

State of Adult Protective Services Baseline Assessment - 2012

Response ID: 191 Data

1. State of Adult Protection Services Baseline Assessment

1. Respondent Information

Name of person completing this assessment : Barbara Kidder
Title of person completing this assessment : Programs Administrator
State : Oklahoma
Email Address : Barbara.Kidder@okdhs.org
Telephone Number : 405-521-6716

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:

OK Department of Human 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?

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	14
State Training Staff	1
Supervisors	24
Investigators/Caseworkers	136
Intake Staff	n/a
IT Staff	n/a
Legal Staff	1
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):

10

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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
IT Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Legal Staff	<input type="checkbox"/>	<input checked="" 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?

Disabilities

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	
Intake Staff	
Legal Staff	JD
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 checked="" type="checkbox"/>
Cell phones (phone only)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Laptops or tablet PCs	<input checked="" type="checkbox"/>	<input type="checkbox"/>
State vehicles to use for work	<input checked="" type="checkbox"/>	<input 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.)

Federal minimum as determined by CONUS

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

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

Name : Rebekah McGowan

Title : Programs Manager

Email : Rebekah.Mcgowan@okdhs.org

Phone : 405-522-3067

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 checked="" type="checkbox"/>
Physician Assistants and/or Nurses	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Mental Health Professionals	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Forensics	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Accountants	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other	<input type="checkbox"/>	<input checked="" 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:

State FY 11- 18% FY 10 14% last 11 years (state fiscal year) average 19%, have specific percentages for each SFY from FY 01 through FY 11 if needed

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):

Nursing Homes

Community Settings

Assisted Living Settings
Care Homes/Board Homes
Other (specify): DD group homes, sheltered workshops, adult day care

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?

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): 4 hours for emergencies

25. Are investigation time frames triaged depending on allegations?

If Yes, describe:: emergency/other

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	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
By Phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other			
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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	7,488,662	6,340,395	0	0		0		0	
County*	0	0							
Other (describe)									
Other	0	0							
TOTAL	7,488,662	6,340,395							
Amount over or under previous year. Indicate under with a minus sign.	-	-							

31. Please provide any additional budgetary information:

FFY 10 latest data available on budget Budget for APS covers 2 agency divisions: Family Support Division budgets include APS administration, LTCI, IT, and training). Field Operations budget includes all field staff and related costs including workmans comp etc.Budget for APS training decreased in FY10 by 40% APS field structure staff 10,166,302 APS Admin and LTCI 1,282706 IT 37500 training academies 55000APS non academy training 16,197 approximately 80% state funding

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			13461
Physical Abuse			2079
Emotional Abuse			
Sexual Abuse			233
Neglect by others			5743
Financial abuse			5824
Other abuse (describe below)			2478
Total			29818

33. If other, please describe:

other: emotional abuse is called verbal abuse in Oklahoma, 1353 investigated allegations; abandonment 136; financial neglect 989 Oklahoma investigated 17135 reports of maltreatment. these are the specific allegations contained in the 17135 reports

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

Decrease

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

52. 34b) If decrease, by what percentage (approximately):

1

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			7637
Physical Abuse			344
Emotional Abuse			
Sexual Abuse			45
Neglect by others			1636
Financial abuse			1388
Other abuse (describe below)			883
Total			11933

36. If other, please describe:

other; abandonment 51; verbal abuse 433; financial neglect 399

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?

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 : 1:5.5

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?

All persons

Social Services

Law Enforcement

Aging services providers

Disability services providers

Health care professionals

Financial 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

Interventions offered/provided
Days case remains open
Reason for case closure

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

State specific tool
Other (explain): EXIT-25, Clox 1 & 2

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?

6-9 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		
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): Pre-academy and 6-12 weeks on-the-job

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
 Other (describe): Involuntary services, documentation, cultural competence, capacity determination

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

Other (describe): quarterly one-day

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
 Other (describe): any hot topic

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
 Case Management
 Data Systems
 Documentation
 Worker Safety
 Communications/interviewing
 Legal issues
 Working with other agencies
 Other (describe): Transition from worker to supervisor, mentoring

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

*entity : Law Enforcement

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 : \$71,197

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)?

3

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

Financial

Animal Control/Humane Society

Other (Describe): Code Enforcement

Varies according to the cases under review

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

case reviews (financial abuse, for example)

other (describe): prosecution

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?

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?

- All cases upon being reported to APS (cross-reporting)
- Cases upon being reported where there is indication of criminal activity
- All substantiated cases
- Substantiated cases with evidence 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:

- 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

health care provider

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

incorporated with Dev. Disabilities budget

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

Name : Gwen McClain
Email : Gwen.McClain@okdhs.org
Phone : 405-521-2074

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:

Caretaker, guardian and next of kin receive a report of findings and right to have case reviewed by administration

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, campaign done with other agencies (e.g. an elder abuse coalition)

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

No

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://www.okdhs.org/NR/rdonlyres/911D9329-DDAC-4793-A9BA-425898C0F0DC/0/S11080_OKDHSAnnualReport_10012011.pdf

8. Open Ended

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

1. formatized quality assurance 2. contintual computer system enhancement 3. Involuntary guardianships protocols and audits

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

1. funding 2. staffing 3. public awareness

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

no

Response Location

Region:	United States
Region:	OK
City:	Oklahoma City
Postal Code:	
Long & Lat:	Lat: 35.4715, Long:-97.518997