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PROGRAM INSTRUCTION

PI 09-06

PI-02-55 (Cancelled)

**TO: Aging Services Access Points
Designated Protective Service Agencies
Elder Abuse Hotline**

FROM: Eleanor Shea-Delaney

DATE: May 1, 2009

SUBJ: Protective Services Supervisors' Manual

I. Purpose

The purpose of this Program Instruction (PI) is to announce the release of the updated Supervisors' Manual for the Protective Services (PS) Programs.

II. Background and Program Implications

Since the distribution of the last supervisors' manual in 2002, there have been some significant changes in the Protective Services Program. The ten chapters of the manual have been updated to reflect the inclusion of self neglect in the Elder Protective Services program and the elimination of the Elder at Risk program. Additional changes include: updated information on programs to include information from Program Instructions that have been issued since the last manual, including information on confidentiality and the release of information; updated resource information, including web sites; restructuring of the program to increase the number of Regional Managers and eliminate the Regional Coordinators; and use of web based training as part of basic training.

Replacing the manual issued in PI-02-55, this revised manual is being distributed electronically and will allow for easy distribution of future changes in content or additional information. The manual should be printed and kept in a three-ring binder, and as new chapters or replacement pages are released, Elder Affairs will identify the appropriate location for the new information.

The content of this manual will be the basis for discussion and training during the Elder Protective Services Supervision Course.

Supervisors are responsible for becoming familiar with the information in this manual and bringing questions to the appropriate training session or regional supervisors' meeting. As new supervisors enter the system, their agencies are responsible for providing them with this manual.

III. Effective Date

May 1, 2009

IV. Contact

If you have any questions about the Supervisors' Manual, please contact your Regional Manager.