

State of Adult Protective Services Baseline Assessment - 2012

Response ID: 224 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 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| State Training Staff | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" 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 checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| IT Staff | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Legal Staff | <input type="checkbox"/> | <input 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?

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

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 type="checkbox"/> |
| Forensics | <input type="checkbox"/> | <input type="checkbox"/> |
| Accountants | <input type="checkbox"/> | <input type="checkbox"/> |
| Other | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

14. If other, please specify:

Access to state-only funds to contract with expert professionals, e.g., psychologists and forensic accountants, on a 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 contracted facility, have a guardian, have a department contracted in-home independent provider, self-direct their own care per statute; 60+ who have the functional, mental, and physical inability to care for themselves

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): Also responsible for investigations in facilities when the 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 exception

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) | 1036 | 84 | 1120 |
| 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 (991-60+, 80-18 to 59; T=1071)). 'Abandonment' means action or inaction by a person or entity with a duty of care for a vulnerable adult that leaves the vulnerable person without the means or ability to obtain necessary food, clothing, shelter, or health care (45-60+, 4-18 to 59, T=49).

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):

1

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) | 36 | 2 | 38 |
| 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. 'Abandonment' means action or inaction by a person or entity with a duty of care for a vulnerable adult that leaves the vulnerable person without the means or ability to obtain necessary food, clothing, shelter, or health care.

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):

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): Employee of the department of social & health services; law enforcement officer; social worker; professional school personnel; individual provider; an employee of a facility; 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; county coroner or medical examiner; Christian Science practitioner; health care provider per 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): Dept. 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?

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

Name : Carol Sloan

Email : sloanacs@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?**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. Improvements to the APS Automated System (database). 3. Implementation of the Adult Abuse/Neglect Response Stakeholder Workgroup that developed recommendations to improve the abuse response system.

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?

Question #6: The APS program is legally represented by the Attorney General Office. The Assistant Attorneys General are not employed by the APS program. They represent more than one program, such as APS and CPS.

Response Location

| | |
|----------------|---------------|
| Region: | United States |
| Region: | WA |

| | |
|--------------|----------------------------------|
| City: | Puyallup |
| Postal Code: | |
| Long & Lat: | Lat: 47.159199, Long:-122.301498 |