

State of Adult Protective Services Baseline Assessment - 2012

Response ID: 200 Data

1. State of Adult Protection Services Baseline Assessment

1. Respondent Information

Name of person completing this assessment : Kathleen Hart

Title of person completing this assessment : APS Division Director/Aging & Long-Term Services Department

State : New Mexico

Email Address : Kathleen.Hart@state.nm.us

Telephone Number : 505-841-4502

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	9
State Training Staff	1
Supervisors	19
Investigators/Caseworkers	70
Intake Staff	5
IT Staff	4
Legal Staff	1.5
Other	26

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):

20

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?

Aging

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

	Minimal Education Requirements
State Admin. Staff	College Degree
State Training Staff	MSW
Supervisors	College Social Work Degree
Investigators/Caseworkers	College Degree
IT Staff	College Degree
Intake Staff	College Degree
Legal Staff	JD
Other	High School

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)?

Yes

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

\$41 a mile

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

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

14. If other, please specify:

Internal MSW level managers

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):

Community Settings

Care Homes/Board Homes

State Developmental Disability Facilities

Other (specify): Investigates when AP is from outside facility

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?

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): within 3 hrs for emergency level

25. Are investigation time frames triaged depending on allegations?

If Yes, describe:: Emergency requires response within 3 hrs or less; Priority 1, within 24 hrs; Priority 2, within 5 days

26. Must APS complete investigations within a certain timeframe?

Yes, 45 days

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

Yes, as soon as the investigation is complete

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

45. 28b) If other, describe:

Frequency varies. With open investigation much more frequent contact. With on-going service cases, may be monthly or quarterly, depending upon type of service.

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	\$10,047,844	\$2,486,756							
County*									
Other (describe)									
Other									
TOTAL									
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			3,285
Physical Abuse			2,104
Emotional Abuse			included under physical

Sexual Abuse			91
Neglect by others			2,622
Financial abuse			2,208
Other abuse (describe below)			96
Total			10,406

33. If other, please describe:

unspecified in reporting system

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			759
Physical Abuse			234
Emotional Abuse			ind in Physical Abuse
Sexual Abuse			8
Neglect by others			462
Financial abuse			316
Other abuse (describe below)			NA
Total			1,779

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):

10

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

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

86

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 : 1:4.5

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?

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 age

Abuser gender

Abuser relationship to victim

Risk assessment

Interventions offered/provided

Days case remains open

Reason for case closure

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

State specific tool

Other (explain): 3 primary & additional 17 available; eg,A/N/E Risk Assessment, Functional Assessment,Cognitive Assessment, etc

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?

Harmony

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

APS only

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

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?

3-5 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		
State Policy		
Local Policy	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Not Required		
Other (explain):		

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

Other (explain): 1 week classroom core training plus additional individual training by supervisor or training coordinator

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): training to use web-based case management system

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

Other (describe): 32 or more hours per year

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

Policy

Data Systems

Worker Safety

Disabilities Information

Other (describe): Behavioral Health Issues

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
- Personnel Issues/Management
- Case Management
- Data Systems
- Documentation
- Legal issues
- Working with other agencies
- Other (describe): Conflict Management

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"/>		
Online (e-learning)			
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 : \$20,000

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)?

12

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?

Medical
Mental Health
Varies according to the cases under review

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

case reviews (financial abuse, for example)
public awareness

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-agency cooperative agreements (specify agency): Department of Health, Children, Youth & Families, Human Services
Department

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?

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
For paid abusers only
Accessible to other agencies
Accessible to the general public
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?

unknown

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

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)?

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:

8. Open Ended

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

Implementation of web-based case management system specific to APS, establishment of Multi-Disciplinary Teams, Increased public education and outreach

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

Need for additional FTEs and funding for staff to respond to increase in reports/investigations; need for additional funding for home care/homemaker contract services, need for additional training & quality oversight staff to support caseworkers in handling increasingly complex cases.

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

Response Location

Region:	United States
Region:	NM
City:	Santa Fe
Postal Code:	
Long & Lat:	Lat: 35.678001, Long:-105.959702