



NATIONAL ADULT PROTECTIVE
SERVICES ASSOCIATION

THE NATIONAL APS RESOURCE CENTER

Improving APS Secondary Violence Prevention Efforts

NAPSRC Staff and TA Team

2015 NAPSA Conference

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.

- Establish a technical assistance team
- Develop 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.



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Meet the TA Team



NAPSRC Technical Assistance Team
Holly Ramsey-Klawnsnik, 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



NAPSRC Technical Assistance Team
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 justice 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



NAPSRC Technical Assistance Team – *New Member!*
Bill Benson

Bill Benson has worked in aging and health for 36 years. Former Acting Assistant Secretary for Aging at ACL and California state long-term care ombudsman. Consultant to Centers for Disease Control, National Association of Area Agencies on Aging, American Society on Aging, and more.

Areas of Expertise

- Aging policy and services
- Elder and vulnerable adult abuse
- Adult Protective Services
- Public health policy
- Long-term care policy
- Long-term care ombudsman program
- Elder death review teams
- American Indian aging and abuse issues



NAPSRC Technical Assistance Team

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



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

TA Survey Conducted Early 2014

- High priority TA Needs Identified by State Administrators:
 - Analyzing and using program data (69%)
 - Evidence-based practices (68%)
 - Working with Financial Institutions (64%)
 - Risk and capacity Assessments (61-62%)
 - Emergency interventions (62%)
 - Investigation Protocols (62%)
 - Advanced and supervisor training (56-63%)
 - Caseload management (59%)

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”



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Center Evaluation Plan

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

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.



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Technical Assistance Provided

Technical Assistance

- Focus was on State APS Administrators
- Great effort was made to respond to the needs the Administrators themselves identified
- General TA available through to all state through monthly TA calls, TA briefs and other products
- In-depth TA available to states which responded to solicitation

Monthly TA Calls with State Administrators

- APS Caseload Management
- Working with Law Enforcement
- Personal Safety for Professionals
- Elder/VA Death Reviews
- The Complexities of Mental Capacity
- Working with Prosecutors
- Doing More with Less: Innovative APS Practices

Monthly TA Calls with State Administrators

- Evidence-based Practices
- Investigation Protocols
- Public Health and APS
- APS Core Competencies
- States' Innovative Practices
- Working with Cases Involving Mental Illness
- HIPAA and APS
- At-large Discussions with Administrators

TA Briefs Developed from the Calls

- Working with Cases Involving Mental Illness New
- Health Insurance Portability and Accountability Act: Implications for Adult Protective Services
- Investigation Protocols
- Caseload Management
- The Complexities of Cognitive Capacity
- Working with Prosecutors
- Evidence-Based APS Practices

In-depth Technical Assistance

- All states were invited to submit a request for in-depth TA on topics particularly troubling to them
- 16 states submitted requests (several submitted multiple topics)
- All 16 state administrators were interviewed using the APS System Assessment (APS-SA) tool; comprehensive information was collected on each state's program
- 5 states were visited by TA team members; other states were helped by phone and email
- The TA Team prepared confidential reports with specific recommendations for each State Administrator
- Several states have implemented one or more TA recommendation

In-depth TA Request Topics

Phase	Topics to Be Addressed	No. States Requesting
Investigation Issues	<ul style="list-style-type: none">A. Investigation ProtocolsB. Interviewing PerpetratorsC. Caseload ManagementD. Intake & Assessment Tools	9
Intervention Issues	<ul style="list-style-type: none">A. Self-neglect Case ManagementB. Working with clients & perpetrators with mental illnessC. Guardianship & APS	3
Administrative Issues	<ul style="list-style-type: none">A. Using and Analyzing DataB. Basic and Supervisor Training ProtocolsC. Evaluate TrainingD. Monitoring and Quality AssuranceE. Rewrite PoliciesF. Redesign APS ProgramG. Implement Evidence-based PracticesH. Create fatality review teamsI. Educate public about APS	14



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1st Year Center Evaluation Results

2015 Utilization of Products

	Utilization	Helpfulness	Modifications
Monthly TA Calls	82%	83%	26%
TA Brief: Case Load Management	67%	79%	13%
TA Brief: The Complexities of Cognitive Capacity	59%	81%	24%
TA Brief: Working with Prosecutors	55%	69%	39%
TA Brief: Evidenced-Based APS Practices	57%	80%	38%
Individual technical assistance requests	46%	83%	42%

2015 Sharing of Products

	Administrator	APS Office Staff	Field	Partners	Other
Monthly TA Calls	58%	42%	68%	21%	0.0%
TA Brief: Case Load Management	53%	35%	77%	12%	6%
TA Brief: The Complexities of Cognitive Capacity	53%	40%	87%	20%	0%
TA Brief: Working with Prosecutors	54%	31%	85%	31%	8%
TA Brief: Evidenced-Based APS Practices	64%	43%	86%	14%	7%
Individual technical assistance requests	46%	46%	77%	15%	0%

Overall Evaluation Results

Center services were:	Strongly Agree	Agree	Neutral
Helpful	52%	29%	14%
Timely	63%	26%	11%
Accessible	62%	24%	14%

Did the Center Make a Difference?

Action Step Implementation – Year 1

Fully implemented at least one step	38%
In the process of implementing at least one	39%
Not begun to implement an action step	15%
Action step resulted in at least one demonstrated improvement in program	56%

Thank you ACL, TA Team and APS!

It's been a great privilege to work with so many APS programs and dedicated staff on these important and complex topics, and it's been a tremendous honor to work with such a talented, knowledgeable and committed team of national experts.

The Future

- “APS Technical Assistance Center” to be funded
- Primary focus will be on implementing NAMRS
- Also will focus on improving APS practice
- Stay tuned for more information



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Questions & Comments?



Thank you!

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