

# State of Adult Protective Services Baseline Assessment - 2012

Response ID: 185 Data

## 1. State of Adult Protection Services Baseline Assessment

### 1. Respondent Information

State : Pennsylvania

Name of person completing this assessment : Denise Getgen

Title of person completing this assessment : Chief, Consumer Protection Division

Email Address : dgetgen@pa.gov

Telephone Number : 717 772 0184

### 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?

A subordinate of the 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?

Area Agency on Aging (AAA)

#### 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	9
State Training Staff	4
Supervisors	
Investigators/Caseworkers	
Intake Staff	
IT Staff	
Legal Staff	
Other	

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

Increase

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

100

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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervisors	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Investigators/Caseworkers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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	
State Training Staff	
Supervisors	College Degree
Investigators/Caseworkers	College Degree
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 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 type="checkbox"/>	<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.)

\$51/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)?**

Cases are reviewed at more than one level (e.g. supervisor & administrator)

Yes, by supervisor

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

Name : Denise Getgen

Title : Division Chief

Email : dgetgen@pa.gov

Phone : (717) 772-0184

**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 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?**

60+

**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?**

Must meet definition of vulnerable

**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  
State Developmental Disability Facilities  
State Mental Illness Facilities

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?	<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)?

No

23. Do you accept reports 24 hours a day?

Yes

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

Staffed  
Contracted Call Center

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): Immediately

25. Are investigation time frames triaged depending on allegations?

If Yes, describe:: Emergency - Immediately; Priority - 24 hours; Non-Priority - 72 hours

26. Must APS complete investigations within a certain timeframe?

Yes, other

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

Yes, other (explain): as soon as risk is reduced/eliminated

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

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

**45. 28b) If other, describe:**

Varies by case. Initial face to face required within 24 hours of initiating investigation. Ongoing contact needed by phone and in person.

**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	<input checked="" type="checkbox"/>			
Counseling			<input checked="" type="checkbox"/>	
Advocacy with other systems			<input checked="" type="checkbox"/>	
Money Management			<input checked="" type="checkbox"/>	
Legal Interventions			<input checked="" type="checkbox"/>	
In-home services		<input checked="" type="checkbox"/>		
Home Delivered Meals		<input checked="" type="checkbox"/>		
Medical Services		<input checked="" type="checkbox"/>		
Placement			<input checked="" type="checkbox"/>	
Environmental Cleanup			<input checked="" type="checkbox"/>	

**47. 29a) If indirectly through referrals, does APS continue monitoring the case after the referrals are made?**

Yes, all 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	167,000		700,000						
County*									
Other (describe)									
Other									
TOTAL	167,000		700,000						
Amount over or under previous year. Indicate under with a minus sign.									

**31. Please provide any additional budgetary information:**

Although funds are not ALLOCATED, PA spends approximately 12.4 million annually on >60 PS (this includes state staff and associated expenses and the direct provision of PS at the county level.

#### 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	4368		4368
Physical Abuse	3599		3599
Emotional Abuse	3514		3514
Sexual Abuse	407		407
Neglect by others	4854		4854
Financial abuse	4184		4184
Other abuse (describe below)	2567		2567
Total	18129		18129

33. If other, please describe:

The total numbers may not add up as some individual consumers may have had more than one allegation substantiated OR AAA failed to document the type of abuse reported. Of the number designated as Other, 172 were allegations of abandonment;

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):

40

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	1484	0	1484
Physical Abuse	178	0	178
Emotional Abuse	586	0	586
Sexual Abuse	41	0	41
Neglect by others	1067	0	1067
Financial abuse	605	0	605
Other abuse (describe below)	520	0	520
Total	4344	0	4344

36. If other, please describe:

The total numbers may not add up as some individual consumers may have had more than one allegation substantiated OR AAA failed to document the type of abuse they substantiated

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):

70

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

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

20

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?

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

Aging services providers

Disability services providers

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

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)**

- MMSE (Mini-Mental Status Exam)
- SPMSQ (Short Portable Mental Status Questionnaire)
- Other (explain): state specific form

**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?**

Harmony Information Systems

**47. Is the data system APS only or integrated with other systems**

Integrated with other systems

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

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?**

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?**

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?**

Less than one week (number of hours): 6.5 hours/year

**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): specific issues routinely confronted such as MH, hoarding, etc.

**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  
Other (describe): Supervision and QA

**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"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
In a classroom	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Online (e-learning)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
On the Job	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other**			

**58. Specify**

\*entity : Temple University

**59. Do you have APS specific/dedicated trainers?**

Yes, contractual trainers

**60. Is there a certification process?**

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

**61. What is the annual training budget?**

Total : \$401,000

## 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)?**

30

**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  
Financial

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

case reviews (financial abuse, for example)  
training  
public awareness  
other (describe): prosecution of crimes

**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): Health, Welfare, State Police

**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?**

Substantiated cases with evidence of criminal activity  
Some cases based on type or severity of abuse

**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 : Denise Getgen  
Title : Division Chief  
Phone : (717) 772-0184  
Email : dgetgen@pa.gov

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

[http://www.aging.state.pa.us/portal/server.pt/community/agency\\_publications/17894](http://www.aging.state.pa.us/portal/server.pt/community/agency_publications/17894)

**8. Open Ended**

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

The hiring of more state and local staff. The implementation of quarterly statewide meetings. The increased utilization of technology.

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

Assessing outcomes Funding Communication Consistency

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

**Response Location**

<b>Region:</b>	United States
<b>Region:</b>	PA
<b>City:</b>	Enola
<b>Postal Code:</b>	17025
<b>Long &amp; Lat:</b>	Lat: 40.291801, Long:- 77.002197