

State of Adult Protective Services Baseline Assessment - 2012

Response ID: 188 Data

1. State of Adult Protection Services Baseline Assessment

1. Respondent Information

Name of person completing this assessment : Renee Bouchillon
Title of person completing this assessment : APS Program Supervisor
State : Tennessee
Email Address : Renee.Bouchillon@tn.gov
Telephone Number : 931-380-2568 X 1048

2. APS Administrator Information

Name : Vacant

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:

Our APS Program is a Division of the TN Department of Human Services

4. To whom does the APS Administrator report?

Other (describe): Commissioner of above Department

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	5
State Training Staff	1
Supervisors	19
Investigators/Caseworkers	93
Intake Staff	9
IT Staff	2
Legal Staff	5
Other	2

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 checked="" 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legal Staff	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other	<input checked="" 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	
State Training Staff	College Degree
Supervisors	College Degree
Investigators/Caseworkers	College Degree
IT Staff	College Degree
Intake Staff	College Degree
Legal Staff	JD
Other	College Degree

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 checked="" type="checkbox"/>
Cell phones (phone only)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Laptops or tablet PCs	<input checked="" type="checkbox"/>	<input 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.)

.47 cents a mile

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)?

No

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

Name : Renee Bouchillon

Title : Program Supervisor

Email : Renee.Bouchillon@tn.gov

Phone : 931-380-2568 X 1048

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 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

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?

Other (explain): Immediate

25. Are investigation time frames triaged depending on allegations?

If Yes, describe:: We have three types of Priority Levels: A is immediate, B is 7 workig Days, and C can be placed on a priority register until workload permits assignment-- after assigning a Priority C referral, we must initiate within 7 working days

26. Must APS complete investigations within a certain timeframe?

Yes, 60 days

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

Yes, other (explain): we must dose after the investigation is complete unless there are services needs, then we send the case to ongoing services

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 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	✓			
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			0			0			
County*									N/A
Other (describe)									
Other									
TOTAL			0			0			
Amount over or under previous year. Indicate under with a minus sign.									

31. Please provide any additional budgetary information:

I can get this information but do not have it on hand. We are mostly state funded, we do get some Medicaid CM money, and we have a SSBG grant that we use to contract with local providers to provide a homemaker for APS clients. This is a very small grant. We do not get OAA or DOJ money for the operation of our program.

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			5951
Physical Abuse			1609
Emotional Abuse			2451
Sexual Abuse			319
Neglect by others			5759
Financial abuse			2325
Other abuse (describe below)			
Total			18414

33. If other, please describe:

One report may contain more than one allegation, the numbers above at the number of reports that contained the allegation not necessarily the total number of reports-- 2011 total reports was 12,654.

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			2598
Physical Abuse			203
Emotional Abuse			447
Sexual Abuse			41
Neglect by others			785
Financial abuse			356
Other abuse (describe below)			
Total			

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?

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):

1

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

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

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)

State specific tool

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?

Lagan

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?

2 years ago or fewer

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"/>	
Not Required		
Other (explain):		

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

4 weeks/160 hours

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

Policy
Investigations
Casework
Worker Safety
Communications/interviewing

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

none

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

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	✔		
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?

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 : 90,000

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)?

10

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
- Medical
- Mental Health
- Other (Describe): Social Services

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?

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?

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?

Some cases based on type or severity of abuse

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:

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?

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

Name : Department of Health

Phone : 1-800-778-4504

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, 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?

Yes

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

Name : Renee Bouchillon
Title : APS Program Supervisor
Phone : 931-380-2568 X 1048
Email : Renee.Bouchillon@tn.gov

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?

We have an automated system, centralized our intake, and developed state and local coalitions/partnerships

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

Increase in number of referrals, no increase in budget, have no control over services for our clients--we depend on other agencies/departments to provide services for our clients and they have long waiting lists

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

For financial exploitation, we only investigate the misuse of government funds, not all funds. Also, with the exception of self-neglect and sexual abuse, there must be a caregiver in order to meet the criteria for abuse/neglect/financial exploitation.

Response Location

Region:	United States
Region:	TN
City:	Nashville
Postal Code:	
Long & Lat:	Lat: 36.145802, Long:-86.784401