State of Adult Protective Services Baseline Assessment - 2012

Response ID: 187 Data

1. State of Adult Protection Services Baseline Assessment

1. Respondent Information

Name of person completing this assessment : Alan Lawitz
Title of person completing this assessment : Director, Bureau of Adult Services
State : New York
Email Address : Alan.Lawitz@ocfs.state.ny.us
Telephone Number : 518 402 6782

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:

The Bureau of Adult Services, which oversees PSA in New York, is within the larger Office of Children & Family Services. PSA is administered by county departments of social services.

4. To whom does the APS Administrator report?

A subordinate of the above named agency 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?

Other (describe): county department of social services

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	3.5
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			
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)?

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 supervisor

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

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

	Yes	No
Attorneys		
Physicians		
Physician Assistants and/or Nurses		
Mental Health Professionals		
Forensics		
Accountants		
Other		

14. If other, please specify:

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

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
Other (specify): if a PSA client is in a hospital and needs a nursing hopme p[lacement, the PSA stadff remains responsible for stabilizing and relocation

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?		✅
Do you have a toll free number?		✅

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?

24 hours

25. Are investigation time frames triaged depending on allegations?

If Yes, describe::

26. Must APS complete investigations within a certain timeframe?

Yes, 60 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			✅
By Phone			
Other			

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									
County*									
Other (describe)									
Other									
TOTAL									
Amount over or under previous year. Indicate under with a minus sign.									

31. Please provide any additional budgetary information:

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

33. If other, please describe:

34. Is the total number of statewide reports an increase or decrease from the past 5 years?

51. 34a) If increase, by what percentage (approximately):

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:

we do not "substantiate" a report. A caseworker will receive a referral, see the client, interview collaterals and referral source, determine eligibility, assess risks, and create a service plan and provide/arrange services.

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):

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 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)

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

APS only

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

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	✅	✅
State Policy		
Local Policy		

Not Required		
Other (explain):		✅

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

Other (explain): our New Worker Institute is 8 days of classroom traini ng. Prior to attending NWI, new workers are expected to complete an on-line New Worker Orientation

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?

Other (describe): every year therei s a PSA Legal Updates teleconference; special topic training for PSA is also offered but is not required

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

Legal issues
Other (describe): the special topics can include all the categories listed

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
Team Building
Personnel Issues/Management
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			
Via contract with University or other entity*	✅	✅	✅
In a classroom	✅	✅	✅
Online (e-learning)	✅	✅	✅
On the Job			

Other**			

58. Specify

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 : $919,000

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)?

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
Developmental Disabilities
Financial
Animal Control/Humane Society
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
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.

64. Has your program executed agreements to facilitate cross-county, cross-state or interagency cooperation?

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?

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?

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

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

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

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

Response Location

Region:	United States
Region:	NY
City:	Wynantskill
Postal Code:	12198
Long & Lat:	Lat: 42.678299, Long:-73.637001