

State Grants to Enhance Adult Protective Services FFYs 2015-2016

Impact & Reach Report

National Adult Protective Services Technical Assistance Resource Center Project

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Task 2.2

Prepared for:

Aiesha Gurley
Contracting Officer's Representative
Administration for Community Living
330 C Street SW
Washington, DC 20201

Prepared by:

WRMA, Inc.
12300 Twinbrook Parkway, Suite 310
Rockville, MD 20852

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APS TARC

Adult Protective Services Technical Assistance Resource Center

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Introduction

This report was conducted under contract HHSP2332015000421, by WRMA, Inc., a TriMetrix Company, the contractor for the National Adult Protective Services Technical Assistance Resource Center (APS TARC).

At the request from the Administration for Community Living (ACL), Office of Elder Justice

and Adult Protective Services (OEJAPS), it was determined that two grant years have been completed requiring an analysis of the impact and reach of State Grants to Enhance Adult Protective Services (also known as Elder Justice State Grants or EJSG).

The purpose of this effort is to:



Identify the impact of these state APS enhancement grants.



Conduct an analysis of the reach of these grants.



Outline any significant findings for future planning.

Background

Funding and Statutory Authority

The Administration for Community Living's Federal Fiscal Year (FFY) 2015 appropriation included first-time funding for demonstration grants to states to enhance their APS systems. This funding opportunity promoted improvements in APS practices, services, and data collection for eligible statewide APS offices.

Consistent with ACL's mission, enhancement activities funded under this grant opportunity were to reflect a person-centered approach; that is, practices and services that are based on people's strengths, assets, goals, culture, and expectations, along with their needs. ACL also encouraged states to review the capacity of their current state information systems and to consider improvements

and enhancements to their data collection and reporting systems that would make them consistent with national data collection efforts; for example, the National Adult Maltreatment and Reporting System (NAMRS).

The statutory authority for EJSG is contained in Sections 411 and 751 of the Older Americans Act, as amended, and Title XX of the Social Security Act, Subtitle B, Section 2042, as amended by the Affordable Care Act, Subtitle H – Elder Justice Act.

Award Information by Fiscal Year

Exhibit 2 contains information on award funding across FFYs 2015 and 2016.

Exhibit 2 - Summary Award Information (FFY 2015 and FFY 2016)

	FFY 2015 - 2016	FFY 2016 - 2017
Total Funding Awarded	\$2,874,887	\$5,041,475
Number of Awards	11	13
Median Project Award Amount	\$258,463	\$412,000
Length of Project Period	24-month project with one 24-month budget period	24-month project with two 12-month budget periods

States Awarded Grants

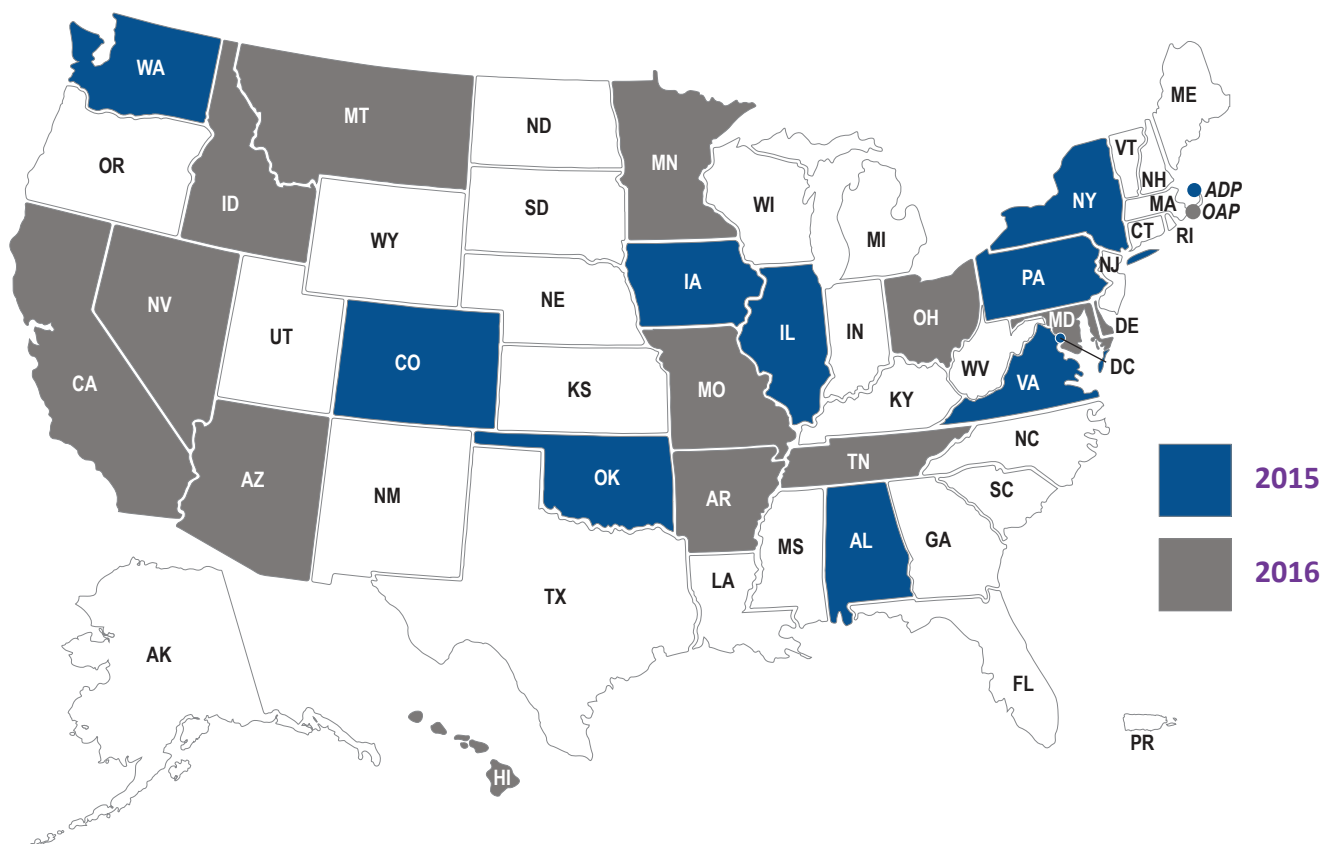
The following states received FFY 2015 Elder Justice State Grants:

- Alabama
- Colorado
- District of Columbia
- Illinois
- Iowa
- Massachusetts (Adults with Disabilities Program)¹
- New York
- Oklahoma
- Pennsylvania
- Virginia
- Washington

The following states received FFY 2016 Elder Justice State Grants:

- Arizona
- California
- Delaware
- Hawaii
- Idaho
- Maryland
- Massachusetts (Older Adult Program)
- Minnesota
- Missouri
- Montana
- Nevada
- Ohio
- Tennessee

Exhibit 1 - Elder Justice State Grantees (FFY 2015–FFY 2016)



¹ The Commonwealth of Massachusetts has a bifurcated APS program. There are separate programs for adults with disabilities aged 18-59 and older adults aged 60+.

Impact

APS Logic Model

The first year of the state grant awards offered in 2015 provided a tremendous opportunity for states to enhance their adult protective services (APS) programs, services, and data collection. Launching at the same time as the grant awards was the new National Adult Maltreatment Reporting System (NAMRS) whose goal is to provide consistent, accurate national data on the exploitation and abuse of older adults and adults with disabilities. The combination of these two efforts made great strides towards APS improvements.

Additionally, there was a third component aimed at APS improvements which centered on the creation of an APS logic model (see Appendix A) to guide development and evaluation efforts. The APS logic model was created by the Adult Protective Services Technical Assistance Resource Center (APS TARC) evaluation team to guide development of the APS System Evaluation currently being conducted. The logic model provided the framework for development of research questions and other aspects of the evaluation.

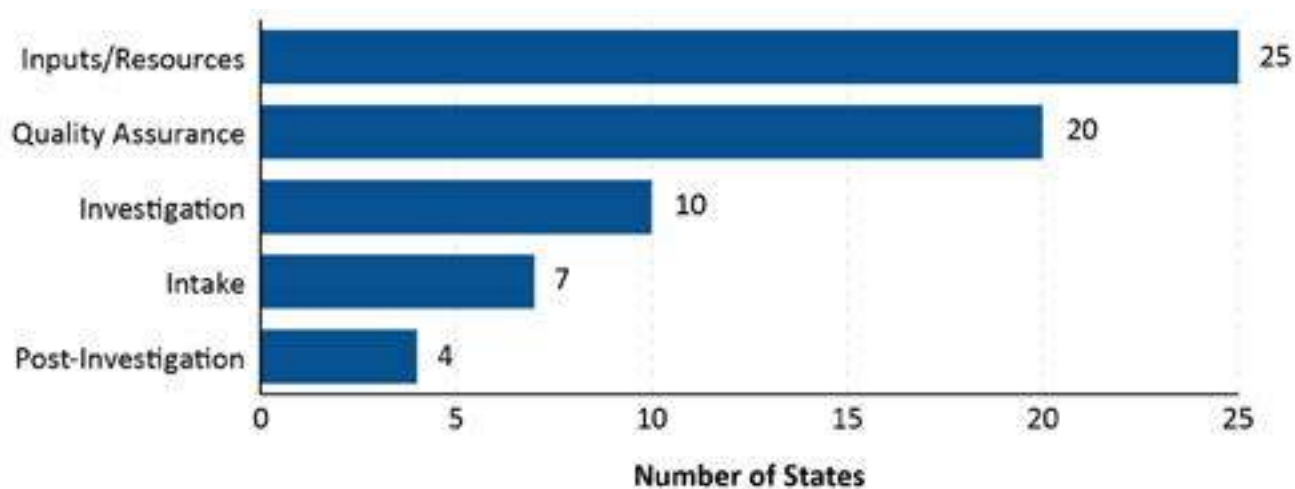
A decision was made to align the APS enhancement grants to the APS logic model to detail the areas of grant investments. The APS logic model defines five main areas of APS focus:

- Inputs/Resources
- Intake
- Investigation
- Post-Investigation
- Quality Assurance

APS enhancements grants for the period of FFY 2015 through FFY 2016 were awarded and mapped to the logic model categories and subcategories as outlined in Appendix B. Each state in its grant submission had to define how their enhancement grant supported and aligned with the developed logic model.

In completing this analysis, each state's grant was mapped to the five main logic model areas in order to define the summary results below.

Exhibit 3 - Grants Mapped to Logic Model Categories (FFY 2015–FFY 2016)



Similarly, each of the five main logic model areas contain specific subcategories that further define the area of focus for a state’s enhancement grant. Using the detail contained in Appendix B, all grantees were mapped to the applicable logic model subcategories as depicted in the summary table below.

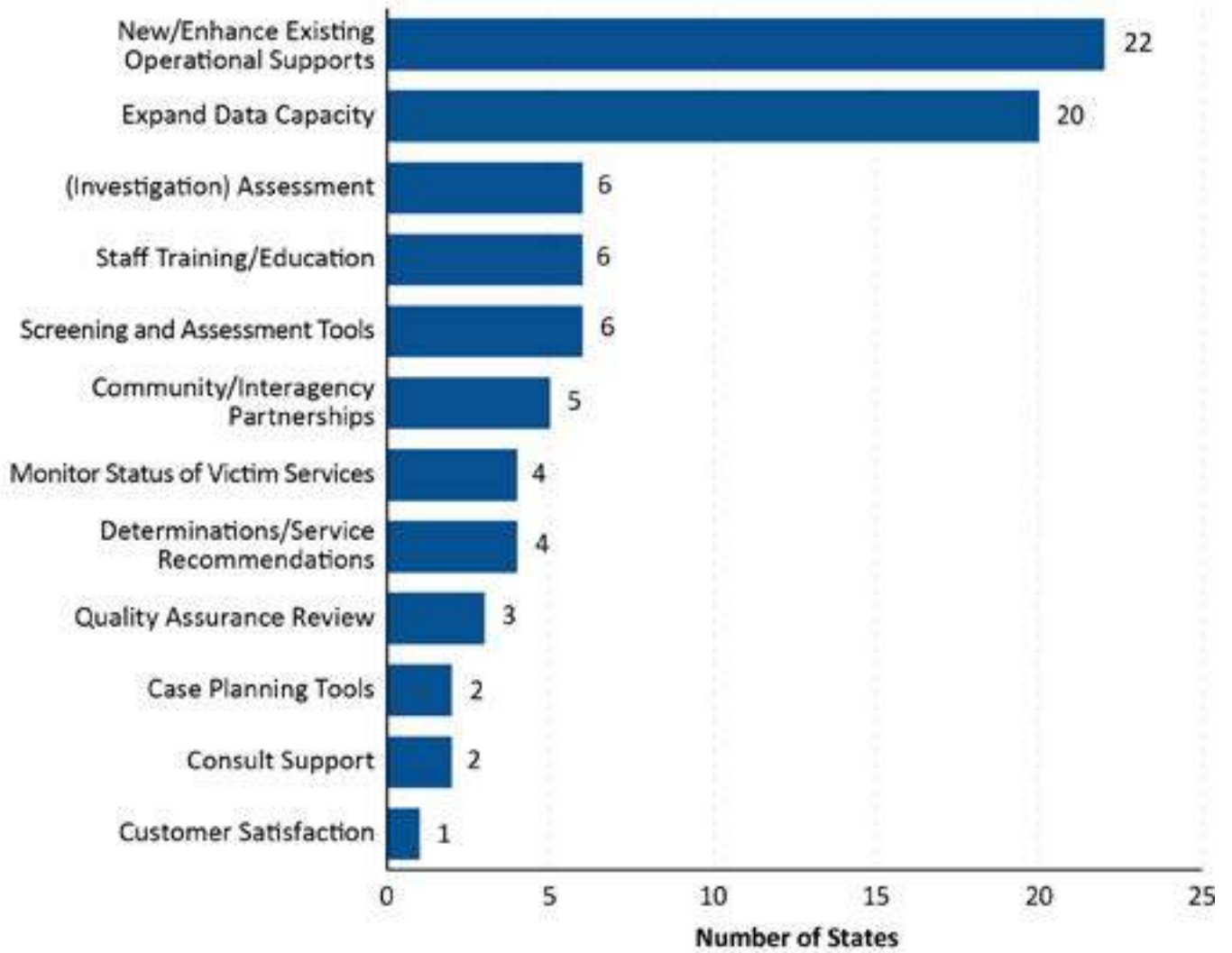
Exhibit 4 - APS Logic Model Subcategories

Inputs/Resources Subcategories	Intake Subcategories	Investigation Subcategories	Post Investigation Subcategories	Quality Assurance Subcategories
APS Staff Training Education	Screening and Assessment Tools	Assessment	Obtaining Client Agreement and Implementing Service Plan	Documentation of Investigation Services
Community/ Interagency Partnerships	Case Planning Tools	Interviews	Referring Clients to Community Partners Purchasing Services	Expand Data Capacity
Consult Support	Create New/Enhance Existing Reporting Systems	Collecting Physical Evidence	Monitor Status of Victims and Services	Customer Satisfaction
Legal and Ethical Processes		Consult Support		QA Review
Create New/Enhance Existing Operational Supports		Determinations and Service Recommendations		

All state APS grants during the period of FFY 2015 and FFY 2016 have been mapped to the five logic model areas, as well as the subcategories. Note that not all subcategories from the APS logic model are reflected, as grants did not address those areas.

In completing this analysis, each state’s grant was mapped to the logic model subcategory areas in order to define the summary results on the following page.

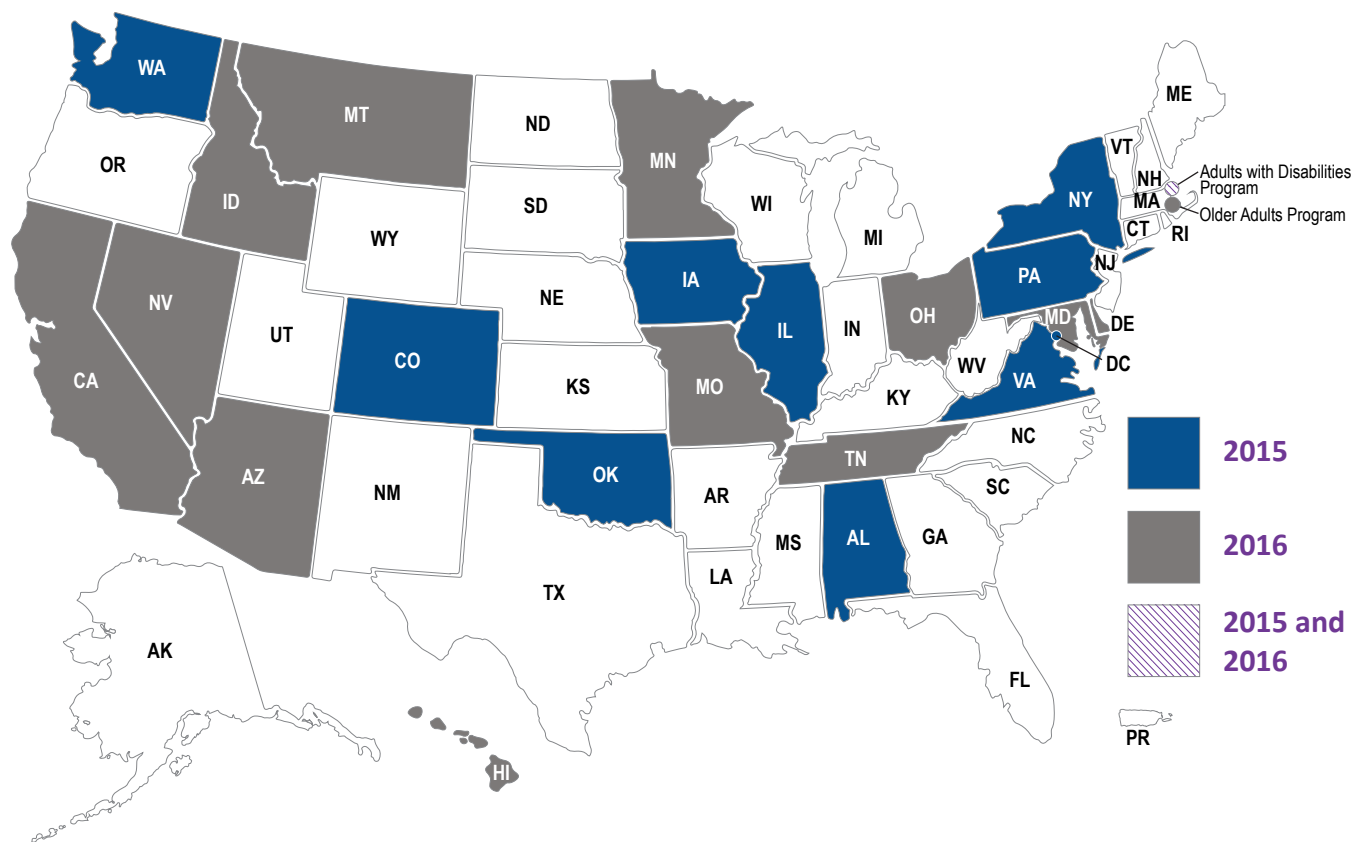
Exhibit 5 – Grants Mapped to Logic Model Subcategories (FFY 2015–FFY 2016)



Grant Awards by Impact Area

Inputs/Resources

Exhibit 6 - States Addressing Inputs and Resources



Appendix B details states that addressed inputs and resources in their grant projects. Inputs and resources addressed include staff training/education, community and interagency partnerships, consult support, and creation of new (or enhancement of existing) operational supports.

In the area of staff training and education, Idaho worked to develop a centrally run, formal training program for staff. They utilized a survey of APS staff to prioritize the training needs and capitalized on existing, national curricula as well as developed state-specific training that related to the state's specific policies and practices. APS core competency modules were utilized, as recommended by ACL's

[National Voluntary Consensus Guidelines for State APS Systems](#), and delivered via a [web-based foundational training site](#).

Community and interagency partnerships are integral to the delivery of protective services. No single agency can provide all the services needed to ameliorate adult maltreatment from neglect to financial exploitation. The Massachusetts Disabled Person's Protection Commission is responsible for APS investigations of adults with disabilities between the ages of 18 to 59. For their grant project, Massachusetts used a multidisciplinary approach to improve access of specialized sexual assault services to victims with intellectual and

developmental disabilities. The state partnered with a variety of stakeholders from other state government entities to non-profits and victim advocates. Guidelines for working with these survivors of sexual assault were developed, as well as in-person and electronic training materials (a video and webinars). For more information about this project, view the APS TARC webinar titled "[Promising Practices Spotlight: Massachusetts.](#)"

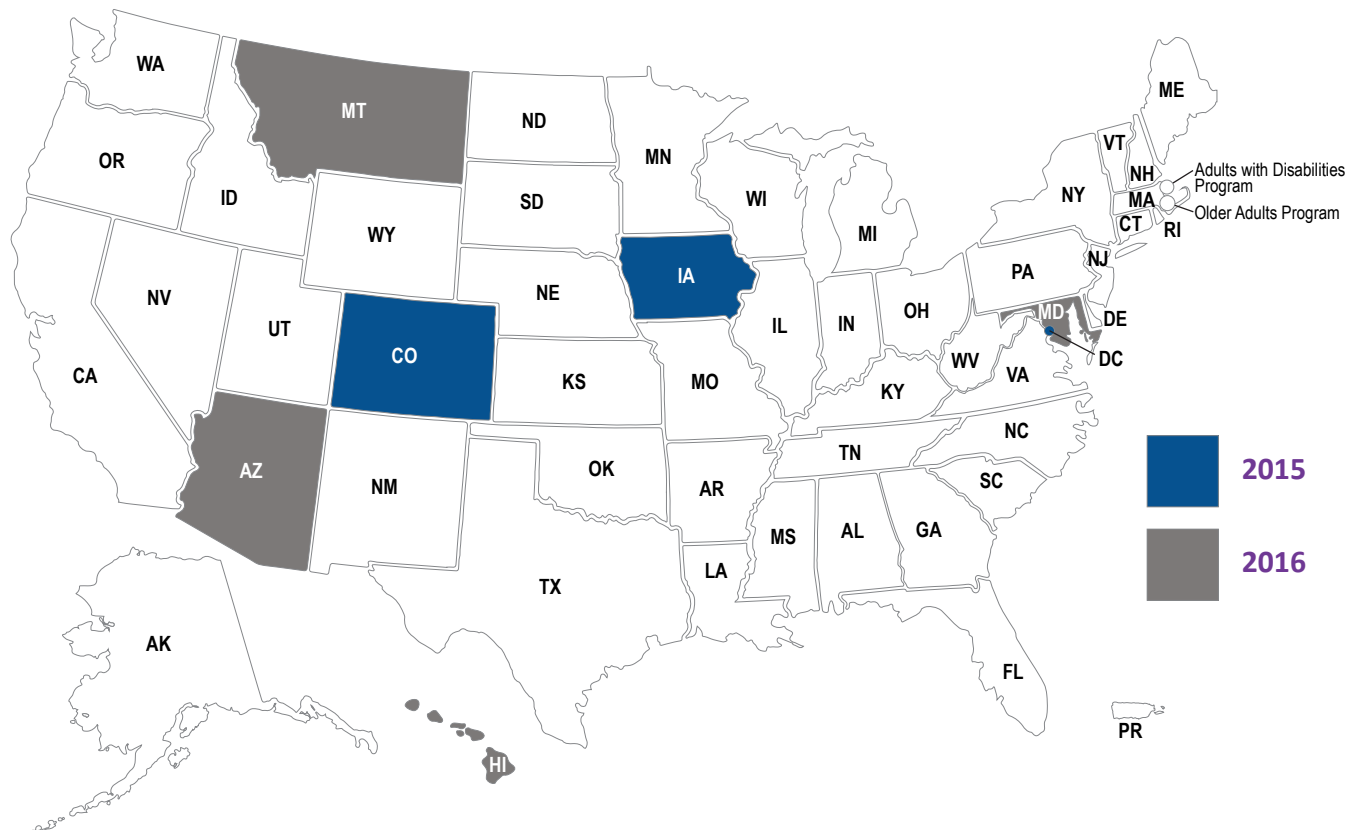
Some APS programs have found it beneficial to contract with experts to consult on specific forms of maltreatment. A 2020 paper found that multidisciplinary team members found it very helpful to utilize a forensic accountant for financial exploitation cases (Dauenhauer, et al., 2020). New York utilized a forensic accountant to consult on cases for their 2015 grant project. In addition, New York developed the Financial Exploitation Investigation Suite of Tools (FEIST) to document the economic impact of financial exploitation and case outcomes through enhanced data collection.

Additional details about this project are available via the webinar "[Promising Practices Spotlight - New York.](#)"

The creation of new operational supports (or the enhancement of existing ones) was the area addressed by the largest number of grantees across FFY 2015 and FFY 2016. Twenty-two states addressed this logic model subcategory in some capacity, many by acquiring new data systems that allow for both clinical documentation and data collection. Beginning in 2013, ACL undertook a pilot project to begin collecting adult maltreatment data at a national level. This project became the National Adult Maltreatment Reporting System (NAMRS). States applying for EJSG are required to include a plan on improving consistency with national data collection efforts, including NAMRS (Administration for Community Living, 2016). Delaware, for their 2016 grant, purchased new software and reported better informed policy decisions and efficiency.

Intake

Exhibit 7 - States Addressing Intake



Appendix B details states that addressed intake in their grant projects. Intake related issues addressed include both screening and assessment tools as well as case planning tools.

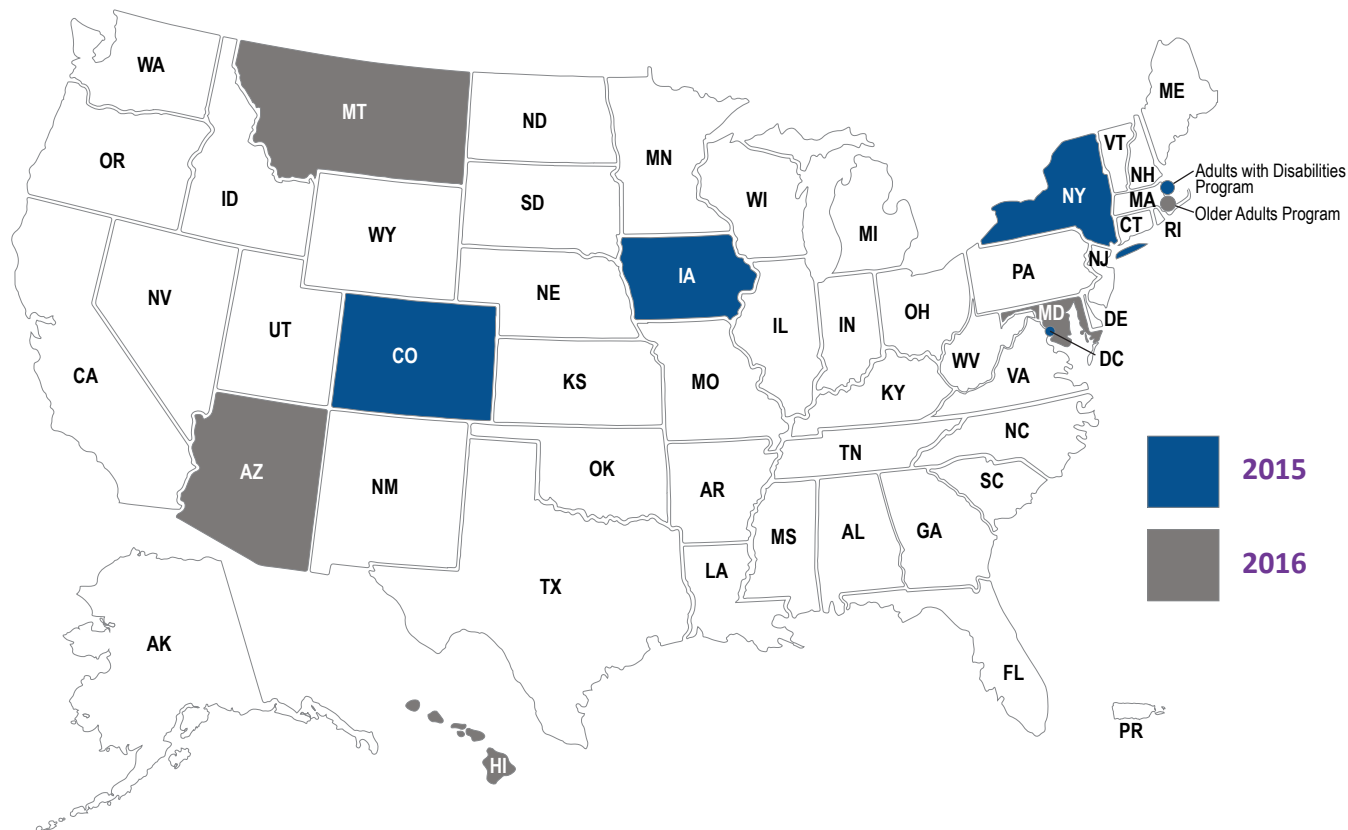
Intake is typically the first step in a case and gathering the correct information, both in quality and quantity, is very important. Screening cases to ensure that they meet the state's requirements for APS investigation is also key. Montana standardized their intake system as part of their 2016 grant. Evaluation of the grant found that the state went from an inability to track APS activities, including intake, to a more efficient process and workflow, enhancing

the ability to make objective decisions on intake data.

Case planning tools are often utilized across intake, investigation, and post-investigation. For the District of Columbia's grant project, they began using a structured decision tool that crosses all of these areas. The tool contains a research-based and validated element that measures the potential response priority of a given intake. Per the District's grant evaluation findings, "The rigor for decision making follows established criteria that provide the underlying principles for seeking consistency in the decision making at any point in an APS case investigation."

Investigation

Exhibit 8 - States Addressing Investigation



Appendix B details states that addressed investigation in their grant projects. Investigation-related issues addressed include assessment, consult support, and determinations/service recommendations.

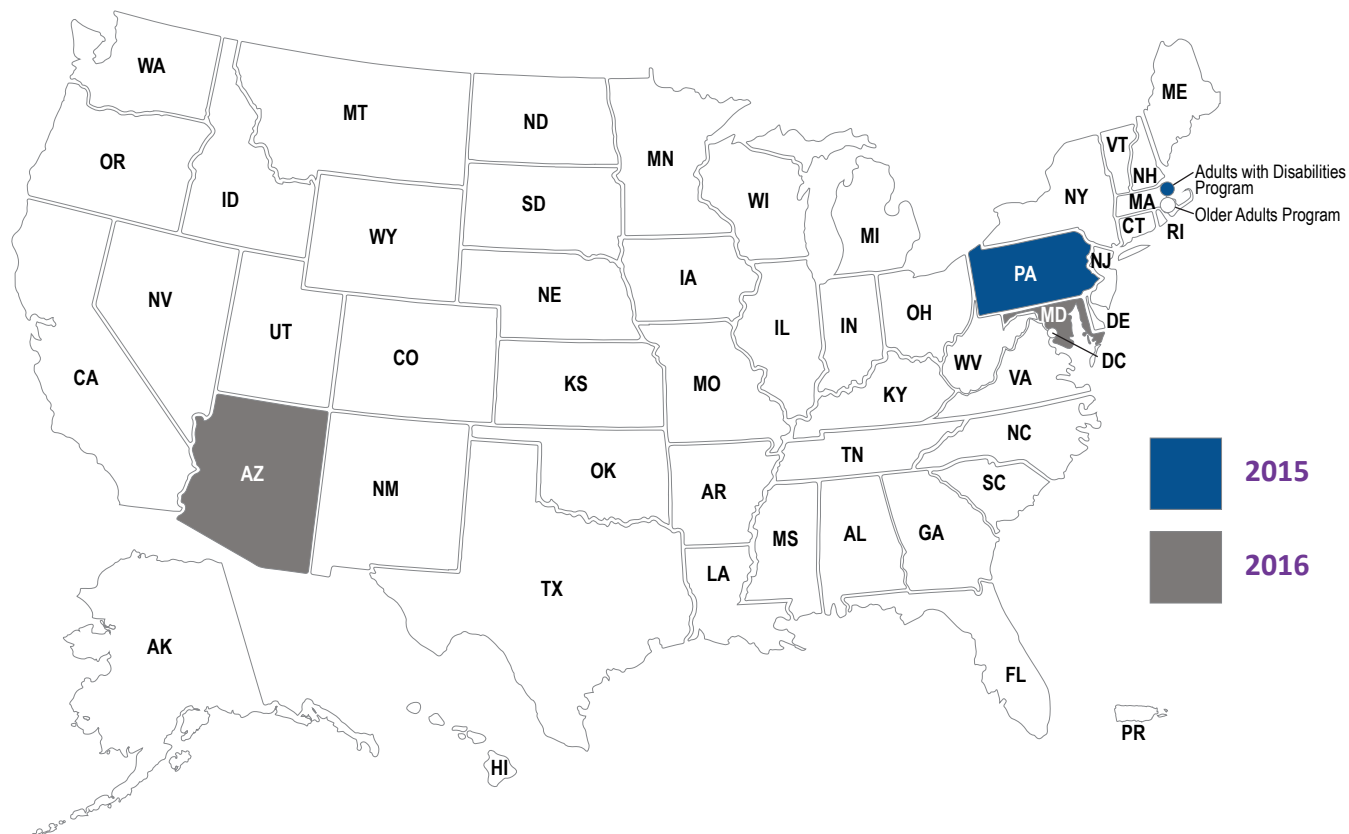
The majority of APS programs (78%) in 2019 reported using assessment tools of some sort (McGee & Urban, 2020). For Colorado's 2015 grant, they sought to evaluate both the validity and reliability of the state's risk and safety assessment. The state contracted with both a research specialist to validate the tool and an IT vendor to make changes to their existing data system. External evaluation findings revealed, "The conclusion of the study supported the structure of the factors, the risk and safety scoring, and the inclusion of the risk factors in terms of usability, comprehensiveness, reliability, and validity." Additional details regarding Colorado's grant

project are contained in the webinar "[Promising Practices Spotlight: Colorado](#)".

Making case determinations and/or service recommendations was also a focus of several state grants. The tool mentioned previously that was put in place by the District of Columbia was also added to the repertoire of tools for Arizona. As also mentioned earlier, this structured decision tool is utilized at multiple points in an APS case. For the investigation phase of a case, Arizona sought to improve the analysis of information collected by investigative staff to assess safety and level of risk. Prior to utilizing the structured tool, Arizona had no policies or procedures to guide their staff in assessing safety. The new tool prompted the development of policies and procedures and guides the investigator to accurately score risk as low, moderate, and high. A risk level matrix guides the investigator through this process.

Post-Investigation

Exhibit 9 - States Addressing Post-Investigation



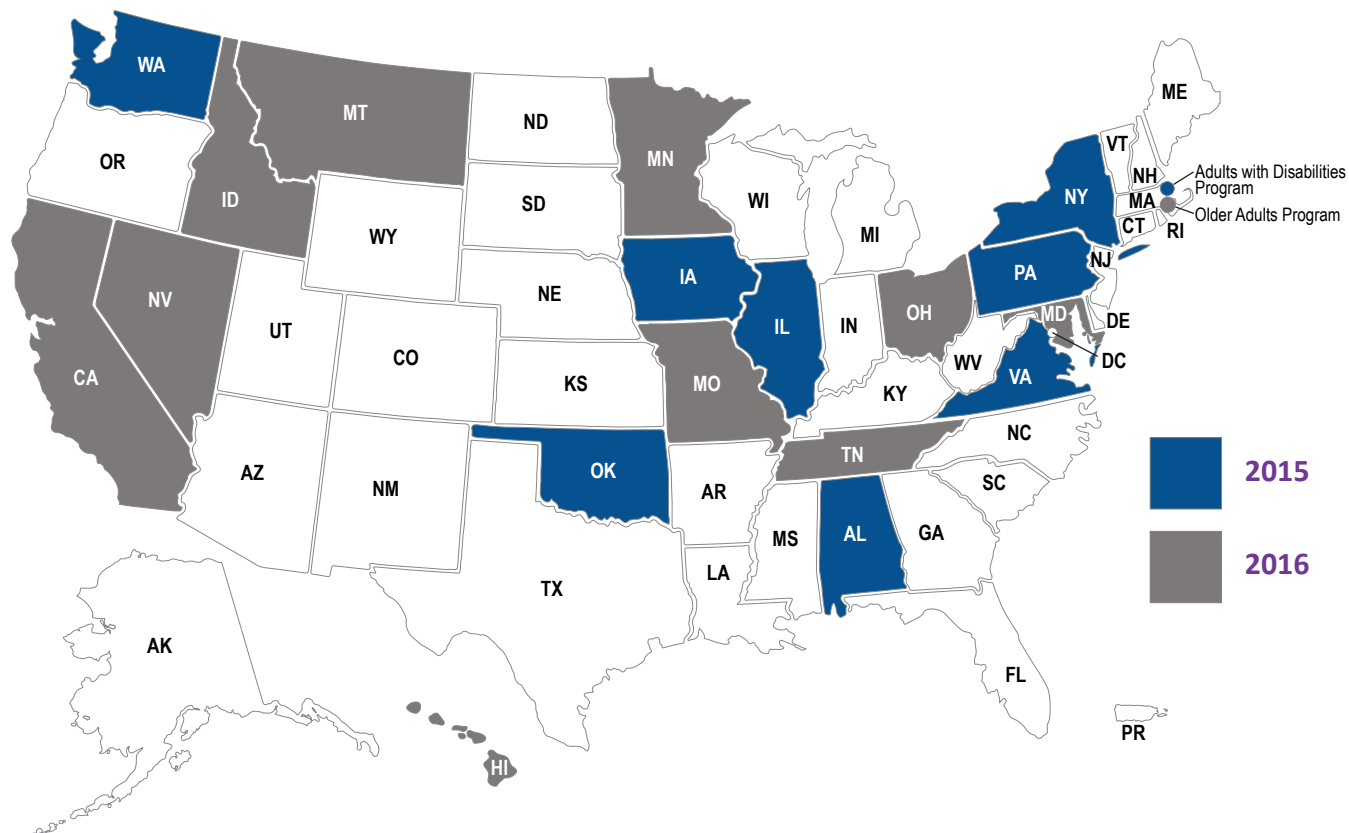
Appendix B details states that addressed the status monitoring of the victim and services during the post-investigation phase of the case in their grant projects.

APS cases involve both the investigation of maltreatment as well as the provision of services to ameliorate maltreatment when substantiated.

Pennsylvania utilized grant funding to develop a post-investigation risk assessment tool. The project utilized a literature review to inform development of a tool to assist with completing comprehensive service plans following an investigation (as well as a tool for the investigative phase).

Quality Assurance

Exhibit 10 - States Addressing Quality Assurance



Appendix B details states that addressed quality assurance issues in their grant projects. Quality assurance-related issues addressed include expanding data capacity, customer satisfaction, and quality assurance review.

As mentioned previously in this report, grantees were required to enhance the quality or quantity of data reported to NAMRS. Although many data capacity issues centered around NAMRS, the benefits of expanding data collection went further. Twenty states specifically included the expansion of data capacity as a goal of their grant activity. Alabama utilized funding to develop a system that tracks not only APS case data, but other community services that are documented prior to the case coming to the attention of APS. Oklahoma collected additional data points not only for the client but also the perpetrator, when applicable. This enabled their staff to understand the characteristics of both, providing a more complete picture of the case and the

dynamics. Hawaii's data collection enhancements resulted in the development of quality assurance tools specific to the disparate forms of maltreatment APS investigates. Each tool addresses a particular form of maltreatment from sexual abuse to financial exploitation. Further detail about Hawaii's efforts are contained in the webinar "[Promising Practices Spotlight: Quality Assurance in Hawaii](#)" and the specific tools are available as a [handout](#).

Quality assurance review is an important part of program administration and can involve both supervisors and specific quality assurance staff. For their grant, the state of Washington established and expanded the use of After Event Reviews of adult fatalities, near fatalities, and major incidents. The state also developed policies and procedures, as well as training for these, around incidents of fatalities and near fatalities. Taking the process a step further, Washington identified trends captured with the use of the After Event Reviews.

Reach

To demonstrate the reach of Elder Justice State Grants, a summary of each state's grant activity was compiled. These summaries include:



Project Description



Accomplishments



Challenges



**Products/Processes
Developed**



Evaluation Findings



Published Results

The following pages contain these summaries.



Alabama

Project Title: Enhancing State and Local Data Collection

Project Description

Overall Goal: To improve the quality of adult protective services (APS) provided and to document successful outcomes for APS consumers in Alabama by enhancing state and local data collection and tracking capabilities in a capacity consistent with National Adult Maltreatment Reporting System (NAMRS).

Accomplishments

The NAMRS Enhancing State and Local Data Collection grant achieved all the expected outcomes as identified in the original grant proposal.

System modifications and advancements made to the Family Adult and Child Tracking System (FACTS) gave Alabama the ability to track services and referrals made on behalf of a client prior to them coming to the attention of the agency as well as those made by the worker at the time of intake or during an investigation. Workers are able to view both current and previous community services received by the client to decrease replication of services provided as well as repeat maltreatment. This allows workers to take more emergent actions based on the service history of the client. In addition, workers are able to track legal interventions and court action taken to ensure emergency protective services were provided timely and consistently throughout the state.

Alabama enhanced the availability of data needed for analysis to improve outcomes for the APS clients served and to meet federal reporting criteria. As a result of the system changes and enhancements, Alabama successfully developed reports that are being used by APS staff to track the status of service referrals, and legal interventions to measure the quality of services and interventions.

Challenges

Resignation of key IT developers and APS/CPS functional and administrative staff resulted in knowledge transfer issues and impacted timely completion of grant activities. The primary APS functional staff and the project director remained constant throughout the project which was instrumental in dealing with the knowledge transfer challenges. Two grant extensions were requested.

Initial NAMRS data element joint application and design sessions were delayed by key indicator versus case component issues. After receiving technical assistance, focus was shifted to development of the case component module.

To address user acceptance issues, system training was offered statewide to APS system users on NAMRS data elements, court module modifications, service referral module, and reports.

Products/Processes Developed

Alabama created roadmaps and production release notes over the course of the grant period. Audio visual trainings were created and placed on the state's Learning Educational Training System. Regional training and ongoing APS training were modified to incorporate the system enhancements and reports.

Evaluation Findings

Alabama conducted quality assurance reviews and provided counties with Consultant Site Visit Reports and Case Assessment Documents that identified the cases reviewed, concerns and needs, and any corrective action that was discussed.

Evaluation Source

Internal

Publication Citations (if applicable)

None



Colorado

Project Title: State Grants to Enhance Adult Protective Services

Project Description

Colorado sought to improve the overall outcome for adult protective services clients through two primary projects involving the Colorado Adult Protective Services data system (CAPS): 1) improve the intake process for taking new reports, and 2) validate the client risk and safety assessment tool in CAPS. Grant funds were utilized to contract with Colorado's CAPS vendor to complete system modifications for both the intake and assessment tool projects and with a research specialist to validate the assessment tool. Funds were also used to update field mapping from CAPS to the National Adult Maltreatment Reporting System necessary as a result of the intake and assessment tool changes.

Accomplishments

The changes in CAPS to implement the new enhanced screening intake tool were made in July 2016. A review of the tool's reports indicate that many screeners are using the tool as it was intended.

Challenges

None noted.

Products/Processes Developed

Prior to the submission of the final report, two presentations on the Risk and Safety Assessment tool were provided and one was planned:

- A poster presentation at the International Association of Gerontology and Geriatrics World Congress was provided on July 25, 2017, in San Francisco, CA.
- A webinar titled "Innovating Case Management: Overcoming the Top Three Industry Challenges for Adult Protective Services," was presented on Aug. 1, 2017. Of note, 119 participants from across the country were in attendance.
- A submission was accepted by the Society for Social Work and Research conference scheduled for January 2018 in Washington, DC, as part of a symposium on "Adult Protective Services: Advances in Research Examining Processes and Outcomes." The abstract was titled "[Using Evidence to Revise Colorado Adult Protective Services' Assessment Procedures.](#)"

Evaluation Findings

The purpose of the Colorado grant project was to evaluate the state's risk and safety assessment for reliability and validity. The conclusion of the study supported the structure of the factors, the risk and safety scoring, and the inclusion of the risk factors in terms of usability, comprehensiveness, reliability, and validity. As a result, the evaluator concluded that no further validation was necessary, and the tool's overall risk and safety scores have strong reliability and can be used with confidence in assessing reliable outcomes for adult protective services.

Evaluation Source

External

Publication Citations (if applicable):

- L. Hasche, P. R. (2017). Using Evidence To Revise Colorado Adult Protective Services' Assessment Procedures. *Innovation in Aging*.



District of Columbia

Project Title: State Enhancement Grant to Adult Protective Services

Project Description

The Department of Human Services' Adult Protective Services (APS) collaborated with the National Council on Crime and Delinquency (NCCD) to provide enhancement to the Department of Human Services /Family Services Administration/APS assessment tools and data collection methodology. To accomplish this endeavor, the APS/NCCD partnership implemented the Structured Decision-Making Model (SDM®).

Accomplishments

The implementation of SDM as an evidence-based research model has brought increased reliability, validity, utility, and fidelity to the APS practice.

Challenges

None Noted

Products/Processes Developed

- SDM Screening and Response Priority Assessment
- SDM Safety Assessment
- SDM Needs Intervention Checklist
- SDM Risk Assessment

Evaluation Findings

Implementation of SDM has proven to be invaluable. In the face of increasing number and complexity of cases, the need to change direction across the APS landscape was evident. This primarily included modifying the methodology for addressing case investigations and consistency in decision making. Efficacy in client data collection was also needed. The rigor for decision making follows established criteria that provide the underlying principles for seeking consistency in the decision making at any point in an APS case investigation.

Evaluation Source

Internal

Publication Citations (if applicable)

None



Illinois

Project Title: Illinois Adult Protective Service Assessment Enhancement

Project Description

The Illinois Department on Aging's (IDoA) Adult Protective Services (APS) Program, in consultation with its APS service provider network and the state's Area Agencies on Aging (AAAs), enhanced components of the APS assessment and monitoring processes with the goal of improving outcomes for eligible adults served by the program. The target population was adults 60 years of age and older and adults with disabilities age 18-59 who reside in the community or certain facilities per Illinois statute and are subjects of reports of abuse, neglect, and/or exploitation.

Accomplishments

Program staff worked with two contracted IT developers to build the case management system from scratch using existing APS forms, standards, procedures, and a limited billing/data system.

- The assessment was revised to incorporate additional National Adult Maltreatment Reporting System data elements.
- The Office of APS worked with another IDoA program to coordinate and link an existing web-based system which provides individual federal waiver service information to the APS system to avoid the caseworker needing to access multiple systems.
- For substantiated cases, the automated Case Plan form was designed to be used for the duration of the case and reviewed every 90 days.
- Program staff worked with IT staff to incorporate the Risk and Service Summary for the caseworker's reference throughout the duration of the case.
- A Risk Summary was incorporated as a quick-glance tool to review whether there has been a change in risk at the time of intake, at the time of the substantiation decision, and every 90 days until case closure.
- A Services Summary was incorporated as a quick glance of services in place for both the client and perpetrator at the start of the case, those referred by APS, and then those in place at closure.
- An alleged perpetrator/perpetrator form was incorporated to support collection of perpetrator data at both the start of a case and at case closure to have a better understanding of the perpetrator's relationship with the client over the duration of the case.
- A Case Closure form was incorporated to support collection of additional National Adult Maltreatment Reporting System data elements regarding clients, victims and perpetrator living arrangements, services, and relationships.

Challenges

- One key project staff member resigned and another retired at different times during the project. Delays in filling those positions resulted in a need for two no-cost extensions.
- At the time the system launched and for several months following, there were several system technical issues related to saving, server errors, and web connection problems experienced by most users statewide.

Products/Processes Developed

The following products were developed:

- Web-based IDoA APS Case Management System Version 1.0, 2.0 and 3.0 (access restricted to approved users).
- IDoA Case Management System Overview and User Guide, July 2018. A limited number of hardcopies were mailed to the 42 APS Provider Agencies and 13 AAAs throughout the state along with an electronic version through email.
- IDoA Case Management System Introduction Webinar, May 2018. This recorded webinar was shared electronically with 42 APS Provider Agencies and 13 AAAs throughout the state prior to release of the system. This webinar focused on history of the project, survey results, system content, and highlights of the enhanced assessment.
- IDoA Case Management System Report Taker Only Webinar, July 2018. This recorded webinar was shared electronically with 42 APS Provider Agencies, 13 AAAs, and HelpLine staff prior to release of the system. This webinar focused on functions specific to this user role including how to enter and submit an APS intake.

Evaluation Findings

- APS providers have increased knowledge from the enhanced assessment to better understand the client when considering and offering goals and services to the client that may mitigate risk.
- Caseworkers actively participated with clients in case plan development and reviewing progress towards case plan goals and interventions.
- The AAAs complete the Annual Program Operations Case Review, the quality assurance tool used to measure whether the provider agencies are meeting minimum APS standards and procedures. In comparing the Annual Program Operations Case Review casework scores, most scores were seen to decrease from state fiscal year 2018 to state fiscal year 2019 (50% decreased, 32.5% increased, and 17.5% no change).
- APS providers have increased tracking and knowledge of the perpetrator's relationship with the victim throughout the progression of the case which helps identify risk.

Evaluation Source

Internal

Publication Citations (if applicable):

None



Iowa

Project Title: State Grants to Enhance Adult Protective Services

Project Description

The project focused on maximizing positive outcomes to dependent adults by protecting well-being, empowering independence, and supporting quality of life. The Iowa Department of Human Services provides protective services to dependent adults ages 18 and older who have either been abused or neglected by a caretaker or have self-neglected in a community setting. The overarching project outputs include a statewide data system conversion, screening and assessment changes, and interagency collaboration on community resource materials.

Accomplishments

- Streamlined workflow for field workers and enhanced statutory compliance:
 - Dependent Adult Reporting and Evaluation System (DARES) went live on May 2, 2017.
 - Workers have integrated system alerts, can conduct searches, complete reports, and send notices for both child and dependent adult abuse via the same system.
 - Workflow has been streamlined via automations; electronic documentation has reduced paperwork.
- Use data collected to analyze protective outcomes:
 - Data collected is used to support analysis of protective outcomes and the implications for APS in Iowa and nationally.
 - Moved from reporting National Adult Maltreatment Reporting System (NAMRS) Key Indicator data to Case Component data in FY 2018.
- Established key performance measures.
- Built collaborative partnerships by working toward a common cause; mobilized the Dependent Adult Protective Advisory Council to conduct a needs assessment to determine what resources might be helpful for internal and external stakeholders.
- Improved interagency collaboration to enhance continuity of care.

Challenges

Competing IT projects with child welfare, system migration, legislative mandates, and maintaining momentum with Dependent Adult Protective Advisory Council were challenges for the project.

Products/Processes Developed

In conjunction with the Appendices documents, key communications, strategies, and publications during this project included the following:

Communication/Strategy/Publication	Method of delivery
Statewide Dependent Adult Assessment Tool Survey	SurveyMonkey, email
Workgroup committee and charter	Email, conference call, in-person meetings
Project Workgroup’s PowerPoint Presentation	In-person meeting
Services’ Business Team	In-person meetings, email, conference calls, PowerPoint
Social Work Administrator PowerPoint Presentation	In-person meeting with email follow ups
WRMA TARC Review of Dependent Adult Assessment Tool Trainings	In-person meeting
Statewide DARES and Dependent Adult Assessment Tool Trainings	In-person training
JARVIS/(DARES) Dependent Adult Reporting and Evaluation System Manual	Email and SharePoint
Dependent Adult Protective Services Manual	Iowa Dept. of Human Services website
County Attorney Portal Guidance	Email
NAMRS submissions	NAMRS website

Evaluation Findings

None Noted

Evaluation Source

Not Applicable

Publication Citations (if applicable)

None



Massachusetts (Adults with Disabilities Program)

Project Title: Improving the Well-Being of Persons with Disabilities through a Multidisciplinary Partnership

Project Description

The goal of this project was to use a multidisciplinary approach to improve the overall experiences, health, well-being, and outcomes of sexual assault victims with intellectual and developmental disabilities (I/DD) by improving access to effective sexual assault services from rape crisis centers. The project partners included the Disabled Persons Protection Commission (DPPC) in partnership with the Department of Public Health (DPH), 16 rape crisis centers, the Department of Developmental Services (DDS), Massachusetts Advocates Standing Strong, Sexual Assault Nurse Examiners, the Victim Compensation Division of the attorney general's office, and other stakeholders.

Accomplishments

- Partnering agencies identified a single point of contact, referred to as the sexual assault liaison, at their respective agencies to respond to sexual assault victims with I/DD including DPPC, DDS, 16 rape crisis centers, the Victim Compensation division of the attorney general's office, Victim Rights Law Center, Massachusetts Advocates Standing Strong, and Sexual Assault Nurse Examiners.
- DPPC has a sexual assault liaison who is designated to work with other sexual assault liaisons across the state who refers every sexual assault case to the respective regional liaison within DDS or others as needed to ensure victims with I/DD are made aware of the trauma services and to determine if they are interested in accessing services.
- DPH's rape crisis center contracts now specifically address the needs of persons with disabilities. DPH added language to all the rape crisis center contracts requiring rape crisis centers to review the guidelines developed by this project, provided funding for mobile services and allows for additional visits to accommodate the needs of the survivors with disabilities.
- The quarterly Learning Collaboratives, a sustainable platform for ongoing, multi-disciplinary, regional relationships was launched with the Administration for Community Living funds and will be maintained with Victims of Crime Act funds. DPPC hosts the quarterly gatherings where service providers from multiple disciplines meet to discuss cases, referrals, and processes for improving access to trauma-informed services for survivors of sexual assault with I/DD.

Challenges

- Balancing perspectives from multiple viewpoints during the creation of the project's materials and training content was both time consuming and challenging.
- At the time of the grant report, dedicated funding for coordination efforts were needed to address logistics and staffing challenges.

Products/Processes Developed

In-person training events/communications:

- Four regional, multi-disciplinary trainings for more than 275 staff
- Eight quarterly, regional Learning Collaboratives attended by over 200 staff

Online training products:

- Video of a self-advocate and rape survivor speaking about her challenges and recovery
- Webinar: "Communication Strategies for staff working with Sexual Assault Survivors with Intellectual or Developmental Disabilities"
- Webinar: "Sexual Decision-Making among Adults with I/DD"
- Webinar: "Guidelines for Massachusetts Rape Crisis Centers: Working with Survivors with I/DD"

Print and electronic products:

- Guidelines for rape crisis centers working with survivors with I/DD and the following accessible forms
 - Sexual Assault Resources for Survivors with Intellectual and Developmental Disabilities
 - Request for Accommodation(s)
 - Client Privacy
 - Notice of Confidentiality
 - Decree and Order of Appointment of Guardian for an Incapacitated Person

Evaluation Findings

The state measured whether rape crisis center demonstrated an increased ability to provide services to persons with developmental disabilities.

One rape crisis center conducted pre- and post-training testing to measure whether stakeholders who attended the full-day regional multidisciplinary trainings showed corresponding increases in sexual trauma knowledge, intellectual and developmental disability knowledge, and practical knowledge of how to provide such services to persons with I/DD. There were 208 completed pretests and 191 posttests collected. In addition, 69 three-month follow-up tests were collected.

As hoped, the tests indicated a significant increase in knowledge scores from pre-test to post-test as well as a significant increase in scores from pretest to three-month follow-up. At the three-month follow up, 52% reported they had used the materials.

Evaluation Source

Internal

Publication Citations (if applicable)

None



New York

Project Title: Enhancing New York's Response to Financial Exploitation

Project Description

This project sought to enhance New York's response to the increasing problem of financial exploitation of vulnerable adults served by Adult Protective Services (APS). There were two primary goals:

1. To improve the delivery and quality of APS in New York by strengthening the ability of APS and its investigative partners (including police, district attorneys, civil attorneys, and others) to effectively identify financial exploitation and intervene to protect victims.
2. To better document the nature, extent, and economic impact of financial exploitation and case outcomes through improved data collection.

Accomplishments

Developed and piloted the Financial Exploitation Investigation Suite of Tools (FEIST), coupled with access to a forensic accountant for consultation, and where appropriate, review of financial records in complex cases of financial exploitation.

- The state also partnered with financial-sector stakeholder organizations to issue guidance and sponsor a series of trainings of financial professionals to encourage such institutions to work with APS to recognize, prevent, and report suspected financial exploitation of vulnerable adults, and to respond favorably to APS requests

for financial records where needed to assist an APS investigation of suspected financial exploitation.

- In response to feedback on the FEIST, the state developed FEIST 2.0 and moved some of the original steps from the FEIST to supplemental documents that can be used when applicable to the case.

Developed and tested a new reportable dataset relating cost of financial exploitation and case outcomes.

Challenges

One challenge was the length of time required to navigate the state procurement process to contract with the forensic accountant.

In one pilot site the state encountered unexpectedly a labor/management issue that halted use of the new FEIST form by agency staff, pending approval by the local district.

Time pressures/resources/caseloads limited the ability of some APS units to test the dataset. Local labor/management rules in one location limited the ability of APS agency staff to test the proposed data elements, resulting in the need to use APS vendor staff as testers.

Limitations on the availability of IT resources limited the formats in which testing could be done.

There was a challenge relating to the ability of testers and APS workers as a whole to buy into and see potential benefits of gathering new types of data (culture change).

Products/Processes Developed

FEIST: Several trainings on the FEIST were provided in person and via recorded webinars, beyond the pilot sites for this project, to APS in all of New York and national APS audiences. The training was also provided to the coordinators of the Enhanced Multidisciplinary Teams in August 2019 at a conference sponsored by the New York State Office for the Aging. Use of the FEIST by APS and referrals made to the forensic accountant via the Enhanced Multidisciplinary Teams will continue to be monitored.

Dataset: At the time of the final report, it was planned to incorporate the dataset into the existing New York State APS data systems for case recording and reporting. The data will be shared on an on-going basis with senior administration of our agency, and with others, hopefully to help inform decisions to be made about what resources are needed to address the issue of financial exploitation of vulnerable adults.

Evaluation Findings

The project resulted in the development of new model data elements to capture the cost of financial exploitation, as well as more systematically document case outcomes.

The activities implemented as part of the project improved the identification and intervention of financial exploitation cases in the pilot site. The readiness of the pilot site contributed to its gains, and other counties seeking to replicate this effort are likely to benefit similarly from strong APS leadership, a well-functioning Enhanced Multidisciplinary Team, and effective relationships with partnering agencies (law enforcement, the district attorney's office, and financial institutions).

Specifically, the project contributed to:

- Improved identification of financial exploitation in APS cases, including ruling out financial exploitation, verifying financial exploitation, and verifying financial mismanagement.
- Increased number of referrals to law enforcement.
- Increased number and complexity of cases referred to the forensic accountant.
- Increased willingness of law enforcement to investigate and/or arrest a perpetrator.
- Increased numbers of arrests of perpetrators by law enforcement.
- Increased commitment by the district attorney to prosecute financial exploitation cases.
- Increased cooperation of banks in providing customer bank statements to APS.
- Increased assistance from banks in freezing compromised accounts.
- Increased number and complexity of cases sent to the Enhanced Multidisciplinary Team.

Evaluation strengths and limitations. The evaluation was supported by excellent communication between the evaluator and the Office of Children and Family Services, as well as consistent monthly reporting from the pilot sites and complementary data tracking from the forensic accountant. The data collected from the focus groups and key informant interviews offered a consistent view of the project's impacts. Due to constraints in time and resources, as well as one initial pilot site ending its participation, the evaluation was limited in the range of case outcomes available for comparison pre- and post-project. The adoption of the new data elements will support thorough collection and analysis of case outcomes in future projects.

Conclusions. The project was successful in developing model data elements for capturing the cost and outcomes of financial exploitation cases, as well as developing an innovative tool, the FEIST, to support APS caseworkers' investigations of suspected financial exploitation. The evaluation found that the pilot site, by using the FEIST and the services of the forensic accountant, increased successful case outcomes for their clients. Key partners (law enforcement, the district attorney's office, and financial institutions) strengthened their commitment to addressing financial exploitation cases. These improvements, if replicated among additional jurisdictions, will continue to improve the identification of and intervention with financial exploitation cases in New York State, and potentially nationally.

Evaluation Source

External

Publication Citations (if applicable)

None



Oklahoma

Project Title: OK-ENHANCE

Project Description

The purpose of the OK-ENHANCE project was to support clients' ability to be safe in their environments through the implementation of strategic updates and expansions to the Vulnerable Adult Documentation Application (VADA), the adult protective services (APS) case information system application. To meet the project goals, five objectives were established for the OK-ENHANCE project. The five objectives were to:

1. Increase the information about the outcomes of individuals served by APS.
2. Expand data collection on clients' and perpetrators' characteristics.
3. Improve information on services provided by and referred to by APS.
4. Increase information about changes that occur between the opening of a case and its closing as the result of APS intervention.
5. Upgrade Oklahoma's data collections efforts to be consistent with the National Adult Maltreatment Reporting System (NAMRS) national effort.

Accomplishments

- Additional data collection points were added to VADA, which gives APS a more complete picture of the clients served, the services needed, and the services available to clients. With the new data collected, APS can determine service outcomes of vulnerable adults by more clearly defining the actual needs of clients.
- Everything collected regarding vulnerable adults is also collected on alleged perpetrators. Understanding the characteristics of both the vulnerable adult and the alleged perpetrator provides a more complete picture of the context of how abuse, neglect, and exploitation happen.
- APS updated the assessment used to evaluate the clients' risks, needs, and capacity, creating a one-page version that allowed field staff to better manage their time. The change allows for faster and more accurate data gathering based on needs and services as they arise.
- Following the life of the case, the need for a new report was demonstrated after determining any needed changes to the service plan and capturing life changes for the vulnerable adult. Documenting the interaction between the vulnerable adult and alleged perpetrator at the time of the case closure allows APS to monitor living situations and changes in status of the vulnerable adult and/or the alleged perpetrator through the entire of the case.
- Oklahoma upgraded its data collection system to be consistent with the NAMRS national effort, and to collect additional information including Native American tribal breakdowns and numerous other informative categories of information.

Challenges

None identified.

Products/Processes Developed

The OK-ENHANCE project resulted in several important products, changes to processes, and increased understanding of program outcomes.

- VADA was enhanced to include updated and new data fields and to interface with NAMRS.
- APS workers have a one-page assessment tool to assist with identifying service needs.
- An outcome and process evaluation was completed using a 28-question pre and post-project survey to determine the effectiveness of the grant project.
- A number of lessons learned that can be shared with other agencies interested in similar projects were produced as a result of the project. Oklahoma learned:
 - The importance of working comprehensively with the federally recognized native nations and tribes
 - The significance of being able to determine client outcomes through specific, enhanced service plans and more accurate reporting of services in NAMRS
 - Efficient processes pertaining to documentation of field work allowed for more effective case tracking and meaningful audits. APS was able to identify documentary trends that led to the development of a series of precise training exercises for staff.
- The upgrades have allowed APS to have a more complete understanding of recidivism as it pertains to service delivery and verification.

Evaluation Findings

There were not significant differences in most of the scores from 2016 when compared to 2018. In fact, many areas saw a decline in performance. APS has seen a significant reduction in the number of field staff from 2016 to 2018. There are less experienced workers in the field in 2018 compared to 2016. The burden of more work across fewer staff may help explain the lack of improvement and decline in some areas. Additionally, there was a delay in deployment of the final enhancements to the VADA system. Staff did not have adequate time to utilize the improved case system prior to completing the post survey. Lack of familiarity with the enhanced program could have negatively impacted survey responses.

While the survey responses did not see across-the-board improvement, there were a number of important advancements accomplished by the OK-ENHANCE project. First, APS is now able to capture data on alleged perpetrators. Second, as a result of capturing information on alleged perpetrators, APS is able to better understand the dynamic between vulnerable adult and alleged perpetrator. Third, APS is better able to recognize the service needs of clients. Fourth, APS has been able to improve practice as a result of the project. And, finally, APS has significantly improved its ability to report information to NAMRS.

Evaluation Source

Internal

Publication Citations (if applicable)

None



Pennsylvania

Project Title: State Grants to Enhance Protective Services

Project Description

The primary purpose of this project was to address necessary changes to the protective services program in addition to introducing new tools and practices that standardize the Commonwealth of Pennsylvania's response to elder abuse. The main objectives of this grant included:

1. A post investigation risk assessment tool to identify risks.
2. Providing protective service investigators with education on topics including risk identification and mitigation.
3. Developing and implementing a post-intervention consumer survey used to measure program effectiveness.
4. Upgrading the aging network's current reporting system.

Accomplishments

- Following research and a literature review, the initial objective of creating a risk assessment tool to inform, support, and assess the need for intervention was changed to identifying risks that were already being documented and using those factors to prompt development of a comprehensive service plan. A risk assessment tool was developed within the Investigation, Summary, and Assessment form. The Investigation, Summary, and Assessment form was later separated into two forms (investigation and a new protective services assessment). The risk assessment was included in the protective services assessment form which is used once a case is substantiated and an assessment is done to determine needs. The tool had not yet been implemented at the conclusion of the grant period. As a result of an intake categorization study also completed as part of this objective, the entire intake curriculum was redesigned.
- Pennsylvania Department of Aging (PDA) was able to develop and incorporate training material created through the National Adult Protective Services Association into Pennsylvania's basic investigative training curriculum. This enhancement revealed the need to also evaluate retention of information provided.
- To evaluate program effectiveness, a satisfaction survey to elicit direct input from older adults receiving protective services was developed and piloted.
- PDA contracted with a qualified individual to work on the basic architectural logic and writing of the system update for the archaic and obsolete reporting application. The system was successfully updated and deployed as a browser-based application in order to allow all PDA staff to access reports remotely in the field at any time using VPN connections. The new viewer also allows for the reports to be run at any time, for any parameters, and no longer uses the Metrics and Analytics division within PDA to run the reports. XML Validation software was procured after the extension request in September of 2017. This software is being used to validate the XML files prior to uploading them into the National Adult Maltreatment Reporting System.

Challenges

- **Meeting Deadlines:** PDA experienced a state budget impasse at the inception of this grant which caused significant delay in the initial work plan. One of the designated project leads for the grant was no longer employed with PDA resulting in the responsibilities being assigned to a new lead who had not been previously involved with this grant. The transition led to some project management oversight delays until the new lead became familiar with the grant assignments.
- **Restrictions in Database:** The system is not capable of restricting investigators from bypassing the risk mitigation prompts presented to them at the end of the investigation, or independently developing a proposed service plan based strictly on the identified needs documented during the investigation.
- **Unexpected Categorization Survey Results:** A significant amount of time was spent supplementing objectives 1 and 2 with the findings from the categorization survey results. PDA did not intend to adapt changes to the intake curriculum into the final grant products, but inconsistency throughout the network added an unanticipated urgency to address this area.
- **Revised Measurable Outcomes:** A few of the outcomes of the grant differ slightly from those listed in the grant proposal. The outcomes did not provide data essential to developing a final product for this grant; however, the data and findings gathered significantly propelled PDA in successfully improving the protective services program.
- **Development of Risk Assessment Tool:** The structure and logic supporting the risk assessment tool was very difficult to develop and pilot in an effort to confirm validity and reliability. A significant amount of time was spent meeting and discussing the risk factors, structure, and limitations of the data collected. Of all of the deliverables, this tool took the most time to develop and finalize.

Products/Processes Developed

- Survey of Quality; Survey Pilot Program Report; Survey Results
- Training application; Pilot report
- Vulnerability assessment tool, instructions, tracking tools; Vulnerability assessment tool findings report
- Revised Intake Training Curriculum: Reference Guide, Modules, Reading Assignments
- Intake Categorization Study (concept paper)
- Revised Report of Need form draft; Draft Revised Report of Need instructions
- Revised Investigation Form draft; Draft Revised Investigation instructions
- New Assessment form draft; Draft Assessment instructions
- Risk Assessment/Mitigation Training; Risk Assessment exercise; Social Isolation Module
- Literature Review
- Assessment Care Planning Tool
- Social Isolation data- Report of Need changes; Current Report of Need w/Social Isolation (5/1/18 implementation)

Evaluation Findings

Not Noted

Evaluation Component

Not Applicable

Publication Citations (if applicable)

None



Project Title: Compliant Case Management System National Adult Maltreatment Reporting System

Project Description

The goals and objectives outlined in the Administration for Community Living (ACL) grant were to develop and demonstrate a National Adult Maltreatment Reporting System (NAMRS)-compliant case management system that is more efficient than the previous system; that provides online access to qualified, community-based providers; and uses a standard, electronic report and a standard investigation process.

Accomplishments

The Virginia Department for Aging and Rehabilitation Services (DARS) integrated adult protective services (APS) case management functionality into the No Wrong Door (NWD) System already in operation in Virginia. After development, DARS successfully test piloted the software with four local departments of social services. As system design was considered, DARS performed a gap analysis of the current APS data collecting requirements against NAMRS. As a result, many new data elements or field values were added to the case management system to align it with the NAMRS.

Challenges

Data sharing of client level data across providers (APS and NWD partner agencies) while simultaneously adhering to the privacy rules for APS data presented the first difficulty. This task took much time and effort in planning to find common ground that met the requirements. The second challenge involved stakeholders' fear of change as communicated by some users in the pilot survey results and other partner agencies. DARS addressed this through increased written communications and staff contact to support case management system users.

Products/Processes Developed

Integrated NWD/APS case management system

Evaluation Findings

The outcomes from this initiative positioned DARS to make the switch from the outdated APS case management system to an integrated system of NWD and APS. When deployed, the system enabled coordinated referrals across all partner agencies NWD and APS. The new APS case management system has demonstrated proof of concept by piloting successfully. NAMRS standards where possible were incorporated into the NWD/APS case management system.

Evaluation Source

Internal

Publication Citations (if applicable)

None



Washington

Project Title: Washington State Enhanced Adult Protective Services

Project Description

The Administration for Community Living-funded project provided Washington with another avenue in which to improve the lives of the state's vulnerable adult population by evaluating service delivery to the vulnerable adult and the system response to the identified needs of this population. Adult protective services (APS) continually assesses how services are offered through an established quality assurance process. Through this grant the state successfully established and expanded APS requirements and processes for conducting After Event Reviews) of vulnerable adult fatalities, near fatalities, and major incidents.

Accomplishments

- **Outcome One:** Improvement and expansion of Tracking Incidents of Vulnerable Adults (TIVA) and data collecting ability to align and interface with the NAMRS:
 - APS uses TIVA for tracking both intake and investigations. This information reporting system is a direct link from report to investigator and to third parties.
 - IT staff completed an interface with the NAMRS.
- **Outcome Two:** Creation of a process for fatality, near fatality, and major incident reviews.
 - The fatality review program manager created a process and instructional document titled Facilitator Process for Vulnerable Adult After Event Reviews which detailed the background, criteria, assignment methods, After Event Review case staffing, timelines and definitions of the After Event Review process.
- The fatality review program manager also created the After Event Reviews Adult Protective Services User Instructions Manual which gives the user a step-by-step overview of how to create a fatality, near fatality, or major incident review in the After Event Review application.
- **Outcome Three:** Development and Implementation of updated revised Fatality and Near Fatality Policies and Procedures:
 - Completed and implemented improved and new policy regarding fatality reviews as well as newly established policy concerning near fatalities.
 - Although major incident reviews were not a part of the statute, the agency chose to include major incidents in the updated policy.

- **Outcome Four:** Creation of an After Events Review application:
 - APS coordinated and worked with IT staff on system development of an application and also researched and reviewed other states' best practices and policies with vulnerable adult and child fatalities and near fatalities.
 - The result was a software application named the After Event Review Tool that would track fatalities, near fatalities and major incidents. This application was designed, tested, and implemented for use in January 2017.
- **Outcome Five:** Provision of statewide training of APS staff on the updated/revised policies and procedures leading to improvement in staff skills and capabilities:
 - As part of the updated/revised policies and procedures, training was developed and conducted for all APS investigators statewide.
 - A survey was given to staff prior to and after the training in order to evaluate knowledge and learning pre- and-post survey. The post-training survey results were very encouraging.
- **Outcome Six:** Identification of trends captured with the After Event Review application:
 - Because the After Event Review application was not launched until January 2017, there was not a full year of 2016 data to fully analyze and identify trends.
 - Eighteen cases from calendar year 2016 met the new statutory criteria for fatality reviews. These reviews provided some information regarding next steps and the possibility of trends, albeit small, given the number of reviews.

Challenges

- There was some frustration while waiting on responses from other states concerning their fatality review policies. Follow-up emails and phone calls helped but not all inquiries for information were successful.
- Stakeholder groups came to the table with varying ideas, viewpoints, and expectations of what a fatality review was, what the process should look like, and how reviewing an incident would help.
- The mechanics of development and testing the application software proved to be another issue; the goal was to remain focused on the provision of improved outcomes and increase our understanding of trends to the vulnerable adult population.
- With a year of program development, the remaining year (of a two-year grant period) was left for evidence collection. The challenge this presents is the lack of concrete data for initial reporting. Our successful outcomes at this point are more about the measure of policy, tools, and training. Of the data collected up to this point, it appears our policy, tools, and training are working effectively.
- Toward the end of this grant, the original program manager left employment and a new program manager was hired and continued to administer the grant requirements with only minor assistance. The change in staff demonstrated the newly created application, process, and instructions were effective and transferable to any user.

Products/Processes Developed

When appropriate, the APS investigator now utilizes a new After Event Review Fatality Review form which is part of the improved process to track fatalities and near fatalities.

The project also established the continuation of a dedicated fatality review program manager who conducts the reviews of cases, so it creates consistency for the reviews.

The After Event Review application with its audit review process will continue past the life of the grant. As data begins to accumulate within the system, reports will be built for extraction of specific information out of the system.

There were several media platforms that were developed or used to promote communication and distribution of information regarding the improved fatality/near fatality After Event Review process. All of these were provided/distributed either in person, online, or electronically.

Evaluation Findings

A pre/post-test was developed to test staff's knowledge of the fatality and near fatality review process prior to training compared to after training. The pre/post-test measured knowledge on the following topics: Fatality Reviews, Revised Code of Washington 74.34.300, near fatality policy criteria, Mandatory Reporting - Revised Code of Washington 74.34.035. The results from the survey indicated staff statewide knew very little about the fatality/near fatality review process prior to the training. Information obtained from the post-survey after the training showed significant improvement in knowledge of the fatality review process.

Evaluation Source

Internal

Publication Citations (if applicable)

None



Arizona

Project Title: Strengthening Objective Decision-Making

Project Description

Overall Goal: To develop and implement tools to better identify and serve vulnerable adults who are unsafe and at high risk for future maltreatment or unable to meet their own individualized needs. In Arizona, vulnerable adults are those individuals who are 18 years of age or older who are unable to protect themselves due to mental and/or physical impairments, and adults who are incapacitated.

Accomplishments

- Improved information collection at Central Intake Unit (CIU) regarding alleged abuse, neglect (self-neglect), and exploitation of vulnerable adults which was achieved by creating the *CIU Intake Tool*.
- Improved analysis of information collected at CIU to better assess criteria necessary to open an Arizona adult protective services (APS) investigation and to improve consistency of assignment of the initial face-to-face response time which was achieved by developing the *CIU Guided Decision-Making Tool*.
- Improved analysis of information collected by Arizona APS investigators to assess safety and level of risk which was achieved by developing and implementing the *Structured Decision Making (SDM) Safety and Risk Assessment* tools, including the *Safety Evaluation Plan*.

Challenges

- Arizona APS contracted with a local vendor to complete a pre-implementation case record review of reports and investigation cases. The initial report provided by the vendor did not meet the program's requirements. The revised report, which was submitted two months after the due date, also did not meet requirements. Several weeks were spent re-negotiating and eventually, Arizona APS opted to terminate the contract which resulted in delays to development and implementation.
- The timelines initially established for providing the National Council on Crime & Delinquency (NCCD, now known as Evident Change) with the data needed to support the development of the safety and risk assessments tools were too ambitious and did not accurately anticipate the length of time it would take. To ensure appropriate protections of the confidentiality of vulnerable adults, the review process at both Department of Economic Security and NCCD was extensive. This caused significant delays in securing a data sharing agreement with NCCD, which had to be in place before work on the tools could begin.
- Arizona did not realize enhancements to the existing data system (AZAPSS) to store data from the new tools would not be feasible until after the tools had already been developed. They had to research and identify a different system to store data. This added layer of planning, implementation, and training to the project plan.

Products/Processes Developed

Documents to support internal and external stakeholder communication activities:

- Focus Group Guides
- APS Governance Structure
- Communication Plan Summary
- Newsletter

Tools:

- CIU Intake Tool
- CIU Guided Decision-Making Tool
- SDM Safety and Risk Assessment Tools
- Safety Evaluation Plan

Corresponding policies, procedures, and training materials to support implementation of the new tools:

- CIU Policy and Procedures Manual
- Arizona APS Investigation Policy and Procedure Manual
- Arizona APS Training Curriculum for SDM Safety and Risk Assessment Tools

Procedures implemented to sustain the outcomes:

- Weekly CIU quality assurance (QA) reviews and monthly Investigation QA reviews
- Coaching and Sustainability Plans (a continuous improvement process consisting of conducting QA reviews and sharing the results with leadership/supervisors to support staff coaching) for both CIU and Investigations staffs

Evaluation Findings

A comparison of the pre- and post-implementation reviews indicated a slight decrease in Central Intake Unit scores in four out of five questions as well as the overall score.

- Overall, 98% of pre-implementation questions were accurately assessed by the customer service representative.
- Overall, 94% of post-implementation questions were accurately assessed by the customer service representative. Four out of five categories reviewed showed a decrease in how well the human services specialist accurately determined safety threats, appropriately addressed safety threats, reassessed any new safety threat, and accurately completed the risk assessment.
- Overall, 79% of pre-implementation questions were accurately assessed by a human service specialist.
- Overall, 70% of post-implementation questions were accurately assessed by a human service specialist.

The initial review of pre- and post-implementation Central Intake Unit results did not show a marked improvement in the scores, there are now updated policies and desk aides to guide the customer service representatives to accurately assess information reported to the Central Intake Unit. The Adult Protective Services program now has the *CIU Guided Decision Making Tool* with corresponding policies and procedures that were not in place before. A policy specialist position has been added to develop new policy specifically for the Central Intake Unit. A training position has also been developed and filled to provide ongoing mentoring and coaching for Human Services Unit supervisors and customer service representatives for updates to policy and procedure on the *Arizona Guided Decision Making Tool*.

Prior to the implementation of the *Structured Decision Making Safety and Risk Assessment Tools*, there were no policies or procedures to guide the human services specialist to assess for safety and there was no definition of "safety." Current policy and procedures provide definitions and guidelines that were previously missing. The implementation of *Structured Decision Making Safety and Risk Assessment Tools* guides the human services specialist to accurately determine the level of risk, which is scored as low, moderate, and high. A risk level matrix and the results of the safety assessment provide guidance to the investigator.

Adult protective services should see improved consistency in inter-rater reliability with continued use of the *CIU Guided Decision Making Tool* by the customer service representatives and Human Services Unit supervisors. Additional trainings will help ensure that all customer service representatives understand how to use the *CIU Guided Decision Making Tool* correctly. Questions or areas of concern that arise from the quality assurance reviews will identify potential policy gaps to be clarified.

Adult protective services should see improved consistency in inter-rater reliability with continued use of the *Structured Decision Making Safety and Risk Assessment Tools* and the accompanying policy and procedures by the human services specialists. Human services specialists have been submitting questions to clarify the policy and definition of terms as they have become more familiar with the *Structured Decision Making Safety and Risk Assessment Tools*. Additional training for human services specialists will ensure that any questions or areas that need clarification either in *Structured Decision Making Safety and Risk Assessment Tools* or in policy can be answered and addressed.

The quality assurance team will complete on-going case reviews and use these results to guide the development of training, coaching, and policy clarifications.

Evaluation Source

Internal

Publication Citations (if applicable)

None



California

Project Title: California APS Data Enhancement Project (CADEP)

Project Description

The goal of this project was to develop methods for collecting key data elements to support submission of National Adult Maltreatment Reporting System (NAMRS) case components.

Accomplishments

The CADEP team expanded the SOC 242 [the data collection form that each county must send to the California Department of Social Services (CDSS) once a month to show their statistics] to include almost all of the key component data requested by NAMRS.

Other team accomplishments included:

- Using the comments and questions to develop a “Frequently Asked Questions” document that addressed all the questions that were received.
- Working with internal IT staff to develop the instructions and validation rules for the SOC 242 form.
- Developing a training to be delivered as a webinar to all APS workers describing the changes in the SOC 242 and the new definitions and the rationale for the changes.
- Developing criteria for selecting counties without a data system to apply for funding for the establishment of a software system to record NAMRS data.
- Developing a mechanism for the nine small counties that did not have a case management system to bill CDSS for the establishment of such a mechanism (eight counties took advantage of this opportunity).
- Interviewing IT vendors in early 2018 to gather potential options for a statewide case-level data system.
- Creating a comparison table and listing the possible options for building a statewide system with each option’s corresponding components cost, advantages, and disadvantages.
- Creating an online survey to capture counties’ attitude towards each option for a statewide data system based on findings from the IT vendor interviews; 57 out of 58 counties responded to the online survey. Of the survey entries, 26 respondents expressed willingness to speak with the state further.
- Funding eight counties to implement a software mechanism to collect NAMRS data before Aug. 30, 2018.
- At the time of the final report, the state was in the process of summarizing the 25 interviews with county APS. Coding and summarizing of 50% of the information had been done with a final expected date of completion of Dec. 31, 2018.

Challenges

- Because the state was not paying for the updates to each county's case management system to match the SOC 242 revisions, the CADEP team had to be careful to get full agreement from all stakeholders for all changes.
- Counties did not always provide their responses/comments in a timely manner, and task due dates often had to be pushed back to accommodate late responses. However, per the problem referenced above, late comments had to be allowed to get the necessary stakeholder agreements.
- Complicated contracting process between CDSS and subcontractor University of California San Francisco prevents further funding to flow through and the possibility of a no-cost extension.

Products/Processes Developed

- Revised SOC 242
- Frequently Asked Questions document
- Training webinar

Evaluation Findings

IT vendors recommended five options for a statewide client-level data system: (1) CDSS-built case management system, (2) selection on an existing vendor case management system, (3) data warehouse, (4) data warehouse plus data bridges, and (5) robotic process automation.

The majority of counties were supportive of developing a statewide client-level data system; however, consensus had not been reached in which option works best for California. Some counties favored an existing vendor case management system, while others preferred a data warehouse. Fewer counties supported a CDSS-build case management system, and most counties recognized that data warehouse plus data bridges is too expensive. Counties had reservations about the robotic process automation because it is a new technology.

Evaluation Source

Internal

Publication Citations (if applicable)

None



Delaware

Project Title: State Grants to Enhance Adult Protective Services

Project Description

The goal was to review and improve the capacity of Delaware's statewide adult protective services (APS) system with a new data collection and tracking solution and staff training.

Accomplishments

The following project objectives were successfully completed:

- Purchase of APS software (commercial off the shelf system).
- Review Aging and Disability Resource Center call protocols.
- Collect and analyze selected data fields.
- Develop memorandum of understanding between Department of Health and Social Services (DHSS) and Delaware Division of Services for Aging and Adults with Physical Disabilities (DSAAPD) about APS management and support.
- Attend and support relevant meetings in Delaware, such as the Senior Protection Initiative and others.

Challenges

APS struggled with gathering reliable and valid data once the APS system was implemented. Staff have brought up questions related to how to gather data from victims and witnesses in an appropriate way and one that will yield the data needed to report on, particularly for the National Adult Maltreatment Reporting System reports. DSAAPD has contracted with an organization to provide technical assistance to improve all DSAAPD community services, including APS. Reliable data collection was identified as a challenge to be addressed through this contract.

APS also had a continuous challenge of maintenance issues with the APS system. The system, though customizable, had continued technical issues that could not be resolved internally through DSAAPD's IT unit. This caused a delay in having the issue resolved. DSAAPD has a process in place to alert the system developer in a timely way to ensure that these issues are resolved quickly.

Products/Processes Developed

Through the implementation of a new case management system, DSAAPD is making more well-informed policy decisions related to elder justice and is able to advocate on behalf of alleged victims in a more thoughtful manner.

Delaware is focused on accommodating the population affected by elder justice issues, and several supports and services have been developed and/or expanded. DSAAPD, as well as the state aging network, is helping people efficiently access the help they need.

APS distributed give-away items to elder care resource centers, faith-based groups, libraries and law enforcement agencies statewide. In addition, APS updated its informational brochure and put ads in several publications, including a statewide newspaper.

Evaluation Findings

DSAAPD sought through this grant to generate useful data for decision making, investigations, and public education; intervene and prevent future victimization of APS clients; assist with police investigations; connect clients with needed services; protect victims' finances; promote the importance of recognizing and reporting possible abuse, neglect, and exploitation; and improve APS internal procedures for efficiency. DSAAPD tracked the outcomes of this grant using a work plan and regular grant meetings with internal stakeholders. All objectives were completed.

Evaluation Source

Internal

Publication Citations (if applicable)

None



Hawaii

Project Title: Hawaii Adult Protective Services QA and Data Project

Project Description

The purpose of Hawaii Department of Human Services, Adult Protective and Community Services Branch's (APCS) project was to initiate a quality assurance (QA) process to identify the completion of conducted investigations, add new computer data to identify victim information and case processing, and participation with the National Adult Maltreatment Reporting System (NAMRS). The focus of the project was to enhance the APS investigations and victim services with a quality assurance process to ensure timely and complete investigations of all reported cases in the State of Hawaii.

Accomplishments

The measurable outcomes and performance indicators for the project activities are as follows:

- Thorough investigations consistent with APCS procedures. Percentage of completed cases as measured by abuse specific QA tools incorporating critical APCS benchmark procedures and events.
- Reduce the number of repeat APCS referrals. Lowered number of repeat referrals as collected in the computerized, SHAKA (a stylized name taken from the traditional Hawaiian hand sign) referral service screens of prior referred services and outcomes.
- Participation and transmission of Hawaii equivalent data in all three NAMRS data components: Agency, Key Indicators, and Case.
- Improve appropriate APCS identification of investigative versus support services referrals with a rating system of risks and investigation versus support services and intervention needs. Faster and/or more complete case completion as measured with the abuse specific QA tool.
- Ensure progress of APCS cases through the investigative process with a visual/audio alert tool in the SHAKA system. Faster and/or more complete case completion as measured with the abuse specific QA tool.

Challenges

One of the challenges at the beginning of the QA project was that the state’s existing computer system was very antiquated with no word processing capabilities and it “timed out” if entries were not inputted within several minutes.

Fiscal accounting of grant funds, invoicing of grant expenditures, and limited contractual assistance (due to changes in staff or lack of staff altogether) were constant challenges throughout the grant.

Another challenge was the inability to create single-point entries from the SHAKA computer system into the required computer system.

Products/Processes Developed

The products resulting from the project include a QA case review tool, a data system that incorporates new NAMRS data, a victim information and case intervention assessment tool, a new computerized victim and case processing method on the Department of Human Service’s web portal, SHAKA, staff training curricula, and case processing changes to improve case investigations and outcomes.

On Sept. 17, 2019, Hawaii APS presented on the grant’s QA efforts in an Adult Protective Services Technical Assistance Resource Center (APS TARC) webinar entitled, “[Promising Practices Spotlight Series: Quality Assurance in Hawaii.](#)”

Evaluation Findings

This project has made a tremendous positive impact on Hawaii’s APCS program. From incorporating a QA review process and a computerized case review system, to initiating ongoing real-time user-friendly computer trainings, a collective shift in attitude of protective case progress has occurred by using informational technology and digital resources.

Evaluation Component

Internal

Publication Citations (if applicable)

None



Idaho

Project Title: Idaho Adult Protection System Modification and Enhancements

Project Description

The Idaho Commission on Aging's (ICOA) project goal is to improve the interactions and outcomes for individuals served by the Idaho Adult Protection Services (APS) and accurately document the outcomes consistently with national data collection efforts. The project objectives for this grant were developed with a focus to address the largest shortcomings of the Idaho Adult Protection System (IAPS) and the need to build, maintain, and sustain a standardized, statewide APS training program for minimal costs.

Accomplishments

- ICOA, working with a contracted vendor/developer, completed modifications and enhancements of the GetCare-APS module to substantially support consistency with the National Adult Maltreatment Reporting System (NAMRS) including the collection of client and perpetrator demographic characteristics. The cutover from the IAPS to the enhanced system, GetCare-APS, was successfully implemented statewide on June 20, 2018.
- To better collect and track demographic information, modifications were made to the GetCare-APS to specifically meet the needs of Idaho APS. The Idaho GetCare-APS has the capacity to produce ad-hoc reports by virtue of the individual characteristics of the victim and perpetrator. Enhancements to the system include a secure online reporting system to allow mandated reporters and financial institutions to provide reports of maltreatment against vulnerable adults and allow for effective cross checks through casefiles. Cross checks will identify recurring problems associated to a single victim, multiple victims, and perpetrators to improve program design, management, service delivery, and help target training and education for prevention services. In addition, a tool was developed with export functionality that generates the NAMRS required XML file necessary for NAMRS Case Component reporting.
- The ICOA worked to develop a centrally run formal APS training program to advance staff workforce skills and knowledge. Based on a survey of APS staff to prioritize training needs within the state, ICOA built a training program using existing national training materials, and Idaho-specific materials that incorporate the core APS competencies of the National Adult Protective Services Association into Idaho's APS program.
- ICOA has substantially advanced the access to standardized, Idaho APS Foundational Training and resources through enhancements to the [ICOA website](#). The website now supports a dedicated landing page for the newly developed [Adult Protection Services: Foundational Training](#). The ICOA website also provides for a dedicated Stay Safe landing page which houses APS Information, Quick Tips, Resources, access to the APS Online Reporting tool, and the Idaho Aging Education Gateway.

Challenges

Team members discovered that the technical solution to connect GetCare-APS vendor to the existing APS data management solution would be too complex and less than ideal in meeting the essential technical specifications necessary to reach the identified goal of this grant. The ICOA implemented a sole source contract with the vendor responsible for the GetCare-Information and Assistance (I&A) module to develop the GetCare-APS module that was compatible with the existing I&A and Ombudsman (OMB) information system. This assured ICOA of meeting each of the project goals and supported bidirectional communication between all systems, I&A, OMB, and APS.

ICOA was tasked to ensure a clean flow of common demographic data points between the two programs while making sure to maintain the integrity of differing demographic data points for reporting to the National Adult Maltreatment Reporting System (NAMRS) and the National Aging Programs Information System (NAPIS). To address this, GetCare-APS devised a discrete field for sexual orientation which allows for the granular data points to be captured. The established data points for GetCare-I&A remain as they are required for NAPIS data collection.

Because APS staff in Idaho are not required to possess a social work license, incoming APS staff have varying skills. It became evident the ICOA needed to explore and define the skillset necessary to work in APS. It was decided to incorporate a skills-based approach to some of the courses in the APS Program of Study.

ICOA discovered that the San Diego University School of Social Work, Academy for Professional Excellence- free MASTER training materials were very California-centric and required considerable effort and time to make relevant for Idaho. The ICOA established a contract with Boise State University and used the San Diego University School of Social Work, Academy for Professional Excellence-free MASTER training materials to develop content for a fundamentals-based APS training program.

Products/Processes Developed

- A NAMRS-compliant XML export document, containing Idaho's statewide APS data to provide NAMRS reporting at a Case Component level.
- Idaho APS can now produce reports with data regarding the demographic characteristics of victims and perpetrators. This information has been shared with APS staff statewide to assist them in the development of community-based outreach and targeted interventions.
- State-level management is now able to analyze its APS population. This information will be used to develop and implement best-informed interventions to reduce neglect, abuse, and exploitation statewide.
- State-level management is now using the enhanced APS reporting capability to access and disseminate information to the Idaho legislature and to provide accurate, detailed reports of Idaho APS to the governor of Idaho.
- Idaho APS now collects increased information on alleged perpetrators and victims utilizing discrete fields. Having access to information allows state-level management to run reports for the Idaho Department of Health and Welfare's Criminal History Unit which are used in a cross-check system to support accuracy in caregiver background checks.
- GetCare-APS ad-hoc reporting capability has provided new data sets for the ICOA to analyze. This information will assist ICOA in designing effective interventions for targeted populations in rural, isolated areas of Idaho and to set baselines for evaluation measurements of statewide APS services.
- The Idaho Commission on Aging website is now substantially upgraded to a more user friendly, eye appealing, resource heavy format.

- For the first time ever, Idaho APS has an online reporting tool with 24/7 access. This tool is made available for mandated reporters and financial institutions to make reports of abuse, neglect, exploitation, and self-neglect concerning vulnerable adults who reside in Idaho.
- The implementation of standardized statewide APS training will enhance the effectiveness and support to the APS program and workforce as the state continues development of a comprehensive APS program and improved reporting efforts of data through NAMRS. The Idaho APS foundational training was developed within the timeframe set by the grant and was scheduled for implementation as follows by March 2020.

Evaluation Findings

ICOA has increased the number of collected demographic elements for victims and perpetrators by over 700%. These detailed characteristics allow for a more comprehensive view of victim and perpetrator profiles and will facilitate/validate modifications to the current program delivery model and public education/community outreach efforts.

By aligning APS data collection with the NAMRS data specifications and definitions, ICOA now has a consistent and accurate accounting of services provided by APS and a comprehensive list of service referral categories. The addition of these elements allows a better understanding of the workload on APS and trends in service referrals/needs.

As a result of work conducted through this grant ICOA has successfully developed Idaho APS Foundational Training that includes 15 core and one supervisory training module.

Evaluation Source

Internal

Publication Citations (if applicable)

None



Maryland

Project Title: Maryland Adult Protective Services Program Enhancement Project

Project Description

The purpose of this project was to promote the safety and well-being of vulnerable adults across the state and contribute to national data collection efforts. The objectives of this project were to improve the outcomes of vulnerable adults by (1) adapting and implementing a comprehensive adult protective services (APS) assessment tool, and (2) developing a web-based APS case management information system.

Accomplishments

APS Assessment Tool Instrument:

- **Outcome 1:** Standardization of APS assessment across the state of Maryland
- **Outcome 2:** Identification of preliminary associations between risk/actors and client outcomes
- **Outcome 3:** Reported relevance, buy-in, and ease of use by APS front line staff
- **Outcome 4:** Development of training curriculum and identification of best practices for implementation

The state produced a reliable, valid, and feasible assessment tool that examines 75 items across eight domains of potential risk. Response options include no risk, minor risk, moderate risk, severe risk, and unable to assess.

Adult Services Data and Case Management System:

- **Outcome 1:** Development and implementation of the Adult Services Data and Case Management System
- **Outcome 2:** Standardization of data collection, assessments, and reporting

Maryland THINK, a statewide human services technology platform developed an integrated data and case management system, Child, Juvenile and Adult Management System (CJAMS). This cloud-based, mobile technology platform incorporates current adult services practice, assessments (including the new Maryland APS Assessment Tool developed as part of this grant), financial, and vendor management.

At the time of the final report writing, Maryland THINK-CJAMS was in the final development, pre-implementation stage for adult services, and being prepared for user acceptance testing. The state was preparing for all-staff training and staff readiness in regard to go-live (anticipated to occur early 2020). After statewide training and implementation of the new information system for the APS/adult services program, the department will, by 2022, possess the ability to report more data elements on adult maltreatment as identified for the National Adult Maltreatment Reporting System.

Challenges

Maryland APS Assessment Tool: There were several challenges experienced in the development and implementation phases of this project, largely due to departmental leadership and personnel changes during the course of the grant. One challenge included clarity around the purpose and outcome of the tool. After careful review of the objectives and projected work plan, the project returned to its agreed-upon plan and implementation schedule. The department met with the appropriate internal staff, and with the assistance of the Administration for Community Living program officer, was able to complete some final grant activities. The impact of this setback continues, and the department extended a final evaluation beyond the term and cost of this grant.

Adult Services Data and Case Management System - CJAMS: At the time of the final report writing, Maryland's first-in-the-nation integrated data and case management system was still a work in progress. This included the adult services component. This process moved a practice based on paper forms — in some ways disjointed in regard to a statewide universal business plan — to a cloud-based mobile system, universal across the state. Using an Agile process, the department was able to identify functional requirements and build a product for which there was no template. Beyond the technical challenges, the department was working hard to ensure staff readiness would not hamper the success of the new system, being sure to invest in human capital through readiness activities and developing adequate system training.

Products/Processes Developed

- APS Assessment Tool Instrument
- In-person training for all APS staff for the APS Assessment Tool (Offered prior to statewide implementation)
- An asynchronous webinar to ensure that all new staff receives training on the tool immediately following onboarding
- Adult Services Data and Case Management System – CJAMS

Evaluation Findings

The department collected and analyzed quantitative data for a preliminary assessment of the tool's reliability and validity, and qualitative data for assessment of its feasibility. Over a three-month period in the winter of 2018, eight local Departments of Social Services used the pilot assessment tool to conduct 462 APS investigations. Eight factors in eight domains of the assessment tool were evaluated to be statistically fit. Cronbach's alpha assessment of internal consistency was determined for each of the factors and as a total score to assess reliability. The internal consistency coefficients for each of the factors and the total scale score are satisfactory estimates of reliability.

Following the pilot period, two focus groups were conducted: one for APS supervisors, and one for APS investigators. The overwhelming majority of focus group participants indicated that the new assessment tool improves their ability to assess risk for elder abuse, neglect, and exploitation. Furthermore, they noted that the new tool helped them to better engage with clients. For next steps, the plan was to collect feedback from APS supervisors and investigators across the state of Maryland, who have been using the new tool for all investigations since June 2019.

Evaluation Source

Internal

Publication Citations (if applicable)

None



Massachusetts (Office of Elderly Affairs)

Project Title: State Grants to Enhance Adult Protective Services

Project Description

The purpose of this project was to address the need for standardized training for the protective services workforce in Massachusetts. Under this grant, the Executive Office of Elder Affairs (EOEA) was able to design and implement training in two major areas: Training on Investigations in Adult Protective Services, and the use of the Interview for Decisional Abilities (IDA), developed by Weill Cornell Medical College, to assess decisional capacity.

Accomplishments

Improve the overall knowledge, skills, and abilities of protective services workers by revising, updating, and standardizing a statewide training program. Activities included:

- Determining the training needs of the adult protective services (APS) workforce. The EOEA training team took a multifaceted approach to assess the most significant needs for training among the protective services workforce.
- Reviewing available protective services training materials: The team reviewed training programs used by other states as well as the MASTER program (now called Adult Protective Service Workforce Innovations) housed at San Diego State University, which offered the most comprehensive information about the concepts of APS.
- Designing the training modules. The team decided to adapt several MASTER modules by incorporating many Massachusetts-specific regulations and procedures.
- Implementing Massachusetts regulatory changes in 2017. Given the extensive work put into the Final National Voluntary Consensus Guidelines for State Adult Protective Services Systems released by Administration for Community Living, EOEA wanted to incorporate the recommendations into the revised regulations and educate the protective services workforce about the new regulatory requirements.
- Revising and approving the curriculum. Five individuals (two program directors and three protective services supervisors) volunteered to participate on the Curriculum Advisory Committee.
- Piloting the core curriculum. All participants were given the pre-test before the start of each training module and the post-test immediately upon completion of the session. In addition, the EOEA team had a discussion with the participants at the end of each day of training.

- Hiring and training master trainers: EOEA recruited master trainers for the core curriculum from within the protective services workforce. Candidates for the trainer positions had to have at least three years of experience as a protective services worker. Prior training experience was preferred but not required.
- Implementing the training. The new training curriculum was launched on Sept. 11, 2018, and ended on June 24, 2019. As of June 2019, all protective services staff had completed the training.

Improve the ability of protective services workers to screen for decisional capacity during the course of an elder abuse investigation and to document the outcome of the screening. Activities included:

- Convening a project planning group. The project planning group was responsible for determining how the IDA would be adapted for Massachusetts training as well as deciding how to manage the training process.
- Selecting and training of the IDA master trainers. The selection process was open to all protective services workers and supervisors. Twelve people voiced interest; three were unable to arrange

their schedules to attend the training in New York City. The nine other applicants became the master trainers.

- Trial training by Massachusetts IDA trainers. The newly trained master trainers conducted trial training with 10 members of the protective services workforce.
- Curriculum revisions after the trial training. The trial training went smoothly and very minor changes to the trainer's manual were completed on Feb. 1, 2018.
- Implementation of IDA training. In order to train nearly 100% of the protective services workforce, 16 separate two-day sessions of IDA training were delivered between July 2018 and June 2019.
- Accessing future versions of IDA. Under an agreement with Weill Cornell Medical College, the Commonwealth of Massachusetts will be given all future versions of IDA as they become available. This ensures that as improvements or changes are made to the IDA, the Massachusetts protective services workforce will be able to use the same version as other states.

Challenges

- The greatest challenge faced during this project was the design and completion of the training curriculum on investigations. As the EOEA continued to assess the learning needs of the Massachusetts protective services workforce, they found greater than expected variation in several steps of the investigation process. The assessment of the learning needs of the protective services workforce required a shift in focus to include the several detailed processes that are unique to the Massachusetts protective services regulations.
- During the grant period, the Commonwealth of Massachusetts promulgated new protective services regulations. The EOEA team conducted meetings with each protective services agency, and with the network as a whole, to gain input from the field about the impact of the regulatory changes. This collaborative process took nearly five months to complete. The intensive resources needed to develop the interpretive guidance and train the workforce on the revised regulations slowed down the process of designing the core curriculum.

Products/Processes Developed

- Continued training for all newly hired protective services staff
- Online training module
- Implementation of the IDA
- Massachusetts House Bill H4116 An Act relative to Alzheimer's and related dementias in the Commonwealth became Massachusetts law.
- Sharing training with other agencies within the Commonwealth of Massachusetts (e.g., child protective services agency and the Disabled Persons Protection Commission)
- Presentation: *The Interview of Decisional Abilities (IDA)* at the NAPSA Conference in Anaheim, CA on Aug. 28, 2018
- Presentation: Interagency Technology & Training: How ACL funds enabled Massachusetts to bridge gaps in APS at the NAPSA Conference in Denver, CO on Aug. 20, 2019.
- Presentation: The National Collaboratory to Address Elder Mistreatment: Connecting Adult Protection and Hospitals at the NAPSA Conference in Denver, CO on Aug. 21, 2019.

Evaluation Findings

Over the period of September 2018 to June 2019, EOEa was able to train nearly 100% of the employed protective services workforce in investigations. A pre-test/post-test research design was used to assess knowledge acquisition. Student's T-test was used to measure changes in average scores between the pre-tests and post-tests. For the full sample of learners (N=238), the increases in average scores for all seven training modules were statistically significant at $p < .001$. Learners completed written evaluations for each section of the training; the analysis of the qualitative data indicated a high level of satisfaction with the training.

The IDA training for the protective services workforce was conducted between July 2018 and June 2019. The pre/post-tests evaluated learner knowledge about decisional capacity. The average pre-test score was 85%, and the average post-test score was 86%. The qualitative data from the learner evaluations indicated that the workforce, as a whole, believed that the IDA training provided them with a useful instrument to assess decisional capacity.

Evaluation Component

Internal

Publication Citations (if applicable)

NYC Elder Abuse Center (2016) A Pilot Project to Develop an Interview Tool for APS to Gather Information about Clients' Decision-making Abilities. Retrieved from <http://nyceac.com/aps-training-project-decision-making-ability-interview>.



Minnesota

Project Title: Adult Protection Person-Centered Data Reporting System

Project Description

The Minnesota Department of Human Services (DHS); the Department of Human Services, Office of Inspector General; and the Minnesota Department of Health, Office of Health and Facility Complaints all serve as Lead Investigative Agencies (LIAs) with responsibility for investigating some reports of suspected maltreatment of vulnerable adults. The LIAs have unique internal data systems for tracking reports and investigations. Each agency tracks report and allegation level data, and it was intended that data systems between the LIAs be mapped to the enterprise data warehouse that contains final disposition for investigations related to reports of suspected maltreatment of a vulnerable adult to allow for ease of access to reliable information to create reports. However, the lack of standardized data and validation of existing data in the enterprise data warehouse made the task of developing reports that included reliable data difficult to accomplish.

Reporting capabilities failed to meet Centers for Medicare and Medicaid Services (CMS) health and safety reporting requirements, failed to meet the required baseline and goal evaluation data for the Olmstead Plan, and lacked the ability to report to the Administration for Community Living under the National Adult Maltreatment Reporting System (NAMRS). The completion of the objectives of this project would improve the experiences, health, well-being, and outcomes of the adults served and would improve the accuracy of the reports created to document the improvements in outcomes in a manner that is consistent with national data collection efforts, specifically NAMRS.

Accomplishments

- **Objective 1.** Create a vulnerable adult data warehouse to include outcome data for each vulnerable adult who is the subject of a reported allegation of suspected maltreatment in a Minnesota Adult Abuse Reporting Center report
- **Objective 2.** State case level data submission to the NAMRS
- **Objective 3.** State report on outcomes for vulnerable adults that were subject of Minnesota Adult Abuse Reporting Center reports

Tangible outcomes for creating the vulnerable adult data warehouse would be the creation of reports from a new data warehouse environment that would allow for the easy creation of customizable reports (project objectives 1 and 3). The project team reviewed data and set baselines for the reporting metrics. The outcomes desired would be reports with de-identified data that would be able to provide information on the number of vulnerable adults with a substantiated or inconclusive maltreatment allegation who experienced substantiated or inconclusive maltreatment allegation of the same type within six months.

The organization's goal is to reduce the number by 5% compared to the baseline established and supported by the data.

The initial goal was to submit FFY16 NAMRS data that would include county, Office of Health and Facility Complaints, and Office of Inspector General record information. In initial discussions with stakeholder partners, a plan to gather the information from all three different case management systems and combine it into a single submission to NAMRS was proposed. Difficulties with converting and combining data resulted in the submission of county-only data in the Minnesota FFY16 submission to NAMRS. Subsequent submissions to NAMRS will continue to be submitted with county data until the data from Office of Health and Facility Complaints and DHS-Licensing resides in the new APS data warehouse to allow for a single submission to NAMRS.

The results of this team's project activities have laid the foundation for continuing efforts to provide users with flexibility in reporting adult protection information. Even with all the project stops and starts, changes in project staff and various other challenges, the team has made significant progress in improving the quality of data that is contained in the APS data warehouse development environment.

Challenges

The project team's initial proposed technical solutions to meet the reporting objectives were ambitious as they were based on false assumptions on the status of the data content in the enterprise data warehouse. This led to wasting time and resources on a solution that was not feasible for the time and resources allotted for this project.

Products/Processes Developed

Not Noted

Evaluation Findings

None Noted

Evaluation Component

Not Applicable

Publication Citations (if applicable)

None



Missouri

Project Title: State Grants to Enhance Adult Protective Services Missouri Program

Project Description

The goal of the project was to strengthen the delivery of services provided to Missouri's vulnerable adult population by adapting the current data system in order to comply with National Adult Maltreatment Reporting System (NAMRS) requirements.

Accomplishments

The intervention screen was completed in November of 2018. The intervention screen allows Missouri Division of Senior and Disability Services (DSDS) to capture services that were in place at the time reports were received, services put in place during the course of the report, and services that were refused or unavailable.

DSDS developed policies to help guide staff on how to enter interventions into the system accurately and has continued to update and make changes to policies as data is collected and analyzed. DSDS provided training to all of the field staff on the intervention screen in October and November 2018.

In FFY 2019, DSDS was able to provide intervention data to NAMRS.

The data warehouse was completed in September 2019. The production data from

the system is moved into the data warehouse nightly. Since the warehouse was completed, DSDS has access to look at the data.

In 2016, DSDS created an advisory council consisting of external partners and other state organizations that assisted DSDS in development of the intervention definitions, categories, and data that DSDS wanted to capture. The advisory council continued to meet on a regular basis to discuss community issues and solutions regarding interventions and was instrumental in helping to identify gaps and solutions when staff were unable to obtain resources in certain areas. The advisory council is a resource that DSDS will continue to utilize in the development and delivery of interventions.

Challenges

DSDS faced many obstacles while working with our Information Technology Services Division (ISTD). Due to the obstacles faced, DSDS did not get started on development of the interventions screen until 2017.

In reviewing the warehouse data, DSDS realized that there were data integrity issues and contracted with another vendor in correcting the issues that were discovered. Through the contract, DSDS was able to reduce the number of duplicate persons and information being entered into the data warehouse. DSDS is continuing to work on ensuring that all data issues are identified and corrected within the current system and on building reports to give staff access to current data.

Products/Processes Developed

- Intervention screen
- Data warehouse

Evaluation Findings

None Noted

Evaluation Component

Not Applicable

Publication Citations (if applicable)

None



Montana

Project Title: Montana Comprehensive Data and APS Customer Service System Development and Implementation

Project Description

The project goal was to ensure timely access to appropriate services that would reduce or remove abuse, neglect, or exploitation (ANE) through community protective services. To achieve this, adult protective services (APS) would replace its current system to increase/improve state data collection, increasing consistency with national data collection and linkage efforts with National Adult Maltreatment Reporting System (NAMRS).

Accomplishments

- Montana APS procured a system through the State of Montana RFP process to procure and implement an integrated, user-friendly system for Adult Protective Services that allows for APS investigators and management team to communicate effectively with each other. APS investigators are now able to be mobile with smart phones and laptops that connect in real time to the system.
- Part of the process was to set policy and procedures and have a system that would guide intake staff through a process for structured decision making. The system, through a structured form, allows for Montana APS to make objective decisions on the information obtained or reported.
- Montana APS established a reporting portal for the community and dedicated three full time equivalent staff to the operation and oversight of the Intake office and set up a dedicated toll-free number for calling in reports to a central location.
- The system allows for gathering all demographics on the alleged victim, alleged perpetrator, and the collateral contacts. APS management is now able to track trends in ANE, areas of Montana that are receiving more reports than others, individual APS investigator caseloads, and information to help manage staffing on cases.
- Prior to the grant Montana APS was unable to provide all information requested through NAMRS. After completion of the new system, the Montana APS program was successful in submitting data to NAMRS and has since been able to complete all data points requested.
- The system has also offered insight and information to partners in Senior and Long-Term Care Division as well as the State Certification Licensing Bureau, Quality Assurance Division. To complete the circle for an interoperable system that can communicate effectively with the State Unit on Aging, Certification, Licensure, and the Ombudsman program, the system was expanded to include the BOUNDS system, which allows for all nursing homes and assisted living programs to report through one system. Reports are disseminated to the Quality Assurance Division, APS and the Ombudsman program without opening information or other sensitive data to each other, providing assurance that each oversight program has received and is working with the same initial information.

Challenges

Throughout the course of work to enhance APS from the 2016-18 Administration for Community Living grant, several barriers were identified within the state of Montana in compiling accurate data regarding ANE in the elderly and disabled population from agencies that serve these populations. These agencies appeared to be unable to provide any reliable data related to ANE because their focus is on their own organizations' missions.

Montana APS learned there are more agencies in the state working with vulnerable populations and not reporting to APS or seeing it from the eyes of a vulnerable adult, but from the eyes of their agencies' missions. Montana APS is committed to continuing the effort to remove these barriers and build system enhancements to improve on the state's ability to document and report on all adult maltreatment, the outcomes of APS intervention, and to increase quality assurance of the investigations.

Other challenges included:

- Migration of data from the Ombudsman program was slow; data cleansing had to be done manually
- Coordination of training for all persons using the system
- Reluctance of nursing homes that did not want to use the system/report to APS

Products/Processes Developed

Through this process, Montana APS was able to put together products that standardized the intake and reporting system, and also implemented a technology-enabled process to support streamlining of information, data gathering, risk assessment, and interviewing while in the field. All information and data are available via the investigators' laptops, which connect to their cell phones. This reduces reliance on paper in the field and integrates all relevant measures of input, output, and outcomes into routine processes so that reporting is the product of day-to-day work rather than a separate data collection process. Montana APS believes that real-time documentation improves the quality and accuracy when collecting the story of the person being abused, neglected, or exploited.

Montana APS can track the overall trends as well as the number of reports received, closed, closed within 30 days, and number of referrals made month by month.

Evaluation Findings

While Adult Protective Services have acted on reports of ANE, the state's efforts in evaluating APS activities to protect vulnerable adults are often not effective or are incomplete. Current processes cannot determine the extent to which Montana's APS intervention services effectively protect vulnerable adults who are at risk of harm because of the presence or threat of ANE. Through this grant process, Montana APS was able to set the foundation for a more comprehensive system to capture data and make the workflow for APS investigators much more efficient.

Evaluation Component

Internal

Publication Citations (if applicable)

None



Nevada

Project Title: Adult Protective Service State Enhancement Grant

Project Description

In an effort to enhance data management and tracking capabilities, Nevada Aging and Disability Services Division, Elder Protective Services (EPS) improved the quality of EPS services provided to alleviate and prevent further maltreatment of persons 60 years and older. The goal was to achieve improvement in protective services and document outcomes by enhancing Nevada's EPS data information system to document data consistent with the National Adult Maltreatment Reporting System (NAMRS).

Accomplishments

Of the 54 possible NAMRS Case Components, the Nevada EPS core team decided to include 45 total Case Component data elements in the system upgrade.

Evaluation of the data provided insight into areas of improvement to ensure data consistency. Through follow-up and guidance from the Nevada EPS core team the data improved rapidly in the next quarter with greater consistency in the data selections.

Trends emerged for which services are the most utilized; trends for services that are underutilized are developing with the addition of the new NAMRS Case Component data elements. For a true understanding of the trends, additional quarterly data is necessary to further develop a full analysis.

Completion of Nevada EPS staff training prior to Go Live in the production environment ensured Nevada EPS staff had the knowledge to accurately document Case Component data.

NAMRS Case Component updates in the production system went live on July 1, 2018.

Challenges

Semantics between Case Component titles and field labels within the EPS system caused confusion on several occasions for the Nevada EPS core team, especially when the vendor added additional database terminology. To alleviate the issue with semantics the Nevada EPS core team developed a document which cross walked all terminology for each Case Component in an easy-to-read format titled "NAMRS Elements".

To fully understand trends within the services data, the new report was designed to compare services from the start of the case to the referral, and at the close of the case. The new report provides Nevada EPS with information about which services are the most utilized and trends for the services that are underutilized. Several versions of the report were necessary to have a better understanding of how the services Case Components are compared and analyzed.

The Go Live date of July 1, 2018, for system updates faced challenges even days prior to the launch date. While the Statement of Work and project plans identified the necessary system

changes months prior to the Go Live date, the coordination with the vendor proved very challenging to have the vendor make the updates in the identified timeframe.

Additional challenges that were encountered included:

- The time frame to get a contract approved with the vendor.
- Establishing the mapping for Code Values because of the unfamiliarity of the new Case Components.
- Working with the vendor to complete the testing of the implementation plan and reports.

Products/Processes Developed

Products are an improved data information system capable of reporting NAMRS Case Component Data, data that identified referrals and services used by EPS clients between the opening of a case and closing of a case as a result of EPS intervention, actual reports of documented data, and improved protective services.

Evaluation Findings

Measurable outcomes from the project include:

Creation of two new reports and updating of 12 existing reports: These reports were updated to include the newly added Case Component data elements related to alleged victim details (including services), maltreatment types, perpetrator details, and investigation outcomes. The updated reports also include error checking for data consistency. EPS uses these reports to compare case details to aggregate reports and to ensure data consistency.

Addition of five Case Component data elements expanded the ability of Nevada EPS to track services and referrals on multiple areas of the case: The addition of these components gave EPS the ability to accurately document data to track referrals and services most beneficial to the success of the client and to identify areas of improvement for client services.

Development of a working project plan: The project plan included a total of nine milestones. At the completion of the project all milestones were completed.

Implementation of 45 out of 54 (83%) NAMRS Case Component data elements: This is 8% more than anticipated at the start of the grant. The implementation included mapping to ensure the data would populate correctly on the XML file.

Training sessions for NAMRS Case Components and system updates: Two on-site, in-person training sessions were conducted and each training session was two consecutive days in June 2018 prior to Go Live.

Evaluation Component

Internal

Publication Citations (if applicable)

None



Ohio

Project Title: Ohio APS Program Enhancement Project

Project Description

Ohio's adult protective services (APS) program staff and stakeholders identified the need for a data system that captured detailed case information in real-time. Ohio was in the planning stages for purchasing and adapting a commercial off-the-shelf case management system that was being used by another state-supervised, county-administered APS program at the time the grant opportunity was released. Through the grant award, Ohio was able to fund the project.

Accomplishments

In February 2017, the Ohio Department of Job and Family Services brought together 11 county APS agency representatives who served as the database customization workgroup. The representatives included APS workers, supervisors, and administrators who represented each geographical area and population demographic in the state.

The customization vendor provided training of trainers for the APS business analysts, who in turn provided 18 regionally based training sessions with support from the APS program staff.

The Ohio Database for Adult Protective Services (ODAPS) went live on Oct. 1, 2017.

- County workers are able to access the database wherever there is an internet connection and have access to statewide information on clients that have moved between counties.
- There are standardized processes for assessing and documenting information; and a template that all counties use for service planning purposes.
- Counties are now able to run canned and ad hoc reports for their agencies and have access to statewide reports as well.

Challenges

Implementation was initially delayed for the counties that use contract agencies due to technical complications; however, the issues were resolved within the first several days of Go Live.

User acceptance testing was done at each stage of the three-stage customization process by the 11 county representatives, and this did not go well. The county representatives struggled with testing "bits and parts" of the functionality they had requested and were anxious to see the system in its entirety.

The training sessions should have been longer. Although most training participants were neutral with regards to there being enough time and about their comfort level with the system after the training, it was evident after Go Live that many people did not leave the training with a strong grasp on system functionality.

Only 70 of Ohio's 88 counties participated in the training and this caused some challenges with ensuring that all county agencies were using the database properly.

Products/Processes Developed

Since the implementation of ODAPS, the state APS staff have held webinars, regional meetings, and a statewide meeting focused on using data to support and improve practice. These efforts assist the county agencies with staying abreast of system updates and increasing understanding of how data can move Ohio's APS program forward.

Evaluation Findings

A process evaluation was completed for this project. The evaluation concentrated on ensuring the system and the assessment framework have the capacity and utility to meet the desired outcomes of identifying program service gaps (i.e., services needed, but unavailable), tracking incidents of repeat elder maltreatment, and collecting case- and client-level data consistent with the NAMRS data elements. To evaluate the project, the Ohio Department of Job and Family Services obtained feedback from end-users on the system customization process, implementation training, and system capacity and utility. Each phase had an independent survey that was completed at its conclusion. Because ODAPS is Ohio's first experience with a statewide case management system and standardized assessment process, there was insufficient time to collect the case-level data necessary to conduct an outcome evaluation (e.g., improvements in service delivery).

Phase One — Customization: Of the 11 county agencies that assisted with the joint application and design (JAD) sessions, seven provided feedback. The county agencies reported that the JAD sessions were beneficial to their county. Even though there was an abundance of information provided during the JAD sessions, the county representatives believed that their input in the customization phase was valuable, and they agreed to assist in future JAD sessions related to the statewide database. Of the seven representatives, six believed that Ohio's APS

needs will be met with the statewide database. The seventh county did not disagree, but offered a suggestion on additional data collection to make this determination.

Phase Two — Training: Of the 88 county agencies, 70 participated, sending over 278 APS workers, supervisors, and administrators to one of the 18 regionally offered database training sessions. The majority of the trainees stated that the training met their needs and was valuable, that the system collects enough information for both case management and decision making, and that the trainers were both knowledgeable and prepared.

Phase Three — System Capacity and Utility: Regional meetings attended by both APS workers and supervisors were scheduled approximately six months after the implementation of ODAPS. There were five regional meetings, during which state APS staff conducted the final evaluation of the process used to develop and implement the statewide database. APS workers and supervisors overwhelmingly agreed that the database has the capacity to assist in assessment decision making and case management. Of those in attendance at the regional meetings, only 1% believed that the database was not useful.

Evaluation Source

Internal

Publication Citations (if applicable)

None



Tennessee

Project Title: Enhance Adult Protective Services in the State of Tennessee

Project Description

The goal of the grant was twofold. First, it provided support to deliver aggregate level data from adult protective services (APS) regarding abuse of vulnerable adults to the National Adult Maltreatment Reporting System (NAMRS). Second, it enhanced the collaborative efforts of approximately 20 state and non-profit agencies in Tennessee to improve the investigation, response, and service delivery of protective services to vulnerable adults.

Accomplishments

Tennessee participated in the NAMRS project and provided data that met the requirements as established by NAMRS. Tennessee submitted detailed information and data for FFY2016 and FFY2017.

Tennessee used the Coordinated Community Response (CCR) as an intervention to enhance the collaborative efforts to protect vulnerable adults, working with over 20 agencies to improve the cumulative impact of investigations, response, and services to vulnerable adults and to make changes within the system.

The CCR developed a Statewide Coordinated Response Model that allows for ongoing communication at the state level and with the local community to resolve ongoing issues related to older and vulnerable adults. This model is just a start, and it can be adjusted to address any ongoing issues. The model is intended to build relationships with providers across the state and track issues that may need to be addressed and resolved at the policy level.

The Tennessee Office of Criminal Justice Programs (OCJP) has been significantly impacted through its participation in the CCR to protect

vulnerable adults in three areas: awareness of service provisions, collaboration, and funding. This has enabled OCJP to share these additional resources with DHS subrecipient agencies that do this work in local communities. Through OCJP strategic planning, Victims of Crime Act funding has been administered to the Tennessee Commission on Aging and Disability. As a result, the commission has been able to establish a statewide program to provide services to vulnerable adults who are victims of crime.

The grant funding was instrumental with the changes that have occurred, and will continue to occur, because the Tennessee Department of Human Services has created a sustainability plan by funding a program director to further these efforts.

Additional resources were established during this grant period and were able to be included in the statewide model. The services, supported by Victims of Crime Act funding to establish the Coordinated Response to Vulnerable Adult Abuse program, reduced the risk to older and vulnerable adults and provided needed resources to support them.

Challenges

One of the main challenges of the grant was coordinating the two goals of the project: NAMRS data and the CCR. Over time, there were conversations with the state IT department and APS program to determine process and outcome measures; however, it is difficult to assign correlation without having real-time data.

Facilitating 20 agencies to work together is not an easy task. The element of varying policies and procedures within each agency, along with busy schedules, changes in personnel, and differing opinions creates unusual challenges.

Another challenge was the delay in hiring a part-time project coordinator and its impact on meeting the deliverables as planned. Although the project director was able to assume some of the activities such as the mapping of the system, compiling reports, and reviewing assessments, there was a four-month delay in survey development for front line staff and direct service providers.

The financial reporting due in September 2017 was also a hurdle due to lack of clarity and communication regarding what was needed. Budget and financial staff completed several iterations of the financial report and spent several hours over the estimated time to complete them.

Finally, although all grant requirements were met, it was not always easy or met with eagerness. The work the team was involved in was hard because there was ambiguity and concern about the impact within their agency.

Products/Processes Developed

Although the Tennessee Department of Human Services, Adult Protective Services program will no longer be involved in the Administration for Community Living grant, there is still a process to continue providing NAMRS data in years to come and to learn lessons from other states to improve our data collection and capacity.

The policies and procedures established for the Statewide Coordinated Response Model (the [Frameworks Report](#)) was the main outcome of the Coordinated Community Response team.

Evaluation Findings

One of the first improvements stated was that the rate of recidivism would decrease, which it did each year — from 7.36% to 4.17% in Year Three (SFY2018). This could be due to the improved relationships with other agencies that were supported via the CCR, although this data has a one-year lag time. Regarding training, the target was that 75% of the CCR state agencies received training. Of the 20 agencies involved with the CCR, eight of them attended one or more of the statewide trainings surpassing our target with a 90% rate. There was a slight uptick with improved customer satisfaction from Year One to Year Two which a survey helped to establish, most notably an improvement with access to services. This is most likely due to the addition of services to victims of crime via the new Coordinated Response to Vulnerable Adult Abuse program supported by Victim of Crime Act funds specifically for APS clients.

An evaluation of best practices was conducted using a portion of the National Clearinghouse on Abuse in Later Life self-assessment tools. This effort can continue post-grant award; however, the goal of 75% of CCR agencies who evaluated best practices was achieved. As a result of the Statewide Coordinated Response Model, 100% of CCR agencies have integrated their agencies efforts with other agencies across the state which is an accomplishment for continued coordination. Finally, evaluations were conducted at each CCR meeting over the past two years and 82% of the members believed the meetings were efficient and effective, once again surpassing the goal of 75%. In summary, all of the six identified measures were either met or surpassed expectations.

Evaluation Source

Internal

Publication Citations (if applicable)

None

Key Findings

One of the purposes of this report is to provide information about the impact and reach of these grants. The section below summarizes both the impacts and the reach based upon the above data detail.

Finding 1

The largest concentrated investments made by these grants were in the “creating new or enhancing existing operational supports” logic model subcategory.

The logic model subcategory of “Create New/ Enhance Existing Operational Supports” includes activities such as policies and procedures; case management, reporting and accounting systems; hiring and training staff; standardized assessment tools; technology supports; and funding for services. This is a broad subcategory that encompasses many elements integral to the day-to-day activities of a program. It is not surprising that the many states (22 total) had grant activities that were mapped to this element, though the fact that so many were reflects the needs of APS programs in these areas.

Finding 2

Grant projects resulted in work that contributed to the dissemination of multiple promising practices as well as the greater scientific understanding of APS.

Several grant projects resulted in published work, including [a report from Tennessee](#) and various webinars. The APS TARC featured several grant

projects in webinars focusing on the results of projects from Massachusetts, Colorado, Hawaii, and New York (with an average score of 8.65 on a 10-point quality scale with 10 being the highest rating of quality). Proposals for grant project-based presentations were accepted and presentations made at the annual National Adult Protective Services Association conference. At least one state, Colorado, had published findings in the peer-reviewed journal, *Innovation in Aging*.

Finding 3

Sustainability plans for grant projects were successful.

Many states continue to use the products developed as a result of grant projects. Data systems, assessment and quality assurance tools, and interdisciplinary efforts continue to benefit states.

- Massachusetts’ Disabled Persons Protection Commission was able to continue their project to support persons with intellectual and developmental disabilities who had been sexually assaulted by applying for and receiving federal Victims of Crime Act funding.
- New York secured funding from a variety of sources (federal, state, and municipal) to continue efforts around their enhanced multidisciplinary teams and access to forensic accountants.
- Idaho’s staff training website continues to be used to promote safety, quality, and effectiveness through standardized education.

Finding 4

The quantity of NAMRS data increased as a result of Elder Justice State Grants.

The goal of NAMRS is to provide consistent, accurate national data on the exploitation and abuse of older adults and adults with disabilities. The system went live in 2016 and began collecting data from 56 states, district, and territories. Twenty Elder Justice State Grants (EJSG) grantees expanded data capacity as part of their projects. As mentioned previously, states applying for EJSG are required to include a plan on improving consistency with national data collection efforts. There are multiple methods of NAMRS data reporting available to states. The most comprehensive form of reporting, referred to as Case Component data, increased steadily over the course of FFYs 2015-19, beginning with 25 states and ending with 33.

Conclusion

The details contained within this report are based upon available grant information, logic model detail, NAMRS data, and other readily available material that supported this analysis. It is clear, given the distribution of grants over the time period that they have been offered, that states need support with a variety of program areas, from training and education for staff to customer satisfaction. As the population of older adults is projected to outnumber that of children by 2030 (United States Census Bureau, 2018) and as one in four adults are currently living with a disability (Centers for Disease Control and Prevention, 2018), the need for adult protective services to ameliorate abuse, neglect and exploitation will continue and grow. State APS programs must keep pace with this need and continue to develop their systems. Innovation and adaptation will be needed.

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Appendix A – APS Logic Model

Context	Inputs/Resources	Activities	Activity Metrics	Expected Results
<ul style="list-style-type: none"> Older adults and adults with disabilities are subject to maltreatment — abuse, neglect, and exploitation (ANE) — by others or through self-neglect. Allegations of ANE are reported to APS agencies by family members, professionals (e.g., bank or doctor), and the general public. Under state law, APS agencies, often in partnership with the community and experts, investigate ANE, provide protection from harm, and address causes of ANE, while respecting the values of person-centered/ self-determined service planning and use of least restrictive appropriate setting for services. APS programs are usually part of an “aging” or social services/protective agency. Some are state-administered, and some are county-administered programs. 	<p>APS staff</p> <ul style="list-style-type: none"> Intake Investigative or service worker Supervisor Management <p>Consultative experts</p> <ul style="list-style-type: none"> Physical and mental health Forensic (accounting, investigation) Multi-disciplinary teams Legal staff <p>Community partners</p> <ul style="list-style-type: none"> Aging network Protection and advocacy Law enforcement/DA Guardianship programs Non-profit agencies <p>Operational supports</p> <ul style="list-style-type: none"> Policies and procedures Case management, reporting, and accounting system(s) Hiring and training staff Standardized assessment tools Other technology supports Funding for services <p>Legal and ethical process to:</p> <ul style="list-style-type: none"> Protect alleged victim’s rights Provide alleged perpetrator due process Institute program values 	<ul style="list-style-type: none"> Obtain information from reporter Provide information, refer to other agency, or accept intake 	<p>Intake</p> <ul style="list-style-type: none"> # of reports (intakes) screened in # of reports (intakes) screened out/ referred 	<ul style="list-style-type: none"> Information to reporter Appropriate intakes Appropriate referrals
		<ul style="list-style-type: none"> Initiate: prioritize risk, contact AV, assess emergency needs, and take emergency protective action (if needed) Assess AVs: disability status, decision-making capacity (non- legal and/or legal), formal and informal support systems, social and health needs, physical environment, and financial status. Interview: AV, AP, collaterals Collect physical evidence (medical, financial, etc.) Consult with supervisor and appropriate experts and teams Determine finding and communicate results Make service recommendation 	<p>Investigation</p> <ul style="list-style-type: none"> # of initial alleged victim contacts # of legal protective actions # of alleged victims receiving emergency services #/timeliness of investigations # of cases/investigator # of formal assessments #/timeliness of interviews # of referrals of alleged victim for assessment or services # of investigations by closure reason # of referrals of alleged perpetrators for legal remedy # of caregivers receiving services # of confirmed: allegations, perpetrators, cases Average length of time per investigation 	<ul style="list-style-type: none"> AV is safe and no longer in state of ANE Risk from perpetrator addressed Referrals to other entities (e.g., regulatory programs, law enforcement)
		<ul style="list-style-type: none"> Obtain agreement and implement service plan Refer to community partners or purchase services Monitor status of victim and services 	<p>Post-Investigation Services</p> <ul style="list-style-type: none"> # of alleged victims accepting services, refusing services # of Multi-disciplinary team referrals Amount of purchased services and community resources accessed # of referrals # of placements # of client contacts 	<p>AV:</p> <ul style="list-style-type: none"> Is safe Has reduced long-term risk for ANE
		<ul style="list-style-type: none"> Document investigation/service Review/approve for closure Conduct QA process 	<p>Quality Assurance</p> <ul style="list-style-type: none"> % cases documented timely # of supervisor approvals # of fatality reviews # of cases reviewed for QA 	<ul style="list-style-type: none"> Quality of investigations and services is maintained or improved

Appendix B – States Mapped to APS Logic Model Categories and Subcategories

Inputs/Resources	Intake	Investigation	Post-Investigation	Quality Assurance
<p>APS Staff Training/Education</p> <ol style="list-style-type: none"> 1. New York (15) 2. Pennsylvania (15) 3. Washington (15) 4. Idaho (16) 5. Massachusetts (elderly) (16) 6. Missouri (16) <p>Community/Interagency Partnerships</p> <ol style="list-style-type: none"> 1. Iowa (15) 2. Massachusetts (DPCC) (15) 3. Virginia (15) 4. Delaware (16) 5. Tennessee (16) <p>Consult Support</p> <ol style="list-style-type: none"> 1. Massachusetts (DPCC) (15) 2. New York (15) <p>Create New/Enhance Existing Operational Supports</p> <ol style="list-style-type: none"> 1. Alabama (15) 2. Colorado (15) 3. District of Columbia (15) 4. Iowa (15) 5. Illinois (15) 6. New York (15) 7. Oklahoma (15) 8. Pennsylvania (15) 9. Virginia (15) 10. Washington (15) 11. Arizona (16) 12. California (16) 13. Delaware (16) 14. Hawaii (16) 15. Idaho (16) 16. Massachusetts (Elderly) (16) 17. Maryland (16) 18. Minnesota (16) 19. Missouri (16) 20. Montana (16) 21. Nevada (16) 22. Ohio (16) 	<p>Screening and Assessment Tools</p> <ol style="list-style-type: none"> 1. Colorado (15) 2. Iowa (15) 3. Arizona (16) 4. Hawaii (16) 5. Maryland (16) 6. Montana (16) <p>Case Planning Tools</p> <ol style="list-style-type: none"> 1. District of Columbia (15) 2. Montana (16) 	<p>Assessment</p> <ol style="list-style-type: none"> 1. Colorado (15) 2. Iowa (15) 3. Arizona (16) 4. Massachusetts (Elderly) (16) 5. Maryland (16) 6. Montana (16) <p>Consult Support</p> <ol style="list-style-type: none"> 1. Massachusetts (DPCC) (15) 2. New York (15) <p>Determinations and Service Recommendations</p> <ol style="list-style-type: none"> 1. District of Columbia (15) 2. Arizona (16) 3. Hawaii (16) 4. Montana (16) 	<p>Monitor Status of Victim and Services</p> <ol style="list-style-type: none"> 1. Massachusetts (DPCC) (15) 2. Pennsylvania (15) 3. Arizona (16) 4. Maryland (16) 	<p>Expand Data Capacity</p> <ol style="list-style-type: none"> 1. Alabama (15) 2. Iowa (15) 3. Illinois (15) 4. Massachusetts (Adults with Disabilities) (15) 5. New York (15) 6. Oklahoma (15) 7. Pennsylvania (15) 8. Virginia (15) 9. Washington (15) 10. California (16) 11. Hawaii (16) 12. Idaho (16) 13. Massachusetts (Older Adults) (16) 14. Maryland (16) 15. Minnesota (16) 16. Missouri (16) 17. Montana (16) 18. Nevada (16) 19. Ohio (16) 20. Tennessee (16) <p>Customer Satisfaction</p> <ol style="list-style-type: none"> 1. Pennsylvania (15) <p>Quality Assurance Review</p> <ol style="list-style-type: none"> 1. Washington (15) 2. Hawaii (16) 3. Nevada (16)