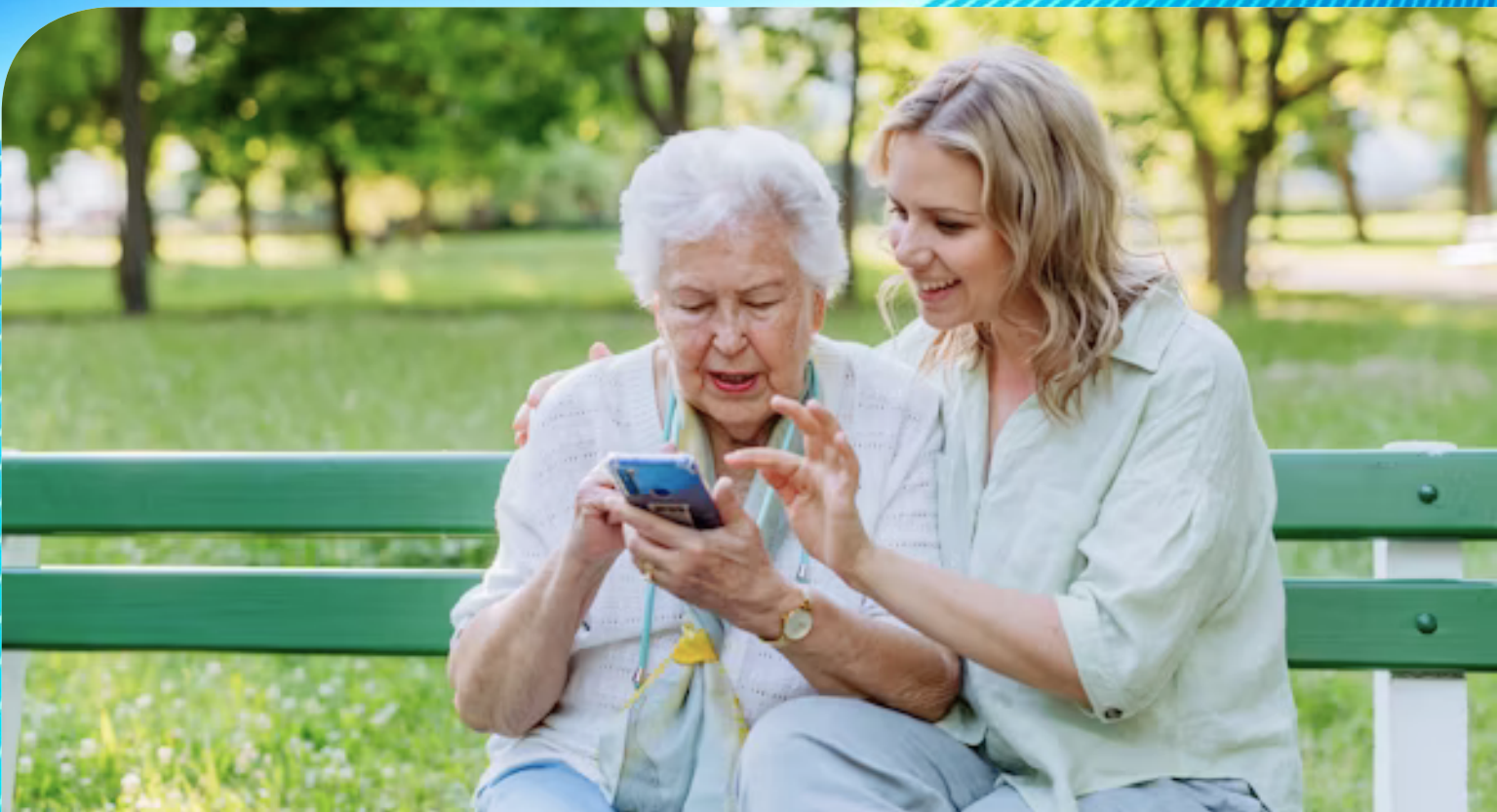




Meeting ACL's APS Rule with Confidence:

Modernizing Adult Protective Services through
Salesforce + Enlite



Introduction.

Adult Protective Services (APS) programs are at a pivotal moment. With the first-ever APS Final Rule issued by the U.S. Administration for Community Living (ACL) in 2024, state and local agencies are now tasked with modernizing systems, standardizing operations, and enhancing data-driven decision-making.

Meeting the 2028 compliance deadline presents both a challenge and an opportunity. Agencies must navigate complex federal requirements, improve operational efficiency, and ensure every adult in need receives timely protection and care.

Salesforce and Brite System's Enlite.

Offer a proven pathway to address these challenges. By combining cloud-native technology, configurable workflows, and integrated analytics, agencies can modernize APS operations, strengthen collaboration with partner organizations, and build a responsive, accountable, and efficient service network.

This white paper explores how APS agencies can leverage Salesforce + Enlite to meet ACL requirements confidently, modernize operations, and deliver meaningful outcomes for the communities they serve.

Executive Summary.

The U.S. Administration for Community Living (ACL) issued the first-ever Adult Protective Services (APS) Final Rule in 2024 — a landmark shift establishing national standards for APS operations, data, and technology modernization.

With every state now receiving federal formula funding under the Elder Justice Act, agencies face both an opportunity and an obligation: modernize their APS systems to meet the 2028 compliance deadline.

Brite Systems, a Salesforce Summit Partner with a proven track record across multiple states, helps agencies modernize APS and Aging programs confidently and efficiently through its Salesforce-based accelerator, Enlite.

The Urgency: Understanding ACL's APS Final Rule.

ACL's APS Final Rule creates, for the first time, a national framework for APS programs, requiring states to:

- Standardize definitions for adult maltreatment and self-neglect
- Establish tiered response timelines (including 24-hour response for emergencies)
- Offer 24/7 intake with at least one online reporting method
- Collect, analyze, and report data annually to ACL
- Strengthen collaboration with Aging, Medicaid, law enforcement, and other partners
- Update state APS plans at least every 5 years

Deadline: Full compliance required by **May 8, 2028**.

The Opportunity: Federal Funding for APS Modernization.

The Final Rule comes with new funding opportunities through the Elder Justice Act Section 2042(b) and APS Formula Grants.

Each state can now leverage this funding to:

- Replace or enhance legacy case management systems
- Improve data collection and reporting infrastructure
- Deploy mobile and cloud-enabled field tools
- Create integrated Aging and APS service delivery ecosystems

This is a once-in-a-generation chance for state and local governments to digitally transform APS programs with federal dollars.

The Urgency: Understanding ACL's APS Final Rule.

Brite Systems has delivered APS and Aging solutions for multiple States agencies, including: Indiana (APS), New Jersey (APS), Vermont (APS), North Carolina (Aging), Tennessee (Aging), Colorado (SUA & AAA).

Each implementation demonstrates how cloud-based modernization can transform service delivery, improve compliance, and strengthen community protection.

Enlite: Salesforce–Native Accelerator for APS.

Built natively on the Salesforce Platform, Enlite helps APS agencies modernize faster — meeting ACL compliance while enhancing operational outcomes.

Key Capabilities

- 24/7 online intake & self-reporting portals.
- Case assignment, workflow automation, and mobile case management.
- Integration with provider networks, law enforcement, and health systems.
- Configurable dashboards & compliance analytics.
- Automated data exchange with Aging, Medicaid, and ACL.
- Fully integrated with Salesforce PSS, Service Cloud, Sales Cloud, and Health Cloud.

Outcome: Reduced response times, improved investigation accuracy, higher worker productivity, and measurable compliance confidence.



Empowering Volunteers with Targeted Involvement.

- **Scalable:** Built on Salesforce’s secure, FedRAMP-ready infrastructure.
- **Configurable:** Adaptable to state-specific APS policies and statutes.
- **Interoperable:** Connects seamlessly with other HHS programs.
- **Compliant:** Designed to align with ACL and OAA guidelines.
- **Proven:** Already deployed in multiple states with high satisfaction.

How States Can Act Now.

1. **Assess Readiness:** Evaluate current APS workflows against ACL’s standards.
2. **Leverage Funding:** Identify ACL and Medicaid integration grants for modernization.
3. **Engage Salesforce + Brite:** Develop a modernization roadmap powered by Enlite.
4. **Implement in Phases:** Prioritize intake, case management, and reporting.
5. **Train & Transition:** Empower APS staff through user-friendly digital workflows.

Conclusion.

1. ACL's APS Final Rule represents more than a compliance requirement — it's a catalyst for modernization.
2. With Salesforce and Enlite, state and local agencies can meet the rule with confidence, ensuring every adult in need receives timely protection and care.
3. Brite's APS solutions are proven, scalable, and ready — helping agencies modernize faster, smarter, and in full compliance with ACL's vision for a safer, more responsive APS network.

About BRITE.

Brite Systems, Inc. is a Salesforce Summit Partner delivering digital modernization solutions for public sector HHS agencies across the U.S.

With Enlite, Brite helps states modernize APS, Aging, Child Care, and other human services programs through AI-powered, Salesforce-native solutions.

Contact BRITE.

101 West Ohio Street, Suite 2000
Indianapolis, IN 46204 .

317-222-1977

info@britesys.com

www.britesys.com