

# State of Adult Protective Services Baseline Assessment - 2012

Response ID: 220 Data

## 1. State of Adult Protection Services Baseline Assessment

### 1. Respondent Information

Name of person completing this assessment : Celesta Hartgraves

Title of person completing this assessment : Division Director

State : Missouri

Email Address : Celesta.Hartgraves@health.mo.gov

Telephone Number : 573-526-3626

### 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	49
State Training Staff	2
Supervisors	44
Investigators/Caseworkers	211
Intake Staff	14.5
IT Staff	N/A
Legal Staff	N/A
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):

20

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	
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)?

Yes

18. 10b) If yes, what is the current mileage reimbursement rate? (\$/mi.)

\$37 / 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)?**

Yes, by supervisor

Yes, administrative staff

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

Name : Kathryn Sapp

Title : Bureau Chief

Email : Kathryn.Sapp@health.mo.gov

Phone : 573-526-8537

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

	Yes	No
Attorneys	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Physidians	<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 type="checkbox"/>	<input type="checkbox"/>

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

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

Yes

**25. 15a) If yes, please provide any additional information you can:**

5%

**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?**

Other (describe): 18-59 Disabled; 60 and Over

**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

Other (specify): May investigate institutional settings when the perpetrator is a non-staff/community member

**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)?

Yes

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?

24 hours

25. Are investigation time frames triaged depending on allegations?

If Yes, describe:: See Attached

26. Must APS complete investigations within a certain timeframe?

Yes, 90 days

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

Yes, 90 days

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	<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
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	\$152,671	\$31,194	\$427,772						
County*									
Other (describe)									
Other									
TOTAL	\$152,671	\$31,194	\$427,772						
Amount over or under previous year. Indicate under with a minus sign.	\$19,983	-\$3,079	-\$689						

31. Please provide any additional budgetary information:

These amounts do not include personal services & expense & equipment. The total award for OAA funds for FFY12 has not been received.

### 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			2,671
Physical Abuse			3,096

Emotional Abuse			4,892
Sexual Abuse			259
Neglect by others			29,121
Financial abuse			8,726
Other abuse (describe below)			11,161
Total			59,926

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

Mental Health Issues: 7,747; Legal Issues: 1,350; Undefined: 2,064 Note: these categories are not unduplicated. One case could have several allegations and all are counted. These are findings, we do not have report data.

**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):**

30

**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			1,753
Physical Abuse			1,691
Emotional Abuse			2,809
Sexual Abuse			95
Neglect by others			17,405
Financial abuse			3,793
Other abuse (describe below)			7,442
Total			34,988

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

Mental Health Issues: 5,753; Legal Issues: 767; Unspecified: 922

**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):**

1

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

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

27

**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 : 1:7

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

Financial professionals

Clergy

Veterinarians

Funeral Directors

Other (describe): (see attached)

## 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.)

Relationship of victim to abuser

Abuser age

Abuser gender

Abuser relationship to victim

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)**

SLUMS (Saint Louis University mental status examination)

**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?**

CH Mack

**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): Department of Mental Health, Department fo Social Services

**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		
Other (explain):		

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

1 week/40 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?

none

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 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"/>		
Via contract with University or other entity*			<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	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Other**			

58. Specify

\*entity : Department of Health and Senior Services, Office of Human Resources

59. Do you have APS specific/dedicated trainers?

No

60. Is there a certification process?

No

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

61. What is the annual training budget?

Total : 100000

## 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)?

9

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

Not required

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

Federal funds

**95. 62d) If multi-disciplinary teams receive federal funding, please check all that apply:**

Other (explain): DOJ/Crisis Intervention Team

**96. 62e) What organizations/professionals regularly participate in multi-disciplinary teams?**

Law Enforcement  
Legal/Courts/Criminal Justice  
Domestic Violence  
Mental Health  
Developmental Disabilities

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

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-county cooperative agreements  
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?**

No

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

**67. Does your state have an APS abuser registry?**

Yes, operated by APS

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

Yes

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

Integrated with other registries  
For paid abusers only  
Accessible to other agencies  
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?**

approximately \$1 million

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

Name : Melanie Madore  
Email : Melanie.Madore@health.mo.gov  
Phone : 573-526-1974

**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:**

<http://health.mo.gov/safety/abuse/pdf/FY10CryingEyeAR.pdf>

## 8. Open Ended

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

1. Reduce Supervisor to investigator ratio to allow more consultation and attention to quality of investigations. 2. Increased community awareness through presentations. 3. Increased community partnerships with local prosecutors and law enforcement through local contacts and participation in crisis intervention teams.

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

1. Growing population of eligible adults. 2. Increased complexity of mental conditions of clients. 3. Decreased Dept. of Mental Health services, placement and support.

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

No

## Response Location

<b>Region:</b>	United States
<b>Region:</b>	MO
<b>City:</b>	Jefferson City
<b>Postal Code:</b>	

**Long & Lat:**

Lat: 38.516499, Long:-92.200897