

# State of Adult Protective Services Baseline Assessment - 2012

Response ID: 213 Data

## 1. State of Adult Protection Services Baseline Assessment

### 1. Respondent Information

Name of person completing this assessment : Deb Siebenaler  
Title of person completing this assessment : Program Policy Specialist  
State : MN  
Email Address : Deb.Siebenaler@state.mn.us  
Telephone Number : 651-431-2547

### 2. APS Administrator Information

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

Is its own independent entity within another state agency

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

Adult Protection Unit is located within the Department of Human Services Continuing Care Administration, Aging and Adult Services

### 4. To whom does the APS Administrator report?

State Unit on Aging (SUA) Director

### 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?

Yes

### 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	
Supervisors	
Investigators/Caseworkers	
Intake Staff	
IT Staff	
Legal Staff	
Other	

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

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

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 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 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	
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)	<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)?

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

Name : Deb Siebenaler

Title : Agency Policy Specialist

Email : deb.siebenaler@state.mn.us

Phone : 651-431-2547

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

14. If other, please specify:

Law Enforcement, Domestic Violence Staff, Guardianship Services

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

Assisted Living Settings

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?

Yes

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 type="checkbox"/>	<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?

Yes

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

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?

24 hours

25. Are investigation time frames triaged depending on allegations?

No

26. Must APS complete investigations within a certain timeframe?

Yes, 60 days

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

Yes, other (explain): within ten calendar days of completing the final disposition.

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 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									
County*	1,459,180	577,681	21,351	2,336,100		n/a		678,596	
Other (describe)									
Other									n/a
TOTAL									
Amount over or under previous year. Indicate under with a minus sign.									

31. Please provide any additional budgetary information:

We track Adult Protection Expenditures using a BRASS code system. The data provided is based upon the amount of expenditures reported by the Counties under specific BRASS codes. These BRASS codes do not exclusively capture Adult Protection data so the dollar amount provided may reflect other work provided to Vulnerable Adults. I have a spreadsheet that can provide more detail of you would like that information. I answered N/A to the state funding because we are a County Administered System. We do, however have some state funding and Board on Age funding provided to our small unit to do education and training. And, to maintain our centralized Data base for the Common Entry Point.

### 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	3811	2117	5928
Physical Abuse	1822	1345	3167
Emotional Abuse	1114	1201	2315
Sexual Abuse	264	777	1041
Neglect by others	7346	4477	11823
Financial abuse	2594	1710	4304
Other abuse (describe below)	198	175	373
Total			

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

Mental Abuse

**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	148	62	210
Physical Abuse	18	26	44
Emotional Abuse	14	15	29
Sexual Abuse	1	11	12
Neglect by others	27	26	53
Financial abuse	109	30	139
Other abuse (describe below)	1	3	4
Total	173	318	491

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

Mental Abuse

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

Decrease

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

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

1

**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 vulnerable adults aged 18+

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

Social Services

Law Enforcement

Legal/Criminal Justice

Aging services providers

Disability services providers

Government employees

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

Days case remains open

Reason for case closure

Other (describe): Disposition of investigation when county Adult Protection is the lead investigative agency

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

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:**

Child Protective Services  
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?**

3-5 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		
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): each county determines training. No requirement other than investigators be trained w/in 12 mos.

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

Policy  
Intake  
Investigations  
Casework  
Communications/interviewing  
Aging Process  
Disabilities Information  
Other (describe): Ethics, AP Teams, Data Practices, Interviewing

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

Less than one week (number of hours): 8 hour requirement per year

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

Policy  
Intake  
Investigations  
Data Systems  
Documentation  
Assessing capacity/competency  
Worker Safety



Communications/interviewing  
Legal issues  
Aging Process  
Disabilities Information  
Other (describe): Case Noting, testifying

**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"/>
Via contract with University or other entity*		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
In a classroom		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Online (e-learning)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
On the Job			
Other**		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**58. Specify**

\*entity : County - unknown why type of training is provided required in each individual county.

**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 : 2,500.00

**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?**

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  
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?

Yes

99. 63a) If yes, please provide the locations and contact information for the primary coordinator, if available.

Location : Hennepin County Medical Examiner's office  
Team Coordinator Name : Judicial chair: Judge Gina Brandt  
Email : gjine.brandt@cours.state.mn.us  
Phone : 612-348-5049

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?

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?

Cases upon being reported where there is indication of criminal activity

67. Does your state have an APS abuser registry?

Yes, operated by another agency

106. 67a) If yes, is the abuser registry required by state statute?

Yes

107. 67b) If yes, is the abuser registry:

For all abusers (family, paid employees, etc)  
Required to be checked by home health care agencies, long term care facilities, etc. before hiring

108. 67c) other registries

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

unknown

**110. 67e) Who can be contacted for more information about the registry?**

Name : Kristin Johnson

Email : Kristin.Johnson@state.mn.us

Phone : 651-431-6595

**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:**

Administrative reconsideration; review panel

**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?**

Yes

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

Name : Jennifer Kirchen

Title : Program Administrator

Phone : 651-431-2546

Email : Jennifer.Kirchen@state.mn.us

**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?**

Implementation of a statewide data base for the Vulnerable Adult Maltreatment reporting/Common Entry Point. Creation of an online mandated reporter training tool/certificate of training Annual WEAAD event (since 2009)

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

Funds to support Adult Protection investigations ensuring consistent adult protection practices across all 87 counties. including after hours common entry point adequate involvement across disciplines in APS investigations (eg. law enforcement, attorneys)  
Financial Insitutions are not mandated reporters

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

MN has 3 lead investigative agencies for investigations of maltreatment of vulnerable adults. 48% are forwarded to the County but the other's are sent to either the MN Department of Health or MN Department of Human Services Licensing Division. See below: Lead investigative agency."Lead investigative agency" is the primary administrative agency responsible for investigating reports made under section 626.557. (a) The Department of Health is the lead investigative agency for facilities or services licensed or required to be licensed as hospitals, home care providers, nursing homes, boarding care homes, hospice providers,

residential facilities that are also federally certified as intermediate care facilities that serve people with developmental disabilities, or any other facility or service not listed in this subdivision that is licensed or required to be licensed by the Department of Health for the care of vulnerable adults. "Home care provider" has the meaning provided in section 144A.43, subdivision 4, and applies when care or services are delivered in the vulnerable adult's home, whether a private home or a housing with services establishment registered under chapter 144D, including those that offer assisted living services under chapter 144G. (b) The Department of Human Services is the lead investigative agency for facilities or services licensed or required to be licensed as adult day care, adult foster care, programs for people with developmental disabilities, family adult day services, mental health programs, mental health clinics, chemical dependency programs, the Minnesota sex offender program, or any other facility or service not listed in this subdivision that is licensed or required to be licensed by the Department of Human Services. (c) The county social service agency or its designee is the lead investigative agency for all other reports, including, but not limited to, reports involving vulnerable adults receiving services from a personal care provider organization under section 256B.0659. There are a few sections that I was not able to complete in the given time line. Also because we are state supervised and County administered some the the questions were difficult to answer. I would like the opportunity to follow up with you on portions that are submitted unanswered. Thank you.

### Response Location

<b>Region:</b>	United States
<b>Region:</b>	MN
<b>City:</b>	Saint Paul
<b>Postal Code:</b>	
<b>Long &amp; Lat:</b>	Lat: 44.9487, Long:-93.100197