



Adult Protective Services Collaborative Response to Elder and Vulnerable Adult Abuse (CREVAA) Program

Policy 14.13

Effective: July 15, 2023

Introduction

The Collaborative Response to Elder and Vulnerable Adult Abuse program provides short-term, emergency services to those who are the victim of an alleged crime.

Scope

The purpose of the policy is to provide guidance on the operational aspects of the short-term, emergency services to those alleged to be a victim of crime.

Policy

Program Mission

The Collaborative Response to Elder and Vulnerable Adult Abuse (CREVAA) program will address unmet needs resulting from a crime against elderly and/or vulnerable adults and provide short-term emergency services to offer support, as allowed by the Victims of Crime Act (VOCA). This could include but is not limited to, assisting the client by:

- Delivering donated items
- Purchasing emergency groceries
- Relocation
- Emergency housing/shelter
- Referrals to other victim programs

The CREVAA program will respond to the emotional and physical needs of alleged victims of crime to stabilize their lives and reduce the risk of harm.

CREVAA will make every effort to seamlessly locate, coordinate, and provide both emergency and long-term client-centered services and resources to vulnerable victims in the planning and service area.

In the event of a discrepancy or ambiguity regarding the CREVAA providers' duties, responsibilities, and performance hereunder, these items shall govern in Order of precedence below:

1. Any and all VOCA rules, regulations, policies, or appropriate guidance,
2. CREVAA Grant Contract,
3. Tennessee Department of Human Services (TDHS)/Adult Protective Services (APS) policy.

Program Non-Discrimination

All CREVAA providers receiving VOCA funds from the Office of Criminal Justice Programs (OCJP) must comply with the federal statutes and regulations that prohibit discrimination in federally assisted programs or activities. It is unlawful to discriminate against any employee, applicant for employment, or recipient or potential recipient of services pursuant to several federal acts, including but not limited to, the Federal Civil Rights Act of 1964, the Rehabilitations Act of 1973, USCA Title 38, Section 2012, the Age Discrimination Act of 1975 as amended. In addition, CREVAA program funds may not be used to discriminate against or denigrate the religious or moral

beliefs of any client or potential client.

Program Confidentiality of Records and Release of Information

CREVAA advocates shall comply with obligations under HIPAA, Health Information Technology for Economic and Clinical Health Act (HITECH), and any other relevant laws and regulations regarding privacy.

[CREVAA Client Release of Information](#)

Supporting Documents

[APS Collaborative Response to Elder and Vulnerable Adult Abuse \(CREVAA\) Program Procedures](#)
[hs-3522 CREVAA Client Release of Information](#)

Definitions/Acronyms

Term	Definition
A/N/E	Abuse, Neglect, and/or Exploitation
APS	Adult Protective Services
Caregiver	A person or institution that has assumed the duty to provide for the care of the adult by contract or agreement, or service exchange (i.e. someone who provides cleaning, cooks, or shopping etc. in exchange for room and board.) A caregiver may be paid or unpaid. In situations when no one has assumed the caregiving duties previously mentioned, a caregiver, including a parent, spouse, adult child, or other relative, both biological or by marriage, who: 1. Resides in the same building with or regularly visits the adult; and 2. Knows or reasonably should know of the adult's mental or physical dysfunction or advanced age; and 3. Knows or reasonably should know that the adult is unable to adequately provide for the adult's own care.
Case Management	Collaborating with other agencies or community partners to provide comprehensive services to vulnerable adults while respecting their right to self-determination.
CIC	Criminal Injury Compensation
CMS	Case Management System
CREVAA	Collaborative Response to Elder and Vulnerable Adult Abuse
Elder	An adult aged sixty (60) or older
HIPAA	Health Insurance Portability and Accountability Act of 1996
HITECH	Health Information Technology for Economic and Clinical Health Act
LEP	Limited English Proficiency
Neglect	This occurs when the basic needs of a dependent adult are not met by a caregiver. It may be unintentional, resulting from the caregiver's lack of ability to provide or arrange for the care/services for the adult. It also may be due to the intentional failure of the caregiver to meet the adult's needs. (The omission by a caretaker of services/care needed by an adult to prevent physical or mental injury/illness. Policy 8.02)
OIG	Office of Inspector General
OCJP	Office of Criminal Justice Programs
PII	Personally Identifiable Information
Self-Neglect	The result of an adult's own inability, due to physical and/or mental impairments or diminished capacity, to perform essential self-care tasks including: obtaining essential food, clothing, shelter, and medical care; obtaining goods and services necessary to maintain physical health, mental health, emotional well-being and general safety; and/or managing financial affairs.
TDHS	Tennessee Department of Human Services
Vulnerable Adult	A person eighteen (18) years of age or older who, because of a mental or physical dysfunction is unable to fully manage their own resources, carry out all or a portion of the activities of daily living, or fully protect against neglect, exploitation, or hazardous or abusive situations without assistance from others.

Supersedes

N/A

Approval History

Approved By	Approver Title	Approved Date	Effective Date
Clarence Carter	Commissioner	06/29/2023	07/15/2023

Revision History

Date	Version	Location of Change	Description/Reason for Change
08/27/2024	07/15/2023	Policy Review	This policy review updated the policy chapter and number to align with APS Grants.
06/29/2023	07/15/2023	N/A	New Policy

Approved By	<i>Clarence H. Carter</i>	Approval Date	06/29/2023
Authority	42 U.S.C. 801 et seq. Tenn. Code Ann. § 71-6-101 et seq.	Effective Date	07/15/2023
Application	Adult Protective Services staff, CREVAA providers		