Task 5: Research Plan

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**Adult Protective Services Research Plan**

**Stakeholders**

The agency I am evaluating is Norfolk Department of Human Services, Adult Protectives department. The Adult Protective Services main stakeholders consists of the citizens of Norfolk, followed by the employees and community partners. The stakeholders are important for the Norfolk Department of Human Services, Adult Protectives department because they are what makes the agency. Without the stakeholders it would be impossible to know the issues within an agency that need to be improved. Stakeholders include those who are supportive and those who are less supportive of what the agency has to offer. Interacting with stakeholders can improve the current issues that an agency is encountering. It is important for them to know that their concerns matter and that it will not go overlooked. As a stakeholder with the Adult Protective Services, you have an interest in their service’s daily operation and performances. An agency must be aware of the needs in the community in order to support and distribute services appropriately. Each stakeholder in an agency contribution can be direct or indirect based on their role with the Adult Protective Services. To be an effective agency requires evaluations are important to improve the areas that are vital to the community. The need for each client is different and unique to that person. The employees and community partners are important stakeholders because they help regulate what services are available to the residents of Norfolk. They also help maintain the safety, health, and economic development of the residents that come in for the resources they may need. They make sure that the services and resources are used efficiently. The citizens of Norfolk will play a huge role in my evaluation because they come to receive the services and resources that are given through the Human Services office. In addition, this agency is committed to the community through their comprehensive services. The stakeholders are paramount when you have this type of agency that can assist all incomes, all socioeconomic status and all races. The stakeholders help regulate how services are given, and who they are given to. Without the stakeholders for Adult Protective Services the agency would be inoperable.

**Type of Evaluation**

The type of evaluation I will be using to evaluate the Adult Protective Services is formative and summative. The formative evaluation will allow me to collect the information needed in order to evaluate the Adult Protective Services program. I will collect information on the overall mission and goals of the program, and the populations needs, of those that are in the program. Also, the formative evaluation will allow me to identify potential influences on the effectiveness and process of the Adult Protective Services. The formative evaluation will also help me address my research questions. It will help me evaluate the program and the progress it has on those that are in that population group. Formative evaluation ensures that the program activity is appropriate and acceptable for the clients they serve in that community. The summative evaluation will allow me to see what improvements need to be made regarding the Adult Protective Services. Summative evaluations are done at the conclusion of evaluation. I do not want to just see what the program is doing wrong, but how it can be improved to better the stakeholders in the program. Both formative and summative evaluations are needed in order to get the information I need for my evaluation on the Adult Protective Services, at the Norfolk Department of Human Services.

**Two Evaluation Questions**

The evaluation questions that I chose are the ones I felt was necessary in order to get a better understanding of the Adult Protective Services. The first question I chose is “How effective is the process which allows someone to work with Adult Protective Services to become a representative payee”? I believe that it is necessary to know when a representative payee is necessary. When a client has become incapable of managing their funds a representative payee steps in to handle it on the behalf of the client. This is one of the various reasons why a payee may be needed. The second question I chose is “How effective is the process to report an abused adult to Adult Protective Services and the ability to maintain anonymous status”? I think this question is important when situations arise that may be detrimental to the client, you want to report it, but you want to remain anonymous. Reporting is available on a 24-hour basis. I will inquiry on how many people call and want to remain anonymous. It is important to know if this way of reporting to Adult Protective Services is useful and beneficial to the person they are reporting.

**Type of Evaluation Align with Questions**

The types of evaluation I’m using that align with my evaluation question are summative and formative. They will assist me with collecting the information needed to access what aligns well with the community they serve. The purpose is to identify the effectiveness of what the Adult Protective Services has in place. In an evaluation you must know what’s going on in order to make the necessary changes. By using the formative and summative evaluation it will allow me to address the questions and to access the information for a conclusion to better understand the needs of the community.

**Data Collection**

I will be using a couple different types of data collections for my evaluation. The possible sources of data collection are through the program participants and staff, programs records

and data collected through those who I observe. I will also be using data collection from those who observe the program's effectiveness and how it is working for them. The observers will also be a great way to collect data because they provide an insight that looks from the outside in, rather than inside out. This may include family members of the participants, those who are knowledgeable on the Adult Protective Services program and evaluators.

References

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