

**Attachment B - Standard Operating Procedures
Adult Protective Services
Answering Service Contract**

INTRODUCTION

Adult Protective Services (APS) provides services for adults ages 18-59, and emancipated minors, who due to a physical, psychological, and developmental disability, including infirmities of aging, are:

- unable to manage their resources, carry out the activities of daily living, or protect themselves;
- alleged to be victims of abuse, neglect, exploitation or extortion; and
- reside in a non-licensed, community setting, or at an LDH-operated facility.

ANSWERING SERVICE OPERATIONS

The Answering Service Contractor shall provide answering services between the hours of 4:00 p.m. – 8:00 a.m. CST, Monday – Friday, and 24 hours per day, Saturday – Sunday.

Contractor will provide this support for the Louisiana Adult Protective Services for Non-Licensed (Community) Investigations, Health Standards Licensed Provider Investigations, and LDH Facility Investigations during non-business hours.

APS will provide orientation and training to the Contractor prior to the start of the contract. All personnel essential to the management and operation of the contract must be available for orientation and training.

The Contractor receives calls during the following circumstances:

- Between 4:00 p.m. to 8:00 a.m.(CST), Monday – Friday
- Saturday and Sunday – 24 hours per day
- State and Federal Holidays
- Office closures due to emergencies, including but not limited to natural disasters, pandemics, power outages, and other circumstances of an emergency requiring office closures or alternate agency operational plan
- Office closures due to administrative needs such as training and staff meetings

The Contractor must have agents who communicate fluently in English, an available agent who can communicate fluently in Spanish, and TTY-assisted services.

The Contractor must record all calls made to the agency, including calls not eligible for Adult Protective Services. The Contractor must send the APS Daily Call Log to APSreporting@la.gov by 8:30 a.m. (CST) of the following business day for all calls made the previous day.

SCHEDULING

The Contractor receives a monthly APS staff member on-call schedule, thirty days in advance. The schedule contains the assignment date, shift, and contact information of the on-call APS staff member. APS staff members assigned on-call status for the weekend shifts begin on-call status on Friday at 4:00 p.m. (CST) and end on-call status on Monday at 7:59 a.m. (CST). APS staff members assigned on-call status for the weekday shifts begin on-call status at 4:00 p.m. (CST) Monday through Friday, and end on-call status each business day at 7:59 a.m. (CST).

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CHILD PROTECTIVE & ELDERLY PROTECTIVE SERVICES REFERRALS

Child Protective Services (CPS)

When the agent receives a report involving persons under 18 years, not identified as an emancipated minor, the agent provides the reporter with the Louisiana Child Protective Services Hotline number (855) 452-5437. The agent instructs all reporters to contact 911 for emergency services if the complaint involves an imminent risk of severe harm or bodily injury to a child.

The agent records the call date and time, the reporter's name, and primary/alternate phone number. Next, the agent enters "Under 18" in the 'Client Age' field and documents "Referral Provided to CPS and Law Enforcement" on the APS Daily Log.

Elderly Protective Services (EPS)

When the agent receives a report involving an adult aged 60 and older, the agent refers the reporter to the Elderly Protective Services Hotline (833) 577-6532. The agent instructs all reporters to contact 911 for emergency services if the complaint involves an imminent risk of severe harm or bodily injury to an older adult.

The agent records the call date and time, the reporter's name, and phone number. Next, the agent enters "Over 59" in the 'Client Age' field and documents "Referral Provided to EPS and Law Enforcement" on the APS Daily Log.

INSTRUCTIONS FOR CALL HANDLING

Provide a Standard Greeting:

The Louisiana Adult Protective Services Answering Service, how may I assist you?

Gather the Following Information:

1. Reporter/Caller Name
 - a. Agency Name or relation to the alleged victim
 - b. Primary Phone Number
 - c. Alternate Contact Number#
2. Alleged Victim's Name
 - a. Date of Birth/Age
 - b. Street Address, City, State, Zip Code
 - c. Parish
 - d. Current Location of the Victim
 - e. Disabled: Y/N
 - f. Disability or Diagnosis
3. Accused Name
 - a. Relationship to the Victim
 - b. Phone Number
 - c. Location
4. Description of the Concern or Call Message

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Reports Not Requiring Call Escalation to APS On-Call Staff Members

Inform reporters that an Adult Protective Services Intake Specialist will contact them on the next regular business day.

Calls Requiring Call Escalation

1. All reports made by law enforcement personnel
2. All reports made by emergency or first responders (i.e., paramedics, fire and rescue, and hazard response personnel)
3. Physical Abuse allegations
4. Sexual Abuse allegations
5. Complaints involving possible "imminent risk" for immediate severe harm or bodily injury to the adult
6. Calls from the Media
7. Louisiana Department of Health (LDH) Executive Staff
 - a. LDH Secretary
 - b. OAAS Assistant Secretary
 - c. OAAS Deputy Assistant Secretary
 - d. APS Program Director

Emergency Call Escalation Process

1. Thank the reporter for his or her report.
2. Ask the reporter to hold before transferring the call to the on-call member.
3. Contact the on-call member to convey the details of the complaint.
4. Provide the on-call member with the details of the report including all information gathered for the report. (See Page 2, Gather the Following Information)
5. If the on-call member does not answer the call, leave a message; return to the reporter, and state the following using a formal greeting (Mr., Ms. or Mrs.). "Insert the staff member's last name" is currently assisting other reporters. Your call is important to us; you will receive a call from APS within 30 minutes.
6. If the on-call staff member does not respond to the call notification within 15 minutes, call the on-call staff member again.
7. If a response is not received within 10 minutes, contact the on-call back-up, Shelly Hebert, Program Manager.
8. Never provide reporters with the on-call member's direct contact information, unless the caller is a member of the LDH Executive Staff.

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APS ON-CALL STAFF

On-Call Staff list will be provided upon award of contract

CONTRACTOR PERFORMANCE REQUIREMENTS

1. The Contractor must utilize a secure business email address for communications to OAAS. Communications from personal email accounts are not permitted.
2. Must have the ability to record all calls received at the APS Hotline, and provide a copy of any recorded call record upon demand within 24 hours of a request by OAAS.
3. During operating hours, the Contractor ensures that a lead agent or designee, trained in the standard operating procedures for this contract, is available to address any questions or concerns that arise for its call center agents. APS on-call personnel cannot provide call handling instructions to the call center agents. The Contractor may direct any questions about call handling procedures to the APS Intake Manager via email. The Intake Manager will respond to the inquiry as soon as possible, however, may be by the end of the next business day.
4. After the first 30 days of contract implementation, the Contractor is expected to independently and successfully perform all standard operating procedures of the contract.
5. After the first 30 days of the contract, OAAS will notify the contractor in writing of any performance deficiencies, aiming to work together toward improvement. Upon OAAS' notification to the Contractor of a performance deficiency, the contractor is expected to submit a detailed written plan of correction outlining proactive steps to address the identified issue. OAAS is committed to monitoring the contractor's performance to identify and improve any issues identified in the corrective plan. The contractor will receive improvement feedback within 10 business days. In the event of more than three formal notifications of performance deficiencies to the Contractor, requiring a plan of correction, OAAS will initiate termination procedures, beginning with notification to the Louisiana Office of State Procurement.

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Examples of deficiencies that could result in an OAAS notification to the Contractor for a correction plan include:

- Failure to follow the standard operating procedures for call escalation.
- Failure to transfer callers to OAAS on-call personnel, without disconnecting the caller.
- Failure or late submission of APS Daily Call Logs each business day after 8:30 a.m., Central Standard Time (CST).
- Incomplete or inaccurate information submitted on the APS Daily Call Log or Monthly Billing Invoice.
- Call center agents not responding to calls received by the OAAS APS Hotline within 3 minutes of receiving the call.
- Reports of unprofessional behavior by call center agents from the public or OAAS on-call personnel.

BILLING INSTRUCTIONS

The Contractor shall submit a monthly invoice by the 5th calendar day of each month for the previous month of service. Monthly billing should include the following details:

1. Identify for Inbound Calls:
 - a. the total number of calls answered
 - b. the total number of minutes
 - c. Average length of calls
2. Identify for Outbound Calls:
 - a. the total number of escalated calls
 - b. the total number of minutes
 - c. Average length of calls
3. Totals
 - a. Inbound and Outbound calls
 - b. Minutes handling for Inbound and Outbound calls
4. Total number of calls escalated to the APS on-call personnel
5. Number of calls received requiring translation services, i.e., Spanish or other language, or TTY services
6. Total number of calls referred to other agencies (EPS,CPS, 911, 211)
7. Invoice(s) should be submitted on company letterhead and must include at minimum the following information:
 - a. Contract/LaGov PO#
 - b. Contracting Party's Legal Business Name
 - c. Remit to information including:
 - i. Business Address
 - ii. Business Telephone Number
 - iii. Business Email Address
 - iv. Invoice Date for which services are being submitted i.e., May 1–May 31, 2025
8. Email invoices to Kimberly Anderson – OAAS Administration Program Specialist and Sharon Jackson – APS Program Director. *Emails to be provided once awarded