

State of Adult Protective Services Baseline Assessment - 2012

Response ID: 181 Data

1. State of Adult Protection Services Baseline Assessment

1. Respondent Information

Name of person completing this assessment : Deborah Fogarty
Title of person completing this assessment : Director, Elder Protective Services
State : Massachusetts
Email Address : deborah.fogarty@state.ma.us
Telephone Number : 617-222-7495

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?

Other (describe): Undersecretary of Elder Affairs

5. How is APS administered in your state?

Other (describe): The Executive Office of Elder Affairs contracts with 21 non-profit elder services agencies to provide protective services. EOEА has oversight responsibility to set policy, monitor performance, and provide training when funds are available

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	4
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):

30

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	College Degree
State Training Staff	
Supervisors	
Investigators/Caseworkers	
IT Staff	
Intake Staff	
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)?

Cases are reviewed at more than one level (e.g. supervisor & administrator)

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

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

60+

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?

Can be served on basis of age only

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

Yes

23. Do you accept reports 24 hours a day?

Yes

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

Staffed

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): 5 hours for an emergency response

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?

No

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

45. 28b) If other, describe:

During an investigation, contact may be more frequent. During ongoing services, minimal contact is monthly

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?

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	16,251,000		19.115						
County*									
Other (describe)									
Other									
TOTAL	16,251,000		19,115						
Amount over or under previous year. Indicate under with a minus sign.									

31. Please provide any additional budgetary information:

State appropriation also funds the statewide Money Management Program, 5 contracts for Guardianship Services, and Administration of APS program

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	4,384		
Physical Abuse	1,358		

Emotional Abuse	2,579		
Sexual Abuse	69		
Neglect by others	3,139		
Financial abuse	2,213		
Other abuse (describe below)	3,045		
Total	16,787		

33. If other, please describe:

Multiple allegations

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):

40

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	2,578		
Physical Abuse	747		
Emotional Abuse	1,223		
Sexual Abuse	34		
Neglect by others	1,339		
Financial abuse	950		
Other abuse (describe below)			
Total	6,871		

36. If other, please describe:

All allegations are counted in a case

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?

25

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):

20

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 : Supervisors to Investigators/Caseworkers in agencies is 1:4 ratio

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

Health care professionals

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

Days case remains open

Reason for case closure

Other (describe): risk outcomes: reduced, increased, no change

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

CARE (Client Assessment and Risk Evaluation)

GDS (Geriatric Depression Scale)

Other (explain): Capacity, Mental Health, Cognitive Status, Substance Abuse, Functional Assessment, Anger Assessment, Behavioral Assessment, Hazardous Conditions, threat to Worker, Financial Risk Assessment

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?

Harmony Information Systems

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

Integrated with other systems

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

Elder case management

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?

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		
State Policy		
Local Policy		
Not Required	<input checked="" type="checkbox"/>	
Other (explain):		

53. How much pre-service (new worker) APS-specific training is provided for investigators/caseworkers?

Other (explain): The contracted agencies provide this training

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

Other (describe): Agencies responsible for training workers, training money was cut three years ago

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

Other (describe): May be provided by agencies

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

Other (describe): Unsure, agencies provide training

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

Personnel Issues/Management

Case Management

Documentation

Worker Safety

Communications/interviewing

Legal issues

Working with other agencies

Other (describe): Contract to provide Sexual Abuse Consultation to a group of subject matter experts who can either be supervisors or PS workers

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

58. Specify

*entity : Contract with experts

59. Do you have APS specific/dedicated trainers?

Yes, contractual trainers

60. Is there a certification process?

No

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

61. What is the annual training budget?

Total : \$10,000

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)?

4

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?

Law Enforcement
Legal/Courts/Criminal Justice
Domestic Violence
Medical
Mental Health
Other (Describe): Fire services, Boards of Health

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

public awareness
policy initiatives
other (describe): Education of other professionals

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): Memorandum of Understanding with DA's Office

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?

Substantiated cases with evidence 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)?

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?

Computerized Case Management System Reprourement of the Network Increased Interagency Collaboration

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

Increased Number of Reports Funding Decreased services available to elders i.e. mental health

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

Massachusetts has a bifurcated APS system, abuse of vulnerable adults 18-59 is investigated by the Disabled Persons Protection Commission, those investigators are state workers. Elder Abuse is investigated by Protective Services who are contracted workers located in an Ageing Services Access Point (ASAP) which is a non-profit agency. Elder Affairs contracts with 21 ASAPS to provide protective services. Those programs are managed by 3 Regional Managers and a Director who are Elder Affairs staff..

Response Location

Region:	United States
Region:	MA
City:	Quincy
Postal Code:	
Long & Lat:	Lat: 42.2654, Long:-71.018501