

# State of Adult Protective Services Baseline Assessment - 2012

Response ID: 230 Data

## 1. State of Adult Protection Services Baseline Assessment

### 1. Respondent Information

Name of person completing this assessment : Susie Layne  
Title of person completing this assessment : APS Policy Specialist Senior  
State : West Virginia  
Email Address : Susie.E.Layne@wv.gov  
Telephone Number : 304-356-4573

### 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:

WV combines all of Adult Protective Services, Child Protective Services and Youth Services, etc. under the heading of Social Services, although we are independent of each other.

#### 4. To whom does the APS Administrator report?

Other (describe): WV has no APS Administrator. Each of the 55 counties has a supervisor that reports to their county chain of command.

#### 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	2
State Training Staff	1.5
Supervisors	23
Investigators/Caseworkers	108
Intake Staff	9
IT Staff	50
Legal Staff	5
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):

10

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  
Other

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	College Degree
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)?

Yes

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

.47

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

Name : N/A

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 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?

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)?

No

## 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?

No

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)?

Yes

23. Do you accept reports 24 hours a day?

Yes

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

Staffed

Contracted Call Center

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): 0-2 Hours if it is an emergency

25. Are investigation time frames triaged depending on allegations?

If Yes, describe:: From the time of referral it is 0-2 hours if it is an emergency; 72 hours if it has the potential to be an emergency and 14 calendar days if it is not an emergency.

26. Must APS complete investigations within a certain timeframe?

Yes, 30 days

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

Yes, other (explain): Preventative APS cases are up to 6 months and APS cases can stay open a year.

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:

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

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			
Physical Abuse			
Emotional Abuse			
Sexual Abuse			
Neglect by others			
Financial abuse			
Other abuse (describe below)			
Total			

**33. If other, please describe:**

We have 14,140 reports. Survey lost my data and I don't have time to re-create it.

**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			
Physical Abuse			
Emotional Abuse			
Sexual Abuse			
Neglect by others			
Financial abuse			
Other abuse (describe below)	114	55	169
Total	114	55	169

**36. If other, please describe:**

Our data base does not break down abuse categories.

**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?**

50

**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 : 1:12

**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

Law Enforcement

Legal/Criminal Justice

Aging services providers

Disability services providers

Government employees

Health care professionals

Clergy

Veterinarians

Other (describe): Ombudsmen, Christian Science practitioners

## 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)  
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:**

Child Protective Services

**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?**

more than 10 years ago

**50. Is your automated data system web based?**

No

**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	✓	✓
Not Required		
Other (explain):		

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

2 weeks/80 hours

**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



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

1 week/40 hours

**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 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
- Worker Safety
- Communications/interviewing
- Legal issues
- Working with other agencies

**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"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Online (e-learning)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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?

## 7. Multidisciplinary Teams

62. Does APS participate on multi-disciplinary teams?

No

92. 62a) How many multi-disciplinary teams within the state does APS participate in (estimated)?

93. 62b) Are multi-disciplinary teams required by:

94. 62c) How are multi-disciplinary teams 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?

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

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.

Location : Charleston, West Virginia

Team Coordinator Name : Patricia McCay

Email : Patricia.A.McCay@wv.gov

Phone : 304-558-6920 ext. 4009

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?

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

All substantiated cases

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 all abusers (family, paid employees, etc)

Accessible to other agencies

Required to be checked by home health care agencies, long term care facilities, etc. before hiring

**108. 67c) other registries**

CPS

**109. 67d) What is the annual budget for the registry?**

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

Name : Cherrity Weekley

Email : Cherrity.A.Weekley@wv.gov

Phone : 304-356-4569

**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 : Susie Layne

Title : APS Policy Specialist Senior

Phone : 304-356-4573

Email : Susie.E.Layne@wv.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?**

\*Revised APS Policy \*State Code was changed to enhance prosecution of a person causing death due to neglect \*WV-World Elder Abuse Awareness Day is recognized more throughout the state.

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

\*MONEY! We need more staff and better pay for the tenured staff we do have. \*Allocation of more APS workers \*Placement for our clients.

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

WV also handles Health Care Surrogate clients as well as Adult Family Care clients where we supplement the client's income to allow them to remain in placement in the least restrictive environment. Additionally in WV, our APS staff state-wide are very

close and committed to doing their job to protect this vulnerable population.

## Response Location

<b>Region:</b>	
<b>Region:</b>	
<b>City:</b>	
<b>Postal Code:</b>	
<b>Long &amp; Lat:</b>	Lat: , Long: