



Committee on Aging and Long-term Care
5/3/2012

Adult Protective Service Program Update

Presented by:

Jim Kallinger, Deputy Secretary ISD

Kansas Department of Social and Rehabilitation Services

For additional information, contact:

Michelle Schroeder, Director of Legislative and Constituent Services & Public Policy
Docking State Office Building, 6th Floor North
(785) 296-3271

Good morning. I am Jim Kallinger, Deputy Secretary at SRS for Integrated Service Delivery. We appreciate this opportunity to testify before you.

Today, we would like to give you an update on the progress of our proposed Program Improvement Plan (PIP) for Adult Protective Services (APS). We are pleased to report that considerable progress has been made since we began this project in February. The timeline that was instituted is not unreasonable in that we have been able to meet or exceed most of our objectives, creating in the process even more robust program changes and enhancements than we anticipated.

We will continue to advance these reform efforts at a quick pace and would appreciate your continued support and advocacy.

In context with the established timeline, we will now present the updated implementation of our plan of action for your consideration:

Adult Protective Services Program Improvement Plan Update (5/3/12)

COMPLETED

February 14, 2012

SRS APS internal workgroup met

- Reviewed SWOT analysis, identified immediate priorities and developed plan for next steps
- Established 7 internal workgroups
- Developed list of local, regional and statewide stakeholders

February 29, 2012

APS Advisory Committee met

- Rough draft of a Vision and Mission Statement for the Office of Adult Protective Services (APS) was presented and discussed. Revisions were presented at next Advisory Committee meeting held on 3/21.
- Audit proposal was presented and accepted by Audit Committee on 3/1. Scope statement to be presented to Audit Committee on or before audit launch 6/1

March 1, 2012

Office of Adult Protective Services was established under the Division of Children and Family Services (see attachment A)

February/March -other

- In conjunction with National Adult Protective Services Association (NAPSA), Texas APS and Oklahoma APS, Kansas APS Standards of Practice and quality reviews are being developed (see 5/15)
- Currently working with NAPSA to identify measurable APS performance goals
- Currently working with National Committee for the Prevention of Elder Abuse (NCPEA) to develop prevention plan
- Developing core competency standards
- Training review and research being conducted to begin new training development (see 6/7)
- SWOT analysis of KIPS computer system completed

April 2012

Staff for new office designated/hired and aligned

- Statewide Program Manager designated – Leslie Huss
- Assistant Program Manager designated – Debra Schwarz
- 4 Regional Assistant Program Administrators designated – East – Ruth Santer; KC Metro - Chuck Reade; Wichita – Bruce Brown, West – Deana Robben
- Statewide Program Manager reports directly to Divisional Director (see attachment A)

APS audit proposal was presented to the SRS Audit Committee on 3/1 and approved

- Audit scheduled to begin on or before 6/1
- Audit Committee has approved the scope statement from APS Advisory Committee
- Final audit will be presented on or before 9/1

Statewide meetings of APS stakeholders have been scheduled and are currently being held across the state.

- *April 24th - Topeka (afternoon)*
- *April 25th - Pittsburgh (afternoon)*
- *May 2nd - Wichita (afternoon)*
- *May 3rd - Kansas City (afternoon)*
- *May 8th - Dodge City (afternoon)*
- *May 9th - Salina (morning)*
- Proposals from APS Advisory Committee and workgroups will be presented at APS stakeholder meetings for input and commentary

April 18th, 2012

APS Advisory Committee meeting (next meeting scheduled for May 16th, 2012)

- Discussed APS public awareness campaign and funding
- Finalized new APS Mission Statement (see attachment B)
- APS Strategic Development Plan presented (see attachment B)
- Scope statement for audit presented
- Kansas APS Core Competency Statements presented (see attachment C)
- APS Training Strategic Plan presented (see attachment D)
- APS Eighteen Month Training Scope and Sequence reviewed
- APS specific training program that is in development was presented
- Began work on a three year strategic plan for Adult Protective Services, which includes abuse, neglect, and exploitation prevention plan.
- Chairman Rachel Monger (Leading Age) and Co-Chairman Loren Snell (Attorney General's Office) appointed

May 2012

Began Interagency MOU work product negotiations with SRS, AG, KDHE and Dept. of Aging

- SRS Secretary and Attorney General met to discuss moving MOU forward
- Meetings with APS staff and SRS General Counsel held. Current policies and existing MOU being reviewed.
- Initial meeting with AGs office convened to begin discussions on coordinating services of Abuse, Neglect, and Exploitation (ANE) unit in AGs office and Fraud Unit at SRS
- Lead attorneys from SRS, KDOA, and the AG's Medicaid Fraud Unit met to discuss ideas for the content of the interagency agreement.
- Targeted date for signing MOU, July 1

PENDING

On or before May 15, 2012

Convene internal SRS workgroup

Discuss statewide staffing patterns per APS case read reports

Identify appropriate Standards of Practice per NAPSA to be adopted

On or before June 1, 2012

Incorporate prevention plan into APS Standards of Practice

Prevent abuse and neglect before it ever occurs in the first place

On or before June 7, 2012

Convene training seminar for APS social workers and intake workers (scheduled)

Better cooperation, communication and collaboration

On or before July 1, 2012

Launch a public awareness campaign on adult abuse, neglect and exploitation

On June 15, 2012, we have scheduled a press event at the Capitol to launch our public awareness campaign on the prevention of vulnerable adult abuse and neglect. This event will coincide with World Elder Abuse Awareness Day.

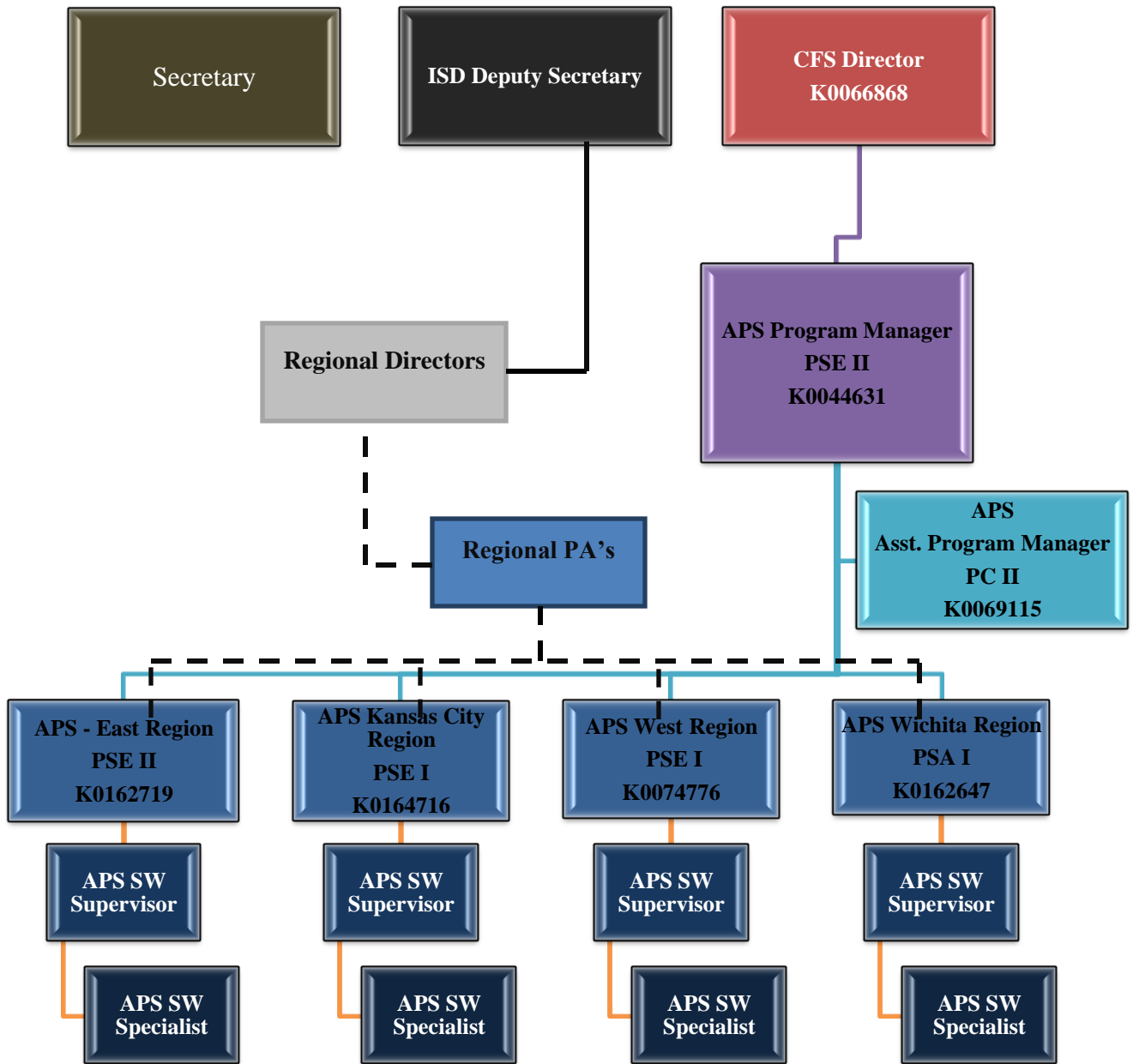
This Program Improvement Plan (PIP) has been implemented with a strong commitment from SRS leadership, and will continue along this same trajectory. We look forward to presenting you another update on the progress of our Adult Protective Service program improvement plan in the near future.

Respectfully Submitted,

Jim Kallinger, Deputy Secretary ISD
Kansas Department of Social and Rehabilitation Services

Attachment A

Adult Protective Service (APS) Organizational Chart



Statewide Program Manager – Leslie Huss
Assistant Program Manager – Debra Schwarz
4 Regional Assistant Program Administrators
East – Ruth Santer
KC Metro - Chuck Reade
Wichita – Bruce Brown
West – Deana Robben

Attachment B

Adult Protective Services Strategic Development Plan

APS Mission Statement: Improving the quality of life for Kansas adults who are vulnerable and in need of protection through building connection with family and community, fostering independence, promoting advocacy, and enhancing preventative services.

APS Goal: Create an Adult Protective Service Program with outstanding Core Competency Statements, Solid Standard of Practice and Performance Standards that connects families, the community, social workers, and stakeholders to unite, serve and support vulnerable adults.

Objective: Evaluate and build APS through creating Core Competency Statements, Standards of Practice and Performance Standard, Training Program and Prevention Plan.

Action Plan:

Action steps which need to be taken to create separate APS training and move training program forward:

Core Competency Statements: Through partnering with NAPSA determine Core Competency Statements that reflect Kansas' prioritization toward serving vulnerable adults.

Standards of Practice: With resources available through NAPSA/NCEA and other top states APS programs, develop Standards of Practice.

Performance Standards: To ensure accountability of expectations of workers develop a process and practice social workers will be evaluated on and mentored.

Training: Support the success of APS workers so that each team member has a command of the Core Competency Statements, knowledge of the Standards of Practice and awareness of performance Standard in a way that promotes excellence as they serve.

Provide on-going opportunities for Online Trainings and Classroom Educational Experiences that:

- Develop staff to their fullest potential and equip them with the policy, standards, and tools necessary; hold staff to those standards
- Enhance skills necessary for the wide variety of situations APS staff facilitate with patrons and stakeholders
- Create APS 'Boot Camp' twice a year; open to new and experienced staff to ensure new APS staff complete within 6 months and to obtain additional feedback for improvements.

Prevention/Awareness:

- Create an initial one year plan creating awareness and educating Kansans of Adult and Elder Abuse as well as place the tools in social workers and stakeholders hands to serve vulnerable adults.
- Maximize resources in Kansas communities to create a long-lasting awareness and prevention strategy that moves Kansas to a position recognizably dedicated to vulnerable adults.

Attachment C

KANSAS APS CORE COMPETENCIES

MODULE 1: AGENCY STANDARDS and PROCEDURES

Agency Organizational and Administrative Structure

- Organizational/institutional environment or culture
- APS services/duties
- Specialized APS units, e.g. for homeless, after-hours, hospital liaison

Regulations and Policies

- Protocols for client emergency needs
- Protocols and procedures for facility investigations
- Protocols for translation, signing for the hearing impaired, communication services
- Arrangements for culturally appropriate services
- What to do when the client can't be located

Managing APS Caseloads

- Workload standards
- Timeframes for response
- Caseload size
- Time management
- Effects of secondary trauma
- Burnout and stress management
- Coping strategies and staying resilient

Financial Management

- Fiduciary responsibility
- Agency forms and instructions

MODULE 2: DYNAMICS OF ABUSIVE RELATIONSHIPS

Predominant Types of Abuse/Neglect/Exploitation (ANE)

- Self-neglect
- Neglect by caregiver
- Financial exploitation
- Physical abuse
- Sexual abuse

Theories of Abuse

- Power and control
- Cycle of violence
- Victim/perpetrator dependency
- Exchange theory
- Caregiver stress
- Neglect due to pathologies of aging
- Emotional and verbal abuse dynamics

Characteristics of Victims and Perpetrators

- Victim/perpetrator dependency
- Victim/perpetrator mental health issues
- Abusive, neglectful, or exploitive caregivers
- Undue influence
- Psychology of perpetrators
- Dysfunctional families
- Abuse of elders living in domestic situations
- Abuse of elders living in institutions

Domestic Violence

- Domestic violence and elder/adult abuse
- Dynamics of power and control
- Why victims don't leave their abusers

MODULE 3: PROFESSIONAL COMMUNICATION SKILLS

Types of Interviews

- With victims
- With perpetrators
- With collateral contacts
- With family/groups
-

Interviewing Skills

- Trust and relationship building
- Engagement techniques
- Open-ended questioning
- Listening/reflection of content and feeling
- Responding to disclosures
- Showing empathy/compassion
- Acknowledging religious/cultural beliefs

Handling Special Situations

- Dealing with resistance and hostility
- Mediation, negotiation, conflict management

Working with Special Populations

- Cultural dynamics
- People with mental illness
- People with physical disabilities
- People with developmental disabilities

Communicating with Special Populations

- Cognitively, hearing, or visually impaired people
- Non-verbal clients
- Limited-English speaking clients
- Use of interpreters

Communicating with Other Professionals

- Health care professionals
- Law enforcement
- Legal professionals
- Victim advocates

MODULE 4: CAREGIVER OR PERPETRATOR NEGLECT

Overview of Caregiver or Perpetrator Neglect

- Types of caregiver neglect (unintended, intended, criminal)
- Statistics on caregiver neglect
- Indicators of caregiver neglect
- Assessing level of victim risk

Theories of Caregiver Neglect

- Caregiver role: voluntary or involuntary
- Exchange theory
- Personality/behavior of the caregiver
- Personality/behavior of the patient

Causes of Caregiver Neglect

- Cultural/social aspects of caregiver neglect
- Individual causes of caregiver neglect (burden of care, co-dependency, caregivers with mental illness, physical impairments or substance abuse)
- Preventing Caregiver Neglect

MODULE 5: APS CASE DOCUMENTATION/REPORT WRITING

Importance of Case Documentation

- Proper case documentation for substantiation of ANE

- Identifying data to include in case records
- Documentation Overview
- Gathering of facts/chains of evidence
- Clear, concise and objective documentation
- Updating chronological records to monitor client progress
- Required forms and instructions
- Tracking/recording guidelines
- Monitoring services by other agencies
- Best practice tips
- Documentation Equipment Skills
- Cameras
- Videos
- Tape recorders
- Computers
- Body maps
- Confidentiality of Records
- Client permission to share information
- Legal issues (e.g. subpoena of records)
- Report Writing Skills

MODULE 6: FINANCIAL EXPLOITATION

Overview of Financial Exploitation

- Types of financial exploitation
- Statistics on financial exploitation
- Indicators of financial exploitation
- Assessing client's financial situation
- Assessing level of risk
- Assessing undue influence

Theories of Financial Exploitation

- Cultural/social aspects of financial exploitation
- Causes of Financial Exploitation
- Societal causes of financial exploitation
- Individual causes of financial exploitation
- Preventing Financial Exploitation

MODULE 7: INVESTIGATION: CLIENT CAPACITY

Initial Capacity Assessment

- Interviewing the suspected abuser
- Assessing validity of reports of ANE
- Developing safety plans with/for clients
- Intake documentation

Capacity Assessment

- When and how to refer client for professional capacity evaluation
- Interpreting and using assessment information
- Client's strengths and social supports
- Ability to conduct activities of daily living
- Level and type of care needed

Client's Ability to Make Informed Decisions

- Cultural influences on client's decision-making
- Community standards
- Past history of making decisions
- Concept of "negotiated consent"

MODULE 8: INVESTIGATION: RISK ASSESSMENT

Overview of Risk Assessment

- Indicators of immediate risk of ANE
- Lethality indicators
- Emergency medical or psychiatric situations
- Impact of illness/disability on client's ability to protect him/her self
- Environmental hazards
- What to do when client refuses services

Risk Assessment of Caregiver

- Mental illness
- Substance Abuse
- Emotional/financial dependence on victim
- Suicidal ideation

MODULE 9: INVOLUNTARY CASE PLANNING and INTERVENTION PROCESS

Overview of Involuntary Case Planning and Intervention

- Policies and procedures for response
- Legal standards for involuntary intervention
- Promoting coordinated/joint case planning and service delivery

Case Planning for Involuntary Services

- Arranging for culturally appropriate services
- Goal setting with family/care provider
- Defining intervention strategies/response timeframes
- Finding and procuring resources

APS Interventions

- Providing services for caregiver
- Respite care
- Caregiver training
- Providing information/referrals
- Assuring basic client needs are met
- Accessing benefits and entitlements
- Safety planning for client
- Coordinating involuntary medical care
- Arranging for shelter and transition housing
- Coordinating involuntary mental health/substance abuse treatment
- Linking clients and families with respite services and support groups
- Providing emergency services
- Assisting clients discharged from hospitals, psychiatric and development centers
- Managing client finances as necessary
- Documentation
- Reassessment/follow-up

Guardianships and Conservatorships

- Statutory definitions
- Guardianship process
- Competency/incompetency criteria
- Probate conservatorship process
- Private conservatorship process

MODULE 10: COLLABORATION and RESOURCES

Overview of Collaboration and Resources

- Benefits of working as a team
- Roles of various professionals in resolution of ANE

Local and Regional Networks and Community-Based Services

- Roles and responsibilities of community resources
- Interagency protocols for referrals and service delivery
- Local resources contact information

Inter-Agency Relationships and Collaboration

- Multidisciplinary review teams
- Fatality review teams
- Community advisory groups
- State and local coalitions
- Public awareness campaigns
- Documentation of services and outcomes
- Abuse prevention activities

Community Outreach

- Public education
- Working with the media
- Abuse prevention activities

Service Integration with Related Agencies

- State Units on Aging
- Department of Children and Family Services/Social Services
- Domestic violence resources
- Victim advocates
- Regulatory agencies

Health and Mental Health

- Medical clinics/Hospitals
- Department of Mental Health
- Mental Health/Counseling Agencies
- Medicaid/Medicare
- Agency in charge of Developmental Disabilities

Law Enforcement

- Police/Sheriff's Department
- State Patrol
- FBI
- Medicaid Fraud
- Office of Attorney General
- Probation/parole

Legal Resources

- Office of District Attorney
- Department of Consumer Affairs
- OAA legal service providers
- Private attorneys

Emergency Resources

- Homeless shelters
- Domestic Violence Shelters
- Group homes
- Residential Health Care Facilities
- Boarding Homes
- Food pantries
- Church organizations
- Developing emergency resources when none exist

Financial

- Social Security
- Banking institutions

- Securities firms
- Food stamps

Other Resources

- Long-term care ombudsmen
- Immigration Services
- Clergy
- Universities and community colleges
- National organizations

MODULE 11: LEGAL ISSUES and LAW ENFORCEMENT

Overview of Legal Issues and Law Enforcement

- Role of criminal justice system
- State criminal codes
- Regulations and policies

Legal Tools

- Legal rights of adult clients
- Court ordered mediation
- Restorative justice
- Writing affidavits and petitions
- Mandatory reporting
- Filing emergency protective/restraining orders
- Legal resources for dependent adults
- Victims/witness programs
- Substitute decision-making on behalf of client
- Living wills, health care proxies, do not resuscitate (DNR) orders
- Collecting, preserving and analyzing evidence

Working with Law Enforcement and the Judicial System

- Differences in APS law enforcement, and legal institutional cultures
- Caseworkers' role in the legal process
- Requesting law enforcement assistance
- Conducting joint investigations/interviews with law enforcement
- Subpoena of case records

Preparing for Court

- Case documentation
- Initiating court procedures
- Assisting victims with court procedures
- Legal representation for APS workers
- Guidelines for presenting testimony
- Responding to cross-examination
- Writing court reports

Attachment D

APS Training Strategic Development Plan

APS Training Goal: *Support the success of APS workers so that each team member has a command of the Core Competency statements, knowledge of the Standards of Practice and awareness of performance Standard in a way that promotes excellence as they serve.*

Objective: Provide on-going opportunities for Online Trainings and Classroom Educational Experiences that:

- Develop staff to their fullest potential and equip them with the policy, standards, and tools necessary
- Enhance skills necessary for the wide variety of situations APS staff facilitate with patrons and stakeholders
- Create APS 'Boot Camp' twice a year; open to new and experienced staff to ensure new APS staff complete within 6 months and to obtain additional feedback for improvements

Action Plan:

Action steps which need to be taken to create separate APS training and move training program forward:

Develop comprehensive list of training requirements needed for (see attached training resource):

- New hires
- Organizational Standards of Practice Training Topics
- Continued CEU's required each two years of training
 - Determine who should best be involved in determining training requirements for new and veteran APS staff, including supervisors. Consider using current APS Workgroup. Currently the requirement is at least 40 CEU hours every two years so therefore create the data base of trainings leadership desires for teams to participate in.
 - Potential structure: Decide what, if anything, should be Pre-service (either before being assigned caseload or within 90 days); what should be completed within first year or two (Core); and what should be completed beyond that (Advanced Core or Special Topic). For CFS these are how they appear in Pathlore, under Pre-service (100 Level), Core (200 Level), Advanced Core (300 Level), and Special Topics (400 Level).

Know immediate priorities:

- PPM LiveMeeting for APS only – June 14, 2012 (still to be scheduled). Uncertain if APS will do the policy venue at the same time as CFS. Leslie will check with Deanne Dinkel.
- KIPS training for APS Social Work Specialists and Supervisors (see details in attached KIPS Training)
- Guardianship/Conservatorship (partner with KGP)
- Top Five Core Competency Statements (See attached Core Competency Statements document)

Establish Scope and Sequence for Trainings:

- See attached document.

Gather Expert Resources available to KS APS Trainers:

- KIPS Trainers
- KPG Staff
- Strategic Development Division
- Local Professionals in subject matters

Gather Curriculum Resources available:

- APS Case Reads/Quality Assurance Data
- CFS for LMS and training processes, planning and organization support
- Kansas Guardianship Program
- Assistance as requested through Strategic Development
- Regional allocations to support training travel or registration costs for staff
- NAPSA, NCEA, Academy for Professional Excellence (SDSU) MASTER Program resources

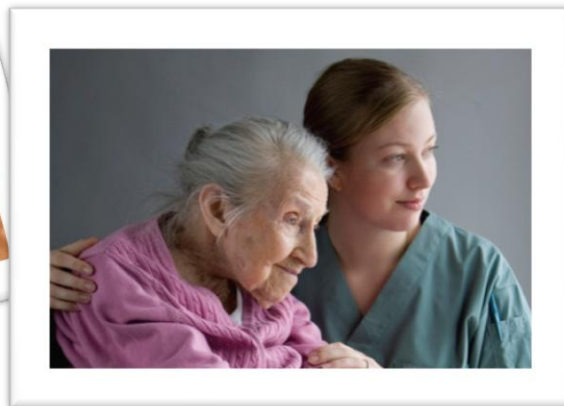
Review Training Resources for Priority Topics:

Check out online courses already available (low-hanging fruit) to establish a readily available source of training and continuing education specifically for APS staff:

- Engage members of the APS Training Workgroup and others to help review trainer and participant materials for any priority topics, and for other topics available through NAPSA/NCEA
- Identify Subject Matter Experts and community partners to develop training not readily available for any priority topics
- If copies can be obtained, put into Pathlore
- If copies are not available, establish system to get completion data into Pathlore

Future training:

- Task workgroup for next step in training development
- Task workgroup to determine next ten Core Competency Statement focus needed
- Adjust 18 month Scope & sequence to 36 month
- Task Workgroup regarding Boot Camp Development



Department of Social and Rehabilitation Services
 Children and Family Services
presents:

CONNECTING VULNERABLE KANSANS: WHAT'S NEW IN ADULT PROTECTIVE SERVICES?

Come join us at one of the upcoming stakeholders' meeting to hear what Kansas is doing to protect and support its most vulnerable adults and provide input on how responses and services could be improved.

DATE	LOCATION
Tuesday, April 24, 2012 1:30pm - 3:30pm	SRS Learning Center- Rooms A and B 2600 East Circle Drive South Topeka, KS 66606
Wednesday, April 25, 2012 2:00pm - 4:00pm	Pittsburg SRS- Sunflower Ballroom 320 S. Broadway Pittsburg, KS 66762
Wednesday, May 2, 2012 1:30pm - 3:30pm	Wichita Regional SRS 230 E. Williams, Room 3080 Wichita, KS 67201
Thursday, May 3, 2012 2:00pm - 4:00pm	Kansas City SRS Service Center 402 State Ave Kansas City, KS 66101
Tuesday, May 8, 2012 2:00pm- 4:00pm	Dodge City SRS 1509 Ave P Dodge City, KS 67801
Wednesday, May 9, 2012 10:00am - 12:00pm	Salina SRS 901 Westchester Suite A Salina, KS 67401