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.

<table>
<thead>
<tr>
<th>Position</th>
<th>Number of FTEs</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Administrative Staff</td>
<td>1</td>
</tr>
<tr>
<td>State Training Staff</td>
<td>0</td>
</tr>
<tr>
<td>Supervisors</td>
<td>2</td>
</tr>
<tr>
<td>Investigators/Caseworkers</td>
<td>10</td>
</tr>
<tr>
<td>Intake Staff</td>
<td>0</td>
</tr>
<tr>
<td>IT Staff</td>
<td>0</td>
</tr>
<tr>
<td>Legal Staff</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
</tr>
</tbody>
</table>

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?

<table>
<thead>
<tr>
<th>Staff</th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Administrative Staff</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>State Training Staff</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supervisors</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Investigators/Caseworkers</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Case Workers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Intake Staff</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IT Staff</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Legal Staff</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

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

<table>
<thead>
<tr>
<th>Staff</th>
<th>Minimal Education Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Admin. Staff</td>
<td>High School</td>
</tr>
<tr>
<td>State Training Staff</td>
<td>High School</td>
</tr>
<tr>
<td>Supervisors</td>
<td>College Degree</td>
</tr>
<tr>
<td>Investigators/Caseworkers</td>
<td></td>
</tr>
<tr>
<td>IT Staff</td>
<td></td>
</tr>
<tr>
<td>Intake Staff</td>
<td></td>
</tr>
<tr>
<td>Legal Staff</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Feature</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smart phones (iPhone, Blackberry, Android)</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Cell phones (phone only)</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Laptops or tablet PCs</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>State vehicles to use for work</td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>

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:

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attorneys</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Physicians</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Physician Assistants and/or Nurses</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mental Health Professionals</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Forensics</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accountants</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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:

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is your intake centralized?</td>
<td>✔</td>
<td></td>
</tr>
<tr>
<td>Do you have a toll free number?</td>
<td>✔</td>
<td></td>
</tr>
</tbody>
</table>

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:

<table>
<thead>
<tr>
<th>Contact Method</th>
<th>Daily</th>
<th>Weekly</th>
<th>Monthly</th>
</tr>
</thead>
<tbody>
<tr>
<td>In person</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>By Phone</td>
<td></td>
<td></td>
<td>✔</td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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)

<table>
<thead>
<tr>
<th>Service</th>
<th>Yes</th>
<th>Yes, Indirect</th>
<th>Yes, both</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Developing a case plan</td>
<td>✔</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Counseling</td>
<td>✔</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### 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):

<table>
<thead>
<tr>
<th></th>
<th>State Funds</th>
<th>SSBG</th>
<th>OAA</th>
<th>Medicaid (TCM)</th>
<th>County Funds</th>
<th>Department of Justice</th>
<th>Other Local</th>
<th>Other</th>
<th>Information not Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>State</td>
<td>10,000</td>
<td></td>
<td>25,000</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>County*</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (describe)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>10,000</strong></td>
<td><strong>50,000</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th></th>
<th>Age 60+</th>
<th>Age 18-59</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self-Neglect</td>
<td></td>
<td>377</td>
<td></td>
</tr>
<tr>
<td>Physical Abuse</td>
<td></td>
<td>106</td>
<td></td>
</tr>
<tr>
<td>Emotional Abuse</td>
<td></td>
<td>87</td>
<td></td>
</tr>
<tr>
<td>Sexual Abuse</td>
<td></td>
<td>11</td>
<td></td>
</tr>
<tr>
<td>Neglect by others</td>
<td></td>
<td>247</td>
<td></td>
</tr>
<tr>
<td>Financial abuse</td>
<td></td>
<td>188</td>
<td></td>
</tr>
<tr>
<td>Other abuse (describe below)</td>
<td></td>
<td>47</td>
<td></td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th></th>
<th>Number Substantiated (60+)</th>
<th>Number Substantiated (18-59)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self-Neglect</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Physical Abuse</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emotional Abuse</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sexual Abuse</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Neglect by others</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial abuse</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other abuse (describe below)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

52. APS-Specific training is required by:

<table>
<thead>
<tr>
<th></th>
<th>Investigator/Casework</th>
<th>Supervisor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statute</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>State Policy</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Local Policy</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Not Required</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (explain):</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

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)

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

58. Specify
*entity : Yearly APS Conferences

59. Do you have APS specific/dedicated trainers?  
No

60. Is there a certification process?  
No

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

Legal/Courts/Criminal Justice
Medical
Developmental Disabilities

97. f) 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?

<table>
<thead>
<tr>
<th></th>
<th>Perpetrators</th>
<th>Victims</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notification of allegations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Notification of substantiation decision</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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 Management Systems companies. 3. Discussing restructuring of the APS program into 3 categories (Intake, Investigation, Case Maintenance.)

Response Location

Region: United States
Region: DE
City: Dover
Postal Code:
Long & Lat: Lat: 39.1703, Long:-75.545601