

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

Policy 8.21

Effective: February 01, 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 or
- Be a vulnerable adult who has no one able to assist them and accepts services to prevent abuse, neglect, and/or exploitation (A/N/E).

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.
- Self-neglect only cases: CREST advocates from the provider agencies will be sent a CREST notice by APS staff to initiate the case.

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 Notices 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-3505 CREST/CREVAA/Specific Assistance Referral](#)

[HS-3506 CREST Participant Authorization](#)

Definitions/Acronyms

Term	Definition
A/N/E	Abuse, Neglect, and/or Exploitation
APS	Adult Protective Services
APS Client	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.
ARPA	American Rescue Plan Act
CMS	Case Management System
CREST	Collaborative Response to End Self-Neglect
CREST Advocate	A Tennessee Department of Human Services
CREVAA	Collaborative Response to Elder and Vulnerable Adult Abuse
DA	District Attorney
HIPAA	Health Insurance Portability and Accountability Act of 1996
HITECH	Health Information Technology for Economic and Clinical Health Act
LEP	Limited English Proficiency

OIG	Office of Inspector General
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.
SSBG	Social Services Block Grant
TDHS	Tennessee Department of Human Services

Approval History

Approved By	Approver Title	Approved Date	Effective Date
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
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

Approved By	<i>Clarence H. Carter</i>	Approval Date	01/23/2024
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