

State of Adult Protective Services Baseline Assessment - 2012

Response ID: 145 Data

1. State of Adult Protection Services Baseline Assessment

1. Respondent Information

Name of person completing this assessment : Alice Ahart
Title of person completing this assessment : Interim Director
State : Arkansas
Email Address : alice.ahart@arkansas.gov
Telephone Number : 501-682-8524

2. APS Administrator Information

3. Where is your APS Program administratively located?

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?

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	3
State Training Staff	38
Supervisors	7
Investigators/Caseworkers	38
Intake Staff	1.5
IT Staff	0
Legal Staff	0
Other	

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

Increase

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

50

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	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
State Training Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Legal Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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	College Degree
State Training Staff	None
Supervisors	College Degree
Investigators/Caseworkers	College Degree
IT Staff	None
Intake Staff	High School
Legal Staff	None
Other	

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.)

.42

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

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

	Yes	No
Attorneys	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Physidians	<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):

Community Settings

Care Homes/Board Homes

Other (specify): Waiver home 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?

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):

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?

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:: Priority 1

26. Must APS complete investigations within a certain timeframe?

Yes, 45 days

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

Yes, 60 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
Developing a case plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Counseling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advocacy with other systems	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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	2,531,463			1,088,293				10,713	
County*									
Other (describe)									
Other									
TOTAL	2,531,463			1,088,293				10,713	
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			
Physical Abuse			
Emotional Abuse			
Sexual Abuse			
Neglect by others			
Financial abuse			
Other abuse (describe below)			
Total			4434

33. If other, please describe:

System doesn't track abuse types

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

36. If other, please describe:

System doesn't track

37. Is the total the number of statewide substantiated report an increase or decrease from the past 5 years?

56. 37a) If increase, by what percentage (approximately):

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

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

14

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
Aging services providers
Disability services providers
Government employees
Health care professionals
Financial 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?

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)
GDS (Geriatric Depression Scale)
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

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?

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

Other (describe): Quarterly training

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

Policy
Intake
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
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)			
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?

No

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?

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-agency cooperative agreements (specify agency): DHS

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?

No

104. 66a) If yes, in which cases do you report to law enforcement?

67. Does your state have an APS abuser registry?

Yes, operated by APS

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)

108. 67c) other registries

health care provider

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

zero

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)?

No

114. 68a) If yes, do you have any World Elder Abuse Awareness Day (WEAAD) materials or activities developed?

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?

Automated system portable scanners Training curriculum

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

Placement problems Medicaid eligibility issues staffing Custody management

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

Response Location

Region:	United States
Region:	AR
City:	Benton
Postal Code:	
Long & Lat:	Lat: 34.585201, Long:-92.674202