



# Adult Protective Services Collaborative Response to End Self- Neglect in Tennessee (CREST) Program

**Policy 14.15**

**Effective: March 15, 2024**

## **Introduction**

The Collaborative Response to End Self-Neglect in Tennessee provides a seamless network of protective services to self-neglecting clients who need and agree to available services. The Collaborative Response to End Self-Neglect program may provide services to other clients who are being abused, neglected, and/or exploited.

## **Scope**

This policy provides guidance on the operations of the Collaborative Response to End Self-Neglect program.

## **Policy**

### **Program Mission**

The Collaborative Response to End Self-Neglect in Tennessee (CREST) program addresses unmet needs resulting from self-neglect of older or vulnerable adults as allowed by the American Rescue Plan Act (ARPA). The CREST program will respond to the emotional and physical needs of self-neglecting clients in order to stabilize their lives and reduce the risk of harm. CREST will seamlessly locate, coordinate, and ensure the provision of both emergency and long-term client-centered services and resources to Adult Protective Services (APS) clients in the planning and service area.

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

1. Any and all American Rescue Plan Act rules, regulations, policies, or appropriate guidance,
2. CREST Grant Contract,
3. TDHS/APS policy.

### **Program Criteria**

#### **Eligibility**

The individual must be an APS client who is vulnerable and meets the criteria for APS protective services

#### **Referrals**

The program will serve APS clients as referred by APS staff which may include clients who may be self-neglecting in open APS cases.

## Case Closure

### Referrals from APS Open Cases

If the APS case is closed, the CREST case must remain open unless one of the following situations exists:

- Service plan is complete
- Client is at reduced risk
- Client refused services
- There is a waitlist of more than thirty (30) days for a service and the client is not at a crisis or vulnerable risk. For waitlists for clients at a crisis or vulnerable risk, the CREST advocate shall inform the APS worker to determine next steps.

**Note:** If the CREST provider is considering closing for any other reason than listed above, APS must be consulted.

### CREST Case Closures

The CREST case must remain open unless one of the following situations exists:

- The CREST advocate provided client-centered services until the client's risks were reduced/increased safety (verified services are in place)
- The client refuses services
- Referrals have been made to meet the client's needs and the Risk and Needs Assessment was completed with a low or no safety risk.

### Program Non-Discrimination

All CREST providers receiving ARPA funds from the Administration of Community Living (ACL) 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, CREST 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

CREST 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.

[HS-3506 CREST Participant Authorization](#)

### Supporting Documents

[APS Collaborative Response to End Self-Neglect in Tennessee \(CREST\) Program Procedure](#)

[HS-2972 APS Grant Referral Form](#)

[HS-3506 CREST Participant Authorization](#)

**Definitions/Acronyms**

<b>Term</b>	<b>Definition</b>
<b>ACL</b>	Administration of Community Living
<b>A/N/E</b>	Abuse, Neglect, and/or Exploitation
<b>APS</b>	Adult Protective Services
<b>APS Client</b>	An APS client is defined as a vulnerable adult who meets the criteria for APS protective services OR a vulnerable adult who has no one able to assist them and accepts services to prevent abuse, neglect, and/or exploitation.
<b>ARPA</b>	American Rescue Plan Act
<b>CMS</b>	Case Management System
<b>CREST</b>	Collaborative Response to End Self-Neglect
<b>CREST Advocate</b>	The individual designated by the contract agency to deliver CREST services to the vulnerable adult
<b>HIPAA</b>	Health Insurance Portability and Accountability Act of 1996
<b>HITECH</b>	Health Information Technology for Economic and Clinical Health Act
<b>LEP</b>	Limited English Proficiency
<b>OIG</b>	Office of Inspector General
<b>PII</b>	Personally Identifiable Information
<b>Self-Neglect</b>	An adult's inability, due to physical or cognitive impairment, including diminished capacity, to provide or obtain services, including medical services, necessary to maintain the adult's own health or welfare.
<b>TDHS</b>	Tennessee Department of Human Services

**Supersedes**

8.21 APS Collaborative Response to End Self Neglect in Tennessee (CREST) Program, eff date 02/01/2024

**Approval History**

Approved By	Approver Title	Approved Date	Effective Date
Clarence H. Carter	Commissioner	03/11/2024	03/15/2024
Clarence Carter	Commissioner	01/23/2024	02/01/2024
Clarence Carter	Commissioner	06/29/2022	07/01/2022

**Revision History**

Date	Version	Location of Change	Description/Reason for Change
08/28/2024	03/15/2024	Review conducted	This policy revision corrected the policy chapter to align with APS Grants.
03/11/2024	03/15/2024	Policy Section and Definitions	Made changes due to self-neglect law coming back; added self-neglect definition
02/08/2024	02/01/2024	Supporting Documents	Replaced HS-3505 with HS-2972
01/23/2024	02/01/2024	Policy Section, Definitions, and Supporting Documents	Added a Program Criteria section; Added APS Client definition; fixed links so external partners can open them
06/29/2022	07/01/2022	N/A	New Policy

<b>Approved By</b>	<i>Clarence H. Carter</i>	<b>Approval Date</b>	03/11/2024
<b>Authority</b>	<a href="#">42 U.S.C. 801</a> et seq. Tenn. Code Ann. § 71-6-101 et seq.	<b>Effective Date</b>	03/15/2024
<b>Application</b>	Adult Protective Services staff, Collaborative Response to End Self-Neglect in Tennessee providers		