

ADULT PROTECTIVE SERVICES

Compilation of Workload Studies
and
Caseload Data



N A A P S A

1997

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and
Caseload Data

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National Association
of
Adult Protective Services
Administrators

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The National Association of Adult Protective Services Administrators (NAAPSA) has long recognized the need for caseload standards for Adult Protective Services (APS) programs. These programs include Elder Abuse (EA) programs. In an effort to address the need for recommended standards NAAPSA in 1996 developed a survey designed to collect preliminary information on workload studies completed by APS and EA programs. The surveys were sent to at least one contact person in each state and to selected county and local programs in several states. In all states the contact was asked to forward a copy of the survey to any county or local programs which had completed a workload study.

Responses were received from 26 APS programs:

11 states, 2 counties and the District of Columbia provided information on completed studies which included recommendations regarding workload standards, and

10 states and 2 counties provided information on current caseload and program information, only.

The following charts reflect the results of the survey. Programs which have completed studies and have recommendations regarding workload standards are reported together. On the charts on pages 1, 2 and 3 the responses are grouped by programs in which staff at the time of the study covered no more than one (1) county and programs which had APS workers who covered multicounty areas.

Page 1 reports the recommended caseloads and lists the range of numbers of counties which were covered by one worker. The average of the recommended caseloads is computed using the highest numbers contained in the studies.

Page 2 lists the current average caseloads per worker, the supervisor to worker ratios and caseload composition information. Averages are provided.

Page 3 provides information on the average length of time APS cases are open and the degree of specialization within APS programs.

Page 4 reflects comments made by responders. These comments provide additional insight into specific programs and the studies which were completed.

The chart on page 5 contains current caseload data as provided by those programs which have not developed caseload standards.

A list of contacts for programs with a completed workload study and a list of other responders is included at the end of the report.

This report clearly identifies the need for attention to workloads in APS programs. Although 14 studies are represented only 2 programs have managed to maintain workloads within their own recommended standards. The average current caseload in the 12 programs which provided current caseload data is 44% higher than the average of the recommended combined caseload.

In New York the state agency has had the opportunity to evaluate county programs within their state in which staffing standards are maintained and those programs which exceed recommended standards. Their evaluations indicate those programs which "operate within staffing guidelines usually perform better than those which exceed the guidelines."

NAAPSA recognizes the need for additional states to conduct studies and based on the increasing complexity of cases; implications of changing demographics and restructuring of federal, state and local programs recommends updates of the existing studies. In attempting to identify a reasonable standard based on information available from the 14 studies which have been completed, the National Association of Adult Protective Services Administrators (NAAPSA) recommends that APS caseloads not exceed 25 cases in a caseload which includes investigations and on-going APS cases. It is worth noting that even though the programs represent a variety of organizational structures and variations in law that the range of recommended caseload sizes for the 9 programs with combined caseload recommendations was only 17 to 30. Within these 9 programs 7 of the studies recommended caseloads which were within 5 cases of the NAAPSA recommended caseload of 25.

The similarities in the results of the studies support the credibility of this recommendation. It is reasonable to expect some variations between programs due to the differences in state laws and program policies. This report is intended to provide a starting point in addressing Adult Protective Services staffing issues on a national basis.

ADULT PROTECTIVE SERVICES

Workload Studies Completed

STATES	STUDY COMPLETED	RECOMMENDED CASELOAD			NUMBER OF COUNTIES COVERED BY 1 WORKER	
		Investigations Only	OnGoing Only	Combined	At time of Study	1996
Colorado *	1989			17	1	1-2
New York *	1984/94	20	30	20 to 30	1	1
North Carolina *	1992	(combined 10	with 15)	25	1	1
South Carolina *	1985			30	1	1
Tennessee *	1990/Updated 1992	(combined 4	with 24)	28	1	1-4
Virginia *	1988 Adjusted 1994	20	16.7	17.5	1	1

Florida	1988	12	35			1-6
Maine *	1985	15	25		1-5	1-5
New Mexico	1994			20	1-2	1-2
Texas	1985			24	1-7+	1-7
Utah *	1993	18	25	use formula to balance	1-5	1-5

DISTRICT OF COLUMBIA AND COUNTIES						
D. C.	1995	10	24		1	1
LA County, CA *	1984 est.	15 new reports			1	1
Brown County, WI	1987	not more than 2 per week	30	not to exceed 30		

Average Recommended Caseloads
for APS Workers

15.7	26.5	24.6
Based on 7 Programs	Based on 7 Programs	Based on 9 Programs

* Comments follow charts

STATES	CURRENT AVERAGE CASELOAD PER WORKER	SUPERVISOR TO APS WORKER RATIO	SOME APS WORKERS Carry Mixed Caseload, APS plus other types of Services
Colorado	44		yes
New York		1-5	yes
North Carolina			yes
South Carolina	23-77		yes
Tennessee	46	1-8	no
Virginia	23-27	1-7	yes

Florida	new reports 11.5 per investigator	1-6	yes
Maine	23	1-7	no
New Mexico	28	1-3	yes
Texas	42	1-8	yes
Utah	20	1-6.4	no

**DISTRICT OF
COLUMBIA
and
COUNTIES**

D. C.	Investigation 13 or Ongoing 30	1-4	no
L. A. County, California	45	1-7	no
Brown County, Wisconsin	33		yes

35.5	Average 1 - 6.1
12 Programs	10 Programs

35.1
8 Programs with Combined Caseload Data Averaged

STATES	AVERAGE NUMBER OF MONTHS CASES ARE OPEN	APS STAFF Are Specialized in Following Areas with Average Caseloads of:			EACH APS WORKER DOES ALL FUNCTIONS
		Intake	Investigation	OnGoing	
Colorado	6 (estimate)	some locations specialized			most do all
New York		some locations specialized			some locations
North Carolina	2.8	no			yes
South Carolina		no			yes
Tennessee	4.4	specialized			except intake
Virginia	5		est. 16	est. 34	some do all

Florida	1.1 for investigation		12	32	no
Maine	6 (estimate) Invest. 60 days/Protective Case Management 6 mos.-1 yr		22	25	some locations
New Mexico	2.9	no			yes
Texas	1.5	yes			no
Utah	Invest. 1.3 Ongoing 36	70	19	21	some do investiga. and ongoing cases

DISTRICT OF COLUMBIA and COUNTIES					
D. C.	4.1		13	30	no
L A. County, California	1.5 (est.)	specialized			yes except intake
Brown Co., Wisconsin	2.9 (est.)	no			yes

*COMMENTS:

California, LA County	<p>Study was a time study.</p> <p>The program is crisis intervention only.</p> <p>Current staffing: 50 social workers, 5 intake, and 8 Homeless Project.</p> <p>Number of reports continues to increase. "Cases today are much more intense and complex..."</p>
Colorado	The study used delphi methodology.
Maine	Included in caseload are APS Guardianship cases. APS staff serve as guardians for clients who are public wards and in or have been in a mental health institute.
North Carolina	<p>The study developed a formula using the service elements of the job to determine an average manageable caseload.</p> <p>Some APS staff may carry other adult services cases and child welfare cases.</p>
New York	<p>The quality assurance reviews indicate that APS programs that operate within the staffing guidelines usually perform better than those which exceed the guidelines.</p> <p>Combined caseloads with higher numbers of investigations will be close to 20 cases. If there are fewer numbers of investigations, then the combined caseload will be close to 30 cases.</p>
South Carolina	In some counties workers carry APS and Child Welfare cases.
Tennessee	<p>The study used delphi methodology.</p> <p>At the time of the study most staff in APS carried child welfare and APS cases. Staff covered only 1 county. Since 7-96 APS staff have all specialized and have only APS cases. Some staff cover up to 4 counties.</p> <p>There are now 4 intake sites in Tennessee.</p> <p>The study recommendations do not reflect the increased travel time required for 1 person to cover a multi-county area.</p>
Utah	Staff who do intake are located at 3 intake sites in the state.

CURRENT CASELOAD INFORMATION

Based on Data Submitted in Response to Survey

NO WORKLOAD STUDY WAS COMPLETED

States	Average # of Reports Per Worker Per Month	Average # of Cases Per Worker Per Month	Average Time Cases Are Open	Supervisor to Worker Ratio
Alabama	8	52 includes new reports	3 years est.	1 to 10
Arizona				1 to 6 +
Illinois		28	8 mos. for substantiated cases	1 to 4
Indiana	28.9	340	1 day - 3 years	
Iowa	23 (ratio: 20 CPS to 1 APS)		10 days for invest.	1 to 7
Kentucky	15 est.	35 (+ 15 invest.)	12 mos. est.	
Louisiana	12	32	90 days	1 to 3
Massachusetts	8	18 includes new reports		1 to 5
Mississippi	4 (CPS & APS)	25 (+4 invest.)	6 mos. (APS)	1 to 8
Missouri	8	13 (+8 invest.)	12 mos. est.	1 to 8

County/ Island				
Oahu, Hawaii	4 - 5	59	6 months	1 to 4
Milwaukee, WI	12 - 15	24 includes new reports	2 months	1 to 3.5

States	Number of Counties Covered by one Worker	APS Workers Carry Other types of Cases	Comments
Alabama	1	yes	
Arizona	1	no	
Illinois	1 to 5	yes	Study completed in 1993 to determine hours for investigation, casework, etc. Used for county reimbursement decisions. No standards recommended.
Indiana	up to 7	no	Study completed in 1995 to determine actual caseload. Did not recommend standards. APS is in the Prosecuting Attorney's Office in each jurisdiction.
Iowa	up to 4	yes	Most workers have CPS and APS cases with an estimated ratio of 20 to 1.
Kentucky	up to 2	yes	Most workers have child and adult cases.
Louisiana		no	
Massachusetts	1	yes	
Mississippi	1	yes	Except for 2 of the 82 counties, workers perform all aspects of CPS and APS.
Missouri	up to 2	yes	

County/Island			
Oahu, Hawaii	1	yes	Oahu APS Unit includes 2 nurses and 2 social services assistants.
Milwaukee, WI	1	yes	