

# State of Adult Protective Services Baseline Assessment - 2012

Response ID: 207 Data

## 1. State of Adult Protection Services Baseline Assessment

### 1. Respondent Information

Name of person completing this assessment : Rachel Richards  
Title of person completing this assessment : Departmental Analyst (APS)  
State : Michigan  
Email Address : RichardsR@michigan.gov  
Telephone Number : 517-373-0007

### 2. APS Administrator Information

Name : Cynthia Farrell  
Title : Program Manager  
Email Address : FarrellC2@michigan.gov  
Telephone Number : 517-335-6311

### 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:

APS is in the Bureau of Adult & Child Welfare Field Operations within the Department of Human Services

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

A subordinate of the above named agency director

### 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	2
State Training Staff	1
Supervisors	
Investigators/Caseworkers	100
Intake Staff	6
IT Staff	2
Legal Staff	1
Other	

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

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

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		✓	
State Training Staff		✓	
Supervisors		✓	
Investigators/Caseworkers		✓	
Case Workers			
Intake Staff		✓	
IT Staff		✓	
Legal Staff		✓	
Other			

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

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	
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)		✓
Cell phones (phone only)	✓	
Laptops or tablet PCs	✓	
State vehicles to use for work	✓	

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

Cases are reviewed at more than one level (e.g. supervisor & administrator)

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

Name : George Noonan

Title : Data Analysis & Information Management

Email : NoonanG@michigan.gov

Phone : 517-335-7756

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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input type="checkbox"/>

14. If other, please specify:

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

Yes

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

This is tracked through our Field Operations department, not through the Office of Adult Services

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

Assisted Living Settings

Care Homes/Board Homes

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):

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): Immediate if risk of imminent harm

25. Are investigation time frames triaged depending on allegations?

If Yes, describe:: 24 hours, unless risk of imminent harm-then immediate response

26. Must APS complete investigations within a certain timeframe?

Yes, 30 days

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

Yes, other (explain): 30-90 days unless there are ongoing issues or court activity

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	✓			
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		600,000							
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 for staffing is housed under field operations line, not APS line.

**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	2918	1284	4202

Physical Abuse	755	745	1500
Emotional Abuse	553	335	888
Sexual Abuse	44	166	210
Neglect by others	2646	1447	4093
Financial abuse	1390	436	1826
Other abuse (describe below)			
Total	8306	4413	12719

33. If other, please describe:

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):

30

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	1814	941	2755

36. If other, please describe:

Original survey did not have this question and was too late to pull the data and submit information timely

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):

20

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):

20

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 to 8

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?

Social Services

Law Enforcement

Aging services providers

Disability services providers

Health care professionals

Other (describe): Education, Medical Examiners

## 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?

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

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?

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:**

Other (describe): two adult programs, Medicaid State Plan for in-home services and licensed adult foster care

**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?**

Less than one week (number of hours): 36

**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

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

none

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

**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

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**

**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?**

**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)?**

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

Not required

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

Local funds

**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  
 Domestic Violence  
 Medical

Mental Health  
Developmental Disabilities  
Financial  
Varies according to the cases under review

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

case reviews (financial abuse, for example)

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.

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?

Very significant 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

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, APS Program Campaign

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 : Cynthia Farrell  
Title : Adult Services Manager  
Phone : 517-335-6311  
Email : FarrellC2@michigan.gov

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

## 8. Open Ended

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

1. Specialized legal training provided by Elder Law of MI 2. Dedicated adult trainer and newly revised training 3. Centralized intake to begin statewide 3/5/12 with 6 county pilot that began 9/12/11.

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

1. Staffing 2. Funding 3. HIPAA

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

1. APS staff will be receiving iPhones by 6/1/12. 2. Statewide centralized intake (combined with CPS intake) begins 3/5/12. 3. Trainer is in the process of developing experienced worker training and revising supervisor training.

## Response Location

Region:	United States
Region:	MI
City:	Leslie
Postal Code:	49251
Long & Lat:	Lat: 42.4729, Long:-84.4011