

# State of Adult Protective Services Baseline Assessment - 2012

Response ID: 183 Data

## 1. State of Adult Protection Services Baseline Assessment

### 1. Respondent Information

Name of person completing this assessment : Robert K Anderson  
Title of person completing this assessment : State Director, Adult Protective Services  
State : Florida  
Email Address : robert\_anderson@dcf.state.fl.us  
Telephone Number : 850-488-2881

### 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:

Falls under the Florida Department of Children and Families. DCF administers the following programs: Adult Protection; Child Care Regulation; Domestic Violence; Economic Self-Sufficiency; Child Welfare; Homelessness; Refugees, Mental Health; and Substance Abuse

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

Other (describe): Director of Family and Community Services

### 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	66
State Training Staff	6
Supervisors	78
Investigators/Caseworkers	398
Intake Staff	57
IT Staff	0
Legal Staff	1
Other	

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

Decrease

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

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

1

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 checked="" 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Legal Staff	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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

CPS  
Other

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

	Minimal Education Requirements
State Admin. Staff	College Degree
State Training Staff	College Degree
Supervisors	College Degree
Investigators/Caseworkers	College Degree
IT Staff	College Degree
Intake Staff	College Degree
Legal Staff	JD
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 type="checkbox"/>	<input checked="" 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?

Yes

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

Yes, by supervisor

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

Name : Leeann Christenson

Title : Deputy Director, Adult Protective Services

Email : leeann\_christenson@dcf.state.fl.us

Phone : 850-717-4380

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

	Yes	No
Attorneys	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Physicians	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>
Accountants	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other	<input checked="" type="checkbox"/>	<input type="checkbox"/>

14. If other, please specify:

Licensing Agencies: Agency for Health Care Administration; Agency for Persons with Disabilities

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

Yes

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

Statewide turnover rates for API's average 15%

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):

Nursing Homes

Community Settings

Assisted Living Settings

Care Homes/Board Homes  
State Developmental Disability Facilities  
State Mental Illness Facilities

**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"/>	<input type="checkbox"/>
Do you have a toll free number?	<input checked="" type="checkbox"/>	<input 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):**

Staffed

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

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

Yes

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

Other (explain): 3 Hours

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

If Yes, describe:: Emergent situations require an immediate response (3 Hours). All other require 24 hour response.

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

Yes, 60 days

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

Yes, 60 days

**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 type="checkbox"/>	<input type="checkbox"/>	<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	✓			
Counseling			✓	
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?

Yes, all cases

### 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									
County*									
Other (describe)									
Other									
TOTAL									
Amount over or under previous year. Indicate under with a minus sign.									

31. Please provide any additional budgetary information:

Budget (FY 11-12): \*Adult Protective's Service \$37,182,483 \*Home Care for Disabled Adults \$2,219,860 \*Community Care for Disabled Adults \$2,041,955 \*Aged and Disabled Adult Medicaid Waiver (18-59 year olds) \$49,274,133 \*Risk Management \$373,882 \*Temporary Emergency Shelter \$203,527 TOTAL \$91,295,840 69% increase over last FY but due to the Medicaid Waiver Program (from approximately 12 million to the 49 million - includes GR and Federal match). The APS portion that deals with investigations is the 37 million. This has not increased since 2006 when new FTE's for API's were added.

#### 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	11533	2601	
Physical Abuse	4638	3317	
Emotional Abuse	2585	1351	
Sexual Abuse	296	603	
Neglect by others	12841	5796	
Financial abuse	6320	1551	
Other abuse (describe below)	171	49	
Total	38384	15238	

33. If other, please describe:

Death

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	1991	527	
Physical Abuse	270	140	
Emotional Abuse	76	21	
Sexual Abuse	4	20	
Neglect by others	736	310	
Financial abuse	569	87	
Other abuse (describe below)	8	4	
Total	3654	1109	

36. If other, please describe:

Death

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):

1

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

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

16

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):

1

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?

Yes

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

Not applicable

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

Abuser age

Abuser gender

Abuser relationship to victim

Risk assessment

Interventions offered/provided

Days case remains open

Reason for case closure

Client Outcomes

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

State specific tool

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

Purchased from outside vendor (may have been customized for your state)

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

It is the SACWIS system. Do not know.

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

Integrated with other systems

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

Child Protective Services

**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?**

Yes

**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	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
State Policy	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Local Policy		
Not Required		
Other (explain):		

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

3 weeks/120 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

Other (describe): Services, Substance Abuse Mental Health, Domestic Violence, Human Trafficking



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

Less than one week (number of hours): 12 Hours per year

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

- Documentation
- Assessing capacity/competency
- Worker Safety
- Communications/interviewing
- 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	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Via contract with University or other entity*			
In a classroom	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Online (e-learning)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
On the Job	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other**			

**58. Specify**

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

Yes, on staff

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

No

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

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

Total : 0

## 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)?

20

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

State statute

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?

Law Enforcement

Legal/Courts/Criminal Justice

Domestic Violence

Medical

Mental Health

Developmental Disabilities

Coroner

Varies according to the cases under review

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

case reviews (financial abuse, for example)

training

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

Yes

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

Location : StateAPS HQ

Team Coordinator Name : Leeann Christenson

Email : leeann\_christenson@df.state.fl.us

Phone : 850-488-2881

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

Yes

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

inter-agency cooperative agreements (specify agency): Agency for Health Care Administration; Department of Elderly Affairs;

Agency for Persons with Disabilities; Department of Health; Attorney General's Office; Florida Department of Law

Enforcement; State Ombudsman Office

other (explain):

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  
All substantiated cases  
Substantiated cases with evidence of criminal activity

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

No

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

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

**108. 67c) other registries**

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

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

**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:**

**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 : Alison Bryant

Title : Statewide Elder Abuse Prevention Coordinator, Florida Department of Elderly Affairs

Phone : 850-414-2072

Email : Bryanta@elderaffairs.org

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

<http://www.dcf.state.fl.us/programs/aps/publications.shtml>

## 8. Open Ended

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

1) Implemented statewide standardized Training (pre and in service) for APS staff. 2) Implemented standardized quality assurance monitoring for APS cases. 3) Changed law to allow for APS to be able to petition for guardianship while specifying that APS can not serve as guardian.

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

1) As population ages, facing higher case loads with no additional resources. 2) Implementing a comprehensive electronic case management system that includes data sharing among all necessary partner agencies. 3) Finding resources, safe placement for increasing population of undocumented vulnerable adults with no funding mechanism.

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

### Response Location

<b>Region:</b>	United States
<b>Region:</b>	FL
<b>City:</b>	Havana
<b>Postal Code:</b>	32333
<b>Long &amp; Lat:</b>	Lat: 30.594601, Long:-84.399002