



House Children and Seniors Committee  
January 24, 2013

Adult Protective Services

Presented by:

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**January 24, 2013**

***Testimony of:***

Gina Meier-Hummel, Director of Prevention and Protection Services  
Department for Children and Families  
Topeka, Kansas

***Presented to:***

The Honorable Connie O'Brien and Honorable Members  
*of the Kansas House Children and Seniors Committee:*

**DCF testimony on Adult Protective Services**

**Chairman O'Brien, Vice-Chair Meigs, Ranking Member Wilson and Honored Members:**

Good afternoon and thank you for the opportunity to talk about APS programming. I have attached our current work plan and some documents to aide in this discussion.

Attachment A is the Initial Strategic Development Plan implemented last legislative session. Attachment B is an updated Strategic Development Plan.

In addition to the work reflected in these documents, in the last year we identified best practice principles and worked to create core competencies and standards of practice for our staff. We also implemented a public awareness campaign. DCF now also utilizes data to establish program goals and outcomes, providing staff with much needed direction and information. Attachment C is a sampling of the reports we currently publish. Finally, I have attached in D a couple of case vignettes so you can see examples of how we serve Kansas vulnerable adults.

I thank you for the opportunity to talk about our APS program and stand ready to answer questions.

Thank you.

**Gina Meier-Hummel, Director, Prevention and Protection Services  
Kansas Department for Children and Families**

## Adult Protective Services (APS) Program - January 2013 Update

**Adult Protective Services (APS) Mission Statement:** Improving the quality of life for vulnerable Kansas adults in need of protection by enhancing preventative services, fostering independence and promoting advocacy through building connections with family and within the community.

**APS Vision:** Unite and connect Families, the Community, Social Workers, and Stakeholders to serve and support vulnerable adults through the creation of APS programs that are founded on:

- *Outstanding* Core Competency Statements
- *Solid* Standards of Practice and Performance

**The APS Initial Strategic Plan** (Attachment A), developed in March 2012, was specifically designed to quickly address the concerns of the program creating a solid foundation as well as move the Kansas APS Program to a position worthy of national attention as we aggressively work to ensure the safety and wellbeing of Kansas vulnerable adults.

Throughout 2012, with the help of resources available through the National Adult Protective Services Association (NAPSA), the National Center on Elder Abuse (NCEA), APS programs from other leading states and Stakeholders, the Kansas APS Program has developed and put into action Core Competency Statements, Standards of Practice, Training Program and a Strategic Prevention Plan. The following is an update on the major areas of the Adult Protective Services.

**APS Updated Strategic Plan for 2013 - 2014** (Attachment B) continues to build on the foundation established by the initial plan.

**APS Data Reports** (Attachment C) provide an overview of information that is used by APS staff in determining the effectiveness of policies and processes.

**Training:** APS developed a one year and long term Training Strategic Plan. Throughout 2012 the following trainings have occurred or are in process:

- KIPS training: 5 trainings for APS staff around the state on KIPS (Kansas Intake/Investigation Protection System). This is the system that APS uses to enter data and documentation on clients. Proper input of information is crucial for tracking accurate data and quality improvement of the APS program.
- KPRC training: Focus was on Best Practices utilized by APS, the Kansas Protection Report Center (KPRC) intake workers, social workers, and social worker supervisors to increase their knowledge of APS. Ten training sessions for all KPRC staff (both in Topeka and Wichita) has been scheduled for February 2013.

- A webinar on exploitation was conducted in November 2012 for APS staff. There are plans to expand this exploitation training to nursing homes, law enforcement, and other providers with a projected delivery date of summer of 2013.
- APS Boot camps: Two, two day APS Boot camps have been scheduled. The first camp occurred on January 16, 2013 in Topeka and January 23, 2013 in Wichita. The second camp will be held in Wichita on February 6, 2013 and in Topeka on February 13, 2016. The trainings will include topics such as documentation, interviewing, understanding types of adult abuse, communication skills, newly developed Standards of Practice, and policy and statute review. The NAPSA Core Competencies that APS identified as priorities are being addressed in the training. APS Advisory Committee members have been invited to attend.

**The second round of Stakeholder Meetings** was conducted during October and November. These seven meetings were held in: Wichita, Winfield, Pittsburg, Kansas City, Topeka, Garden City, and Hays. Over 150, providers, consumers, law enforcement, attorneys, long term care representatives, and DCF staff attended these meetings. The purpose of the meetings were to introduce APS staff, provide updates on the APS program, share APS data, and present an overview of intake, investigation, and intervention processes for APS. Plans are in the works to conduct the next round of stakeholder meetings in September and October 2013.

**MOU** between DCF, KDHE and KDADS has been in negotiations and is nearing completion.

**The APS Advisory Committee** continues to meet every other month. This committee, consisting of DCF leadership as well as community stakeholders, provides input on APS trainings, programming, policies, and potential statute revisions. Current Co-Chairs are Rachel Monger (KAHSA) and Loren Snell(KSAG).

**Internal Workgroups** are ongoing. These workgroups research and develop direction on areas of concern or program improvements. Current workgroups are reviewing:

- Policy and Procedures
- Guardianship
- Staffing Needs
- Standards of Practice/Strategic Plan (formerly Vision and Mission)
- Communication with Stakeholders: They will assist the next round of stakeholder.
- Training
- Law Enforcement

**DCF AUDIT of APS** is in process.

## **Attachment A**

### **Adult Protective Services Initial Strategic Development Plan**

**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 B**

### **APS Updated Strategic Plan for 2013 - 2014**

**Program Foundation:** The Kansas APS leadership will build APS programs through continued evaluation of Core Competencies, Standards of Practice, Performance Standards, Prevention Awareness and Training Programs. These categories will be examined continuously to ensure the programs provide exemplary service and will become the benchmark for the nation is service provided to vulnerable adults, their families and their communities.

Core Competencies: The Kansas Core Competencies were defined through partnering with the National Adult Protective Services Association (NAPSA) and reflects Kansas' emphasis in providing the expected level and quality of service to vulnerable adults.

Standards of Practice: Kansas APS programs developed its Best Practices and Principals for Prevention of Adult Abuse, Neglect and Exploitation with resources available through the National Center on Elder Abuse (NCEA) and states with progressive and successful prevention programs. As a result, Kansas developed the Practice Guidelines/Principles, Program Practices, and Individual Social Work Practices.

Performance Standards: Through the Performance Management Process (PMP), expectations and outcome measures are identified and individual feedback provided in order to evaluate, mentor and coach APS social workers.

**Awareness and Prevention:** By educating and uniting families, community leaders, social workers and stakeholders throughout the State, the issue of vulnerable adult abuse prevention will be at the forefront of public awareness. Work continues to identify, secure and maximize use of community resources dedicated to vulnerable adults for the purpose of creating a long-lasting awareness and prevention strategy.

Awareness Campaign: Each year, APS will conduct a month-long public awareness blitz. The campaign includes printed materials and education opportunities for Kansas citizens to become aware of vulnerable Adult abuse, Neglect and Exploitation (ANE). The educational events will use trainings developed for APS staff and those working with vulnerable adults and will create venues to teach nursing home staff and those providing long-term care to families. Other opportunities will be on-going and highlight vulnerable adults in our communities and identify the need to protect them. A Resource Kit is being put in place containing Kansas APS Contact information, definitions, fact sheets as well as other information for education focused on prevention awareness.

Prevention: Education with stakeholders and community is a priority for prevention. APS will develop resources for prevention awareness and training models to provide ongoing educational opportunities for staff. APS will also continue to collaborate with

stakeholders to strengthen prevention processes and provide guidance, training and tools to develop awareness and prevent abuse, neglect and exploitation of vulnerable adults. Kansas APS leadership will continue to develop and strengthen the lines of communication between APS, law enforcement, stakeholders and concerned Kansan's through awareness campaigns, trainings and expanded collaboration. Annual stakeholder meetings will continue to be conducted in the fall of each year to provide access to APS staff, provide program updates, share APS data, and present an overview of intake, investigation, and intervention processes used by APS.

Resource Materials: Resource media, including newsletters and pamphlets that provide the definition of the different types of abuse and neglect are being developed. APS staff will use the resource materials as educational tools and guides that identify indicators and remedies of ANE for themselves, their clients, families they work with and stakeholders. Other media sources currently being used or investigated are Fact Sheets from the NAPSA, Facebook and other social media, the Kansas Advocates for Better Care brochures, the agency and other websites. The use of Quick Response (QR) Codes is also being considered. QR on all print work of smart phone users direct the user to appropriate websites.

Community Collaboration: APS will continue to build upon and collaborate with stakeholders, media, and communities throughout the State to look for opportunities for local organizations to take ownership in the area of prevention awareness. The purpose would be to develop partnerships in funding and message delivery on the prevention of abuse, neglect and exploitation of vulnerable adults. An APS Internal Media Workgroup will be assembled to develop materials that are up-to-date and creative in order to ensure that the message is communicated effectively to all age groups and ethnic groups.

**Training:** Excellence in the service provided to APS clients and their families continues to be a top priority. An important element in attaining and sustaining excellent service delivery is by supporting the success of each APS team member in attaining command of the Core Competencies, knowledge of the Standards of Practice and awareness compliance with Performance Standards.

Training Opportunities: Through Online Trainings and Classroom Educational Experiences, staff will be provided the opportunity to fully develop their potential and equipped with tools necessary to effectively serve in the role as an APS Social Worker. These tools include understanding of Policy, Standards of Practice, and development of Core Competencies. An annual 'Boot Camp' is conducted and is open to new and experienced staff to ensure APS staff are provided an opportunity of continued improvement through completion of the course and from feedback received. An additional training focus is to enhance the social workers skills to effectively address the variety of situations APS staff experience with clients and stakeholders.

Training Structure: The training structure will be as follows:

- Pre-Service, 100 Level (before being assigned caseload or within 90 days);
- Core, 200 Level (first two years of service);
- Advanced Core, 300 Level and Special Topic, 400 Level (completed beyond first two years of service) consistent training segments created in Pathlore for Prevention and Protection Services (PPS).

Future Trainings: Trainings will continue to be reviewed and revised to ensure they are still relevant and up-to-date. Leadership will identify priorities via feedback received from staff and stakeholders for future trainings to ensure needs of APS workers are addressed and opportunities are provided to develop skills needed to continue effectively serving clients.

**Continued Program Improvement:** Continued improvement to the Kansas Adult Protective Services is a priority of the Department for Children and Families (DCF) and Prevention and Protection Services. The focus on the following topics will continue to move the APS program to a place of continuous improvement in striving for excellence.

Performance Improvements and Quality Assurance: The APS program now has data that is used to help implement and monitor the effectiveness of programs to best serve vulnerable adults in the state of Kansas. The new reports are used to implement program and practice decisions. PPS Quality Assurance staff have partnered with APS Program staff to develop a user training manual for the KIPS system and ensure that workers understand the system, the information tracked and how the system is working for users.

APS program data collection and reporting currently includes numbers for the following:

- Reports received and assigned for investigation, investigative findings (substantiated/unsubstantiated), recurrent maltreatment, service plans, and corrective action plans.
- APS Program compliance and worker-specific information is now tracked, including timely investigative findings and timely face to face contact with the involved adult.
- Data related to worker performance evaluations is now available in a database.
- Data entry error reports and various data exploration have assisted the program in highlighting training opportunities and ensuring consistency across the state.

The following annual reports including examinations of APS data over time have been produced:

- APS Portrait and APS Annual Summary
- An APS section was added to the annual Kansas Data Trends Report.

APS Policies and Kansas Protection Report Center (KPRC): Policies will continue to be reviewed and revised. In 2014 APS will begin reviewing and clarifying policies and



KPRC procedures to ensure they are consistent. PPS has received an Executive on Loan from the Casey Family Foundation to join the PPS team the first half of 2013. As part of the DCF/PPS “Front End Redesign” Initiative, the consultant is reviewing current intake, assessment and investigation practices and will develop a strategic plan recommending efficiencies that can be gained by changing assessment tools, processes, policy changes and systems improvements that enhance our initial response to children, families and adults.

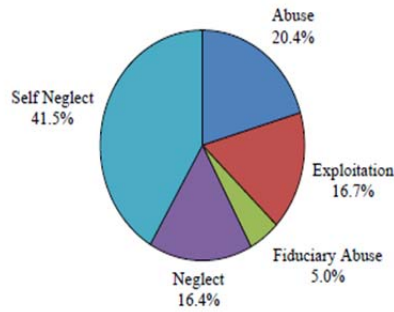
Collaboration: Through ongoing meetings and communication, APS continues to partner with the Attorney General's office as well as local law enforcement. APS will put in place a monthly list to be sent of all substantiated a/n/e cases to the ANE Unit at the AG's office to be reviewed. APS has offered to provide technical assistance with this. APS has revised forms for law enforcement to improve communication and add clarity to the process for obtaining information. Discussions continue in some jurisdictions on developing FAST teams.

Fiduciary Abuse: DCF continues to explore the best and most effective methods to address this type of abuse. We are looking at the creation of specialized caseloads, or potentially involving DCF audit and fraud investigators.

# Attachment C



## Adult Protective Services (APS) Allegations Assigned for Investigation SFY 2012 (July 2011 - June 2012)



Allegation Type	East		Kansas City		West		Wichita		Statewide	
	#	%	#	%	#	%	#	%	#	%
Abuse	649	19.9%	642	22.4%	547	18.4%	657	21.1%	2,495	20.4%
Exploitation	550	16.9%	471	16.5%	456	15.3%	563	18.1%	2,040	16.7%
Fiduciary Abuse	168	5.1%	152	5.3%	145	4.9%	144	4.6%	609	5.0%
Neglect	536	16.4%	502	17.6%	429	14.4%	536	17.2%	2,003	16.4%
Self Neglect	1,361	41.7%	1,093	38.2%	1,397	47.0%	1,215	39.0%	5,066	41.5%
<b>Total</b>	<b>3,264</b>	<b>100.0%</b>	<b>2,860</b>	<b>100.0%</b>	<b>2,974</b>	<b>100.0%</b>	<b>3,115</b>	<b>100.0%</b>	<b>12,213</b>	<b>100.0%</b>

Note: This report counts allegations, not investigations. There may be more than one allegation in a single investigation.

Data Source: KIPS  
Prepared by: PPS Data Unit

## **Attachment D**

**Case 1:** Concerns were reported regarding a 77 year old male. He was having issues with dementia and paranoia and was neglecting his own needs. APS Social Worker met with gentleman several times and it was clear that he had significant paranoia and was so fearful that he was sleeping in different locations so that others could not harm him. Concerns for his own self-care were valid. This gentleman had been receiving services from the local mental health center. It was determined by his psychiatrist that he would benefit from a guardian because his level of memory deficit was clear and the paranoia did not appear to be improving despite starting on medications. The APS Social Worker was able to work with family members to shepherd them through the Guardianship process. An Order to remove the man from his home and take him to a hospital for assessment and evaluation was obtained. The order also allowed law enforcement to seize any firearms at the residence for safekeeping. Family members will become his Guardian and his continued safety and treatment will be assured.

**Case 2:** A man was found in his home unable to move, he had not been seen by a doctor in at least three years, and had moderate dementia. SW was able to assist him with obtaining a doctor's appointment and locating a nursing facility. As a result of the dementia the man was unable to provide contact information for family or friends. After multiple system searches, the SW was able to locate his wife who was residing in Georgia. The wife was contacted and she was interested in having her husband move closer to her. The SW interviewed the wife to determine her intentions, conducted a security check, and assisted the wife in locating a facility in her home state. The worker also helped the wife apply for state assistance. After services were in place and the SW was confident the wife was working in the husband's best interest, the wife came to Kansas and assisted the man with moving to GA. He is currently residing in a nursing home in GA, having all his needs met, and he has frequent contact with his family.