

State of Adult Protective Services Baseline Assessment - 2012

Response ID: 215 Data

1. State of Adult Protection Services Baseline Assessment

1. Respondent Information

Name of person completing this assessment : Marie Cervantes

Title of person completing this assessment : Director, APS

State : Oregon

Email Address : Marie.G.Cervantes@state.or.us

Telephone Number : 503-945-6079

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:

4. To whom does the APS Administrator report?

Other (describe): Chief Operating Officer

5. How is APS administered in your state?

Other (describe): Both county & state

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	1
Supervisors	25
Investigators/Caseworkers	110
Intake Staff	24
IT Staff	0
Legal Staff	0
Other	

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

Increase

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

10

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"/>	
State Training Staff	<input checked="" type="checkbox"/>		
Supervisors		<input checked="" type="checkbox"/>	
Investigators/Caseworkers	<input checked="" type="checkbox"/>		
Case Workers			
Intake Staff		<input checked="" type="checkbox"/>	
IT Staff		<input checked="" type="checkbox"/>	
Legal Staff		<input checked="" type="checkbox"/>	
Other			

14. 8a) If no, what other programs do they work in?

Aging
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	College Degree
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 checked="" type="checkbox"/>
Cell phones (phone only)	<input checked="" type="checkbox"/>	
Laptops or tablet PCs		<input checked="" type="checkbox"/>
State vehicles to use for work	<input checked="" 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.)

45-50/mi.

11. Does your APS Program have a case review quality assurance system in place?

No

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 : Marie Cervantes

Title : Director, APS

Email : Marie.G.Cervantes@state.or.us

Phone : 503-945-6079

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 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?

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): Residential Care Facilities

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?		
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)?

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?

Other (explain): 2 hours

25. Are investigation time frames triaged depending on allegations?

If Yes, describe:: Nature/severity of risk

26. Must APS complete investigations within a certain timeframe?

Yes, 60 days

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

Yes, 60 days

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:

Face to face required for initial visit; depends on nature of the call and severity of the risk; case circumstances.

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	614,414	0	0			0			
County*									N/A
Other (describe)									
Other	287,915								FF
TOTAL	902,329								
Amount over or under previous year. Indicate under with a minus sign.	+ 78,192								

31. Please provide any additional budgetary information:

Figures noted above are for July 2010- June2011 and apply to central services for Community and Facility APS Programs.

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			2506
Physical Abuse			893

Emotional Abuse			1265
Sexual Abuse			108
Neglect by others			4096
Financial abuse			2829
Other abuse (describe below)			91
Total			11,788

33. If other, please describe:

Abandonment, Involuntary Seduction

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			621
Physical Abuse			273
Emotional Abuse			422
Sexual Abuse			26
Neglect by others			619
Financial abuse			780
Other abuse (describe below)			35
Total			2776

36. If other, please describe:

Abandonment, Involuntary Seduction

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):

10

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:

Supervisors to Investigators/Caseworkers : 1:14

41. Does your state law mandate reporting of suspected adult abuse to APS?

Yes

64. 41a) If yes, is reporting mandated for:

Vulnerable adults aged 60+ or 65+

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

Social Services

Law Enforcement

Aging services providers

Government employees

Health care professionals

Clergy

Other (describe): EMTs, Fire Fighters, Providers

5. Case Level APS Data Collected Statewide

42. Does your state have an automated (computerized) data system for APS?

No – using non-APS specific software (Word, Excel, etc.)

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's residence type (home; senior housing; assisted living; board and care; foster care; nursing home, etc.)

Relationship of victim to abuser

Abuser gender

Abuser relationship to victim

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)

GDS (Geriatric Depression Scale)

Other (explain): Mini-cog

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:

Other (describe): Case Management

48. Does the system keep track of all reports/cases involving the same client over time?

No

49. How recently did you adopt your automated data system?

more than 10 years ago

50. Is your automated data system web based?

Yes

51. Does your automated data system allow for case notes?

No

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?

Less than one week (number of hours): 36

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?

Less than one week (number of hours): 25

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

Policy
Data Systems
Documentation
Assessing capacity/competency

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

Documentation

Worker Safety

Communications/interviewing

Legal issues

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

58. Specify

*entity : University

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 : 0

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)?

28

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

State statute

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
Mental Health
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
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-agency cooperative agreements (specify agency): county offices

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?

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)?

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 : Nelsa Brodie

Title : Communications Officer

Phone : 503-945-5690

Email : Nelsa.Brodie@state.or.us

69. If your state published an annual APS report, please provide a link:

<https://dhs.oregon.gov/>

8. Open Ended

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

1. Collaborative effort with the banking industry to create a Bankers Kit for targeted reporting and prevention of financial abuse.
2. Statutory protections for vulnerable adults.
3. Annual data book or report and creation of an Adult Safety and Protection Team Workgroup and Elder Abuse Workgroup which engaged community members in the cause of abuse prevention and awareness.

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

1. Obtaining medical and financial records for community investigations.
2. Need for forensic accountants/medical practitioners.
3. Need for available resources/funding dedicated to APS which can sustain the service we need to provide to the increasing aging population and required statutory provisions.

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

Our current efforts in Oregon include design of a new office that will bring all adult abuse under one umbrella. The design goals are to create an accountable and well-supported program office that is focused on customer service and client outcomes. We are also engaging with experts in continuous quality improvement and are hopeful to move the office forward in terms of forecasting and projecting our budget needs (like other program areas) and tell the story of APS in new and innovative ways. Very exciting!

Response Location

Region:	United States
Region:	OR

City:	Gresham
Postal Code:	97030
Long & Lat:	Lat: 45.507599, Long:-122.430702