

State of Adult Protective Services Baseline Assessment - 2012

Response ID: 242 Data

1. State of Adult Protection Services Baseline Assessment

1. Respondent Information

Name of person completing this assessment : Charissa Miguelino
Title of person completing this assessment : Adult Programs Policy & Operations Bureau Chief
State : California
Email Address : charissa.miguelino@dss.ca.gov
Telephone Number : (916) 653-1871

2. APS Administrator Information

Name : Eileen Carroll
Title : California Department of Social Services Adult Programs Division Deputy Director
Email Address : eileen.carroll@dss.ca.gov
Telephone Number : (916) 653-5403

3. Where is your APS Program administratively located?

Other

4. 3a) Please describe other, or add any clarifying comments on how your APS program fits within your state government:

The California Department of Social Services (CDSS) is responding to this survey as a state agency. Previously, CDSS administered the APS program by providing oversight of the statewide operation of APS. Following recent legislation, APS is now administered by each county. Statutes that pertain to APS, remain unchanged; however, CDSS continues to provide regulatory guidance to the counties, as well as funding for APS training. CDSS does not directly monitor APS services.

4. To whom does the APS Administrator report?

Other (describe): Previously, APS was administered by the California Department of Social Services (CDSS) by providing oversight of the statewide operation of APS. CDSS was responsible for developing and implementing regulations related to legislative changes.

5. How is APS administered in your state?

County administered (APS is operated by counties)

7. 5a) If county-administered, which county agency administers APS?

DHS/county welfare agency

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?

No

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	0.75
State Training Staff	
Supervisors	
Investigators/Caseworkers	

Intake Staff	
IT Staff	
Legal Staff	
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):

90

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?

Aging

Disabilities

Other

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

	Minimal Education Requirements
State Admin. Staff	High School
State Training Staff	
Supervisors	
Investigators/Caseworkers	
IT Staff	
Intake Staff	
Legal Staff	JD
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?

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"/>	
Physicians	<input checked="" type="checkbox"/>	
Physician Assistants and/or Nurses	<input checked="" type="checkbox"/>	
Mental Health Professionals	<input checked="" type="checkbox"/>	
Forensics	<input checked="" type="checkbox"/>	
Accountants		
Other		

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?

Other (describe): 18-64 dependent adults; 65+

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

Other (specify): APS conducts investigations regarding residents in licensed care facilities if the suspected abuser is not affiliated with the facility (such as, the resident's relative, friend).

19. Does APS petition for guardianship in your state?

20. Do APS employees serve as guardians?

21. Does your APS program serve as representative payee for Social Security/Railroad Retirement client benefits?

22. The following questions are about intake:

	Yes	No
Is your intake centralized?		
Do you have a toll free number?		

34. 22a) If yes to either above, is the APS intake line combined with another program's intake (such as CPS or aging services)?

23. Do you accept reports 24 hours a day?

Yes

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

Contracted Call Center

Staffed

Leave message

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): If the call is of an urgent nature, an immediate in-person visit would be conducted with the appropriate law enforcement.

25. Are investigation time frames triaged depending on allegations?

If Yes, describe:: Per statute, if a report of suspected abuse is of an urgent nature, immediate attention may be directed to that case.

26. Must APS complete investigations within a certain timeframe?

No

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

No

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			
By Phone			
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?

Describe: Varies by county

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	45,146,000								
County*									
Other (describe)									
Other	45,565,000								
TOTAL	90,711,000								
Amount over or under previous year. Indicate under with a minus sign.	2,673,000								

31. Please provide any additional budgetary information:

To the counties: State provides \$45,146,000 Federal govt. provides \$45,565,000

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	83,757	40,343	124,100

33. If other, please describe:

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	12,405	8,794	21,199
Physical Abuse	2,480	1,401	3,881
Emotional Abuse	4,154	1,425	5,579
Sexual Abuse	74	255	329
Neglect by others	2,123	849	2,972
Financial abuse	5,142	848	5,990
Other abuse (describe below)	315	126	441
Total	14,288	4,904	19,192

36. If other, please describe:

Abandonment, isolation, and abduction

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?

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

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

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:

41. Does your state law mandate reporting of suspected adult abuse to APS?

Yes

64. 41a) If yes, is reporting mandated for:

All adults aged 60+ or 65+

65. 41b) If yes, in your state, who is a mandated reporter?

Law Enforcement

Aging services providers

Disability services providers

Health care professionals

Financial professionals

Clergy

Legal/Criminal Justice

Other (describe): A mandated reporter of elder/dependent adult abuse is anyone who has assumed any level of responsibility for the care/custody of an elder/dependent adult (paid or voluntary). This includes employees of Social Services who work in the administration of any program that serves elder/dependent adults.

Social Services

5. Case Level APS Data Collected Statewide

42. Does your state have an automated (computerized) data system for APS?

No – using non-APS specific software (Word, Excel, etc.)

43. Does county (or local) case level data feed into the state data system?

Not applicable

44. Which of the following pieces of data do you collect at the state level (check all that apply)?

Number of reports

Days case remains open

Reason for case closure

Other (describe): Types of self-neglect (physical care, medical care, health/safety hazards, malnutrition, financial); types of abuse perpetrated by others (physical, sexual, financial, neglect, abandonment, isolation, abduction, mental); reports that have been evaluated and do not require an in-person response (as supported by statute).

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

Other (explain): Varies by county

46. If automated, what type of data system does your state use?

71. 46a) If purchased, from what company?

47. Is the data system APS only or integrated with other systems

73. 47a) If integrated, is it with:

48. Does the system keep track of all reports/cases involving the same client over time?

49. How recently did you adopt your automated data system?

Not applicable

50. Is your automated data system web based?

51. Does your automated data system allow for case notes?

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?

Other (explain): Training is not specified in statute; however counties direct the level and amount of staff training, which is generally sufficient.

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

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

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 APS-specific supervisory training

84. 56a) If yes, What content does APS-specific supervisor training include (check all that apply)?

Other (describe): Varies by county; some may be via e-learning classes, in-house training, and/or other methods.

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?

60. Is there a certification process?

89. 60a) If yes, is certification based on testing?

61. What is the annual training budget?

Total : \$176,000

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)?

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

Not required

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?

case reviews (financial abuse, for example)

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 : Unknown

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?

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, APS Program Campaign

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:

Name : Unknown

69. If your state published an annual APS report, please provide a link:

Not applicable

8. Open Ended

70. What are the three biggest improvements your APS program has implemented in the past five years?

Varies by county.

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

1. Budgetary constraints result in increased caseloads w/decreased staffing; budgetary constraints in local resources and law enforcement reduce APS resources. 2. Cases are becoming more complex. 3. Caseload activity reporting methods indicate inconsistencies; this interferes with the accurate collection of statewide data.

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

Please note: The California Department of Social Services (CDSS) is responding to this survey as a state agency. Previously, CDSS administered the APS program by providing oversight of the statewide operation of APS. Following recent legislative changes, APS is now administered by each county. Statutes that pertain to APS, remain unchanged; however, CDSS continues to provide regulatory guidance to the counties, as well as funding for APS training. CDSS does not directly monitor APS services. Most questions related to specific APS operation were left blank or answered as, "varies by county." Each of California's 58 counties operates the APS program. Although all counties operate per statute and statewide regulations, each county manages its own staffing requirements and caseload practices. 1. Survey responses were entered by Carey Yamanaka, Adult Programs Analyst. Contact Information: (916) 651-0636 or carey.yamanaka@dss.ca.gov 5b. Currently, CDSS sets policy and provides funding for APS training; it does not directly monitor APS services. 6. State administrative staff is set at 0.75

FTE; was previously 6.0 FTE. Staffing for the remaining classifications varies by county. 7. Previously, CDSS was funded for 6.0 FTEs to staff a unit to administer the APS program. Following budget reductions, there was a reduction to 0.75 FTEs to conduct that same function (reduction of 87.5%). 8a. Other: The state In-Home Supportive Services (IHSS) Program, which assists eligible aged, blind, and disabled individuals as an alternative to out-of-home care. 9. Each state position may have multiple ways to meet its Minimum Qualifications (MQ) to apply. Some positions have MQs of GED or high school diploma, but with the appropriate work experience, the employee may promote to advanced classifications. To be hired without previous work experience, those same classifications require a bachelor's degree. MQs for county positions may vary from the MQs for state positions. 10. Varies by county 12. Not applicable 13. Availability of these resources varies by county; however, consultation with a variety of these professionals is generally available at Multi-Disciplinary Team meetings. 18. APS conducts investigations regarding residents in licensed care facilities if the suspected abuser is not affiliated with the facility (such as, client's relative, friend). 19. through 22. Varies by county 23a. Statute specifies that APS provide response to reports 24/7, but does not specify the system to be used to respond to those calls. Therefore, methods vary by county. 23c. Yes, if the nature of the call requires an immediate in-person visit. 29a. Information not available 32. Incoming reports are not captured by type of abuse; type of abuse is captured when findings of investigations are reported. 38. Caseloads vary by county. 39. and 40. Information not available 41a. The statewide definition of a dependent adult is 18 – 64 years of age; following the passage of the Elder Justice Act, the definition for mandated reporting for elders is 65+. 42. California does not have a state-mandated data system used by all 58 counties. The majority of counties use various outside vendors; a minimal number of counties manually report their data. 45. through 48. Varies by county 50. and 51. Not applicable. 52. Not required by statute, however, training provided in each county is generally sufficient. 55. Varies by county 57. through 59. Varies by county 60. Information not available 62a. Varies by county 62c. through 62e. Information not available 65. Information not available 68. There has been a campaign by at least one county, but no statewide campaigns.

Response Location

Region:	United States
Region:	CA
City:	Sacramento
Postal Code:	94203
Long & Lat:	Lat: 38.5765, Long:-121.444504