

WRAPS Resources

Model Pilot Program Meets Critical Needs
of Vulnerable Adults

Meet the Panel

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What You'll Learn

How an innovative collaboration of counties and Area Agencies on Aging in Minnesota stabilized clients served by Adult Protective Services

The value of AAA relationships across state lines in service to vulnerable adults

Information about the needs of older adult APS clients that are difficult to meet – including gaps in resources, services and support

Development, implementation and results of the WRAPS Resources program

How Did WRAPS Resources Come to Be?

- Federal ARPA funding became available to states to enhance adult protective services at state and local level - \$4M in Minnesota
- Trellis learned of an innovative model in Missouri through AgeOptions, the suburban Chicago AAA
- Missouri had created a referral and case management tool through a private company, Cumulus, that could also work in MN
- Dancing Sky, Southeast MN, Arrowhead and Trellis AAAs sought county partnerships
- Each AAA submitted a proposal to Aging and Adult Services, MN DHS
- Trellis administered the technology tool for use by all partners

Workflows and Coordination

County APS referred cases to AAAs using the secure Cumulus portal

AAAs identified vendors and coordinated eligible wraparound services and supports

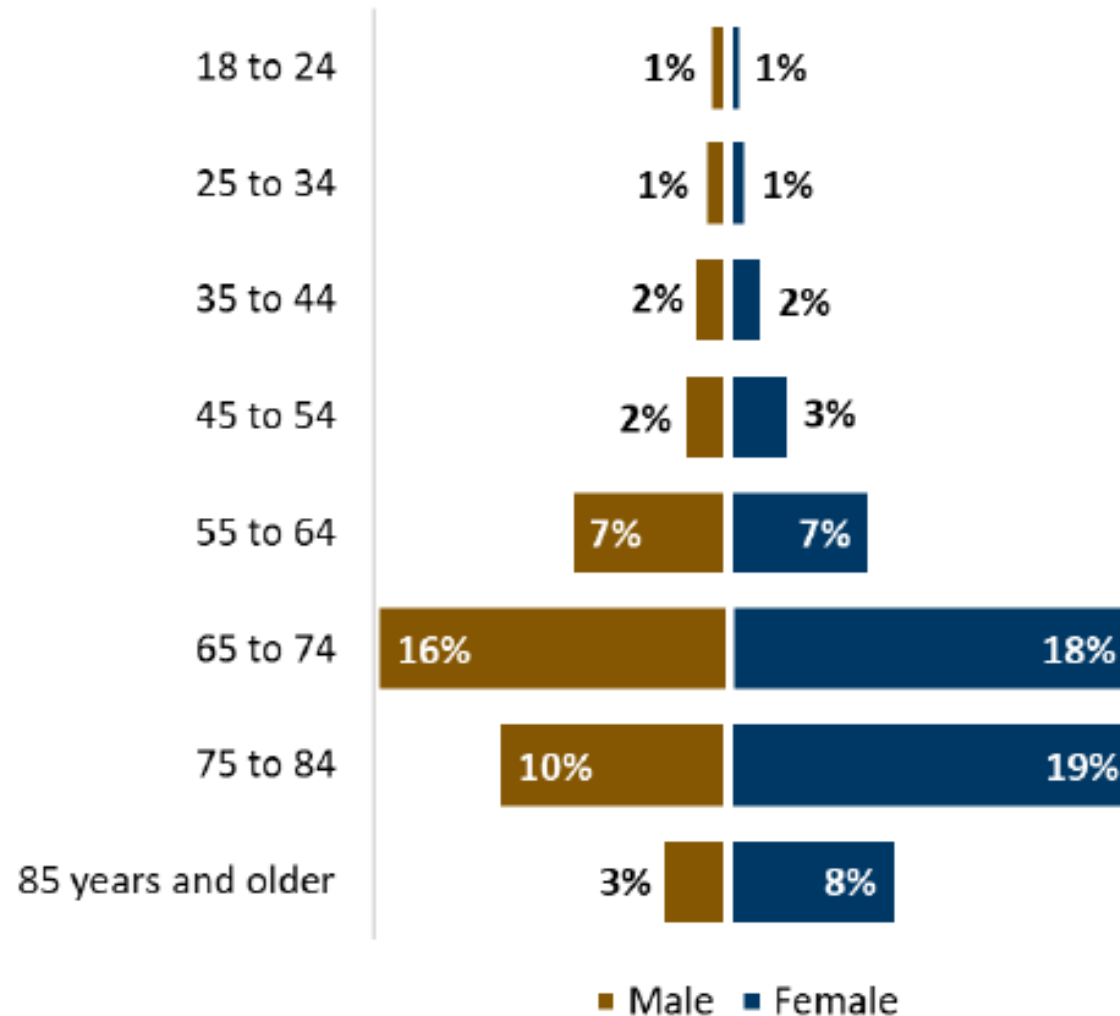
AAAs paid for service interventions, including supplies and equipment

Services aligned with county service plan to address maltreatment allegations

AAAs documented expenditures, services and supplies in Cumulus

MN DHS had access to Cumulus and provided consultation and support

Referred client demographics: Gender and age (N=447)



Pilot service menu

- Emergency needs, food, housing, utilities, supplies
- Caregiver support and education
- Case management
- Education and support for adults and their support persons
- Housing repair, clean-up, and pest control
- Transportation
- Coordination with Tribal APS
- Legal service – power of attorney, trust, health care directives, supported decision-making agreement
- Mental health and addiction services
- Medical assistance application or hardship waiver support
- Animal control or services
- Representative payee support
- Scam and fraud response
- Adult Protection Multi-Disciplinary Teams/Elder Justice Networks

Program Expenditures

April 8, 2024 - September 30, 2025

	METRO	TOTAL PROGRAM
Count of Clients	249	65
Amount Spent	\$264,869.70	\$68,422.03

**All counties in
the metro
PSA
participated
in WRAPS**

Anoka

Carver

Dakota

Hennepin (Minneapolis)

Ramsey (St. Paul)

Scott

Washington

Screening Criteria – Hennepin County

	Yes	No
Does the proposed solution directly address a client need?	☐	☐
Does the proposed solution cost \$2,500 or less?	☐	☐
Have other options for addressing the issue been explored and found to be insufficient? (e.g., other county resources, other non-profit programs)	☐	☐
Does the proposed solution address a root cause (and does not enable/contribute to an underlying problem)?	☐	☐
Is an adequate protective plan or plan to address ongoing needs in place, where applicable?	☐	☐
Is the proposed solution a time-limited expense?	☐	☐
Is the requested service an allowable expense, per federal guidelines?	☐	☐

Client Story

Maltreatment Allegation: Financial Exploitation

Allegations

- 90+year old vulnerable adult (VA) residing in a facility who is legally blind, hard of hearing, in a wheelchair, with dementia diagnosis
- Trusted relative serving as power attorney (POA) spent \$275,000 in unauthorized expenses via credit card, forged checks, unpaid "loans"
- POA failed to pay facility charges of \$204,000 leading to threat of eviction
- No provision for clothing, medications, personal cares, assistive equipment
- **POA stopped paying for personal companion**
- Resident now spending all day alone in room
- "I want to go outside and feel the sunshine and fresh air on my face"

APS Intervention

- Cross report to law enforcement
- Guardianship/conservatorship appointed by court to rescind POA and appoint surrogate decision maker to manage personal and financial affairs
- Debts to facility paid in full using VA's own funds
- Guardian purchased needed clothing, medications, hair care, and hygiene products
- **ARPA funds used to hire interim companion to take vulnerable adult outside facility for outings - and spend time with VA. Grant allocation: \$1,411.08**
- VA was moved to a smaller facility where they can receive more individualized attention and care

Client Story

Maltreatment Allegation: Self-Neglect

Allegations

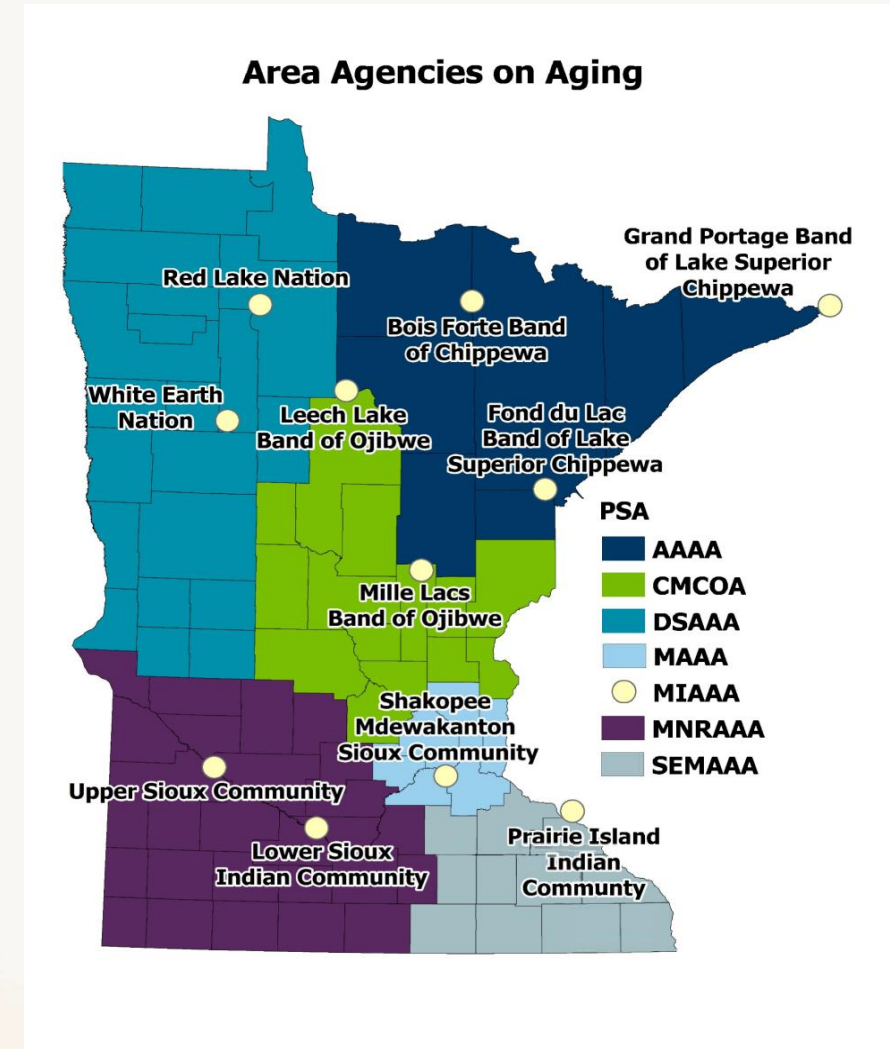
- Older adult evicted from apartment due to unpaid rent and need for a higher level of care. No services, no family members, only social security income
- Multiple reports to APS of vulnerable adult (VA) lacking food, falling, unsanitary conditions, wandering, and getting lost
- **Waiver services could not start until VA moved into a facility**
- Lacked funds to sort, pack, move or unpack belongings to help him move to assisted living

APS Intervention

- APS provided protective services until the individual could move into a facility to allow waiver payments to start
- Assisted with transportation to medical appointments, food shelves, emergency hospitalizations, trash removal while waiting to move
- **ARPA funds used to assist with moving expenses, purchase of a bed, and clothing. Grant allocation: \$2,500**

Dancing Sky

- Dancing Sky partnered with 15 of our 21 counties in the planning and service area
- We had 1.5 FTE Dedicated to the project
- Funding Awarded: \$419,000
- Direct Service total: \$117,525
- Project Period: April 8, 2024 – September 30, 2025



Dancing Sky AAA: Roles and Insights

Worked in partnership with counties and DHS to support vulnerable adults 18+

- AAA teams:
 - Reviewed referral requests
 - Priced items- obtained quotes
 - Ordered and shipped supplies and other items
 - Set up appointments
 - Coordinated services
 - Documented requirements
 - Made additional referrals to services and support as needed
 - Conducted closed-loop communication with counties
 - Reported results to DHS

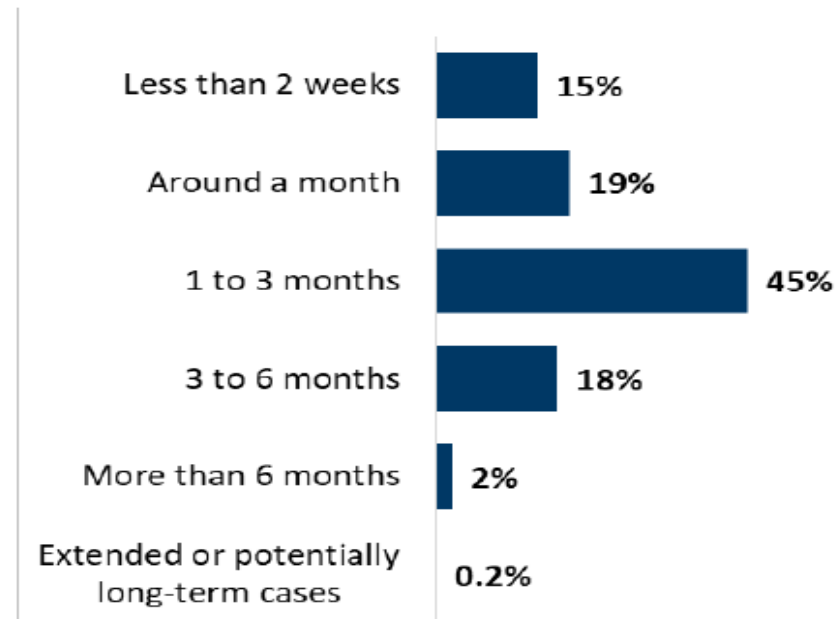
Area Agency on Aging: Roles and Insights

- Positive Outcomes: Over 85% of participating counties reported that clients gained access to services they would not have received. With 60% noting faster delivery and reduced gaps in care.

Table 3. Total referrals by AAA (N=456)

AAA	Referral count	Percent of all referrals
Arrowhead	49	11%
Dancing Sky	89	20%
SEMAAA	90	20%
Trellis	228	50%

Figure 2. Duration of service period for referred clients (N=406)



WRAPS In Northwest Minnesota

Who this grant served

- Most common services: Emergency Assistance, Consumable Supplies, Home Environment, and Transportation.
- Vast majority (91%) provided to clients directly, 9% to caregivers.
- Our oldest client was 97, and our youngest was 19 years old
- Ethnicity → 86% Not Hispanic/Latino, 10% prefer not to answer, 3% Hispanic/Latino.
- Gender → 53% Female, 47% Male.
- Post-intervention surveys:
 - 61 completed
 - 81% satisfaction
 - 80% reported receiving all needed services
- Impact surveys:
 - 19 completed
 - 100% satisfaction with conditions improving
 - 100% reported help staying at home
 - 100% reported increased awareness

WRAPS in Northwest Minnesota

County Demographics

Pope

11,308 population with 24% being 65+

Douglas

39,006 population with 23% being 65+

Clay

65,318 Population, with 14% being 65+

Beltrami

47,055 Population with 18% being 65+

How we used funds:

Most common services:

- Emergency Assistance
- Consumable Supplies
- Home Environment
- Transportation.

The vast majority (91%) was provided to clients directly, 9% to caregivers.

Case Example

Ms. Preston

- 68-year-old single female
- Occupied a one-bedroom income-based apartment
- Significant mental health disorder
- Home hoarded from floor to ceiling with garbage
- Utilized funds for Hoarding clean out until Waiver Services provided ongoing cleaning services in the home
- She is now able to have guests and feel prideful of her home with ongoing support from cleaning services as well as mental health services

Case Example

Mr. and Mrs. Lanesboro

- 91-year-old and 89-year-old married couple living in their family home without supports
- Wife diagnosed with chronic heart failure, Parkinson's Disease, stage 3 Kidney Disease, among other things. Wife is also wheelchair bound
- Husband and Wife do not want to leave their home and have little support in the home
- Main bathroom (with shower) is on the lower level and the main bedroom is on the upper level. Making it very difficult for wife to have access to bathing
- By utilizing WRAPS grant funds, VA grant funds (husband served in the Army, and APS Grant funds we were able to update the main level bath into a walk-in shower, install a stair chair lift, and update wife's wheelchair for comfort and mobility ease

Testimonials

"Financially, we could not have done this."

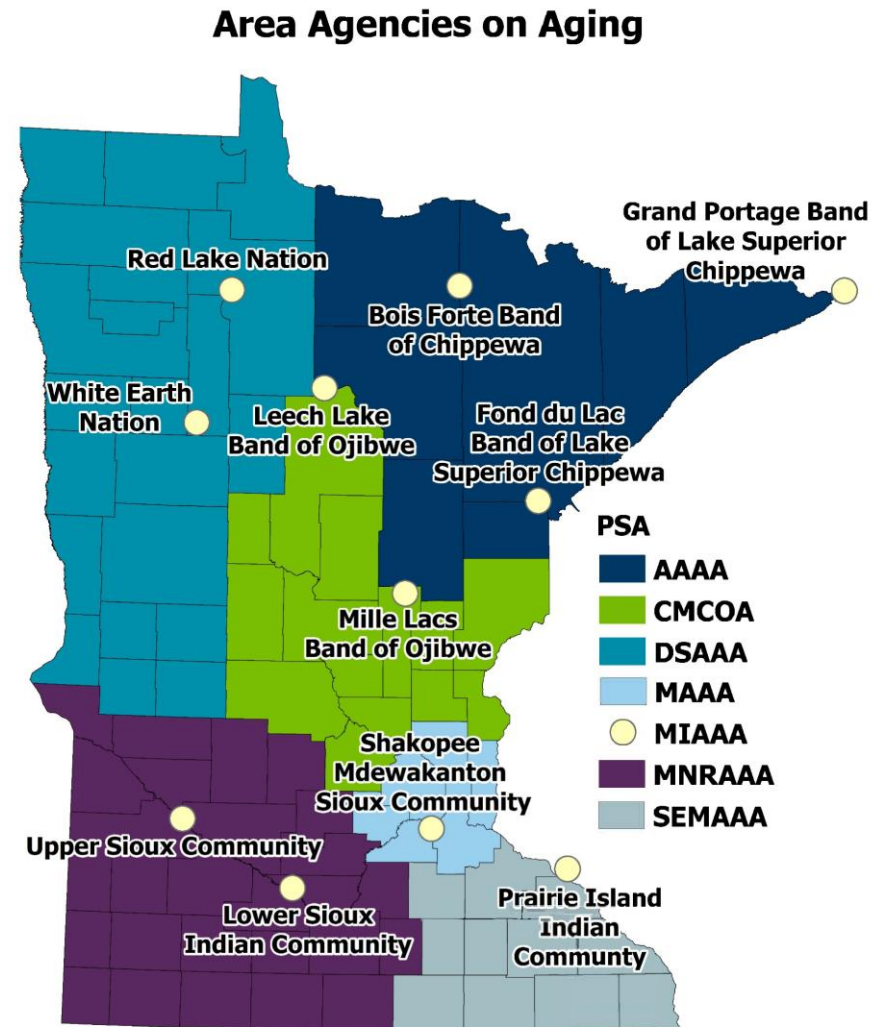
"Bless your heart. I didn't know what I was going to do. Thank God for people who help people like me."

***"You provided me with the extra step I needed financially and emotionally to turn my life around in a positive way.
No one else could have done it. You are remarkable."***

"Thank you for all you do and did for this client. I really appreciate your services!"

Arrowhead Area Agency on Aging

- Covering 7 Counties of Northeastern Minnesota
- 4 Tribal Entities within PSA
- 75 Referrals
- \$214,967.33 in Total Wrap Around Funding
- Ages ranged from 20-91
- Self-Neglect most common allegation type
- Top Services
 - Home Environment (cleanouts, home mods, etc.)
 - Emergency Assistance
 - Consumable Supplies



Arrowhead AAA: Roles and Insights

- January 2024- September 2025
- Initially started Pilot with Resource Coordination Team
 - Senior LinkAge Line Secure Referral Tool
 - Moved to Cumulus in September 2024
 - Hired Contractor August 2024
- Admin and ongoing coordination

Case Example: Tribal Coordination

- 62-year-old woman living alone in Grand Portage
- Case highlighted differences in how Adult Protective Services (APS) are handled on tribal reservations
- Client needed a deep home clean to improve safety and mobility
- Resource Coordinator (RC) was initially unable to contact the client
- APS identified a trusted home health nurse who served as a liaison between the client and RC
- RC coordinated with MN Hoarding to arrange cleaning services
- Client ultimately declined the offered services
- RC partnered directly with the Grand Portage Tribe to place the client on the waiting list for replacement housing



Case Example: Emergency Response

- Married couple living in rural Itasca County
- Initial need for financial assistance to pump septic tank
- Septic service was completed successfully
- A few days later, three basement water pipes broke between the pump and well
- Home water supply had to be shut off completely, leaving no running water
- Clients temporarily relied on a local water spigot several miles away
- Arranged a Culligan water dispenser to provide safe in-home water access
- Plumbers later restored piping and returned full water access to the home

Program Recap – Data and Evaluation

- Program operated for 18 months from April 2024 – September 2025
- Eligible participants were adults referred by MAARC as vulnerable and accepted by counties for adult protective services
- Goals of WRAPS Resources were to stop maltreatment and risk of recurrence by expanding services
- Program start up was fast
- Technology platform worked well
- Counties, AAAs, MN DHS developed new way of working together



Service types by AAA

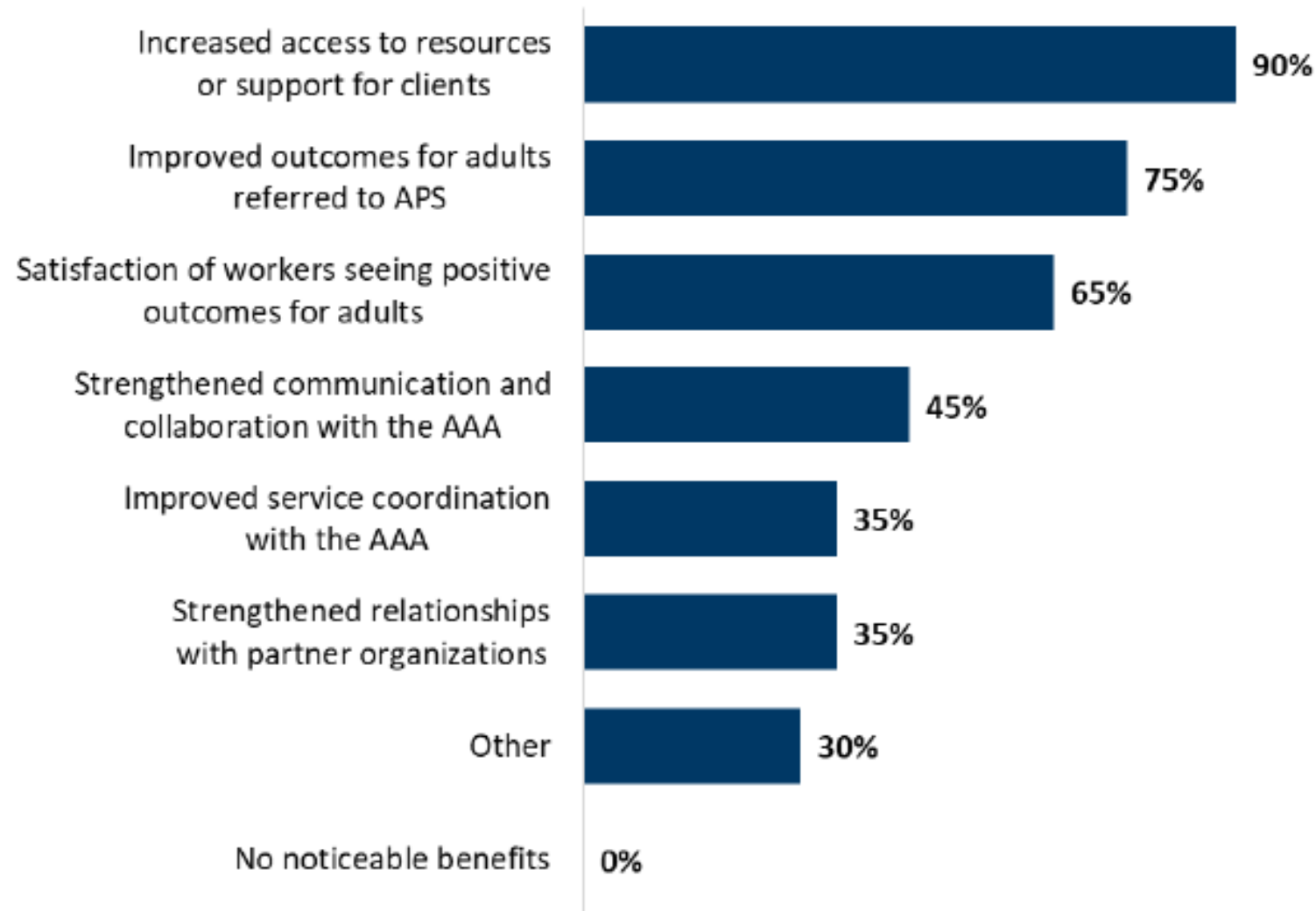
Top services were consumable supplies, emergency assistance, and home environment needs.

Service type	Arrowhead (N=75)	Dancing Sky (N=189)	SEMAAA (N=162)	Trellis (N=405)	All AAAs (N=831)
Consumable supplies	16%	23%	22%	24%	31%
Emergency assistance	25%	23%	27%	27%	36%
Emergency housing	5%	5%	4%	3%	5%
Health promotion	8%	6%	4%	5%	8%
Home environment	29%	14%	20%	11%	21%
Legal services	0%	1%	1%	3%	2%
Meals	3%	9%	4%	10%	10%
Relocation services	3%	6%	4%	7%	8%
Transportation	4%	8%	8%	6%	9%
Other	7%	4%	5%	3%	6%

: Percent of total number of services per AAA

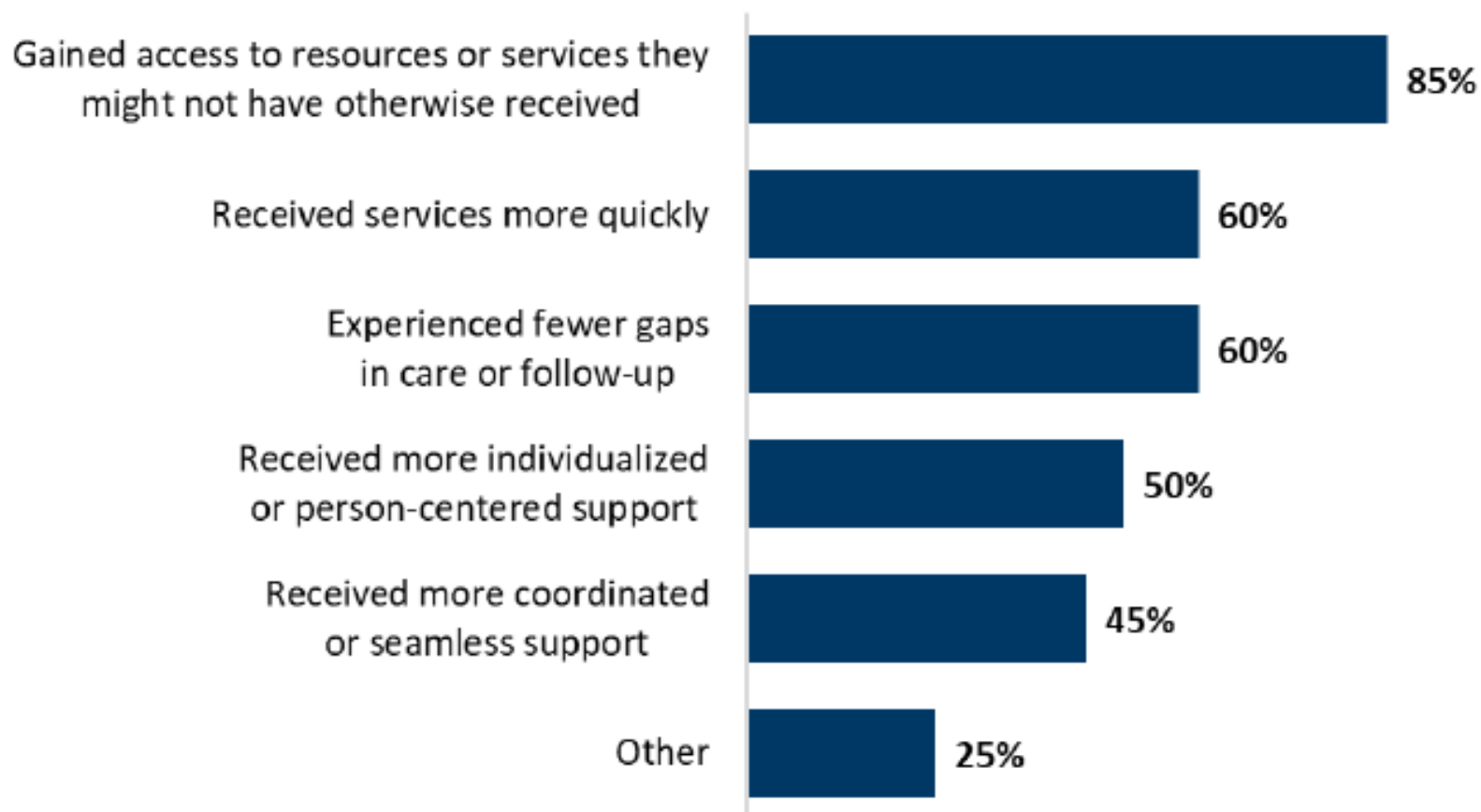
Credit: mn.gov/mmb/mad

Reported benefits to counties



Referred benefits to adults referred to APS (N=20)

Counties reported the pilot improved service access, speed, and continuity of care



Credit: mn.gov/mmb/mad

Is There a Path Forward?



WRAPS Resources ended September 30, 2025



Participating AAAs and counties strongly support continuation



Additional counties and AAAs are interested in participating in the future



Limited discussion by AAAs and counties of establishing a new program and seeking a legislative appropriation



Next steps could include working through the DHS or MN Board on Aging process to establish legislative priorities for inclusion in the Governor's budget



Working outside of the state agency process

Your Questions and Observations

