



Doing More with Less

Replicable, Innovative and Cost-Saving Measures
in Adult Protective Services

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About NAPSA

- Formed in 1989, the goal of NAPSA is to provide Adult Protective Services (APS) programs a forum for sharing information, solving problems, and improving the quality of services for victims of elder and vulnerable adult mistreatment.
- Its mission is to strengthen the capacity of APS at the national, state, and local levels, to effectively and efficiently recognize, report, and respond to the needs of elders and adults with disabilities who are the victims of abuse, neglect, or exploitation, and to prevent such abuse whenever possible.

About the NAPSRC

- Two year grant funded by the Administration for Community Living/Administration on Aging
- NAPSRC has the first federal funding *specifically designated* for APS
- Serve as a resource for APS professionals
- www.napsa-now.org/napsrc
- Goal “enhance the quality, consistency, and effectiveness of elder abuse APS prevention by identifying APS secondary prevention best practices, and compiling and disseminating the “lessons learned,” and providing targeted technical assistance to APS administrators.

About Me

- Have worked in social services in vulnerable adult abuse for 15 years
- Former adult protective services investigator and program administrator in Ohio
- Worked at the national level five years, formerly with the National Center on Elder Abuse

About Adult Protective Services

- APS are social services in all 50 states responsible for investigation of abuse, neglect and/or exploitation of older adults and adults with disabilities
- Every state runs their program differently with varying duties, organization and resources
- Some are very large programs at the state level, others are very small local/county programs
- No federal “home” or office for APS

Let's Play...

True

Or

False?

Highlights from the 2012 NAPSRC Survey of State Adult Protective Services Programs

www.napsa-now.org/baselinesurvey

True
Or
False?

Most APS
programs
investigate cases of
abuse involving
individuals age 18+

TRUE

Only 14% of programs DO NOT
investigate cases of abuse involving
those 18-59 (n=51)

True
Or
False?

Half of APS
Programs DO NOT
investigate abuse
in nursing homes.

TRUE

45% investigate in nursing homes

59% investigate in assisted livings

69% investigate in board/care homes

41% investigate in DD facilities

39% investigate in MH facilities

True
Or
False?

Most APS
programs have
centralized (state-
level) intake.

FALSE

Only half (50%) of APS
programs have centralized
intake (n=50)

True
Or
False?

Several states
report average
caseloads of over
100 clients per
investigator.

TRUE

10% of respondents reported
average caseloads of over 100
clients.

About the Project/Report

- Project aim was to investigate cost-effective and promising practices in APS
- Since there is no federal “home” for APS, peer support is very important
- Over 40 programs/practices were submitted from across the US
- Team of peers selected the programs to focus on

Programs Selected

Site Visits

- New York City Human Resources Administration
- Philadelphia Corporation for Aging
- Maryland Dept. of Human Resources
- Fairfax County (VA) Dept. of Family Services
- Sacramento (CA) County Senior and Adult Services
- New York City Elder Abuse Center at Weill Cornell

Phone Interviews

- Alaska Division of Seniors & Disabilities Services
- Massachusetts Disabled Persons Protection Commission
- Florida Department of Children & Families

NYC Human Resources Administration

- Largest metropolitan APS office in the US
- Receives more than 1500 reports each month
- 220 Caseworkers in seven separate offices (North Manhattan, South Manhattan, North Brooklyn, South Brooklyn, Bronx, Queens, Staten Island)
- Averages 7,000 active APS cases at any given time
- Two practices highlighted for the project:
 - Prevention Services Program
 - Financial Management Services

Prevention Services Program (PSP)

- Begun appx. 10 years ago
- Enrolls clients whose cases have been investigated and stabilized with services
- Uses volunteer “Contact Person” for each client who reports to the caseworker on client status monthly
- Caseworker visits client on a quarterly basis
- Each PSP caseworker maintains a caseload of up to 55 clients
- PSP caseworkers work exclusively with PSP consumers (i.e. do not investigate new cases) for indefinite period

PSP Contact Person

- Most important part of the program
- Defined as “stable and involved family members, friends, or agency representatives who see the client at least once a month.”
- Cannot be anyone alleged to have been involved in abuse, neglect or exploitation
- Typically are staff at an agency working with consumer, a neighbor or a family member

PSP2 Program

- Variation on the original program
- Begun in 2012
- Do not use a Contact Person
- Caseworker must visit client every other month
- Best for consumers that have no one who can serve as a Contact Person

Financial Services Management (FSM) Program

- Also been in place for over 10 years
- APS serves as Social Security representative payee
- FSM unit consists of 20 staff
- HRA accepts client income and expends funds for rent, bills, insurance, etc.
- An annual budget is completed with each client

Financial Services Management (FSM) Program

- Agency uses a very sophisticated software package
- Maintains a savings account for each client for unforeseen expenses
- Client receives remaining funds via check, deposit or cash from caseworker

Benefits of PSP and FSM

- Can stabilize cases known for coming back to the system
- Less restrictive than guardianship
- Helps decrease incidence of eviction, which accounts for >50% of NYC cases

Philadelphia Corporation for Aging

- Area Agency on Aging based APS program
- Staff of 20 investigators with 2000 APS cases per year
- Only investigates cases of those age 60+

Philadelphia Corporation for Aging

Focused on enhancing response to financial exploitation

- Financial Exploitation Specialist
- Financial Exploitation Prevention Taskforce
- Utilize a Certified Public Accountant volunteer

Financial Exploitation Specialist

- Caseworker/Investigator position
- Only handles exploitation cases referred by caseworkers
- Current staff in position has a law enforcement background
- Has established relationships with prominent local institutions (central access point)

Financial Exploitation Prevention Taskforce

- Private & public members
 - Local prosecutors
 - APS
 - Financial Institutions
- Engages case review (not primary emphasis)
- Education, awareness and collaboration (primary emphasis)

Financial Exploitation Prevention Taskforce

- Recent meeting focused on “gypsy” scams
- Presentation by state police investigator
- Group discussed bank branch closure impacts on older adults
- Establishes relationships among agencies

Volunteer Certified Public Accountant

- Referred by caseworkers and specialist
- Review of more complicated financial arrangements
- Better able to track and locate exploitation patterns
- NOTE – PA has statute that allows APS access to records

Sacramento County Department of Health and Human Services

- California is the only state with 100% county supervised and administered APS programs
- No dedicated state APS staff
- Has very strong county programs

Sacramento County Department of Health and Human Services

- Private-Public partnerships with area hospitals
 - Sutter Medical Center
 - Kaiser Permanente Medical Center
- Each hospital contributes \$25,000 toward the APS budget

Sacramento County Department of Health and Human Services

- Hospitals have dedicated APS workers
- All medical center personnel deal with their appointed staff
- Cases that would have entered the system anyway
- Majority referred by the emergency departments
- Cases are followed for up to six months

Sacramento County Department of Health and Human Services

- 24 hour – 3 day response instead of statutory 10 day response
- 63% decrease in usage of hospital services in sample of 33 clients
- Stronger relationships
- Hospitals and APS both positive about the program
- Advisory group meets regularly

Alaska Division of Senior & Disabilities Services

- Alaska is HUGE – 663,300 square miles (more than twice the size of Texas)
- There are 11 APS investigators for the entire state
- Travel eats up many resources and includes air travel

Alaska Division of Senior & Disabilities Services

- Weather is an obvious issue
- Have instituted “community designees” to ascertain health and welfare of clients (nurses, law enforcement, etc.)
- Also use video conferencing via internet and satellite
 - Meetings among staff
 - Assessment of clients

Massachusetts Disabled Persons Protection Commission

- Independent state agency responsible for protecting adults with disabilities who are age 18-59
- MA is one of two states with a bifurcated APS system – separate agencies for younger and older adults (LA is the other)

Massachusetts Disabled Persons Protection Commission

- Law enforcement is co-located/housed within the APS program
 - Five officers are mandated by statute
 - Employed by MA State Police
 - Regularly conducts joint investigations with APS staff
 - Advantageous to have law enforcement and social services in the same office

Florida Department of Children and Families

- State with the largest number of older adults
- Employees use mobile computer equipment
- Utilize “hoteling” - Hoteling is a method of supporting unassigned seating in an office environment
 - Most APS professionals spend majority of time in the field
 - Hoteling allows for work wherever the staff are located
 - Many employees only in the office once per week
 - Is perceived as a benefit within office culture and aids retention of staff
 - One region reduced their physical space by 79%, saving money

New York City Elder Abuse Center at Weill Cornell Medical College

- Coordinates and facilitates three multidisciplinary teams in NYC
- Comprised of APS staff, prosecuting attorney, local banks, other community partners
- Systemic issues and cases are discussed
- Team facilitator (from Weill Cornell) ensures:
 - Logistics are coordinated
 - Feedback is constructive
 - Confidentiality is maintained
 - Professional boundaries are maintained

Project Findings

1. APS clients are remarkably similar in every location. Based on the home visits conducted, APS clients seem to be very much alike although in different parts of the country.
2. APS services are also fundamentally similar, although they may be provided through very different administrative structures with varying levels of resources. All rely on highly skilled social work, are client-focused, resourceful in problem-solving, persistent, and trying to provide the most effective services in the most efficient manner possible.

Project Findings

3. Multi-disciplinary cooperation is at the heart of APS work, whether it is accomplished formally through established multi-disciplinary teams, or done informally.
4. Faced with ever increasing caseloads as well as increased case complexity APS staff have worked to insure that services to clients are affected as minimally as possible.
5. APS must focus on helping their staff cope with the increased workloads and the difficult nature of APS work.

Recommendations

- 1. Peer Support** - To enable APS programs throughout the country to grow and improve, they must be able to learn from one another; therefore, ongoing support to facilitate communications and peer support among APS programs is necessary.
- 2. Multidisciplinary Approach** – Nearly all of the programs profiled in this report utilize a multidisciplinary approach, often in very unique ways.
- 3. Specialization** - APS programs provide services to a very diverse population with even more diverse needs.

Recommendations

4. **Flexibility** – The use of technology and non-traditional work environments has served many of these programs well. Rethinking the way they work has paid off both from a budget and service standpoint.
5. **Data Collection** - Efforts must continue to expand the ability to collect data by and about APS programs.

Report Available At...

Doing More with Less: Replicable, Innovative and Cost-Saving Measures in Adult Protective Services

available at

www.napsa-now.org/promisingpractices

Today's Slides Available At

www.napsa-now.org/NCVC2014



Thank You

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