



# Preparing for NAMRS: Journeys of 5 County- Administered APS

California, Minnesota, New Jersey, Ohio, & Wisconsin



# California APS

- County administered APS
- No official state oversight, just guidance and assistance
- No statewide data system
- Key indicators submitted in 2017
- Key indicators will be submitted in the future



# Minnesota APS

- County administered APS
- Guidelines for APS units set by State statute and rules
- County system data collected in State's data warehouse
- Case component data submitted for county investigations for Federal Fiscal Year 2016
- Case component data to be submitted for all lead investigative agencies in the future

# New Jersey APS

- County administered APS
- State – program oversight, budget allocation, technical assistance, guidance, and data collection.
- Statewide data system
  - Master database at state level as required by statute
  - Individual county databases
  - Data uploaded to state on monthly basis
- NAMRS participation
  - 2017 goal - submit Agency Component & Key Indicator data.
  - 2017 submitted Agency Component only.



# Ohio APS

- State Supervised/County administered APS
- Statewide data system with limited capabilities
- Key indicators submitted in 2017
- Agency components will be submitted in the future -- 2018

# Wisconsin APS

- County Administered APS
- No official state oversight
- 72 Counties, 1, three county consortium
- Wisconsin has a reporting system (WITS)
- Key indicators submitted in 2017



# “The Good” in California

- Grant support in 2017 and 2018 to revise state data collection form (SOC 242)
- Content experts from county APS volunteering to work on SOC 242 revision
- Partnership established with APS in other states, WRMA consultants, and researcher at UCSF
- Initial data generated for advocacy



# “The Good” in Minnesota

- ACL grant funding to improve State’s data warehouse
- Increased organizational and stakeholder’s awareness of the need for an improved data reporting system
- Improved data systems coordination for lead investigative agencies responsible for investigations; Department of Health, Department of Human Services, Counties
- Formed a passionate team focused on meeting data reporting goals
- Support from WRMA staff was valuable during our data submission process
- Initiated changes in data collection methods and analysis of APS data due to inconsistencies discovered during NAMRS data submission process
- Opportunity for system enhancements to highlight and capture remediation for vulnerable adults



# “The Good” in New Jersey

- Development of NAMRS prompted updating of some elements within NJ’s APS data system
  - Uniform terminology – NAMRS definitions and code values
  - Inclusion of “screened-out” reports
  - Additional data fields
  - NJ Key Indicator data was close to being in alignment with NAMRS
  - Potential future expansion of data elements
- State level IT experts work on updates
- Partnership established with APS in other states and NAMRS support team
- Recognition of the significance of NAMRS
  - APS staff – NJ NAMRS Survey Results
  - Department of Human Services - Division of Aging Services
  - NJ Task Force on Abuse of Persons who are Elderly or Disabled (created through legislation in May 2016)





# “The Good” in Ohio

- Grant support in project period 2016 to 2018 to revise state data system
- Content experts from county APS volunteering to work on requirements of new data system



**Ohio**

Department of  
Job and Family Services



# “The Good” in Wisconsin

- WITS- Wisconsin Incident Tracking System
- Old data base, but at least we can record some of the data that NAMRS wants
- Cannot see case specific data





# “The Bad” in California

- State data element definitions do not match NAMRS
- State does not collect NAMRS data
  - Without state oversight, potential workload increase may be a problem
  - Requiring all county data systems to include NAMRS data
- Slow process in establishing contract that prevents efficient work



# “The Bad” in Minnesota

- NAMRS submission process identified inconsistencies in data reporting, leading to delays in ability the submission of NAMRS data
- Ambitious goal of collecting and reporting investigation outcomes from three distinct systems not realized by NAMRS FFY2016 submission due date
- Technical staff resources limited

# “The Bad” in New Jersey

- No additional funding
- NJ does not collect all NAMRS data elements
- NJ database updates
  - Slow process of working through “bumps in the road”
  - 3/2017- NJ unable to provide accurate Key Indicator data – data system not functioning at 100% accuracy at time of data transfer to NAMRS
  - 4/2017 - NJ only able to provide Agency Component data
- NJ collects data on a State Fiscal year versus NAMRS which runs on a Federal Fiscal year





# “The Bad” in Ohio

- State data element definitions do not match NAMRS
- State does not currently collect NAMRS data
- Some counties have their own APS data systems that state level workers do not have access to
- Current data system is not a case management system and only collects demographics and case (investigation) disposition

# “The Bad” in Wisconsin

- State data element definitions do not match NAMRS
- Wisconsin collects data on an annual basis versus NAMRS which runs on a Federal Fiscal year





# “The Ugly” in California

- Political process in getting state data collection form (SOC 242) revised
  - Approval for SOC 242 changes go through multiple levels of review
  - NAMRS data collection’s added workload can be turned down by county APS



# “The Ugly” in Minnesota

- Lengthy legislative process to get approval for funds delayed data reporting project start date
- State funding limitations for technology improvements to current system may hamper data reporting project goals

# “The Ugly” in New Jersey

- NJ APS continues to work through roll-out issues within the data system.
  - Incomplete data
  - Time burden
  - Unable to expand until current database is functioning properly
- No plans for additional funding in the foreseeable future.
  - Burdensome for state and county-based agencies





# “The Ugly” in Ohio

- “88 counties/88 kingdoms” – with 88 different counties, APS services are being provided in 88 different ways
- Attitudes of counties – they like their own systems and do not want to change
- “Home” rule issues



**Ohio**

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# “The Ugly” in Wisconsin

- Current WITS system of data collection is very antiquated
- No money available to purchase a new system
- Different fiscal years and reporting time frames



# Next Steps in California

- State data collection form (SOC 242) revision
- Options and cost for statewide system
- Apply for more grant to support county APS' NAMRS data collection
  - Training for caseworkers for consistency
  - Data system for small counties





# Next Steps in Minnesota

- Continue work on project to streamline the submission of requested Case Component data to NAMRS
- Incorporate case data from Minnesota Department of Health and Department of Human Services-Licensing Division, agencies performing facility investigations, for future NAMRS submission
- Progress towards person centered data reporting to support person centered service systems
- Improvements to data reporting to track critical process steps, evaluation and planning

# Next Steps in New Jersey

- Resolve issues with APS data system
- Auto updates to Master database versus “cut & paste”
- State RFP for new department-wide database
- Seek grants to support APS’ NAMRS data collection
- Continue to participate in NAMRS data collection!
  - Goal remains to submit Key Indicator data and eventually Case Component data.
  - Consider expansion of data collection elements (perpetrator data, etc).





# Next Steps in Ohio

- Statewide Data/Case management system
- Apply for more grant to support NAMRS data collection
- Training of all county (public and private) agencies

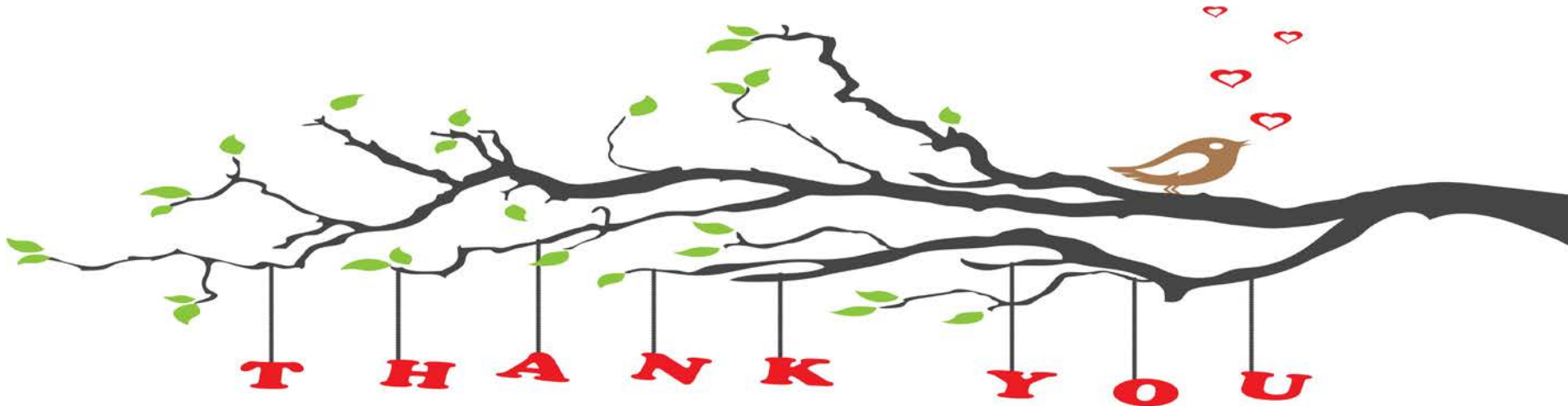
# Next Steps in Wisconsin

- Continue to have late submission due to different reporting time frames
- Continue to work with what we have
- Perhaps search for funding source for a new data system?



# Questions?

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National Adult Protective Services Association 28<sup>th</sup> Annual Conference  
 Preparing for NAMRS: Journeys of 5 County-Administered APS  
 Workshop Handout

|                                    | <b>California</b>   | <b>Minnesota</b>   | <b>New Jersey</b>  | <b>Ohio</b>  | <b>Wisconsin</b>  |
|------------------------------------|---|--|--|--|---|
| Structure                          | County administered   | County Administered  | County administered  | County administered  | County administered   |
| State's Role & Authority           | No official state oversight. Only technical assistance, guidance, and data collection | Operate reporting and data systems, monitor and ensure compliance for critical steps, county APS training, technical assistance, and grants. | Program oversight, budget allocation, technical assistance, guidance, and data collection.           | Program oversight, budget allocation, technical assistance, guidance, and data collection.   | No official state oversight. Only technical assistance, guidance, and data collection.              |
| Data System                        | No statewide data system. SOC 242 form sent to state monthly. Not NAMRS compliant.    | Social Services Information System (SSIS): Web-based system built by the state. Moving to become NAMRS complaint.                            | Central Database: Microsoft Access file uploaded to state monthly. Moving to become NAMRS complaint. | Case Incident Reporting System (CIRS): Web-based system built by the state. Replacing by Ohio Database for Adult Protective Services (ODAP): Web-based system from a vendor to be NAMRS complaint. | Wisconsin Incident Tracking System (WITS): Web-based system built by the state. Not NAMRS compliant |
| Data report capacity to date       | Monthly   | Real-time  | Monthly  | Monthly  | Yearly, January 1 – December 31   |
| 2016 Data Elements Submitted       | Key indicators & Agency component   | Case component & Agency component  | Agency component   | Key indicators & Agency component  | Key indicators pending submission in August & Agency component                                      |
| 2017 Data Elements to be Submitted | Key indicators & Agency component   | Case component & Agency component  | Maybe key indicators & Agency component  | Key indicators & Agency component (Maybe case components in 2019)  | Key indicators & Agency component   |
| Grant support                      | ACL grant 2017-2018   | ACL grant 2017-2018  | None   | ACL grant 2016-2017  | None  |
| NAMRS definitions problem?         | Yes   | Yes  | No   | New database should align with NAMRS   | Yes   |
| Contact                            | Lori Delagrammatikas<br><Lori.Delagrammatikas@dss.ca.gov>                             | Margie Aranda<br><DHS.adultprotection@state.mn.us>   | Jennifer Mills<br><Jennifer.mills@dhs.state.nj.us>   | Brianne Perry<br><Brianne.Perry@jfs.ohio.gov>  | Doreen Goetsch<br><DoreenA.Goetsch@wi.gov>  |

## Presenters' bio:

Lori Delagrammatikas is the governor appointed Adult Protective Services Liaison to the Counties from the California Department of Social Services. In this role, Lori works collaboratively with county, state and federal agencies to promote consistent and compliant APS statewide practice, and strengthen and expand services to older adults and adults with disabilities. Before coming to the state, Lori worked for 8 years as the program manager of the M.A.S.T.E.R. program at the Academy for Professional Excellence where she spearhead the development of the National APS Association's 23 core competency training modules for Adult Protective Services that are currently being used, in whole or in part, by APS programs throughout the nation. Lori has worked as an In-home Supportive Services worker and as an APS program specialist at the county level. She has previously chaired the County Welfare Directors' Association's statewide Adult Protective Service committee (PSOC) and was part of the original committee that wrote the California APS regulations. Lori has a Master in Social Work from Loma Linda University and has received the NAPSA Award for Collaboration. California APS does not have a statewide data system, and is currently exploring ways to submit key indicators to the NAMRS.

Margie Aranda is the project manager for the Minnesota Adult Abuse Reporting Center (MAARC), the common entry point established as the statewide resource for reporting allegations of abuse and maltreatment of vulnerable adults. In her current role, Margie works as the liaison between the Adult Protection Services policy unit and the state's technical unit to support MAARC operations. Previously, Margie worked for the Minnesota Judicial Branch as the supervisor of the Minnesota eFile Support Service Center, helping customers statewide with the electronic filing of court documents. Margie has an extensive career in public service and continues to use her skills to improve the lives of Minnesota citizens. Margie has a Bachelor of Science Degree in Management for Southwest Minnesota State University. Minnesota's case mapping component data for FFY 2016 was submitted in May 2017 to NAMRS.

As APS State Coordinator, Jennifer Mills is responsible for programmatic oversight of New Jersey's 21 county-based APS systems ensuring compliance with statutory provisions and established program procedures, collecting all statewide APS data, and providing guidance and case assistance to the county APS organizations regarding matters of unusual or complicated circumstances. Prior to APS, Ms. Mills worked with the Office of the Public Guardian (OPG) for about 18 years in the Care Management Unit providing guardianship services to court-appointed individuals deemed unable to manage their own affairs. For the last several years of her service with OPG, she served as the supervisor of the unit. Ms. Mill's duties ensured protection of legal and civil rights of assigned individuals by implementing least restrictive options and providing coordination of all aspects of care, financial and legal matters. Her other professional experiences include long term care social work. Ms. Mills is an active participant in various advocacy workgroups focused on the protection of vulnerable adults, including the NJ Task Force on Abuse of Elderly and Disabled Persons, established through recent legislation (2016). New Jersey has a statewide system of data collection, experienced problems at time of submission and is exploring ways to resolve these issues.

Brianne Perry's current position is Business Analyst for the State of Ohio in the Office of Families and Children at the Ohio Department of Job and Family Services. In this position she is working, in conjunction with her team, to help in the development of a comprehensive statewide database that will not only be capable of capturing all data that applies to NAMRS but will serve as a case management system for county workers. She received her bachelor's degree in Psychology and Associate degree in Sociology at the University of Rio Grande. She has been in the human services field for the past 13 years and in her current position for almost 2 years. Prior to her current position, she has done county level work ranging from child welfare investigations to licensing foster care and adoptions and now APS. Ohio currently has a Case Incident reporting System that collects mainly demographic information, which made it possible to submit key indicators to the NAMRS.

Heidi Turner Stone is a Human Services Developer in the Adult Protective Services Section of the Bureau of Protection Services. She has been in the field of Human Services for over 25 years, starting at one end of the spectrum (child welfare - foster care and adoption), and moving to the other end (APS - adult protective services). Although Ohio is a county administered state, where counties have a certain amount of autonomy, it is very important to be an ally for both the county worker and the clients they serve, while maintaining the supervisory role of the state. Keeping this balance has been something that she has enjoyed throughout her career. It is very important to ensure that programming prescribed at the federal and state levels is carried out in a way that the community can appreciate and support. To this end, she finds that working closely with APS workers at the county level – providing technical assistance with the implementation of laws and rules governing APS, and with collaborative efforts among service providers at the local and state levels – supports the success of staff and their clients. She began work at the county level, and thereby attained a good understanding of the relationship between counties and the supervising state agency. Before starting her career, she attained a BA in Political Science from Bowling Green State University, and a Master's Degree in Political Science with a concentration on Public Policy and Management from The Ohio State University.

Doreen Goetsch is currently the APS Coordinator for the State of Wisconsin in the Office on Aging. Wisconsin's system of APS services is county based and she is privileged to work with the various APS workers and administrators at the county levels. Prior to coming to the Office on Aging, Doreen supervised the APS unit at the Dodge County Human Services and Health Department for 4 years. Prior to that, she worked as an APS Social Worker for about 17 years. Doreen also worked with the juvenile court system in Dodge County early in her career. Doreen received her bachelor's degree in Sociology at the University of Wisconsin-Madison and has obtained numerous graduate credits as well. She is currently licensed as a certified social worker by the State of Wisconsin. Wisconsin has a statewide incident collecting system. This system does need an overhaul, however, due to lack of funding, there are no plans for an upgrade at this time. An additional challenge is that the State runs on a calendar year versus the federal reporting year.

Pi-Ju (Marian) Liu is a research specialist at University of California, San Francisco. She received her Ph.D. in psychology from Claremont Graduate University, and now conducts applied research around elder justice issues, covering topics on elder abuse and healthcare decision making. Projects include identifying risk and protective factors of elder financial exploitation, using empirical data from Adult protective Services to test a theory of elder abuse, examining cognitive and emotional factors on Medicare choice, and evaluating California's dual alignment demonstration. Her graduate school work won her multiple awards and fellowships, including 2011's Graduate Student Research Award from American Society on Aging. She recently received a grant to evaluate California Adult Protective Services' (APS) readiness to participate in the National Adult Maltreatment Reporting System (NAMRS). Her ultimate goal of this program of research is to enable older adults to live in a society with social justice. Contact her at [Pi-Ju.Liu@ucsf.edu](mailto:Pi-Ju.Liu@ucsf.edu).