

# State of Adult Protective Services Baseline Assessment - 2012

Response ID: 210 Data

## 1. State of Adult Protection Services Baseline Assessment

### 1. Respondent Information

Name of person completing this assessment : Edna C. Clark  
Title of person completing this assessment : Program Administrator Senior  
State : Mississippi  
Email Address : edna.clark@mdhs.ms.gov  
Telephone Number : 601-359-4484

### 2. APS Administrator Information

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

In the State Unit on Aging (SUA)

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

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

State Unit on Aging (SUA) 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       | 0              |
| Supervisors                | 3              |
| Investigators/Caseworkers  | 18             |
| Intake Staff               | 0              |
| IT Staff                   | 0              |
| Legal Staff                | 0              |
| Other                      | 0              |

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

Increase

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

30

**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 checked="" 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 checked="" type="checkbox"/> |
| IT Staff                   | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Legal Staff                | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Other                      | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" 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        | College Social Work Degree     |
| State Training Staff      |                                |
| Supervisors               | College Social Work Degree     |
| Investigators/Caseworkers | College Social Work Degree     |
| 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 type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Laptops or tablet PCs                      | <input type="checkbox"/>            | <input checked="" 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)?**

Yes

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

.51

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

Name : N/A

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 type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Forensics                          | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Accountants                        | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Other                              | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |

14. If other, please specify:

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

No

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

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

No

## 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

Other (specify): unlicensed personal care homes with 3 or fewer residents

19. Does APS petition for guardianship in your state?

No

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?     | ✔   |    |
| Do you have a toll free number? | ✔   |    |

**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:: 48 hours or 72 hours if alleged victim is not in immediate danger

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

Yes, 30 days

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

No

**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 |       |        | ✔       |
| By Phone  |       |        |         |
| Other     |       |        | ✔       |

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

For the first 90 days, at least 1 monthly face-to-face home visit. Thereafter, at least once every 90 days.

**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, some 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   | 248,307.00  | 500,000.00 | 0   | 0              |              | 0                     |             | 0     |                           |
| County*   | 0           | 0          | 0   | 0              |              | 0                     |             | 0     |                           |
| Other (describe)  |             |            |     |                |              |                       |             |       |                           |
| Other   | 0           | 0          | 0   | 0              |              | 0                     |             | 0     |                           |
| TOTAL   |             |            | 0   | 0              |              | 0                     |             | 0     |                           |
| Amount over or under previous year. Indicate under with a minus sign. | -           | +          |     |                |              |                       |             |       |                           |

31. Please provide any additional budgetary information:

SFY12 funding shown above. Additional SSBG funds are transferred to APS as needs.

### 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      |         |           | unknown |
| Physical Abuse    |         |           | 282     |
| Emotional Abuse   |         |           | 304     |
| Sexual Abuse      |         |           | 64      |
| Neglect by others |         |           | 1,245   |

|                              |  |       |
|------------------------------|--|-------|
| Financial abuse              |  | 533   |
| Other abuse (describe below) |  | 222   |
| Total                        |  | 2,650 |

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

The above numbers are the "Screened in" reports. Self-Neglect is not tracked in our system. Self-neglect is included in the "Neglect by others" category. "Other abuse" is "Medical Neglect"

**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):**

1

**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                 |                            |                              | unknown |
| Physical Abuse               |                            |                              | 74      |
| Emotional Abuse              |                            |                              | 63      |
| Sexual Abuse                 |                            |                              | 19      |
| Neglect by others            |                            |                              | 264     |
| Financial abuse              |                            |                              | 102     |
| Other abuse (describe below) |                            |                              | 50      |
| Total                        |                            |                              | 572     |

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

"Self-neglect" is not tracked in our e-system. The "Neglect by others" above includes self neglect. The "Other" total above is "Medical Neglect"

**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?**

100+

**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):**

10

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 : 1:6

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?

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

Days case remains open

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:

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?

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): 33 hours

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

Policy

Investigations

Worker Safety

Communications/interviewing

Legal issues

Other (describe): APS Principles and Practice Guidelines; Ethical Issues; State Law; Capacity

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

Less than one week (number of hours): 3 days

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

Policy

Investigations

Case Management

Documentation

Assessing capacity/competency

Worker Safety

Communications/interviewing

Legal issues

Aging Process

### 56. Does your program provide training for APS supervisors?

No

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

### 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?**

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 : 0

**7. Multidisciplinary Teams**

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

No

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

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

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

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

**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?**

Moderately 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?**

All cases upon being reported to APS (cross-reporting)

**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:

Integrated with other registries

108. 67c) other registries

CPS

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

0

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

Name : Edna C. Clark

Email : edna.dark@mdhs.ms.gov

Phone : 601-359-4484

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:

The central registry is not used to dispense information, and there is no due process provision in the state statute.

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)?

No

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

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

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?

1. From 2008-2010, utilization of contract prn workers 2. Nov. 2009, Centralized Intake System 3. In 2009, funds and PIN for 1 additional supervisor. In 2010, funds and PINs for 7 additional frontline workers.

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

1. Still underfunded and understaffed. 2. Lack of an electronic software system to meet APS needs. 3. Limited resources to meet the demand for services, especially the complex cases.

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

Despite significant barriers and limited resources a lot has been and is being done. At stake and of major concern are the agency's credibility, protection of vulnerable adults, workers' safety and burnout. #56: APS supervisors attend the in-class APS new worker and staff yearly refresher training.

### Response Location

|                        |                               |
|------------------------|-------------------------------|
| <b>Region:</b>         | United States                 |
| <b>Region:</b>         | MS                            |
| <b>City:</b>           | Madison                       |
| <b>Postal Code:</b>    |                               |
| <b>Long &amp; Lat:</b> | Lat: 32.5172, Long:-90.136703 |