

# Adult Protective Services

## Protecting Georgia's Vulnerable Adults

Presenter: Cathy Ward, APS Social Service Case Manager

Presentation to: DHS Board of Directors

Date: Wednesday, September 19, 2012



Georgia Department of Human Services

# Vision, Mission and Core Values

## *Vision*

**Stronger Families for a Stronger Georgia.**

## *Mission*

**Strengthen Georgia by providing Individuals and Families access to services that promote self-sufficiency, independence, and protect Georgia's vulnerable children and adults.**

## *Core Values*

- **Provide access to resources that offer support and empower Georgians and their families.**
- **Deliver services professionally and treat all clients with dignity and respect. Manage business operations effectively and efficiently by aligning resources across the agency.**
- **Promote accountability, transparency and quality in all services we deliver and programs we administer.**
- **Develop our employees at all levels of the agency.**

# Primary Job Responsibilities

- Investigate - Establish facts; perform a fact-based investigation
- Determine if maltreatment occurred
- Report substantiated A/N/E to Law Enforcement
- Prevent future maltreatment

\*A/N/E = Abuse/Neglect/Exploitation

# Investigate to Establish Facts

- Interview alleged victim and complete assessments at the initial visit:
  - Comprehensive assessment of environment, support systems and risk factors
  - Determination of Need Revised (DON-R)
- Collateral contacts - Information gathered from all sources with first hand knowledge
- Interview alleged perpetrator
  - Inform the alleged perpetrator that an APS report has been received, review the specific allegations, and the investigation protocol including next steps.
  - Obtain names of any individuals whom the alleged perpetrator believes should be interviewed
  - Inform alleged perpetrator substantiated cases of A/N/E must be reported to law enforcement
- Gather evidence: Photographs, police reports, financial records, medical records.

5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

## Tuesday, August 21, 2012

Early	
8:00 AM	(8:00 AM - 9:00 AM) Documented two new investigations in AIMS system
9:00 AM	(9:00 AM - 10:30 AM) Testified in Probate Court after being subpoenaed on case involving disabled adult whose guardian was diagnosed with Alzheimer Disease.
10:00 AM	(10:30 AM - 12:00 PM) Initial unannounced home visit for referral alleging abuse of a 60 year old disabled female. Unable to locate alleged victim at the residence and after several calls located alleged victim at a skilled nursing facility. Made field visit to the nursing facility and completed interviews with alleged victim. Also completed collateral interviews with NH staff
11:00 AM	
12:00 PM	(12:00 PM - 1:00 PM) Lunch
1:00 PM	(1:00 PM - 2:30 PM) Initial unannounced home visit for referral alleging abuse and financial exploitation of 61 year old disabled female. Completed interview with alleged victim and family members
2:00 PM	(2:30 PM - 3:00 PM) Staffed new investigation with APS Supervisor by telephone
3:00 PM	(3:00 PM - 4:00 PM) Follow up home visit to deliver and obtain signature of alleged perpetrator on agreed upon plan needed to increase safety of victim.
4:00 PM	(4:00 PM - 5:00 PM) Telephone call concerning case involving abuse, sexual abuse and financial exploitation of 82 year old female diagnosed with dementia. Drafted information for petition for appointment of a guardian for victim and sent electronically to SAAG
Late	
Tasks	
Notes	

Region:

APS Northwest Georgia

**DHS - Division of Aging Services**  
**APS - Open Investigation Tickler**  
**(Business Days)**

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Case Manager: APS Case Manager

Client ID	Client Name	Intake Date	Assessment Begin Date	Date of Last Contact Attempt	Completion Due Date	# of Days Since Intake	Days Remaining to:	
							Initial Contact (Calendar)	Complete Assessment (Business)
392710		7/24/2012	7/24/2012	8/14/2012	9/5/2012	34		5
791884		7/26/2012	7/30/2012	8/6/2012	9/7/2012	32		7
393971		7/18/2012	7/24/2012	8/23/2012	8/29/2012	40		1
332063		7/30/2012	8/1/2012	8/23/2012	9/11/2012	28		9
793403		8/2/2012	8/7/2012	8/24/2012	9/14/2012	25		12
793792		8/6/2012	8/6/2012	8/7/2012	9/18/2012	21		14
535618		8/24/2012		8/24/2012	10/9/2012	3	7	28
798428		8/22/2012		8/22/2012	10/4/2012	5	5	26
515653		7/19/2012	7/20/2012	8/23/2012	8/30/2012	39		2
797718		8/20/2012		8/21/2012	10/2/2012	7	3	24
430241		8/22/2012		8/22/2012	10/4/2012	5	5	26
790360		7/19/2012	7/23/2012	8/22/2012	8/30/2012	39		2

# Interview: Barriers and Challenges

## **Interview Victim in a private setting free of other influence.**

- Alleged Victim may be wary of strangers and refuse to open the door
- Alleged Victim is physically unable to get to the door
- Alleged Victim fears retaliation
- Misperception about APS intentions (belief that they will be removed from their home)
- Caregiver or other person will not allow APS to see the Alleged Victim

# Other Investigative Challenges

- Environmental and safety concerns:
  - Firearms in the home
  - Hoarding issues and dilapidated structures
  - Meth houses and/or drug activity
  - Home not accessible by vehicle
  - Vicious dogs
- Limited resources





# Technology for Efficiency and Safety

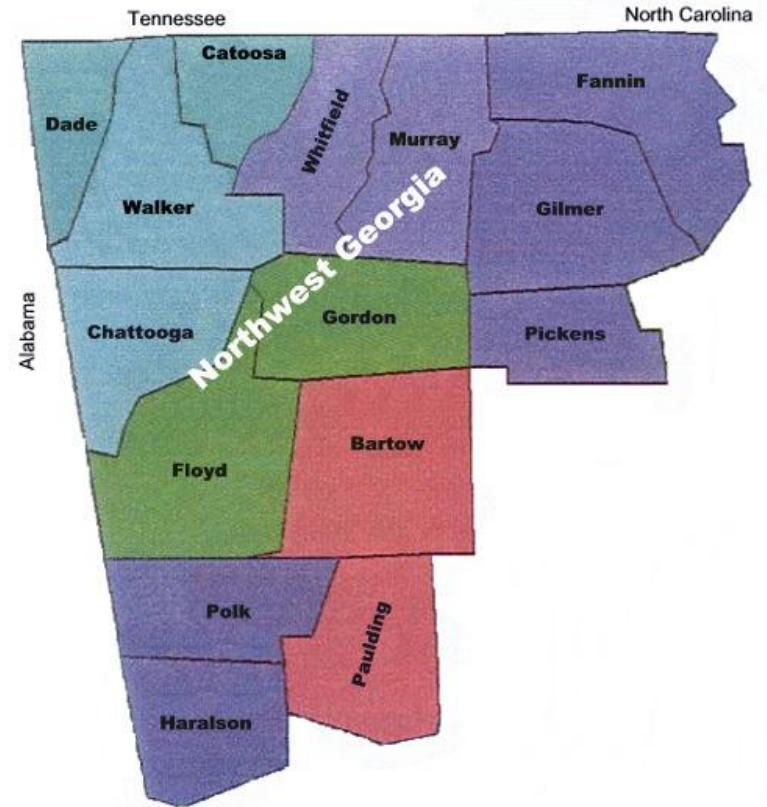
- Blackberry devices allow a mobile and accessible workforce
  - Safety measure (Access Law Enforcement, Emergency Medical persons)
  - Notification of new referral
  - Communicate with Supervisor
  - Access services
  - Take photographs (gather evidence)
- Laptop computer with wireless access
  - Telework as an effective way to reduce travel and increase efficiency

# Disposition and Preventing Recurrence

- All APS investigations are staffed with the Supervisor for closure to determine disposition (i.e. substantiated or unsubstantiated).
- Mandated report of substantiated A/N/E to Law Enforcement.
- Reducing Risk and Preventing Recurrence
  - Referrals to other agencies (i.e. ADRC, Area Agency on Aging, Mental Health Services, home health providers etc.)
  - Use APS Emergency Relocation Funds (ERF)
  - Adult Protective Services Ongoing Case (requires Client consent)
  - Seek representative payee
  - Conservator and/or Guardianship as a last resort

# SFY 2012 – Case Manager Statistics

- During SFY 2012, I traveled 11,609 miles for investigative home and field visits.
- Personally investigated 136 cases in NW Georgia.



# APS Statewide Statistics

- APS has 136 Investigators Statewide
- APS Investigated 11,601 cases in SFY 2012
- APS Substantiated 5,017 cases in SFY 2012
  
- NW Region has 14 Investigators covering 15 counties
- NW Investigated 1,473 cases in SFY 2012
- NW Region Substantiated 701 investigations last SFY year

# APS Guiding Principles

- Each person/case is unique
- Client interests and autonomy is priority
- Respect client's right to self-determination
- Assume client is capable of decision making
- Assume client to be mentally competent
- Provide least restrictive services possible
- Protect the client when they cannot protect themselves
- Confidentiality is important and respected
- Establish a multi-disciplinary approach
- Wrong interventions may be worse than no intervention at all

DIVISION OF AGING SERVICES

**IDAS**

**Aging • Disability • Support • Safety**

**1-866-55AGING** (1-866-552-4464)

GEORGIA DEPARTMENT OF HUMAN SERVICES

