

# State of Adult Protective Services Baseline Assessment - 2012

Response ID: 195 Data

## 1. State of Adult Protection Services Baseline Assessment

### 1. Respondent Information

Name of person completing this assessment : Rachel G. Lakin

Title of person completing this assessment : Administrator

State : NH

Email Address : rlakin@dhhs.state.nh.us

Telephone Number : 603-271-9092

### 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:

### 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	1
State Training Staff	
Supervisors	12
Investigators/Caseworkers	39
Intake Staff	2
IT Staff	2
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 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 checked="" type="checkbox"/>	<input type="checkbox"/>
Legal Staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**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	MSW
State Training Staff	
Supervisors	College Degree
Investigators/Caseworkers	College Degree
IT Staff	College Degree
Intake Staff	
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 type="checkbox"/>	<input type="checkbox"/>
Cell phones (phone only)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Laptops or tablet PCs	<input type="checkbox"/>	<input type="checkbox"/>
State vehicles to use for work	<input type="checkbox"/>	<input 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)?

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

Name : Sally Varney

Title : Program Planning and Review Specialit

Email : Svarney@dhhs.state.nh.us

Phone : 603-271-9218

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

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)?

No

23. Do you accept reports 24 hours a day?

No

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

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

Reporters are given message to contact law enforcement

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

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

24 hours

25. Are investigation time frames triaged depending on allegations?

If Yes, describe:: Level 1 and Level II

26. Must APS complete investigations within a certain timeframe?

Yes, 30 days

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

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

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

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	503,818.80	398,089.56	113,161.39						
County*									
Other (describe)									
Other									
TOTAL									
Amount over or under previous year. Indicate under with a minus sign.	503,818.80	398089.56	113,161.39						

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	906	433	1339
Physical Abuse	85	102	187
Emotional Abuse	225	118	343

Sexual Abuse	6	33	39
Neglect by others	191	97	288
Financial abuse	234	110	344
Other abuse (describe below)			
Total	1647	893	2540

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):

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	563	210	773
Physical Abuse	15	24	39
Emotional Abuse	25	23	48
Sexual Abuse	0	4	4
Neglect by others	33	15	48
Financial abuse	57	40	97
Other abuse (describe below)			
Total	693	316	1009

36. If other, please describe:

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?

23

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

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

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 : 1:4

**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?**

No

**44. Which of the following pieces of data do you collect at the state level (check all that apply)?**

Number of reports

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

Interventions offered/provided

Reason for case closure

Client Outcomes

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

MMSE (Mini-Mental Status Exam)

SDM (Structured Decision Making)

Other (explain): PHQ,CAGE, Lethality assessment 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?

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		
State Policy		
Local Policy	<input checked="" type="checkbox"/>	
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): 12

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

Policy  
Intake  
Investigations  
Worker Safety

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

Less than one week (number of hours): 18

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

Intake  
Investigations  
Data Systems  
Worker Safety  
Legal issues

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*			
In a classroom			
Online (e-learning)			

On the Job		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other**		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

### 58. Specify

\*entity : HR- Realistic Job Preview

59. Do you have APS specific/dedicated trainers?

60. Is there a certification process?

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)?

4

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

Mental Health

Developmental Disabilities

Other (Describe): Long Term Care

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?

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

67. Does your state have an APS abuser registry?

Yes, operated by APS

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

Yes

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

APS only

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?

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

Name : Deb Madigan

Phone : 603-271-8154

111. 67f) What due process does APS afford the alleged perpetrator and victim?

	Perpetrators	Victims
Notification of allegations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Notification of substantiation decision	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Right to appeal	<input checked="" type="checkbox"/>	
Hearing	<input checked="" type="checkbox"/>	
Other	<input checked="" type="checkbox"/>	

112. 67g) If other, please describe:

In some cases Probate Court

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?

No

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

Name : Susan Staples

Phone : 603-271-1217

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

no

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

Structured Decision Making

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

Taining

**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>	NH
<b>City:</b>	Laconia
<b>Postal Code:</b>	
<b>Long &amp; Lat:</b>	Lat: 43.564499, Long:- 71.482101