

# State of Adult Protective Services Baseline Assessment - 2012

Response ID: 157 Data

## 1. State of Adult Protection Services Baseline Assessment

### 1. Respondent Information

Name of person completing this assessment : Pamela A Williams

Title of person completing this assessment : Administrator/APS

State : Delaware

Email Address : pamela.williams@state.de.us

Telephone Number : 302 255-9242

### 2. APS Administrator Information

### 3. Where is your APS Program administratively located?

Is one program in a larger state agency

### 4. 3a) Please describe other, or add any clarifying comments on how your APS program fits within your state government:

Delaware Adult Protective Services recently transferred from the State Unit on Aging (SUA) to the Office of the Cabinet Secretary, Delaware Health & Social Services. This move was to enhance the service model for Constituent Services (advocacy and protection) as well as to elevate the visibility of the APS program

### 4. To whom does the APS Administrator report?

Other (describe): Office of the Cabinet Secretary, Director of Constituent Relations

### 5. How is APS administered in your state?

State administered (APS employees are all state employees)

### 7. 5a) If county-administered, which county agency administers APS?

### 8. 5b) If county or locally administered, does the State APS Office have oversight responsibility for local APS? For example, does the state set policy/ provided the training and/or monitor local APS services?

6. How many full-time state positions are in the APS program: (please provide full-time equivalents (FTEs), so if you have three half-time intake specialists who only accept reports for APS, you would state that you have 1.5 full-time intake positions). "Investigators/Caseworkers" refers to your APS field staff who work directly with clients; different states use different terms.

	Number of FTEs
State Administrative Staff	1
State Training Staff	0
Supervisors	2
Investigators/Caseworkers	10
Intake Staff	0
IT Staff	0
Legal Staff	0
Other	

### 7. Is this an increase or decrease from the past 5 years?

Increase

11. 7a) If increased, by what percentage (approximately):

1

12. 7b) If decreased, by what percentage (approximately):

8. Do the staff listed below work in APS only?

	Yes	No	N/A
State Administrative Staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
State Training Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervisors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Investigators/Caseworkers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Case Workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Intake Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legal Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. 8a) If no, what other programs do they work in?

9. What, if any, are the minimal education requirements for each position?

	Minimal Education Requirements
State Admin. Staff	High School
State Training Staff	High School
Supervisors	College Degree
Investigators/Caseworkers	
IT Staff	
Intake Staff	
Legal Staff	
Other	

10. If your system is state administered, do you provide APS field staff with the following:

	Yes	No
Smart phones (iPhone, Blackberry, Android)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Cell phones (phone only)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Laptops or tablet PCs	<input checked="" type="checkbox"/>	<input type="checkbox"/>
State vehicles to use for work	<input checked="" type="checkbox"/>	<input type="checkbox"/>

17. 10a) If state vehicles are not provided, are workers reimbursed for work related mileage (or public transportation fares)?

18. 10b) If yes, what is the current mileage reimbursement rate? (\$/mi.)

11. Does your APS Program have a case review quality assurance system in place?

No

20. 11a) If yes, are all cases reviewed (check all that apply)?

12. Please provide the contact person who can provide more information about the quality controls measures

13. Does APS have regular, case level access to expertise/consultation from:

	Yes	No
Attorneys	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Physicians	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Physician Assistants and/or Nurses	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mental Health Professionals	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Forensics	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Accountants	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other	<input checked="" type="checkbox"/>	<input type="checkbox"/>

14. If other, please specify:

Attorney General's Office, Domestic Violence Agencies, Developmental Disabilities agencies

15. Does your APS program track annual staff turnover rates?

Yes

25. 15a) If yes, please provide any additional information you can:

Experienced turnover/new hires every year since 2004

16. Does the Program have case performance measures (benchmarks/metrics) in place (e.g. timeliness of response; supervisor involvement; recidivism rates)?

Yes

## 2. Scope of APS

17. What is the age range for eligible clients?

18+

28. 17a) For clients aged 60+ or 65+ only, must the alleged victim be defined as vulnerable before APS can open the case or is anyone 60 years and older eligible for APS?

18. Your APS Program is responsible for abuse investigations in (check all that apply):

Community Settings

19. Does APS petition for guardianship in your state?

Yes

20. Do APS employees serve as guardians?

No

21. Does your APS program serve as representative payee for Social Security/Railroad Retirement client benefits?

No

**22. The following questions are about intake:**

	Yes	No
Is your intake centralized?		<input checked="" type="checkbox"/>
Do you have a toll free number?	<input checked="" type="checkbox"/>	

**34. 22a) If yes to either above, is the APS intake line combined with another program's intake (such as CPS or aging services)?**

Yes

**23. Do you accept reports 24 hours a day?**

Yes

**36. 23a) If available 24 hours, is the line (check all that apply):**

Contracted Call Center

**37. 23b) If no, what happens to after-hours reports?**

**38. 23c) Do you respond (go out on) cases 24 hours a day?**

No

**24. What is the shortest timeframe in which APS must initiate a case?**

2 business days

**25. Are investigation time frames triaged depending on allegations?**

If Yes, describe:: Physical abuse, emergencies and extreme neglect cases are prioritized and seen same day. Financial exploitation and all others are seen within 5-7 days.

**26. Must APS complete investigations within a certain timeframe?**

Yes, 30 days

**27. Must APS close cases within a specific time frame?**

Yes, as soon as the investigation is complete

**28. Is there required regular contact with the victim of an open case?**

Yes

**44. 28a) If yes, please check all that apply:**

	Daily	Weekly	Monthly
In person			<input checked="" type="checkbox"/>
By Phone			
Other			

**45. 28b) If other, describe:**

**29. Which of the following services does APS provide to victims: (Direct=via APS personnel; Indirect=via referral to outside services)**

	Yes	Yes, Indirect	Yes, both	No
Developing a case plan			<input checked="" type="checkbox"/>	
Counseling		<input checked="" type="checkbox"/>		

Advocacy with other systems		✓		
Money Management		✓		
Legal Interventions		✓		
In-home services		✓		
Home Delivered Meals		✓		
Medical Services		✓		
Placement			✓	
Environmental Cleanup		✓		

47. 29a) If indirectly through referrals, does APS continue monitoring the case after the referrals are made?

Describe: Sometimes.....may depend upon worker caseload and/or complexity of case.

### 3. Budget Information

30. From the most recent state fiscal year data, please describe how much money is allocated from each funding source (answer should be dollar amount):

	State Funds	SSBG	OAA	Medicaid (TCM)	County Funds	Department of Justice	Other Local	Other	Information not Available
State	10,000		25,000						
County*									
Other (describe)									
Other									
TOTAL	10,000		25,000						
Amount over or under previous year. Indicate under with a minus sign.									

31. Please provide any additional budgetary information:

### 4. Report Information - Statewide Report Totals

32. For the previous year, please provide the number of statewide report totals by age of vulnerable adult if possible; by total numbers if age breakdown is not available.

	Age 60+	Age 18-59	Total
Self-Neglect			377
Physical Abuse			106
Emotional Abuse			87
Sexual Abuse			11
Neglect by others			247
Financial abuse			188
Other abuse (describe below)			47

Total			1063
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**33. If other, please describe:**

Disruptive Behaviors (often mental health related)

**34. Is the total number of statewide reports an increase or decrease from the past 5 years?**

Increase

**51. 34a) If increase, by what percentage (approximately):**

10

**52. 34b) If decrease, by what percentage (approximately):**

**35. Please provide the number of statewide substantiated report totals by age of vulnerable adult if possible; by total numbers if age breakdown is not available.**

	Number Substantiated (60+)	Number Substantiated (18-59)	Total
Self-Neglect			
Physical Abuse			
Emotional Abuse			
Sexual Abuse			
Neglect by others			
Financial abuse			
Other abuse (describe below)			
Total			

**36. If other, please describe:**

Approximately 75% of cases are substantiated based upon statistics from the previous years. We are currently in the process of researching an APS data base to accurately capture this statistic.

**37. Is the total the number of statewide substantiated report an increase or decrease from the past 5 years?**

Increase

**56. 37a) If increase, by what percentage (approximately):**

10

**57. 37b) If decrease, by what percentage (approximately):**

**38. What is the statewide average caseload (including new and ongoing cases) for Investigators/Caseworkers?**

40

**39. Is the statewide average caseload per caseworker/investigators an increase or decrease over the past 5 years?**

Increase

**60. 39a) If increase, by what percentage (approximately):**

40

**61. 39b) If decrease, by what percentage (approximately):**

**40. If the program is state-administered, what is the average ratio (e.g. 1:10) of:**

Supervisors to Investigators/Caseworkers : 1:5

**41. Does your state law mandate reporting of suspected adult abuse to APS?**

Yes

**64. 41a) If yes, is reporting mandated for:**

All vulnerable adults aged 18+

**65. 41b) If yes, in your state, who is a mandated reporter?**

All persons

**5. Case Level APS Data Collected Statewide**

**42. Does your state have an automated (computerized) data system for APS?**

No – using non-APS specific software (Word, Excel, etc.)

**43. Does county (or local) case level data feed into the state data system?**

Yes

**44. Which of the following pieces of data do you collect at the state level (check all that apply)?**

Number of reports

Individual allegations

Reporter type (family, neighbor, social worker, etc.)

Victim age

Victim gender

Victim Ethnicity

Victim's residence type (home; senior housing; assisted living; board and care; foster care; nursing home, etc.)

Relationship of victim to abuser

Interventions offered/provided

Days case remains open

Reason for case closure

**45. Please check all assessment tools used: (check all that apply)**

MMSE (Mini-Mental Status Exam)

**46. If automated, what type of data system does your state use?**

Built by state personnel

**71. 46a) If purchased, from what company?**

**47. Is the data system APS only or integrated with other systems**

Integrated with other systems

**73. 47a) If integrated, is it with:**

Elder case management

**48. Does the system keep track of all reports/cases involving the same client over time?**

Yes

**49. How recently did you adopt your automated data system?**

more than 10 years ago

**50. Is your automated data system web based?**

No

51. Does your automated data system allow for case notes?

Yes

## 6. Training Information

52. APS-Specific training is required by:

	Investigator/Caseworker	Supervisor
Statute	✓	✓
State Policy	✓	✓
Local Policy	✓	✓
Not Required		
Other (explain):		

53. How much pre-service (new worker) APS-specific training is provided for investigators/caseworkers?

4 weeks/160 hours

54. What type of content is provided in APS-specific training (check all that apply)?

Policy  
Intake  
Investigations  
Casework  
Worker Safety  
Communications/interviewing  
Legal issues  
Aging Process  
Disabilities Information

55. How much in-service (existing staff) training is provided for investigators/caseworkers per year?

2 weeks/80 hours

82. 55a) What content does APS-specific In-services training include (check all that apply)?

Policy  
Intake  
Investigations  
Case Management  
Data Systems  
Documentation  
Assessing capacity/competency  
Worker Safety  
Communications/interviewing  
Legal issues  
Aging Process  
Disabilities Information

56. Does your program provide training for APS supervisors?

Yes, APS supervisors attend APS-specific supervisory training

84. 56a) If yes, What content does APS-specific supervisor training include (check all that apply)?

Policy

Team Building  
 Personnel Issues/Management  
 Case Management  
 Data Systems  
 Documentation  
 Worker Safety  
 Communications/interviewing  
 Legal issues  
 Working with other agencies

**57. How is the majority of your APS training provided?**

If more than one method is used to train, please check all the methods that apply (e.g. classroom and online)

	Investigator/Caseworker (Pre-Hire, pre-service)	Investigator/Caseworker (Ongoing, in-service)_	Supervisor
Directly by APS Program Staff		✔	
Via contract with University or other entity*		✔	✔
In a classroom		✔	✔
Online (e-learning)		✔	✔
On the Job		✔	✔
Other**		✔	✔

**58. Specify**

\*entity : Yearly APS Conferences

**59. Do you have APS specific/dedicated trainers?**

No

**60. Is there a certification process?**

No

**89. 60a) If yes, is certification based on testing?**

**61. What is the annual training budget?**

Total : \$25,000.

**7. Multidisciplinary Teams**

**62. Does APS participate on multi-disciplinary teams?**

Yes

**92. 62a) How many multi-disciplinary teams within the state does APS participate in (estimated)?**

5

**93. 62b) Are multi-disciplinary teams required by:**

Not required

**94. 62c) How are multi-disciplinary teams funded?**

Not funded

**95. 62d) If multi-disciplinary teams receive federal funding, please check all that apply:**

**96. 62e) What organizations/professionals regularly participate in multi-disciplinary teams?**

Legal/Courts/Criminal Justice  
Medical  
Developmental Disabilities

**97. 62f) What is the purpose of this multi-disciplinary work?**

public awareness  
policy initiatives  
training

**63. Are there elder fatality review teams in place in your state?**

No

**99. 63a) If yes, please provide the locations and contact information for the primary coordinator, if available.**

**64. Has your program executed agreements to facilitate cross-county, cross-state or interagency cooperation?**

No

**101. 64a) What form of agreements has your program entered into (check all that apply)?**

**65. How much of a barrier are confidentiality restrictions to multi-disciplinary and interagency work?**

Not a barrier

**66. Is APS required to report cases to law enforcement?**

Yes

**104. 66a) If yes, in which cases do you report to law enforcement?**

Cases upon being reported where there is indication of criminal activity  
Some cases based on type or severity of abuse

**67. Does your state have an APS abuser registry?**

Yes, operated by another agency

**106. 67a) If yes, is the abuser registry required by state statute?**

Yes

**107. 67b) If yes, is the abuser registry:**

Required to be checked by home health care agencies, long term care facilities, etc. before hiring

**108. 67c) other registries**

**109. 67d) What is the annual budget for the registry?**

unknown

**110. 67e) Who can be contacted for more information about the registry?**

Name : John T. Murray  
Phone : 302 577-6661

**111. 67f) What due process does APS afford the alleged perpetrator and victim?**

	Perpetrators	Victims
Notification of allegations		
Notification of substantiation decision		

Right to appeal		
Hearing		
Other		

**112. 67g) If other, please describe:**

Our APS program typically does not address the concerns/needs of the perpetrator, but the clients'.

**68. Has your APS program conducted any broad-based, multi-faceted public awareness campaigns (e.g., billboards, public service announcements, etc. – not just program brochures)?**

Yes, campaign done with other agencies (e.g. an elder abuse coalition)

**114. 68a) If yes, do you have any World Elder Abuse Awareness Day (WEAAD) materials or activities developed?**

Yes

**115. 68b) If yes, please provide contact information for the person we can follow-up with to learn more information:**

Name : Krista Griffith  
 Title : Deputy Attorney General  
 Phone : 302 577-8914  
 Email : krista.griffith@state.de.us

**69. If your state published an annual APS report, please provide a link:**

n/a

**8. Open Ended**

**70. What are the three biggest improvements your APS program has implemented in the past five years?**

Filled vacant positions Blackberries and Digital cameras for all APS staff Approval of Overtime Satellite Office throughout the state

**71. What are the three biggest challenges facing APS in your state?**

Insufficient staff to handle increase in referrals Insufficient data systems to accurately keep statistics vs manually

**72. Is there anything you want to tell us about your APS Program which we failed to ask?**

Delaware is currently researching the following initiative to improve program efficiency: 1. Meeting with HR to review paygrade for APS workers. 2. Researching various Data Mangement Systems companies. 3. Discussing restructuring of the APS program into 3 categories (Intake, Investigation, Case Maintenance.)

**Response Location**

<b>Region:</b>	United States
<b>Region:</b>	DE
<b>City:</b>	Dover
<b>Postal Code:</b>	
<b>Long &amp; Lat:</b>	Lat: 39.1703, Long:-75.545601