1. **State of Adult Protection Services Baseline Assessment**

1. **Respondent Information**

   State: Pennsylvania  
   Name of person completing this assessment: Denise Getgen  
   Title of person completing this assessment: Chief, Consumer Protection Division  
   Email Address: dgetgen@pa.gov  
   Telephone Number: 717 772 0184

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?**

   Area Agency on Aging (AAA)

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.**

<table>
<thead>
<tr>
<th>Number of FTEs</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Administrative Staff</td>
</tr>
<tr>
<td>State Training Staff</td>
</tr>
<tr>
<td>Supervisors</td>
</tr>
<tr>
<td>Investigators/Caseworkers</td>
</tr>
<tr>
<td>Intake Staff</td>
</tr>
<tr>
<td>IT Staff</td>
</tr>
<tr>
<td>Legal Staff</td>
</tr>
<tr>
<td>Other</td>
</tr>
</tbody>
</table>

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

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

100

12. 7b) If decreased, by what percentage (approximately):

8. Do the staff listed below work in APS only?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Administrative Staff</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>State Training Staff</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supervisors</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Investigators/Caseworkers</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Case Workers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Intake Staff</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IT Staff</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Legal Staff</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

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

<table>
<thead>
<tr>
<th></th>
<th>Minimal Education Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Admin. Staff</td>
<td></td>
</tr>
<tr>
<td>State Training Staff</td>
<td></td>
</tr>
<tr>
<td>Supervisors</td>
<td>College Degree</td>
</tr>
<tr>
<td>Investigators/Caseworkers</td>
<td>College Degree</td>
</tr>
<tr>
<td>IT Staff</td>
<td></td>
</tr>
<tr>
<td>Intake Staff</td>
<td></td>
</tr>
<tr>
<td>Legal Staff</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
</tbody>
</table>

10. If your system is state administered, do you provide APS field staff with the following:

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smart phones (iPhone, Blackberry, Android)</td>
<td></td>
<td>✔</td>
</tr>
<tr>
<td>Cell phones (phone only)</td>
<td>✔</td>
<td></td>
</tr>
<tr>
<td>Laptops or tablet PCs</td>
<td>✔</td>
<td></td>
</tr>
<tr>
<td>State vehicles to use for work</td>
<td>✔</td>
<td></td>
</tr>
</tbody>
</table>

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.)
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)?

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

Yes, by supervisor

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

Name: Denise Getgen
Title: Division Chief
Email: dgetgen@pa.gov
Phone: (717) 772-0184

13. Does APS have regular, case level access to expertise/consultation from:

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attorneys</td>
<td>✅</td>
<td></td>
</tr>
<tr>
<td>Physicians</td>
<td>✅</td>
<td></td>
</tr>
<tr>
<td>Physician Assistants and/or Nurses</td>
<td>✅</td>
<td></td>
</tr>
<tr>
<td>Mental Health Professionals</td>
<td></td>
<td>✅</td>
</tr>
<tr>
<td>Forensics</td>
<td></td>
<td>✅</td>
</tr>
<tr>
<td>Accountants</td>
<td></td>
<td>✅</td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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?

60+

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?

Must meet definition of vulnerable

18. Your APS Program is responsible for abuse investigations in (check all that apply):

Nursing Homes
Community Settings
Assisted Living Settings
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:

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is your intake centralized?</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Do you have a toll free number?</td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>

23. Do you accept reports 24 hours a day?
Yes

24. What is the shortest timeframe in which APS must initiate a case?
Other (explain): Immediately

25. Are investigation time frames triaged depending on allegations?
If Yes, describe: Emergency - Immediately; Priority - 24 hours; Non-Priority - 72 hours

26. Must APS complete investigations within a certain timeframe?
Yes, other

27. Must APS close cases within a specific timeframe?
Yes, other (explain): as soon as risk is reduced/eliminated

28. Is there required regular contact with the victim of an open case?
Yes

44. 28a) If yes, please check all that apply:

<table>
<thead>
<tr>
<th>Contact Type</th>
<th>Daily</th>
<th>Weekly</th>
<th>Monthly</th>
<th>In person</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
45. 28b) If other, describe:

Varies by case. Initial face to face required within 24 hours of initiating investigation. Ongoing contact needed by phone and in person.

29. Which of the following services does APS provide to victims: (Direct=via APS personnel; Indirect=via referral to outside services)

<table>
<thead>
<tr>
<th>Service</th>
<th>Yes</th>
<th>Yes, Indirect</th>
<th>Yes, both</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Developing a case plan</td>
<td>✔</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Counseling</td>
<td></td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Advocacy with other systems</td>
<td></td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Money Management</td>
<td></td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Legal Interventions</td>
<td></td>
<td></td>
<td></td>
<td>✔</td>
</tr>
<tr>
<td>In-home services</td>
<td></td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Home Delivered Meals</td>
<td>✔</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical Services</td>
<td></td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Placement</td>
<td></td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Environmental Cleanup</td>
<td></td>
<td></td>
<td></td>
<td>✔</td>
</tr>
</tbody>
</table>

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):

<table>
<thead>
<tr>
<th>Source</th>
<th>State Funds</th>
<th>SSBG</th>
<th>OAA</th>
<th>Medicaid (TCM)</th>
<th>County Funds</th>
<th>Department of Justice</th>
<th>Other</th>
<th>Other</th>
<th>Information not Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>State</td>
<td>167,000</td>
<td>700,000</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>County*</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (describe)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL</td>
<td>167,000</td>
<td>700,000</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Amount over or under previous year. Indicate under with a minus sign.

31. Please provide any additional budgetary information:

Although funds are not ALLOCATED, PA spends approximately 12.4 million annually on >60 PS (this includes state staff and associated expenses and the direct provision of PS at the county level.)
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.

<table>
<thead>
<tr>
<th>Age 60+</th>
<th>Age 18-59</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self-Neglect</td>
<td>4368</td>
<td>4368</td>
</tr>
<tr>
<td>Physical Abuse</td>
<td>3599</td>
<td>3599</td>
</tr>
<tr>
<td>Emotional Abuse</td>
<td>3514</td>
<td>3514</td>
</tr>
<tr>
<td>Sexual Abuse</td>
<td>407</td>
<td>407</td>
</tr>
<tr>
<td>Neglect by others</td>
<td>4854</td>
<td>4854</td>
</tr>
<tr>
<td>Financial abuse</td>
<td>4184</td>
<td>4184</td>
</tr>
<tr>
<td>Other abuse (describe below)</td>
<td>2567</td>
<td>2567</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>18129</strong></td>
<td><strong>18129</strong></td>
</tr>
</tbody>
</table>

33. If other, please describe:

The total numbers may not add up as some individual consumers may have had more than one allegation substantiated OR AAA failed to document the type of abuse reported. Of the number designated as Other, 172 were allegations of abandonment;

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):

40

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.

<table>
<thead>
<tr>
<th>Number Substantiated (60+)</th>
<th>Number Substantiated (18-59)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self-Neglect</td>
<td>1484</td>
<td>0</td>
</tr>
<tr>
<td>Physical Abuse</td>
<td>178</td>
<td>0</td>
</tr>
<tr>
<td>Emotional Abuse</td>
<td>586</td>
<td>0</td>
</tr>
<tr>
<td>Sexual Abuse</td>
<td>41</td>
<td>0</td>
</tr>
<tr>
<td>Neglect by others</td>
<td>1067</td>
<td>0</td>
</tr>
<tr>
<td>Financial abuse</td>
<td>605</td>
<td>0</td>
</tr>
<tr>
<td>Other abuse (describe below)</td>
<td>520</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>4344</strong></td>
<td>0</td>
</tr>
</tbody>
</table>

36. If other, please describe:

The total numbers may not add up as some individual consumers may have had more than one allegation substantiated OR AAA failed to document the type of abuse they substantiated

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):
70

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

38. What is the statewide average caseload (including new and ongoing cases) for Investigators/Caseworkers?
20

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):

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:

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
Aging services providers
Disability services providers
Health care professionals

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
- Client Outcomes
45. Please check all assessment tools used: (check all that apply)
   - MMSE (Mini-Mental Status Exam)
   - SPMSQ (Short Portable Mental Status Questionnaire)
   - Other (explain): state specific form

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 Information Systems

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?
   - Yes

49. How recently did you adopt your automated data system?
   - 6-9 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:

<table>
<thead>
<tr>
<th></th>
<th>Investigator/Casework</th>
<th>Supervisor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statute</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>State Policy</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Local Policy</td>
<td></td>
<td>✔</td>
</tr>
<tr>
<td>Not Required</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (explain):</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

53. How much pre-service (new worker) APS-specific training is provided for investigators/caseworkers?
   - 1 week/40 hours

54. What type of content is provided in APS-specific training (check all that apply)?
   - Policy
   - Intake
   - Investigations
   - Casework
   - Worker Safety
   - Communications/interviewing
55. **How much in-service (existing staff) training is provided for investigators/caseworkers per year?**

Less than one week (number of hours): 6.5 hours/year

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
- Other (describe): specific issues routinely confronted such as MH, hoarding, etc.

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
- Team Building
- Personnel Issues/Management
- Case Management
- Data Systems
- Documentation
- Communications/interviewing
- Legal issues
- Working with other agencies
- Other (describe): Supervision and QA

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)

<table>
<thead>
<tr>
<th>Method</th>
<th>Investigator/Caseworker (Pre-Hire, pre-service)</th>
<th>Investigator/Caseworker (Ongoing, in-service)</th>
<th>Supervisor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Directly by APS Program Staff</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Via contract with University or other entity*</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>In a classroom</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Online (e-learning)</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>On the Job</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Other**</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
</tbody>
</table>

58. **Specify**

*entity: Temple University
59. Do you have APS specific/dedicated trainers?
   Yes, contractual trainers

60. Is there a certification process?

89. 60a) If yes, is certification based on testing?

61. What is the annual training budget?
   Total: $401,000

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)?
   30

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
   Legal/Courts/Criminal Justice
   Domestic Violence
   Medical
   Mental Health
   Developmental Disabilities
   Financial

97. 62f) What is the purpose of this multi-disciplinary work?
   case reviews (financial abuse, for example)
   training
   public awareness
   other (describe): prosecution of crimes

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
   inter-agency cooperative agreements (specify agency): Health, Welfare, State Police

65. How much of a barrier are confidentiality restrictions to multi-disciplinary and interagency work?
Is APS required to report cases to law enforcement?
Yes

If yes, in which cases do you report to law enforcement?
- Substantiated cases with evidence of criminal activity
- Some cases based on type or severity of abuse

Does your state have an APS abuser registry?
No

If yes, is the abuser registry required by state statute?

If yes, is the abuser registry:
- Other registries

What is the annual budget for the registry?

Who can be contacted for more information about the registry?

What due process does APS afford the alleged perpetrator and victim?

<table>
<thead>
<tr>
<th>Perpetrators</th>
<th>Victims</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notification of allegations</td>
<td>Notification of substantiation decision</td>
</tr>
<tr>
<td>Right to appeal</td>
<td>Hearing</td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
</tbody>
</table>

If other, please describe:

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

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

Please provide contact information for the person we can follow-up with to learn more information:
- Name: Denise Getgen
- Title: Division Chief
- Phone: (717) 772-0184
- Email: dgetgen@pa.gov

If your state published an annual APS report, please provide a link:
http://www.aging.state.pa.us/portal/server.pt/community/agency_publications/17894

What are the three biggest improvements your APS program has implemented in the past five years?
The hiring of more state and local staff. The implementation of quarterly statewide meetings. The increased utilization of technology.

71. What are the three biggest challenges facing APS in your state?
   Assessing outcomes Funding Communication Consistency

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

Response Location

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<tr>
<th>Region:</th>
<th>United States</th>
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<tr>
<td>Region:</td>
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<tr>
<td>City:</td>
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<tr>
<td>Postal Code:</td>
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