

State of Adult Protective Services Baseline Assessment - 2012

Response ID: 178 Data

1. State of Adult Protection Services Baseline Assessment

1. Respondent Information

Name of person completing this assessment : Peggy Rogers

Title of person completing this assessment : Manager

State : Colorado

Email Address : peggy.rogers@state.co.us

Telephone Number : 303-866-2829

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:

APS is housed within the Division of Aging and Adult Services in the Colorado Department of Human Services. The APS manager reports directly to the Division Director.

4. To whom does the APS Administrator report?

The above named agency director

5. How is APS administered in your state?

Other (describe): State supervised, county administered

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	3.5
State Training Staff	Included in admin staff as they do it all
Supervisors	0.5
Investigators/Caseworkers	0
Intake Staff	0
IT Staff	0
Legal Staff	0
Other	0.5

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

Increase

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

30

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 type="checkbox"/>
Supervisors	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Investigators/Caseworkers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Case Workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Intake Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legal Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

14. 8a) If no, what other programs do they work in?

Other

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

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

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 type="checkbox"/>
Cell phones (phone only)	<input type="checkbox"/>	<input type="checkbox"/>
Laptops or tablet PCs	<input type="checkbox"/>	<input type="checkbox"/>
State vehicles to use for work	<input type="checkbox"/>	<input type="checkbox"/>

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 specialized quality control staff

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

Name : Peggy Rogers

Title : Manager

Email : peggy.rogers@state.co.us

Phone : 303-866-2829

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

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

Nursing Homes

Community Settings

Assisted Living Settings

Care Homes/Board Homes

Other (specify): In DD group/host/residential facility investigations APS may act as secondary/monitoring agency

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?

Yes

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)?

23. Do you accept reports 24 hours a day?

No

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

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

Reporters are given message to contact law enforcement

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

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

Other (explain): 8 hours, proposing to change this as of July 1 to 24 hours, with emergencies requiring an immediate 911 call.

25. Are investigation time frames triaged depending on allegations?

If Yes, describe:: Imminent risk respond within 8 hours (proposing to change this as of 7/1/12 to 911 call and then APS response w/in 24 hours); urgent risk - 24 hour response time frame; moderate risk/prevention respond within 3 working days after the date the report was received.

26. Must APS complete investigations within a certain timeframe?

No

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

Yes, other (explain): Within 60 calendar days of decision that services are no longer needed/consented to. Proposing to shorten this as of 7/1/12 to 30 working days.

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			<input checked="" type="checkbox"/>

45. 28b) If other, describe:

In person monthly when client in community; or by phone and in person alternating months when client placed in a facility that was not involved in the mistreatment.

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: APS remains involved until services are in place and there has been a short period of monitoring to ensure the problem has been resolved to the greatest extent possible.

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	320257	14500							
County*	3453756	1969370						2787220	
Other (describe)									
Other									
TOTAL	3774013	1983870						2787220	
Amount over or under previous year. Indicate under with a minus sign.	253337	-500						145877	

31. Please provide any additional budgetary information:

"Other" is local county funds.

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			2990
Physical Abuse			490
Emotional Abuse			0
Sexual Abuse			58
Neglect by others			1378
Financial abuse			1024
Other abuse (describe below)			219
Total			6159

33. If other, please describe:

Other abuse = exploitation of the person. The 18-59 age group represented 26% of clients in FY 11 but exact mistreatment categories tied to that age group is not available.

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

36. If other, please describe:

Unable to collect this data.

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?

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):

1

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?

No

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

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

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 gender

Abuser relationship to victim

Risk assessment

Interventions offered/provided

Days case remains open

Other (describe): Referrals to and from law enforcement and district attorneys; at-risk population of client; type of report (I&R or referral); timeliness of response; county-held legal authority; # of ongoing, new, and closed cases; capacity status of client (competent, suspected incapacity, adjudicated incapacitated)

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

Other (explain): varies by county - none used as more than guides.

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

Purchased from outside vendor (may have been customized for your state)

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

It was added to the cash/Medicaid benefits eligibility system, originally designed by EDS. It was not designed for APS casework, is horrible, and we're trying to get into a better system.

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): Cash/Medicaid eligibility determination system

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?

6-9 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	<input checked="" type="checkbox"/>	
State Policy		<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?

Other (explain): Just rolling new training out this spring. Requires completion of a pre-training manual (approximately 250 pages) prior to attending classroom training of 6 full days.

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

Other (describe): ethics; case (service) planning; client assessment; case closure

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

Other (describe): At least 34 hrs provided each year through webinar, conference call/training meetings; regional classroom, and statewide classroom.

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

Other (describe): No limitations as to topics that are presented - depends on the surveyed needs of the county programs and

the training issues identified during on-site program evaluations and other quality assurance activities.

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"/>	
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"/>	
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 : \$14,500

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)?

40+

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

State statute

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

Local funds

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?

Law Enforcement
Legal/Courts/Criminal Justice
Domestic Violence
Medical
Mental Health
Developmental Disabilities
Disease-specific Organizations
Financial
Animal Control/Humane Society
Varies according to the cases under review
Other (Describe): Varies depending on county.

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

case reviews (financial abuse, for example)
public awareness
other (describe): advisory only; not all cases reviewed with the team. Collaborate on finding solutions to most complex cases.

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): Counties required to have cooperative agreements with law enforcement, DAs, long-term care ombudsmen, and DD providers. Many of the other agencies refuse to enter into agreement even though statutorily mandated.

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?

Yes

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

All cases upon being reported to APS (cross-reporting)
Some cases based on type or severity of abuse

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?

Yes

115. 68b) If yes, please provide contact information for the person we can follow-up with to learn more information:

Name : Done through individual county programs.

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

Not available on the website at this time. Email peggy.rogers@state.co.us to request an electronic copy.

8. Open Ended

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

1. Created and implemented standardized training for new APS caseworkers and supervisors. 2. Increased state program FTE by 1 to provide for additional support and training to the county programs. 3. Implemented a separate quality assurance unit to assist the APS unit with on-site and data system quality assurance monitoring activities.

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

Colorado's three biggest challenges are really just one challenge - to create a comprehensive infrastructure that includes APS and criminal justice. This means funding and adequate resources for mandatory reporting; funds for criminal investigation and prosecution related to the reports to APS; comprehensive training for APS, law enforcement, and other professionals; funds to provide direct, emergency services to clients (emergency shelter, deep cleaning, home repairs, med-psych evals, etc.); funds for dedicated, specially trained cops to investigate with APS; funds for dedicated forensic accountants to follow the money in financial exploitation cases; a public guardianship program; a new and comprehensive case management/data system; comprehensive laws to allow financial institutions to stop financial exploitation before it happens; funds for a statewide public awareness campaign; funds for a dedicated trainer specializing in training professionals that work with at-risk adults and the community; and so on.

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

There are some clarifications I would like to make regarding specific questions on this survey. 11a - Quality assurance doesn't review ALL cases - a sample is reviewed. 16 - It would have been nice to have collected the data regarding outcome/quality measures - what is the % of responses made timely, what are other states' recidivism rates, what % of interventions result in decreased risk, etc. I am currently tasked with collecting this information from other states and this would have been the easiest way for me to do that. 17a - all persons served must also be "at risk". Age alone does not make a person eligible, no matter the age. 19-21 - Counties are "urged" to take g-ship and rep payeeships. Maybe 1/3 to 1/2 of counties do this. 23a-b - Statute

says that law enforcement will take calls after hours. But about 50% of counties take after hours calls themselves rather than refer to LE. 26 - new rules proposed to be effective 7/1/12 would require investigations be completed within 30 working days. 38 - caseload for large counties is 34:1. Large counties carry 80% of the caseload. 53-56 - there are no standard training requirements currently. New rules proposed to be effective 7/1/12 would require APS Training Academy (described in the question) for all new workers and 30 hours of training for experienced workers.

Response Location

Region:	United States
Region:	CO
City:	Denver
Postal Code:	80207
Long & Lat:	Lat: 39.762001, Long:-104.9132