



Streamline every step of protective services — from intake to investigation

Optimize program workflows and increase your capacity with WellSky® Human Services

As the population ages, the number of complaints involving adult maltreatment is likely to grow as well — all while many adult protective services (APS) programs report severe staff shortages. Fortunately, the WellSky Human Services solution can meet these challenges, by ensuring:

- ✓ Critical deadlines are scheduled and followed
- ✓ Staff have critical case information at their fingertips
- ✓ Investigators gain new tools to help them work through large caseloads
- ✓ Supervisors gain the visibility to manage effectively
- ✓ Trends are identified and addressed quickly

WellSky Human Services consolidates all the key functions of protective services into one solution that seamlessly connects intake, screening, investigation, case management, care planning, and reporting.

The first ever [APS Final Rule](#) is now in effect.

State agencies have until May 8, 2028, to fully comply, which is not a lot of time to procure and implement a statewide solution. WellSky can help you meet the technology requirements in the rule by:

- **Providing multiple methods for receiving reports 24/7, including one that is online.** WellSky offers several solutions, including a web intake form, call center support, and more.
- **Implementing a tiered assessment system to help differentiate between cases that represent immediate risk and those that do not, with response timelines for each.** WellSky Human Services can help screeners assess the immediate risk of a complaint before assigning the case to the appropriate staff.
- **Ensuring coordination with other entities, as allowed by state law.** WellSky works with Medicaid waiver programs, long-term care ombudsmen, and Area Agencies on Aging and can provide both technology and guidance for secure sharing of protected health information (PHI).
- **Reporting program performance annually.** The performance measures in the final rule are already a part of the WellSky Human Services database and can be easily reported.

Learn more about how WellSky addresses the rule by downloading our [APS Final Rule tip sheet](#).

13 states already rely on WellSky to help them manage protective services

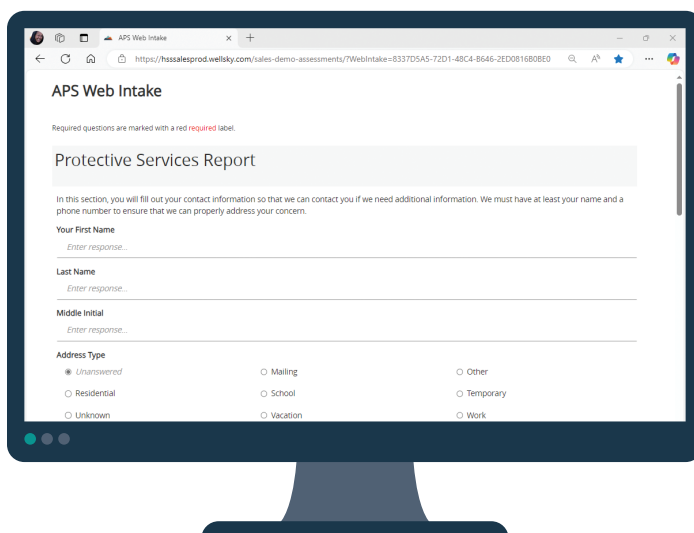
Equip your program with powerful tools that reduce the risk of abuse, neglect, and exploitation (ANE). WellSky Human Services is a software solution specifically designed for managing protective services and providing you with workflows that allow for consistent follow-up of every complaint. Your agency's policies and practices will always be in alignment, reducing the risk of human error.



Intake: Provide easy public access to your program

WellSky Human Services gives you the flexibility to serve your citizens in person, over the phone, or online. A standardized intake process captures information about the reporter, alleged victim, alleged perpetrator(s), incident, and specific allegations. When a complaint is entered into the system, it is immediately routed to screeners for further assessment and speedy "screen-in/screen-out" decisions. Appropriate workflows and timelines are created automatically for the assigned investigator.

Intake can be entered manually by agency staff, imported from an existing data source, or reported through the WellSky Human Services **APS Web Intake Form**. The form makes filing a complaint online faster, easier, and more accurate, and it includes accessibility features to ensure equal access to people with disabilities.



The Web Intake Form gives your community 24/7 access to submit a complaint.



Scheduling: Establish investigative milestones to ensure compliance

When an investigation is opened, workflow automations calculate critical milestones according to the nature of the complaint, state requirements, and your agency's standards. These milestones can include the date and time of the first face-to-face contact with an alleged victim, submission of initial risk assessment, or the investigation due date, as well as other mandated actions.

As a case proceeds, the system can prompt workers to complete required tasks and document any threats to worker safety. Reports and dashboards allow supervisors and executives to easily identify quickly approaching deadlines, cases that have insufficient documented activity, or complaints that appear to be "stuck."



Case management: Support investigators with cutting-edge tools

Thirteen states already use WellSky Human Services to manage their protective services programs. This has allowed WellSky to refine the workflows and assessments in the solution to save time and complete more thorough investigations. Our work — not only in APS — but in aging, disability, and healthcare, contributes to rich case management functionality. Your team will be equipped to work with many different case types — in full compliance with state mandates, privacy requirements, and the APS Final Rule.



Trend identification: Track prior APS involvement to speed up investigations

Individuals with previous APS intakes and investigations (e.g., reporters, alleged victims, alleged perpetrators, and others) become part of a historical record that can be easily searched when documenting new cases. This record of prior APS contact can be invaluable in the investigation process and may reduce the need for redundant data entry.



Correspondence: Generate Letters of Investigation with just a few clicks

An array of Letters of Investigation (LOIs) can be generated instantly from the data in the case in order to notify courts, supervisors, people filing the complaint, alleged perpetrators, and others of the results of the investigation.



Integrated reporting: Enhance oversight with more than 40 standard reports

WellSky Human Services gives agency supervisors enhanced visibility into worker caseloads and performance, helping to detect problems before they become crises. These reports can help you identify trends, spot opportunities for improvement, advocate for funding, and demonstrate improvement on common APS performance indicators.



Compliance: Meet state requirements and complete federal NAMRS reporting with less effort

WellSky Human Services captures and reports all required data for the National Adult Maltreatment Reporting System (NAMRS). Every assessment and workflow in the system is configured to adhere to state and federal requirements. Automated validation ensures proper completion of all intake and investigation activity.



Provider management: Track your service provider network in a single centralized system

If your agency is also responsible for services and care plans, WellSky Human Services includes menu-driven care planning and case management tools to guide your team through service planning, assessment, diagnoses, and case notes.

You're able to add a complete payer function, including claims processing (one by one, in batches, or via HIPAA 837 files from provider agencies), adjudication, generation of payment voucher files, and interfacing with general ledger and accounts payable systems. This allows you to manage more functions of your program within one system, enhancing visibility into your overall operations.



Data sharing: Better identify maltreatment in your state

WellSky Human Services software can be easily configured to allow central and regional offices to collaborate and share information. A sophisticated security model, permission-based access to data, and web-based architecture enables state or local government agencies to selectively allow workers access to only the areas of the application relevant to their job responsibilities — all while ensuring security and HIPAA compliance.



Incident management: Enhance the safety of your seniors by working with your state waiver program

The APS system integrates with the **WellSky Human Services Incident Management module**, a comprehensive system that can address critical incidents across all state programs. This capability helps your protective services division contribute to critical incident management activities, as stated in the APS Final Rule. [Learn more about the WellSky Human Services Incident Management module.](#)



Risk mitigation: Alert investigators of potential threats

The solution allows anyone working on the case to enter alert notes that inform investigators of potential risks they may encounter on-site, such as the presence of dogs or guns. This enables your team to take proper precautions during home visits.



Simplify procurement and implementation

WellSky has a proven track record of successful technology implementations for over 30 state programs. We can help you explore procurement options, such as contracts with NASPO, resellers, and other master contracts, which can potentially speed up the selection and implementation process for your solution.

About WellSky

WellSky is one of America's largest and most innovative healthcare technology companies leading the movement for intelligent, coordinated care. Our proven software, analytics, and services power better outcomes and lower costs for stakeholders across the health and community care continuum. In today's value-based care environment, **WellSky helps providers, payers, health systems, and community organizations scale processes, improve collaboration for growth, harness the power of data analytics, and achieve better outcomes** by further connecting clinical and social care. WellSky serves more than 20,000 client sites — including the largest hospital systems, blood banks, cell therapy labs, home health, and hospice franchises, post-acute providers, government agencies, and human services organizations. Informed by more than 40 years of providing software and expertise, WellSky anticipates clients' needs and innovates relentlessly to build healthy, thriving communities. For more information, visit [wellsky.com](https://www.wellsky.com).



Learn more! Contact your WellSky representative to discuss your options or schedule a demonstration today.

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