

# State of Adult Protective Services Baseline Assessment - 2012

Response ID: 160 Data

## 1. State of Adult Protection Services Baseline Assessment

### 1. Respondent Information

Name of person completing this assessment : Brenda Mahlatini

Title of person completing this assessment : Social Services Program Officer

State : Alaska

Email Address : Brenda.Mahlatini@alaska.gov

Telephone Number : 907-269-3655

### 2. APS Administrator Information

### 3. Where is your APS Program administratively located?

Is an independent state agency

### 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?

Other (describe): Health Program Manager IV

### 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	0
State Training Staff	0
Supervisors	5
Investigators/Caseworkers	12
Intake Staff	3
IT Staff	0
Legal Staff	0
Other	0

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

Increase

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

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

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?

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

	Minimal Education Requirements
State Admin. Staff	
State Training Staff	
Supervisors	College Degree
Investigators/Caseworkers	College Degree
IT Staff	
Intake Staff	College Degree
Legal Staff	
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)?

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)?

Yes, by supervisor

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

Name : Traci Paige  
Title : Social Services Specialist III  
Email : Traci.Paige@alaska.gov  
Phone : 907-269-3677

**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 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:**

Law Enforcement, Fraud Units

**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):**

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?

Yes

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

- Leave message
- Online system

37. 23b) If no, what happens to after-hours reports?

38. 23c) Do you respond (go out on) cases 24 hours a day?

No

24. What is the shortest timeframe in which APS must initiate a case?

24 hours

25. Are investigation time frames triaged depending on allegations?

If Yes, describe: If there is imminent risk to the adult we see them within 24 hours.

26. Must APS complete investigations within a certain timeframe?

Yes, 30 days

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

Yes, 90 days

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

No

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

	Daily	Weekly	Monthly
In person	<input type="checkbox"/>	<input type="checkbox"/>	<input 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
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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									
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	327	209	536
Physical Abuse	50	58	108
Emotional Abuse	52	25	77
Sexual Abuse	2	22	24
Neglect by others	133	67	200

Financial abuse	161	70	231
Other abuse (describe below)	32	13	45
Total	795	489	1284

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

\$2,015,000 total. Funding is split state funds \$1,007,500 and medicaid funds \$1,007,500. Amount over previous year: state funds \$173,000 and medicaid \$173,000.

**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	156	97	253
Physical Abuse	20	22	42
Emotional Abuse	19	12	31
Sexual Abuse	1	10	11
Neglect by others	47	26	73
Financial abuse	67	24	91
Other abuse (describe below)	7	2	9
Total	324	199	523

**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):**

80

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

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

40

**39. Is the statewide average caseload per caseworker/investigators an increase or decrease over the past 5 years?**

Decrease

**60. 39a) If increase, by what percentage (approximately):**

**61. 39b) If decrease, by what percentage (approximately):**

50

**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?**

Social Services

Law Enforcement

Legal/Criminal Justice

Aging services providers

Disability services providers

Government employees

Health care professionals

Clergy

## 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?**

No

**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

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

MMSE (Mini-Mental Status Exam)

CARE (Client Assessment and Risk Evaluation)

SDM (Structured Decision Making)

**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:**

Other (describe): Senior and Disabilities 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?**

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	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
State Policy	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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?**

3 weeks/120 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?**

2 weeks/80 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 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			<input checked="" type="checkbox"/>
Via contract with University or other entity*			<input checked="" type="checkbox"/>
In a classroom			
Online (e-learning)			
On the Job		<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 : 0

**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 : SDS Anchorage

Team Coordinator Name : Lynne Keilman-Cruz

Email : Lynne.Keilman-Cruz@alaska.gov

Phone : 907-269-5606

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): Office of Elder Fraud, Long Term Care Ombudsman's Office, VA

65. How much of a barrier are confidentiality restrictions to multi-disciplinary and interagency work?

Very 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

67. Does your state have an APS abuser registry?

No

106. 67a) If yes, is the abuser registry required by state statute?

107. 67b) If yes, is the abuser registry:

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?

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?

No

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?

New APS database, training curriculum for APS workers, training curriculum for adult abuse prevention, development of Mandated Reporter training DVD

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

Lack of resources.

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

## Response Location

Region:	United States
Region:	AK
City:	Anchorage
Postal Code:	
Long & Lat:	Lat: 61.169201, Long:-149.844299