Task 8: Findings

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**Results of Evaluation**

The program that I evaluated was the Department of Human Services Adult Protective Services program. I obtained a lot of information from my interview and survey. My interviewee was very open and knowledgeable on the Adult Protective Services program and gave me a lot of insight of what is going well and what can be improved. The interview was informative, and I learned that the Adult Protective Services program investigates reports of abuse, neglect, and exploitation of adults 60 years of age or older and incapacitated adults age 18 or older. I also learned that the programs Stakeholders take this program very serious. There are many lives that are affected from abuse and neglect, and this program is set in place to find services for those in this population. I obtained even more information from the survey.

The survey helped me better understand the exact participants in this program. The survey also helped me to understand the criteria of someone that is in the Adult Protective Services program. There is a hotline that people can call if they know or suspect an at-risk adult or elderly adult is being abused, neglected, or exploited. The interview and survey taught me that not all adults are covered by the Adult Protective Services program, at risk adults 18 and older, and those who are 60 years of age and older. The interview and survey showed me that if the Adult Protective Services program were not created, there would be a lot of adults in risk because of neglect, abuse, and exploitation.

**Conclusions drawn from Evaluation Results**

The conclusions drawn from my evaluation results is that this program is out in place to provide at risk adults and adult 60 years of age and older resources so they can get out of their neglectful, abusive situation. Prior to services, the participants must be screened so that practitioners know if they qualify for this program or not. From my evaluation, I concluded that the Adult Protective Services program at the Norfolk Department of Human Services office is effective. This program had a total of about 700 participants. Most of the participants were either African American, 60 years or age or older, and female. The Adult Protective Services program provides services that will help one get the proper healthcare they need, and other daily necessities that those in this population may need. Another conclusion that I got from the evaluation is that a person can refuse services that this program provides. In this case, family members or those who are in the participants life would be contacted in order to encourage the patient to get the resources that they may need to get back on track.

**Findings of Adult Protective Services Program**

My findings can impact the program because it can show how there is a program for those adults that are experiencing rough times caused by neglect, abuse, and/or exploitation. A lot of people might not be aware of this program, and that is why I did an evaluation on this program because I was not that familiar with the program and its purpose. The findings impact the service because it will hopefully continue and provide services to more people who may be in this population dealing with this crisis. The influence would be positive because helping those in need it always a positive thing. Getting the word out about this program and how it can be more effective of people knew more about the program is very important. The findings show that the program can be improved, as any program can. With the help of the Stakeholders, they can give a lot of insight on what can be improved and how it can be improved. The ultimate goal is making sure that the patients in the Adult Protective Services program are taken care of and are receiving the resources that they need in order to continue with their life.

**Recommendations based off Results**

Based off the results of my findings, I would recommend that the Stakeholders put their inputs on how the Adult Protective Services program can improve. It is always better to hear from those that are working directly with the program and its participants. It is also important to hear the feedback for those in the program. I would also recommend that more services be provided for those who to further their education or learn about job opportunities. Character building and self esteem classes would also be a recommendation. Those who have been abused, neglected, and exploited can have low self esteem and feel like they are not enough. Character building and self esteem classes will help the patients in the program feel better about their selves and see that the storm does not last long.

Getting more families and community members involved in the Adult Protective Services program is also very important and a recommendation because those in this program need to see that they have a support system and that they are not alone as they get through their hard times. The recommendations that I stated can be beneficial to the Adult Protective Services program because it can help others feel comfortable with being apart of this program so that they can get the services they need. It will also help those who are not aware of this program learn more about it and about what they can do to help those apart of the Adult Protective Services program.

**Goals and Objectives for Program**

A broad goal that the Norfolk Department of Human Services Adult Protective Services program should implement is getting more of those who qualify for this program apart of the program. Even though the agency records state that 2021, there were about 700 participants apart of this program, there are some people who may not feel comfortable and may not report. An objective to this goal would be having seminars or certain programs that makes people aware of the Adult Protective Services program and who may qualify and the services that are provided in this program. Making people more aware about this program, they can spread the word to those who might have trouble finding resources or who might not even know that there is a program for them if they are experiencing abuse, neglect, and/or exploitation.

**Identify how Research Articles Support Outcome**

The research articles that I used for my evaluation support the outcome of my evaluation. Any program can be improved, and this program has its pros and cons. The research articles correlate with my findings because it stated that it takes time for suitable placements for those in the Adult Protective Services program, and that is also what I found out from my interview and survey. The research articles also stated how the information that is provided by the agency about the Adult Protective Services program is information from those who have reported the abuse, neglect, or exploitation. There may be way more adults that are qualified that may be experiencing abuse, neglect, and exploitation and it does not get reported or may be overlooked. The research articles support the goals and objectives because the ultimate goals and objectives for the Adult Protective Services program is for this population to get out of the danger and trauma that they are going through, so that they can get their lives back on track and become a better them. The research articles that I used for my evaluation correlates with the findings that came from my evaluation.