

State of Adult Protective Services Baseline Assessment - 2012

Response ID: 198 Data

1. State of Adult Protection Services Baseline Assessment

1. Respondent Information

Name of person completing this assessment : Nancy Warren
Title of person completing this assessment : Program Administrator
State : NC
Email Address : nancy.warren@dhhs.nc.gov
Telephone Number : 919-855-3463

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?

A subordinate of the State Unit on Aging (SUA) Director

5. How is APS administered in your state?

County administered (APS is operated by counties)

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

DHS/county welfare agency

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?

Yes

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	4.40
State Training Staff	.50
Supervisors	.35
Investigators/Caseworkers	0
Intake Staff	0
IT Staff	0
Legal Staff	.25
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	✓		
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?

CPS

Guardianship

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)		✓
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 specialized quality control staff

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

Name : Nancy Warren

Email : nancy.warren@dhhs.nc.gov

Phone : 919-855-3463

Title : Program Administrator

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 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?

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)?

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?

Yes

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

Yes

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)?

23. Do you accept reports 24 hours a day?

Yes

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

Staffed

Leave message

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 danger of death/emergency

25. Are investigation time frames triaged depending on allegations?

If Yes, describe:: NC Statute requires initiation immediately if allegations of death/24 hrs if allegations of danger or irreparable harm/72 hours for all others

26. Must APS complete investigations within a certain timeframe?

Yes, other

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

Yes, other (explain): Most cases should be closed within 90 days. Cases remain open long enough to ensure the protective plan is working. Cases will close when situation stabilizes.

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

Other

45. 28b) If other, describe:

There is no cap on contact. Social workers make as many visits as needed to complete a thorough evaluation for protective services

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	<input checked="" type="checkbox"/>			
Money Management			<input checked="" type="checkbox"/>	
Legal Interventions			<input checked="" type="checkbox"/>	
In-home services			<input checked="" type="checkbox"/>	
Home Delivered Meals		<input checked="" type="checkbox"/>		
Medical Services		<input checked="" type="checkbox"/>		
Placement			<input checked="" type="checkbox"/>	
Environmental Cleanup		<input checked="" type="checkbox"/>		

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	21,562,709	19562709							
County*		397,311							
Other (describe)									
Other		0							
TOTAL		1,589,236							
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			4499
Physical Abuse			1028
Emotional Abuse			0
Sexual Abuse			0
Neglect by others			3476
Financial abuse			1167
Other abuse (describe below)			104
Total			10274

33. If other, please describe:

Exploitation of the Person

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):

20

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	1158	505	1663
Physical Abuse	138	40	178
Emotional Abuse			0
Sexual Abuse			0
Neglect by others	424	193	617
Financial abuse	60	225	285
Other abuse (describe below)	11	6	17
Total	1791	969	2760

36. If other, please describe:

Exploitation of the Person

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?

44

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

Decrease

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

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

10

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

Supervisors to Investigators/Caseworkers : N/A

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

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

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)

SLUMS (Saint Louis University mental status examination)

SPMSQ (Short Portable Mental Status Questionnaire)

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:

Elder case management

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

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?

No

6. Training Information

52. APS-Specific training is required by:

	Investigator/Caseworker	Supervisor
Statute		<input checked="" type="checkbox"/>
State Policy		<input checked="" type="checkbox"/>
Local Policy		<input checked="" type="checkbox"/>
Not Required		<input checked="" type="checkbox"/>
Other (explain):		

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

none

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

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

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

Other (describe): Cluster Trainings/ In Service Supervisor Training

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 supervisor training that is not specific to APS

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		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Via contract with University or other entity*		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
In a classroom		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Online (e-learning)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
On the Job		<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 : 62,162

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?

Law Enforcement
Legal/Courts/Criminal Justice
Domestic Violence
Medical
Mental Health
Developmental Disabilities
Disease-specific Organizations
Financial

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

case reviews (financial abuse, for example)
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?

Yes

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

inter-county cooperative agreements

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?

Cases upon being reported where there is indication of criminal activity
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, 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 : Mary Edwards

Phone : 919-855-3437

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?

Improvement in state collaboration with other entities (Domestic Violence, Sexual Assault Prevention Team ,District Attorney Association) Development of Financial Exploitation Training Policy Improvement on Case Decision Making

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

Lack of National/State Support Increase in the number or reports Decrease in the amount of available resources

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

Response Location

Region:	United States
Region:	NC
City:	Raleigh
Postal Code:	
Long & Lat:	Lat: 35.827801, Long:-78.642097