# Technical Assistance Overview

Housekeeping

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  - OR -

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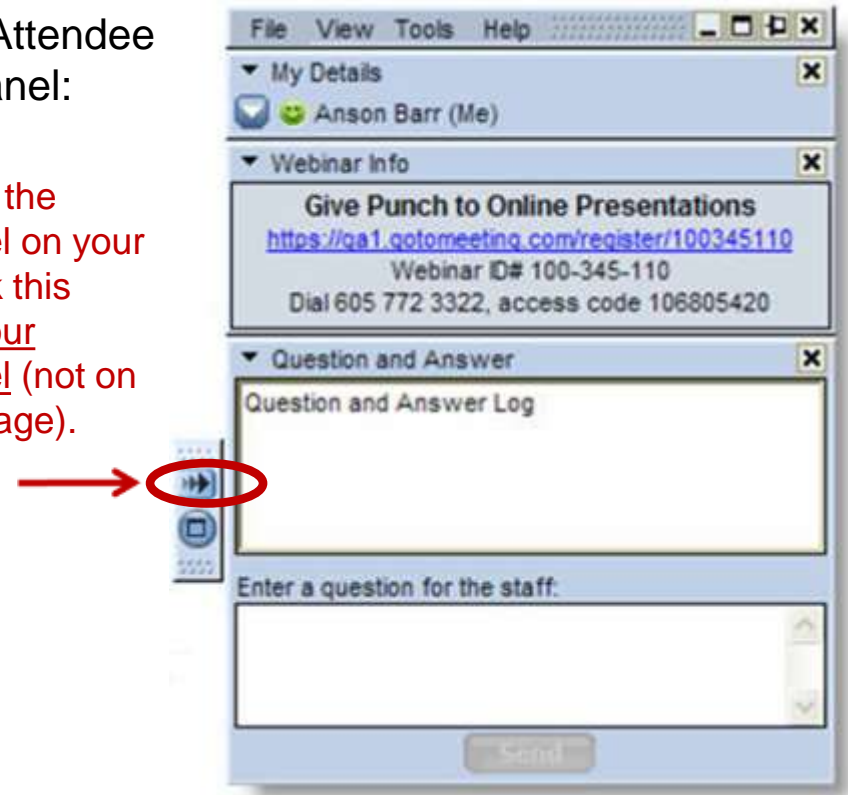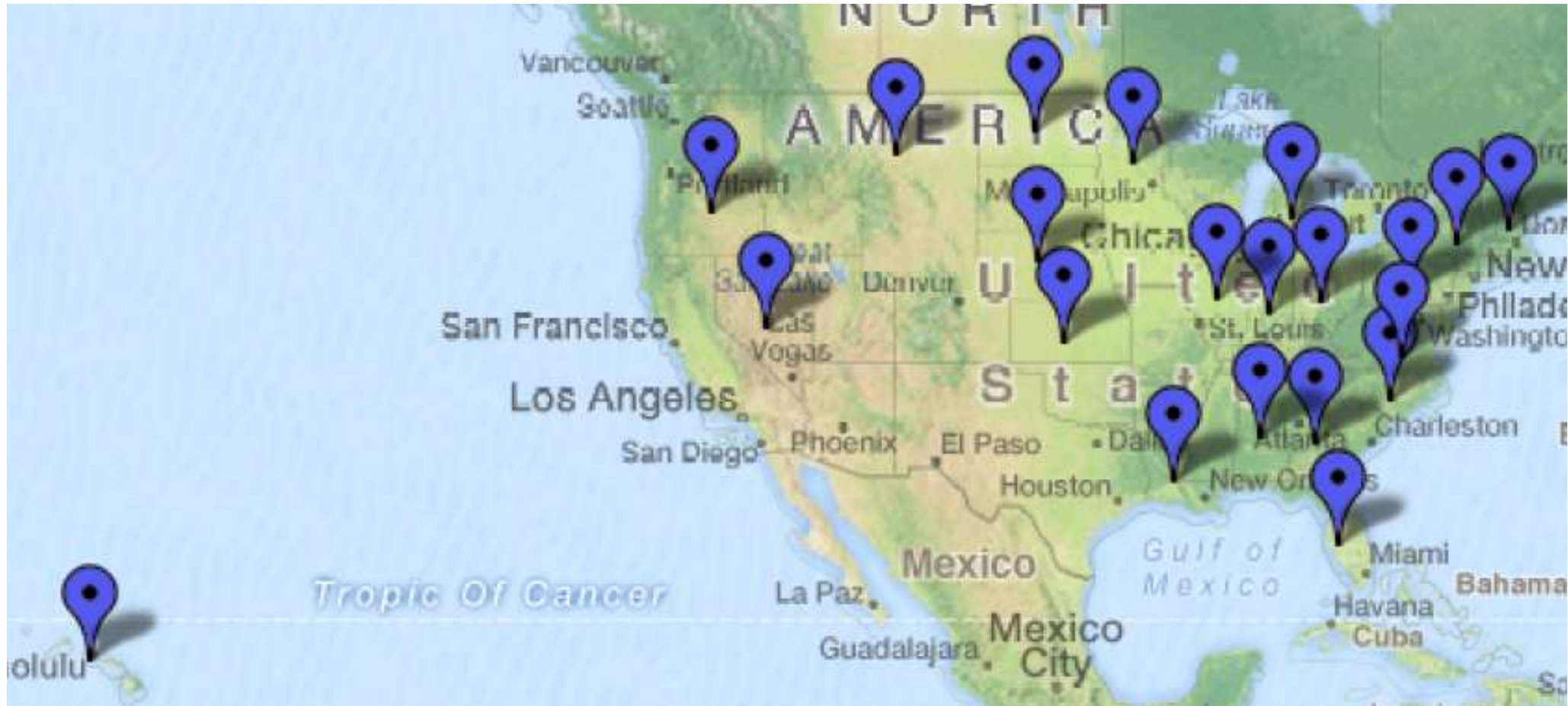
Welcome

- NAPSRC Staff and Team Members
- States on Today's Call

- Vermont
- Massachusetts
- Ohio
- New Mexico
- Utah
- Virginia
- Louisiana
- Montana
- New York
- Nevada

- Oregon
- Hawaii
- Kansas
- Nebraska
- Pennsylvania
- New Hampshire
- Illinois
- Michigan
- Minnesota
- Alabama

- Georgia
- North Dakota
- North Carolina
- Missouri
- Florida
- Wisconsin

NATIONAL ADULT PROTECTIVE
SERVICES ASSOCIATION
THE NATIONAL APS RESOURCE CENTER

Welcome

About the National APS Resource Center

The National Adult Protective Services Resource Center (NAPSRC) is a project (No. 90ER0003) of the Administration for Community Living, U.S. Administration on Aging, U.S. Department of Health and Human Services (DHHS), administered by the National Adult Protective Services Association (NAPSA). Grantees carrying out projects under government sponsorship are encouraged to express freely their findings and conclusions. Therefore, points of view or opinions do not necessarily represent official Administration on Aging or DHHS policy.

NAPSRC Goal

Enhance the quality, consistency, and effectiveness of elder abuse secondary prevention conducted by APS nationwide by:

- Identifying APS secondary prevention best practices, and compiling and disseminating the "lessons learned," and

- Providing targeted technical assistance in implementing best prevention practices to APS administrators through multiple methods.

NAPSRC Objective 1

Create the first national APS multi-disciplinary Technical Assistance Team to enhance the effectiveness of APS programs in investigating alleged abuse and providing secondary prevention.

- Establishing technical assistance team
- Developing a method to evaluate the Center

NAPSRC Objective 2

Gather information about elder abuse investigation and secondary prevention best policies and practices through literature review and collecting "lessons learned."

- Identify lessons learned through research with NCPEA
- Identify lessons learned through practice
- Compile a report on all lessons learned

NAPSRC Objective 3

Provide targeted technical assistance on problems identified as commonly experienced by APS systems in investigating alleged maltreatment and providing secondary prevention.

- Monthly technical assistance calls
- In-depth technical assistance process – remote and on-site
- Compile all technical assistance experience into one report.

Meet the TA Team

Holly Ramsey-Klawsnik, PhD

NAPSA Director of Research, is a very experienced, sociologist, researcher, Licensed Marriage & Family Therapist, and Licensed Certified Social Worker. Holly has worked extensively with APS programs over the years.

Areas of Expertise

- caseload/workload management
- supervisory training and protocols
- advanced worker training

- evidence-based practice
- investigation protocols
- capacity assessment
- clinical aspects of worker safety

Candace Heisler, JD

Candace is a retired prosecutor and current consultant, is a well-known leader in the elder abuse who provides training and expertise on legal issues bearing on adult abuse clients. She provides extensive training to, and works with, APS throughout the country to better coordinate with the criminal jus-tice system.

Areas of Expertise

- working with law enforcement
- working with prosecutors
- confidentiality issues
- legal aspects of documentation

- worker safety creating and maintaining a case review MDT
- undue influence

NAPSRC Technical Assistance Team
Joanne Otto, MSW

Joanne was the first Executive Director of NAPSA and is the retired APS Administrator of the Colorado APS Program. Joanne is a national expert in elder and vulnerable adult abuse, particularly in providing and improving APS services, who currently consults.

Areas of Expertise

- caseload management
- curriculum development
- capacity assessment
- working with law enforcement

- worker safety
- multidisciplinary teams and emergency first response teams

NAPSRC Technical Assistance Team
Pat King, RN

Pat is a forensic specialist who works with the Georgia APS program, as well as with law enforcement and other mandated reporters, to provide training and to apply medical knowledge to cases of elder and vulnerable adult abuse.

Areas of Expertise

- unlicensed facility investigations
- working with law enforcement
- working with financial institutions

- identifying gaps in policies
- Creating/maintaining multidisciplinary teams
- forensic special investigations

NAPSRC Technical Assistance Team
Teri Covington, MPH

Teri is the Executive Director of the National Center for the Review and Prevention of Child Deaths, a project of the Michigan Public Health Institute. Teri has provided training and consultation to NAPSA members on the creation and implementation of elder death review teams.

Areas of Expertise

- elder death review teams
- strategic planning
- policy development

- human services administration
- prevention services

Kathleen Quinn

Kathleen Quinn has been the Executive Director of the National Adult Protective Services Association since 2006. Previously she served as Policy Advisor on Senior Issues to the Illinois Attorney General, and as the Chief of the Bureau of Elder Rights for the Illinois Department on Aging, where she was responsible for administering the statewide Elder Abuse and Neglect (APS) Program, the Long Term Care Ombudsman Program, and for overseeing the state's Legal Services Developer.

Areas of Expertise

- Policy development
- Working with financial institutions
- Promising practices
- Investigative processes

- Working with law enforcement
- Implementing quality controls
- Identifying gaps in policy

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NAPSRC Technical Assistance Team
Andrew Capehart

Andrew Capehart has fifteen years of experience in the elder abuse field at the local, state and national levels. He has held investigatory, supervisory and administrative positions in Columbus, Ohio and Washington, DC and has had numerous appointments to aging related boards and commissions. Andrew has chaired both state and national elder abuse conferences. He is currently Assistant Director at the National Adult Protective Services Association.

Areas of Expertise

- Elder rights
- Multidisciplinary teams
- Promising practices
- Uses of technology

- Analyzing and utilizing program data
- Public education
- Identifying gaps in policy

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Technical Assistance Survey

Technical Assistance Needs Survey

- Begun January 6, 2014

- Two week data collection period

- Sent to all state programs

- Areas rated based on first grant cycle of the NAPSRC

Caseload Management

CASELOAD MANAGEMENT				
	High Priority	**Medium Priority**	**Low Priority**	**Rating Count**
Managing Workloads	**59.0% (23)**	28.2% (11)	12.8% (5)	39
Case Severity Measurements	41.0% (16)	**46.2% (18)**	12.8% (5)	39
Staff Experience Levels	23.1% (9)	**51.3% (20)**	25.6% (10)	39
Case Closure	12.8% (5)	**64.1% (25)**	23.1% (9)	39
			answered question	**39**
			skipped question	**6**

Training

TRAINING				
	High Priority	**Medium Priority**	**Low Priority**	**Rating Count**
Pre-service Training (create or revise)	**45.0% (18)**	30.0% (12)	25.0% (10)	40
Basic In-service Training	**40.0% (16)**	32.5% (13)	27.5% (11)	40
Advanced In-service Training	**64.1% (25)**	28.2% (11)	7.7% (3)	39
Basic Supervisor Training	**56.4% (22)**	28.2% (11)	15.4% (6)	39
Advanced Supervisor Training	**62.5% (25)**	32.5% (13)	5.0% (2)	40
			answered question	**40**
			skipped question	**5**

Policies & Procedures

POLICIES & PROCEDURES			
	High Priority	**Medium Priority**	**Low Priority**	**Rating Count**
Ethics	33.3% (13)	**41.0% (16)**	25.6% (10)	39
Intake	38.5% (15)	**41.0% (16)**	20.5% (8)	39
Investigation Protocol	**61.5% (24)**	25.6% (10)	12.8% (5)	39
Investigation Timeframe	17.9% (7)	**51.3% (20)**	30.8% (12)	39
Substantiation Criteria	**43.6% (17)**	41.0% (16)	15.4% (6)	39
Emergency Interventions	**52.6% (20)**	42.1% (16)	5.3% (2)	38
Needs Assessment	31.6% (12)	**55.3% (21)**	13.2% (5)	38
Risk Assessment	**51.3% (20)**	46.2% (18)	2.6% (1)	39
Capacity Assessment	**61.5% (24)**	33.3% (13)	5.1% (2)	39

Policies & Procedures

POLICIES & PROCEDURES			
Case Planning	39.5% (15)	**47.4% (18)**	13.2% (5)	38
Involuntary Services	28.9% (11)	**50.0% (19)**	21.1% (8)	38
Service Monitoring	18.4% (7)	**60.5% (23)**	21.1% (8)	38
Case Closures	20.5% (8)	**53.8% (21)**	25.6% (10)	39
Guardianship Issues	**39.5% (15)**	**39.5% (15)**	21.1% (8)	38
Working with Law Enforcement	**48.7% (19)**	35.9% (14)	15.4% (6)	39

Policies & Procedures

POLICIES & PROCEDURES				
Working with Financial Institutions	**64.1% (25)**	33.3% (13)	2.6% (1)	39
Confidentiality	23.1% (9)	**51.3% (20)**	25.6% (10)	39
Documentation	**53.8% (21)**	33.3% (13)	12.8% (5)	39
Worker Safety	**61.5% (24)**	33.3% (13)	5.1% (2)	39
Identifying Gaps in Policies	**56.4% (22)**	25.6% (10)	17.9% (7)	39
			answered question	**39**
			skipped question	**6**

Multidisciplinary Efforts

MULTIDISCIPLINARY EFFORTS				
	High Priority	**Medium Priority**	**Low Priority**	**Rating Count**
Creating and maintaining a case review multidisciplinary team	**41.0% (16)**	38.5% (15)	20.5% (8)	39
Creating and maintaining and elder death review multidisciplinary team	23.1% (9)	**59.0% (23)**	17.9% (7)	39
Criteria for cases reviewed / team policies & procedures	**46.2% (18)**	41.0% (16)	12.8% (5)	39
			answered question	**39**
			skipped question	**6**

Program Administration

PROGRAM ADMINISTRATION				
	High Priority	**Medium Priority**	**Low Priority**	**Rating Count**
Uses of technology	**46.2% (18)**	35.9% (14)	17.9% (7)	39
Implementing quality controls	**56.4% (22)**	35.9% (14)	7.7% (3)	39
Establishing evidence-based practices	**66.7% (26)**	33.3% (13)	0.0% (0)	39
Analyzing and utilizing program data	**59.0% (23)**	25.6% (10)	15.4% (6)	39
Public education	**46.2% (18)**	**46.2% (18)**	7.7% (3)	39
			answered question	**39**
			skipped question	**6**

Technical Assistance Needs - Comments

- "Retaining staff"

- "Data Driven Management System"

- "Creating & Maintaining Death Review Teams"

- "Workloads (national standards) incl. supervisory ratio"

- "Getting financial institutions to release records to adult protective investigators as part of conducting a financial exploitation investigation"

- "reducing recurrence"

Training Needs - Comments

- "Advanced Supervisor Training"

- "Interviewing"

- "Worker Safety"

- "Working with non-compliant mental health clients"

- "Emergency Intervention"

- "Working with active substance abusers at risk"

Center Evaluation

To Be Evaluated

- We will measure the effectiveness of the TA provided to APS administrators

- Important: We are NOT evaluating the participants who receive TA or their APS systems

Reasons for Evaluation

- Required by federal funding

- Enables RC to maximize effectiveness

- Quantifies APS challenges & needs to justify funding, resource, and legislative requests

- Builds a foundation for evidence-based practice

- Outcome: improved APS effectiveness in serving clients

NAPSRC Goal

Provide TA to administrators in implementing effective secondary violence prevention practices in APS work with clients

Assessment & Trust Required

- The provision of TA requires understanding existing policies, practices, challenges so recommendations "fit" the system and the challenges

- Trust must be established and confidentiality protected for accurate assessment

Confidentiality Agreements

- Staff & consultants
- Technical assistance participants

Violence Prevention

- Primary prevention aims to prevent violence from occurring

- Secondary prevention aims to find and treat violence early so the problem can be eliminated

- Tertiary prevention aims to prevent further damage and complications from violence

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TA Components to be Evaluated

1. TA Reports from literature & promising practice search

2. Monthly TA calls

3. In-depth TA to selected APS programs

4. TA Bulletin compiling findings from calls and in-depth work

5. Overall RC performance

Evaluation Methods

1. TA Report web-based user survey

2. TA Call Evaluations (TAC Evals)

3. Pre- & Post APS System Assessments

4. TA Bulletin web-based user survey

5. Annual RC web-based user satisfaction surveys

Overall RC Outcome Measure

- 50% of users will ID one+ Action Steps to take to improve secondary prevention services

- 60% of those will implement one+ Action Steps they identified

- 50% of Action Steps implemented will result in one+ demonstrated improvement in prevention services

Action Steps

- Can be small or large
- Examples:
  - I will read the article on group supervision
  - I will ask my supervisors to read the article
  - I will arrange training for our supervisors on providing group supervision to APS caseworkers
  - I will encourage our sups to implement group supervision in addition to individual sup.
  - I will require our sups to implement group supervision.

Action Steps Examples

- I will learn how other APS systems handle abuse report triaging.

- I will convene an internal task force to consider implementing a report triaging system.

- I will implement a report triaging system.

TA Call Evaluation

- Importance of completing all evals right after using the TA or product

- Eval methods designed to be as painless as possible!

- We welcome your suggestions!

napsrc@napsa-now.org

TA Call Evaluation Survey

- Will pop-up after the call and also emailed after conclusion.
- Questions
  - Overall, how would you rate this conference call?
  - What was most helpful?
  - What was least helpful?
  - Actions you intend to take as a result of the conference call.
  - Suggestions for future calls.

Ways You Can Participate in the NAPSRC

- take part in monthly TA calls
- suggest focus topics to be discussed on the calls
- apply for in-depth TA on a challenge your system faces
- contribute to APS promising practices search
- read TA materials produced & share them with your staff
- complete all requested evaluation surveys
- email us questions & suggestions & feedback – napsrc@napsa-now.org

Questions & Comments

Please identify yourself

Next TA Call and Schedule

- Next call will be February 27, 2014 at 2:00pm ET/11:00am PT

- Calls are the last Thursday of every month at this same time

Thank You!