

State of Adult Protective Services Baseline Assessment - 2012

Response ID: 218 Data

1. State of Adult Protection Services Baseline Assessment

1. Respondent Information

Name of person completing this assessment : Cassie Lindquist
Title of person completing this assessment : Program Specialist I
State : South Dakota
Email Address : Cassie.Lindquist@state.sd.us
Telephone Number : 605-773-3656

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 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	1
State Training Staff	1
Supervisors	2
Investigators/Caseworkers	5
Intake Staff	5
IT Staff	0
Legal Staff	.5
Other	0

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

Increase

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

20

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

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

Aging
Disabilities
Guardianship

9. What, if any, are the minimal education requirements for each position?

	Minimal Education Requirements
State Admin. Staff	High School
State Training Staff	High School
Supervisors	High School
Investigators/Caseworkers	High School
IT Staff	
Intake Staff	High School
Legal Staff	Master's
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)?

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?

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 : Cassie Lindquist

Title : Program Specialist I

Email : Cassie.Lindquist@state.sd.us

Phone : 605-773-5379

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

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

State Mental Illness 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?		<input checked="" type="checkbox"/>
Do you have a toll free number?	<input checked="" 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):

Leave message

Online system

37. 23b) If no, what happens to after-hours reports?

38. 23c) Do you respond (go out on) cases 24 hours a day?

No

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:: It depends on the priority of the call. Is the person in immediate danger?

26. Must APS complete investigations within a certain timeframe?

No

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			<input checked="" type="checkbox"/>
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									N/A
County*									N/A
Other (describe)									
Other									N/A
TOTAL									N/A
Amount over or under previous year. Indicate under with a minus sign.									N/A

31. Please provide any additional budgetary information:

No funding is dedicated specifically for APS; it is an overall component of admin. and field staff.

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	153	75	247
Physical Abuse	14	7	60

Emotional Abuse	2	2	8
Sexual Abuse	0	2	8
Neglect by others	14	6	42
Financial abuse	96	41	174
Other abuse (describe below)	258	132	459
Total	473	233	888

33. If other, please describe:

The age was unknown on a number of the reports, so couldn't be split out between over and under 60; but is included in the Totals. Other Abuse includes Abuse/Neglect (we had these combined initially as Topics in SAMS), Abandonment, and Self Abuse.

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	27	16	43
Physical Abuse	4	10	40
Emotional Abuse	3	5	24
Sexual Abuse	1	0	4
Neglect by others	13	7	33
Financial abuse	10	8	25
Other abuse (describe below)	2	0	2
Total	50	37	152

36. If other, please describe:

The age was unknown on a number of the cases, so couldn't be split out between over and under 60; but is included in the Totals. Other Abuse includes Abandonment and Self Abuse.

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?

12

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 : 1:6

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

Health care professionals

Other (describe): victim advocate

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)

MMSE (Mini-Mental Status Exam)

State specific tool

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 Inc.

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?

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?

Less than one week (number of hours): 12 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
Disabilities Information

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

Less than one week (number of hours): 8 hours

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
Disabilities Information

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

58. Specify

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 : 0

7. Multidisciplinary Teams

62. Does APS participate on multi-disciplinary teams?

No

92. 62a) How many multi-disciplinary teams within the state does APS participate in (estimated)?

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

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

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

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?

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)?

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

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

1. Effective July 1, 2011, South Dakota law requires individuals in the medical and mental health professions and employees or entities that have ongoing contact with and exposure to elders and adults with disabilities to report knowledge or reasonable suspicion of abuse or neglect of elders and adults with disabilities. A mandatory reporter who knowingly fails to make the required report is guilty of a Class 1 misdemeanor. The average number of adult protection referrals received each month has increased 70% since the mandatory reporting bill went into effect. 2. Adult Protective Services training, focusing on the new mandatory reporting law, was provided to the Division of Adult Services and Aging staff, law enforcement officials, and other agency staff across the state. Further training on Adult Protective Services Program was provided to the Division of Adult Services and Aging Specialists. Topics covered included proper documentation, completion of the mini mental examination, mandatory reporting of abuse and neglect, and guardianship and conservatorship information. 3. Staff in the Division of Adult Services and Aging including the Division Director, State Ombudsman and APS Program Specialist, attend quarterly liaison meetings with staff in the Office of the Attorney General's Division of Medicaid Fraud Control Unit, Department of Health, and the Department of Human Services. The purpose of the meetings is to have open communication between all agencies regarding common issues such as abuse, neglect and exploitation of vulnerable adults; address the financial hardship placed on facilities when residents fail to pay the resident liability portion; and factors including licensure and certification of assisted living and nursing facilities.

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

1. One of the biggest challenges that SD APS is currently facing is the ability to track perpetrator data. We can currently gather the perpetrator data in SAMS, but are unable to track if that perpetrator is already in the system. 2. Another challenge is training of community providers especially focusing on the Mandatory Reporting law that became effective on July 1, 2011. 3. A third challenge is effective coordination of reporting and streamlining the reports; to guarantee a prompt response to APS calls.

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

Regarding the education requirement for APS staff. It is noted in job listings that the ideal candidate will have: A bachelor's degree with major work in social work, psychology, health, or related field may be considered as applicable to the entry-level knowledge, skills, and abilities.

Response Location

Region:	United States
Region:	SD
City:	Pierre
Postal Code:	57501
Long & Lat:	Lat: 44.542198, Long:-100.275398