release the funds to the County office.
- Invoices not accurately completed will be returned to the county for correction. The invoice must be resubmitted back to the EDAVS Coordinator once the corrections are made. Any correction to an invoice must be completed by the provider.
- SDHR Finance will release the funds, and the County will pay the invoice from local funds once funds are received from SDHR finance. Payments to the provider will be disbursed through a manual payment process.
- The County office will send a copy of the paid disbursement to EDAVS coordinator, SDHR within a week of payment. The disbursement should be sent within 7 days after the payment has been received.
- If in-home services are not initiated within 30 days of the approval, EDAVS invoices will not be processed.
- If out-of-home services are not initiated within 45 days of the approval, EDAVS invoices will not be processed.

- All services must be completed within the designated grant cycle and cannot be carried over to subsequent cycles.

## **Using Volunteers for the EDAVS Program**

An expectation of this project is to recruit at least one volunteer per County DHR to assist adult victims of crimes. There will be a supply of flyers for use in recruiting volunteers. Increased education in the community and with social service agencies is needed to inform them of this new program and the need for volunteers. Please determine what additional resources may be available to you to aid in this recruitment effort.

The volunteer will:

- Support the victims of crime and assist with referrals to victim's services. The volunteer may help the victim to review eligibility for victim's compensation and complete an application to Alabama Crime Victims' Compensation Commission. Assist the victim in locating other resources available and assist with court process due to the victimization.
- Facilitate completion of forms and communications under the direction of the APS worker. The volunteer can assist the client with gathering required information and completing any forms for eligibility for services. The volunteer can transport the client if necessary to get required paperwork to complete forms or if the client needs transportation to assist with referrals for victim's services or to court due to victimization.

The volunteer must:

- Be 19 years old
- Have a valid Driver's License
- Have good verbal and written skills and have the ability to communicate
- Have ability to understand the court process
- Have a criminal history background check and a FACTS clearance

Criminal Background checks are required for any person who has unsupervised access to an APS client and a FACTS search should be conducted on the person who is to provide the direct service. County offices should use the procedures for criminal background checks found on iDHR > Divisions >Public Accountability> Criminal History Documents.

Volunteers will be reimbursed for travel at the current state rate per mile. This amount is subject to change if the state mileage rates change. The County office will use the payment process for non-employee travel expenses. The travel form must have the EDAVS RPT-CTG. Code 0954. The travel form must be entered on the DHR-FD-1147 paper form. There must be a W-9 attached for new non-employee travelers. The revised W-9 (December 2014) must be used for

new submissions and for any name or address changes. There is a blank mileage form, a sample mileage form, and a current W-9 on [iDHR>Online Documents>APS>Important Links>EDAVS](#). The form must be submitted to SDHR Office of Accounts Payable for reimbursement.

The County office will email the EDAVS SDHR Coordinator with the name of the volunteer and address, the date that the FACTS clearance was completed, and the date that the criminal background check was submitted and the date completed.

## **Evaluation of EDAVS**

Satisfaction surveys and data gathered through the Department's tracking system (FACTS) will be used to measure the efficacy of this project.

- A survey has been developed and can be found on iDHR. The DHR worker is responsible for ensuring that the survey is completed by the EDAVS client and then emailed to the EDAVS Coordinator, Billie Robinson, at the completion of the EDAVS service.
- Victims receiving EDAVS out-of-home placement services will be surveyed to determine satisfaction.
- Victims who receive in-home services will also be surveyed to determine satisfaction.
- The EDAVS client will complete the survey and the DHR worker will send the completed survey to Billie Robinson.
- Memorandum of Understanding partners will be surveyed quarterly to determine their satisfaction with the program.
- The Department is able to track the number of adults in out-of-home placements due to victimization as well as those victims who remain in their home with in-home services. This data will help to plan for the future of the program and the provision of necessary, least restrictive services for victims of AANE. Victims referred to other victim services programs will be tracked as will repeat maltreatment.