



VCPEA

VA Coalition for the Prevention of Elder Abuse

CONNECT

(Community Outreach Network Educate Care Thrive)

Community Response Team and Adult Protective Services: A Collaborative Approach to Prevention

Presenters

Jason Sweet

Battalion Chief of
Operation

24 Years with JCC

Image Trend Admin

Jamesha Edwards

Social Services

CONNECT Program Case
Manager

3 Years with JCC

Lisa Walker

James City County Fire
Dept

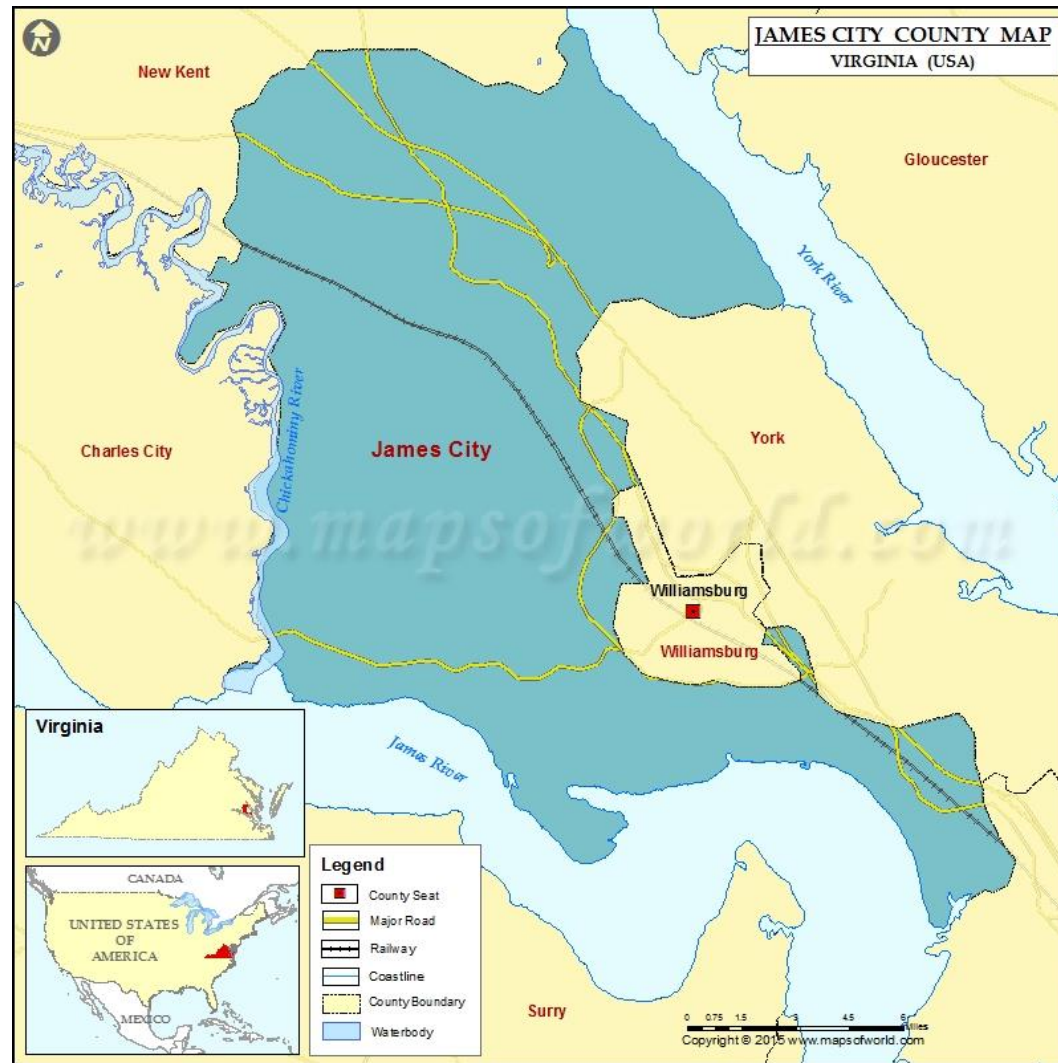
CONNECT Medical Case
Manager

7 Years with JCC

Objectives

- Overview of James City County
- James City County Fire/EMS Data
- CONECT Program - A Partnership with Social Services
- EMS Provider Referral Process
- Questions

James City County



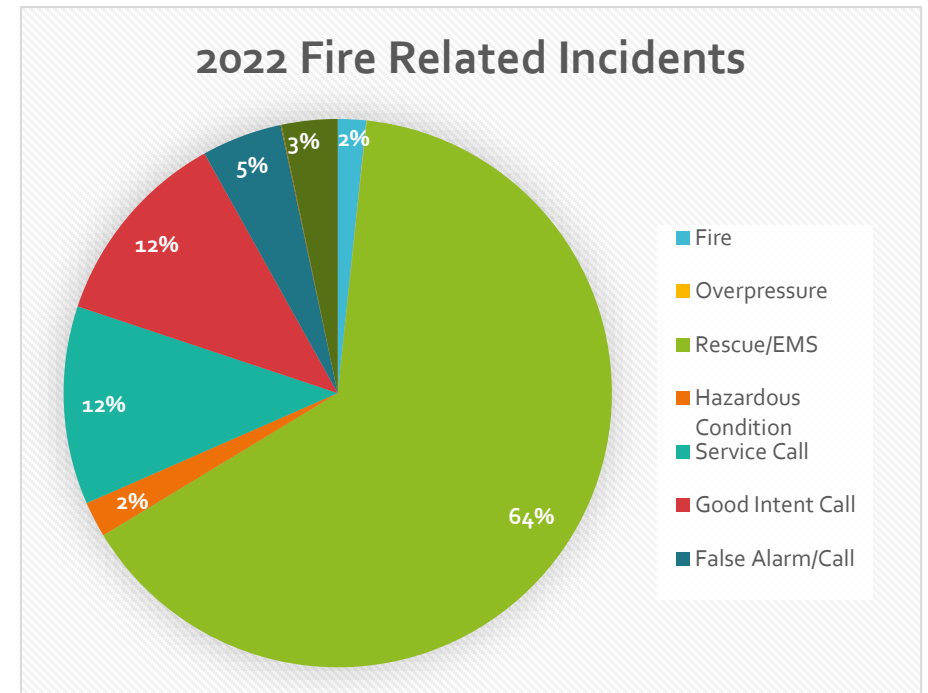
Community • Outreach • Network • Educate • Care • Thrive

James City County Stats

- 144 square miles (187, counting water) and the home of Jamestown
- Population: 81,199
- Over the age of 65: 26.4 percent
- James City County Fire Department
 - 2022 call volume – 13,961
 - 5 Stations with 139 Firefighters/Medics
 - 1 Medic/CONNECT Medical Case Manager
- James City County Social Services
 - 24 members for APS, CPS, & Foster Care
 - 403 formal APS/AS cases opened in 2022

Fire Statistics

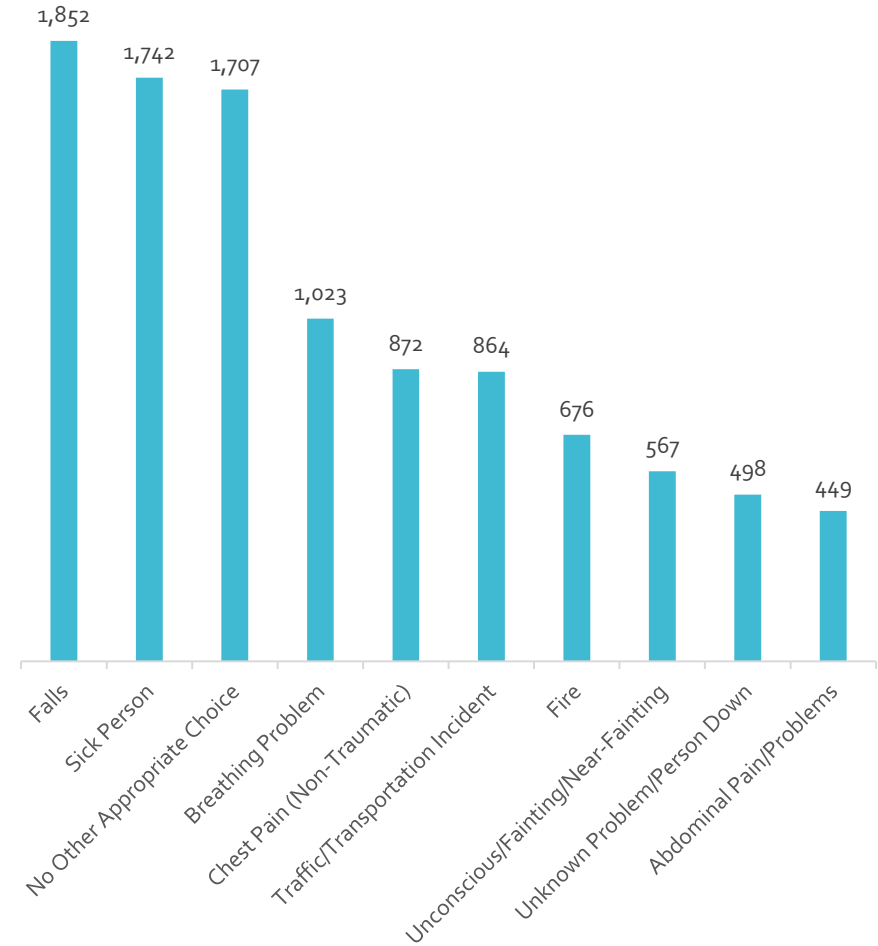
- 13,961 (38.2 per/day) Total Incidents
- 131 Incidents with fire
- 8,544 EMS incidents
- 1,212 Dispatch Cancelled En-Route
- 1,633 Service calls
 - 863 Lift Assist w/o Transport
 - 307 CONECT Visits (several upgraded to EMS incidents after arrival)



EMS Data

- 8,544 EMS Responses
- 6,868 Patient Transports
- 349 Transported to trauma center
- 1,443 Patient Refusals
- 139 Cardiac Arrests

2022 Dispatch Reasons



CONNECT Video



History of CONNECT



community • outreach • network • educate • care • thrive

- Fire/EMS increase in call volume for lift assists
- Firefighters/paramedics wanting action
- Not abuse or neglect, so what can social services do?
- Social services “stigma” barrier to building rapport
- Finding similar patients/clients
- Prior to CONNECT, received ~10 referrals per year
- Formerly established March 2018

CONNECT Team

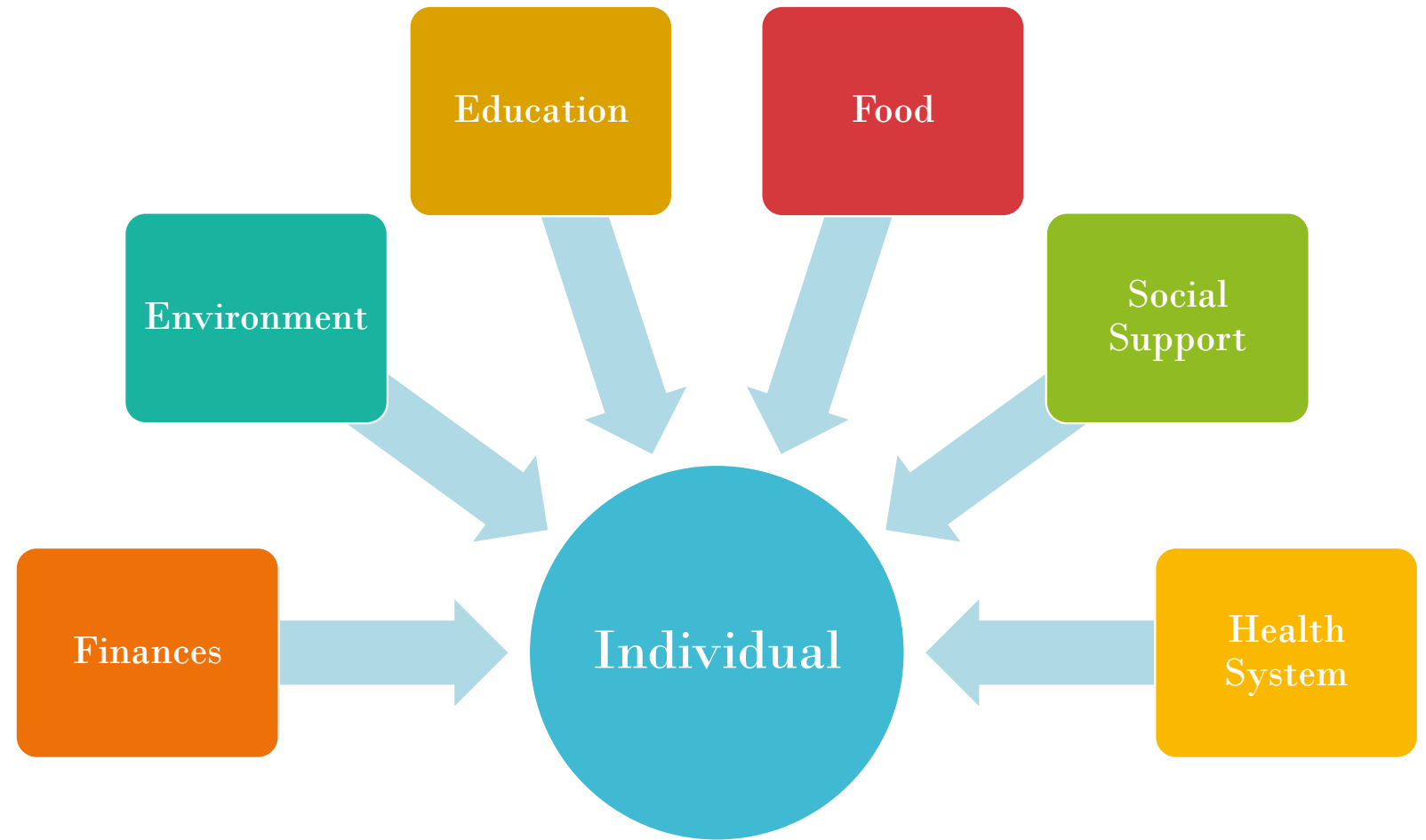
- Social Services – (1) CONNECT Program Coordinator
 - Family Services Supervisor
- Social Services – (1) CONNECT Program Case Manager
- Fire Department – (1) Medical Case Manager funded by ARPA
 - ALS Provider
 - Pursuing local funding in FY25

CONNECT Goals

Identify and
support
individuals

Alleviate
burden on 911
system

Social Determinants of Health



What does a home visit look like?

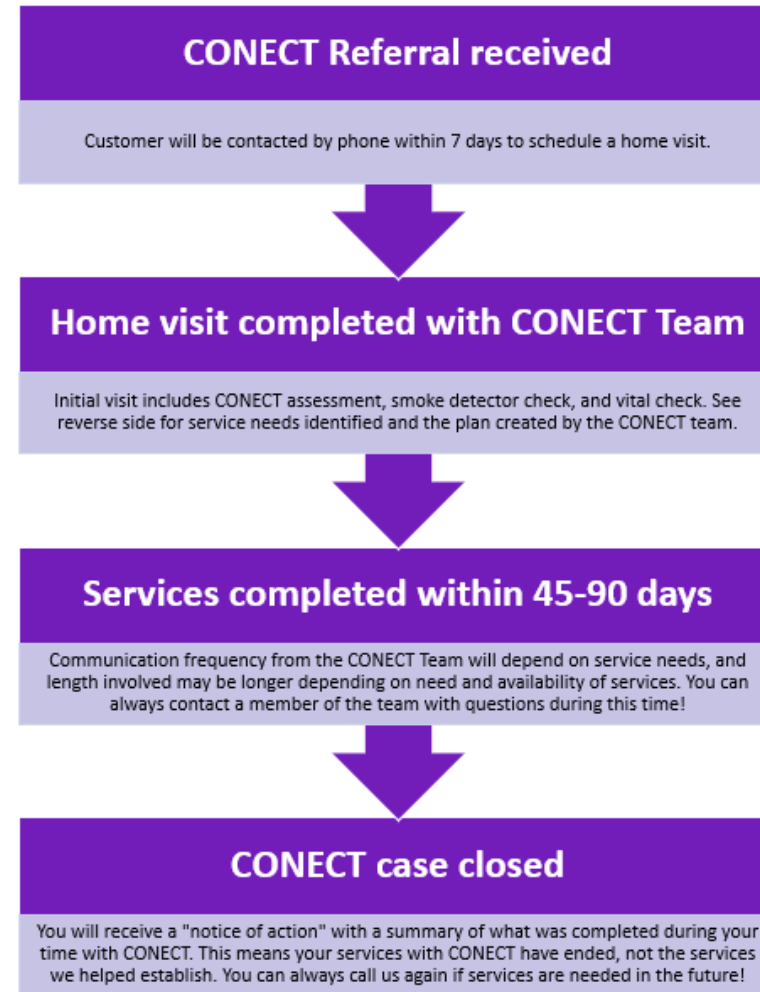
- All initial visits include:
 - CONECT Assessment
 - Smoke alarm check/replacement
 - Set of vitals
- Folder is left with the patient
 - Includes service plan if formal case is open and/or list of all resources provided, home safety check list, literature on falls, File of Life, Senior Community Resources guide.
- Subsequent visits are driven by client needs

CONNECT Assessment

Medical		
Question	Answer	Notes
Have you visited your PCP in the last 6 months?	Yes	
Have you been seen in the ER in the last 6 months?	No	
Have you been hospitalized for one or more nights in the last 6 months?	No	
In general, do you have serious problems with your memory?	Major memory issues	
In general, are you aware of current events and/or day of the week?	Frequent Issues	
In general, do you see well?	Yes	
In general, do you hear well?	Slight Impairment	
Do you have history of falls or balance issues?	1-2 times in 6 months	
Do you walk with assistance? (cane, walker, wheelchair)	No	
Do you take more than 3 medications daily?	Yes - able to manage	
Have you been told by a doctor that you need to check your blood pressure or blood sugar daily?	Yes - check daily	
Score:	8	

Social		
Question	Answer	Notes
Do you have a source of monthly income?	Yes	
Are you able to manage your finances?	Yes	
Do you have health insurance?	Yes	
Are there any concerns with your housing and accessibility?	No	
Do you have transportation?	Yes, I drive	
What is your highest level of education?	High School Graduate	
Do you have access to food daily?	Yes	
Do you eat at least 3 meals a day?	Yes	
Do you have any natural support?	Yes	
Score:	0	

CONNECT Timeline



CONNECT Data

Number of benefits applications submitted:	57
Number of DME provided:	50
Number of individuals referred to transportation services:	45
Number of individuals referred to food resources:	39
Number of individuals assisted with benefits applications:	37
Number of individuals who received DME:	29
Number of families who received caregiver support:	28
Number of Heads-Up applications submitted:	27
Number of individuals needing Medicaid CBC/CD services:	16
Number of medical appointments attended:	13
Number of individuals referred to housing resources:	12
Number of smoke detectors provided & installed	29
307 Home Visits since 04/01/2022	

CONNECT Sustainability

- Support from upper leadership to solve increase in response data
- Visited other Community Health programs
- Created MOU's to share information
- Found a data collection and reporting program
 - Started with Excel
 - Purchased Community Health Module with Image Trend
- Communication with citizens “loyal customers” of the 911 system
- Provided follow-up feedback FIRE/EMS

Education & Training

- Annual in person training with Fire and EMS
 - 5 stations for all three shifts
 - Program updates
 - What is considered an CPS/APS Case
 - Fall Prevention Program and In home Safety
 - Social Determinants of Health

EMS Provider Referral Process

- Created Notification Tool
- Allows medics to document during call
- Placed notification with the required reportable conditions question

Required Reportable Conditions:	<input type="button" value="Baby Safe Haven"/>	<input type="button" value="Child Abuse or Neglect"/>	<input type="button" value="Elderly/
Vulnerable Abuse and Neglect"/>
	<input type="button" value="None"/>		
Possible APS (Adult Protective Services) Case?:	<input type="button" value="YES"/>	<input type="button" value="NO"/>	
Possible CPS (Child Protective Services) Case?:	<input type="button" value="Yes"/>	<input type="button" value="No"/>	
Possible CONECT Case? :	<input type="button" value="YES"/>	<input type="button" value="NO"/>	

Community Health Panel

- Allows medics to record observations and concerns
- Includes contact info for either the patient and/or caregiver.
- This panel is not included in the print form or the HIH download to the hospital.

The screenshot displays the 'Community Health' panel interface. On the left is a vertical sidebar menu with the following items: Pt. Information, Provider Assessment, Vitals/RX, Outcome, Narrative, Billing, Signature, CONECT, Community Health (highlighted with a right-pointing arrow), and NFIRS. The main content area is titled 'Community Health' and contains a 'Provider's Primary Impression:' field with a dropdown arrow and a list icon. Below this is a 'Brief Description of Services Needed:' section with a large text area containing the placeholder text 'Start typing here...'.

Daily Reports

- A daily report is generated within Report Writer
- Several users within Social Services receive this report daily.
- These users have access to the system to review the incident record.



Daily CONECT Referral Report

05/09/2023

Incident Date	Incident Number	Patient Name	Street Address	Crew Members	APS?	CPS?	CONNECT?	Description_of_Services_Needed	Primary Phone
05/08/2023	2304717			Jason Hodges , Emily Staton, Alexander Block	NO	No	YES	Pt was supposedly kicked out of her house by her husband and needs further assistance. Captain Hudgins was already contacted APS.	
05/08/2023	2304723			MICHAEL FOWLER, Doug Bourks, Jackson Brenegan				Patient lives alone, seems to have fairly advanced dementia, does not know her own phone number, and was not aware she activated her pendant 3 times	
05/08/2023	2304701			Patrick Snyder, Sean Sullivan			YES	Wants consultation for services	

Other Provider Referral Process

- Web-based portal
- Allows PD, Hospitals, Doctor's offices and community members to make referrals
- Referrals are emailed directly to CONECT staff

CONECT Referral

Complete and submit the form below.

Are you a police officer, mental health worker, or other professional submitting the referral on behalf of someone else? *

Yes

No

Name of Person Being Referred *

First Last

Address of Person Being Referred *

Address Line 1

Address Line 2

City Virginia Zip Code

Contact Phone Number for Person Being Referred

Email for Person Being Referred

Date of Birth or Approximate Age

Medical History (Check all that apply)

Diabetes

COPD

Congestive Heart Failure

Frequent Falls

Mental Health

Dementia/Memory Loss

Other

Are any of the Medical conditions above not being properly managed?

Yes

No

Daily Reports

- CONECT case managers also receive daily report of clients who recently utilized 911.



CONECT People Who Called 911 Again

05/04/2023

Date	Name	Call Type	Transport Destination	CONECT Status
05/03/23	[REDACTED]	Pt. Treated, Released (AMA)		Previously Enrolled, Currently Inactive
05/03/23	[REDACTED]	Treat / Transport ALS by this unit	Riverside Doctors' Hospital - Williamsburg	Contact Pending First Attempt
05/03/23	[REDACTED]	Assist, Public, Lift Assist (No Injuries)		Contact Pending First Attempt

Future Growth

- Working with hospital systems to follow up on patients discharged
- Implemented a partnership with Riverside Doctor's Hospital for CHF (Congestive Heart Failure) readmissions. Began taking on patients in January 2023.
- Actively working with home health agencies as a transfer of care for high-risk patients
- Pursuing MIH designation through OEMS
- Additional staff (admin, case managers)

Questions?



community • outreach • network • educate • care • thrive



Contact Information

- **CONNECT Program Coordinator Steven Zayas – James City County Social Services**
 - Steven.Zayas@jamescitycountyva.gov
 - 757-259-3115
- **Battalion Chief Jason Sweet – James City County Fire Department**
 - jason.sweet@jamescitycountyva.gov
 - 757-592-1347