

# State of Adult Protective Services Baseline Assessment - 2012

Response ID: 204 Data

## 1. State of Adult Protection Services Baseline Assessment

### 1. Respondent Information

Name of person completing this assessment : Barbara Pastirik  
Title of person completing this assessment : APS Program Adiministrator  
State : Georgia  
Email Address : bapastirik@dhr.state.ga.us  
Telephone Number : 404-657-3421

### 2. APS Administrator Information

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

In the State Unit on Aging (SUA)

#### 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?

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 | 2              |
| State Training Staff       | 1              |
| Supervisors                | 21             |
| Investigators/Caseworkers  | 167            |
| Intake Staff               | 12             |
| IT Staff                   | 1              |
| Legal Staff                | 0              |
| Other                      | 30             |

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

Increase

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

1

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 checked="" type="checkbox"/> | <input type="checkbox"/> | <input 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 checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |
| Legal Staff                | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Other                      | <input checked="" 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      | College Degree                 |
| Supervisors               | College Degree                 |
| Investigators/Caseworkers | College Degree                 |
| IT Staff                  | College Degree                 |
| Intake Staff              | College Degree                 |
| Legal Staff               |                                |
| Other                     | High School                    |

10. If your system is state administered, do you provide APS field staff with the following:

|  | Yes                                 | No                                  |
|--|-------------------------------------|-------------------------------------|
| Smart phones (iPhone, Blackberry, Android) | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Cell phones (phone only)                   | <input 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.)

\$51 / per mile

**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)?**

No

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

Name : Barbara Pastirik

Title : APS Program Director

Email : bapastirik@dhr.state.ga.us

Phone : 404-657-3421

**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 checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Accountants                        | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Other                              | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |

**14. If other, please specify:**

Multi-Disicplinary Teams

**15. Does your APS program track annual staff turnover rates?**

Yes

**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)?**

## 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): Host 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?

No

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

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

Reporter can leave name and number

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): 10 days

25. Are investigation time frames triaged depending on allegations?

No

26. Must APS complete investigations within a certain timeframe?

Yes, 30 days

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

Yes, as soon as the investigation is complete

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 type="checkbox"/> | <input type="checkbox"/> | <input checked="" 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   | 11,944,592  | 2,219,116 | -   | 500,000        |              | -                     |             | 611,520 |                           |
| County*   |             |           |     |                |              |                       |             |         |                           |
| Other (describe)  |             |           |     |                |              |                       |             |         |                           |
| Other   |             |           |     |                |              |                       |             |         |                           |
| TOTAL   | 11,944,592  | 2,219,116 |     | 500,000        |              |                       |             | 611,520 |                           |
| Amount over or under previous year. Indicate under with a minus sign. | +           | =         |     | =              |              |                       |             | =       |                           |

**31. Please provide any additional budgetary information:**

Other is Civil Monetary Money

### 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    | 2571    | 862       |       |
| Physical Abuse  | 1227    | 685       |       |
| Emotional Abuse |         |           |       |

|                              |      |     |  |
|------------------------------|------|-----|--|
| Sexual Abuse                 | 13   | 51  |  |
| Neglect by others            | 2109 | 867 |  |
| Financial abuse              | 1623 | 488 |  |
| Other abuse (describe below) | 37   | 24  |  |
| Total                        |      |     |  |

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

Other is self-abuse / also have a total of 445 reports that age was not indicated bringing the total to 11,002 / of which 9,090 are unduplicated

**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):**

20

**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                 | 1912                       | 767                          |       |
| Physical Abuse               | 274                        | 152                          |       |
| Emotional Abuse              |                            |                              |       |
| Sexual Abuse                 | 5                          | 18                           |       |
| Neglect by others            | 315                        | 153                          |       |
| Financial abuse              | 487                        | 92                           |       |
| Other abuse (describe below) | 378                        | 214                          |       |
| Total                        |                            |                              |       |

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

Other is Self-Abuse / also have 110 cases substantiated that the age was not indicated bringing the total to 4,777 of which 4,057 are unduplicated

**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):**

20

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

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

24

**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:

Supervisors to Investigators/Caseworkers : 1:11

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

Funeral Directors

## 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?

Not applicable

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.)

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)

DON-R (Determination of Need – Revised)

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**

Integrated with other systems

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

Other (describe): With in Aging Services Programs

**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     |                                     |                                     |
| 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"/>             | <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)                           | <input checked="" type="checkbox"/>             | <input checked="" type="checkbox"/>            | <input checked="" type="checkbox"/> |
| 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?**

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?**

## 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:**

Not required

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

Not 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?**

Varies according to the cases under review

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

case reviews (financial abuse, for example)

public awareness

policy initiatives

training

**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):

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

Moderately 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

All substantiated cases

**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 |  |  |
|-------|--|--|

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**112. 67g) If other, please describe:**

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**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

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

No

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

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

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**8. Open Ended**

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

Data Management System (AIMS) Transition of Guardianship Case Management out from APS Investigations Discontinue of Representative Payee

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

Transitioning vulnerable adults from a protective environment back into the community Increase caseloads, increased reports of ANE along with decreased budget Other agency and community resource fading or being eliminated causing APS to be the "dumping" ground for solution

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

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**Response Location**

|              |                               |
|--------------|-------------------------------|
| Region:      | United States                 |
| Region:      | GA                            |
| City:        | Atlanta                       |
| Postal Code: |                               |
| Long & Lat:  | Lat: 33.8004, Long:-84.386497 |