

# State of Adult Protective Services Baseline Assessment - 2012

Response ID: 223 Data

## 1. State of Adult Protection Services Baseline Assessment

### 1. Respondent Information

Name of person completing this assessment : Bill Moss

Title of person completing this assessment : Director, Home & Community Services Division of Aging & Disability Services Administration

State : Washington

Email Address : mossbd@dshs.wa.gov

Telephone Number : 360-725-2311

### 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:

APS is a program within the Home & Community Services Division of Aging & Disability Services Administration of the Department of Social & Health Services Administration

### 4. To whom does the APS Administrator report?

Other (describe): Assistant Secretary of Aging & Disability Services Administration

### 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	9
State Training Staff	0
Supervisors	14.5
Investigators/Caseworkers	86
Intake Staff	14.5
IT Staff	0
Legal Staff	*See #72
Other	

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

Increase

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

1

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	College Degree
State Training Staff	
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)	✓	
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)?**

No

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 : Bill Moss

Title : Director, Home & Community Services Division

Email : mossbd@dshs.wa.gov

Phone : 360-725-2311

**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 type="checkbox"/>
Physician Assistants and/or Nurses	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>

**14. If other, please specify:**

Access to state-only funds to contract expert professionals, i.e., psychologists, forensic accountants, on case by case basis

**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?**

Other (describe): 18+ who live in a department licensed facility, have a department contracted in-home provider, has a guardian, self-directs own care per statute; 60+ who have functional, mental, physical inability to care for self

**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): Investigates in vulnerable adults' own homes and all facilities when the alleged perpetrator is not affiliated with the facility

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)?

No

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

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?

No

26. Must APS complete investigations within a certain timeframe?

Yes, 90 days

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

Yes, other (explain): within 90-days unless there is an allowable extension

28. Is there required regular contact with the victim of an open case?

No

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?**

Never

**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	6591877							820983	
County*									
Other (describe)									
Other									
TOTAL	6591877							820983	
Amount over or under previous year. Indicate under with a minus sign.									

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

'Other' is Title XIX admin funds only

**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	4232	244	4476

Physical Abuse	1488	66	1554
Emotional Abuse	3090	177	3267
Sexual Abuse	352	16	368
Neglect by others	3317	165	3482
Financial abuse	5271	216	5487
Other abuse (describe below)	991	80	1071
Total	18786	968	19754

**33. If other, please describe:**

'Exploitation' means an act of forcing, compelling, or exerting undue influence over a vulnerable adult causing the vulnerable adult to act in a way that is inconsistent with relevant past behavior, or causing the vulnerable adult to perform services for the benefit of another.

**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	1083	41	1124
Physical Abuse	94	3	97
Emotional Abuse	104	4	108
Sexual Abuse	20	1	21
Neglect by others	103	4	107
Financial abuse	329	16	345
Other abuse (describe below)	34	2	36
Total	1769	71	1840

**36. If other, please describe:**

'Exploitation' means an act of forcing, compelling, or exerting undue influence over a vulnerable adult causing the vulnerable adult to act in a way that is inconsistent with relevant past behavior, or causing the vulnerable adult to perform services for the benefit of another.

**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):**

20

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

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

44

**39. Is the statewide average caseload per caseworker/investigators an increase or decrease over the past 5 years?**

Decrease

**60. 39a) If increase, by what percentage (approximately):**

**61. 39b) If decrease, by what percentage (approximately):**

1

**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

Health care professionals

Other (describe): Employees of the department of social and health services, law enforcement officer, social worker, professional school personnel, individual provider contracted by the department, an employee of a facility licensed by the department, an operator of a facility, an employee of a social service, welfare, mental health, adult day health, adult day care, home health, home care, or hospice agency, bounty coroner or medical examiner, Christian Science practitioner, health care provider in statute

## 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

Interventions offered/provided

Days case remains open

Reason for case closure

**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?**

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?**

more than 10 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?**

2 weeks/80 hours

**54. What type of content is provided in APS-specific training (check all that apply)?**

Policy  
Intake  
Investigations  
Worker Safety  
Communications/interviewing  
Legal issues

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

1 week/40 hours

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

Policy  
 Intake  
 Investigations  
 Documentation  
 Assessing capacity/competency  
 Worker Safety  
 Communications/interviewing  
 Legal issues

**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

**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"/>	
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?**

Yes

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

18

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

State policy

**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  
Developmental Disabilities  
Financial

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

case reviews (financial abuse, for example)  
public awareness

**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.**

Location : King County  
Team Coordinator Name : Stephen Allar  
Email : allarsa@dshs.wa.gov  
Phone : 206-341-7665

**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): Department of Health

**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?**

Cases upon being reported where there is indication of criminal activity  
Substantiated cases with evidence of criminal activity

**67. Does your state have an APS abuser registry?**

Yes, operated by APS

**106. 67a) If yes, is the abuser registry required by state statute?**

No

**107. 67b) If yes, is the abuser registry:**

**108. 67c) other registries**

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

0

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

Name : Carol Sloan  
Email : sloancs@dshs.wa.gov  
Phone : 360-725-2345

**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?**

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:**

**8. Open Ended**

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

1. Statutory amendment that expanded the financial exploitation definition. 2. Improvements to the APS Automated System (database). 3. Implementation of the Adult Abuse/Neglect Response Stakeholder workgroup that developed recommendations to improve the adult abuse response system in WA State.

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

1. Obtaining documents from financial institutions. 2. Increasing aged population, increasing caseloads and budget challenges. 3. Lack of dedicated APS training positions.

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

For question 6 regarding full-time FTEs, the legal staff that represent the APS program are Assistant Attorneys General from the Attorney General Office (AGO). These are not 'APS staff,' but employees of the AGO.

**Response Location**

<b>Region:</b>	United States
<b>Region:</b>	WA
<b>City:</b>	Puyallup

**Postal Code:**

**Long & Lat:**

Lat: 47.159199, Long:-122.301498