Adult Protective Services (APS)
Program Overview

California Department of Social Services Adult Programs Division

Assembly Budget Subcommittee #1
State Senate Budget Subcommittee #3
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California Department of Social Services
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The California APS program provides services without regard to income, to persons who are victims of abuse, neglect, or exploitation:

- aged 65 and older
- dependent adults aged 18-64 who are functionally impaired, unable to meet their own needs.

California has operated the APS Program since 1984. Funding from the county services block grant (CSBG) was limited and regulations were minimal.

Senate Bill 2199 (Chapter 946, Statutes of 1998) established a statewide APS program with minimum standards.
Required each county to establish and support an adult protective services system for elders and dependent adults.

- Response to and investigation of all reports of known or suspected abuse and neglect.
- 24 hour emergency response system.
- Time-limited case management services such as advocacy, counseling, and accessing community services.
- Emergency shelter/in-home protection.
- Tangible resources like food and transportation.
- Multidisciplinary teams.
- Assist in prosecution.
- Educate the public.
APS

Jurisdiction

» County APS agencies investigate reports of known or suspected abuse or neglect of an elder or dependent adult, EXCEPT those that occur in or under the supervision of:
  » State hospital
  » State developmental center
  » Long-term care facility including a community care facility, residential care facility for the elderly, and long-term health care facility.

» Jurisdiction may be shared with other agencies, and county APS agencies will investigate reports of known or suspected abuse or neglect in these facilities if the suspected abuse or neglect does NOT involve the facility or a member of its staff. (The licensing agencies have that responsibility.)

» CDSS offers free online mandated reporter training to everyone working with elder and dependent adults through the Academy for Professional Excellence at:
  » [http://cdss.ca.gov/MandatedReporting/story_html5.html](http://cdss.ca.gov/MandatedReporting/story_html5.html)
APS

2011 Realignment [AB 118 (Chapter 40, Statutes of 2011) and ABX1 16 (Chapter 13, First Extraordinary Session, Statutes of 2011)]

» APS was realigned.

» 1997-98 MOE requirement no longer applies.

» APS Subaccount within the Local Revenue Fund (LRF) was based on FY 2011-12 expenditures.

» $176,000 for training was not realigned. A one-time $3 million GF investment in 2016-17 was matched with Medi-Cal funds to update the training curriculum and its delivery across the two subsequent years.
### APS Expenditures

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Expenditures</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011-12</td>
<td>$119.7 million</td>
</tr>
<tr>
<td>2012-13</td>
<td>$120.7 million</td>
</tr>
<tr>
<td>2013-14</td>
<td>$126.3 million</td>
</tr>
<tr>
<td>2014-15</td>
<td>$137.6 million</td>
</tr>
<tr>
<td>2015-16</td>
<td>$147.6 million</td>
</tr>
<tr>
<td>2016-17</td>
<td>159.7 million</td>
</tr>
<tr>
<td><strong>2017-18</strong></td>
<td><strong>169.9 million</strong></td>
</tr>
</tbody>
</table>

*Expenditures for FY 2017-18 are point-in-time as of January 2019 and not final.
Reports of Abuse and Neglect Received by APS during FY 2017-18

Source: APS and County Services Block Grant Monthly Statistical Report (SOC 242)
APS  Reports Received, Cases Opened & Resolved

➤ Reports Received, FY 2014 - 2018:  710,898
➤ Cases Resolved, FY 2014 – 2018:  551,461
APS- changes since last year

» Number of clients found to be victims dipped 2.3% since federal FY 2016-17

» Confirmed financial abuse rose 19.6% in state FY 2017-18 from previous year’s numbers.

» Caseloads rose slightly to approximately 27 new investigations per month/per worker. This is only the second year staffing numbers have been available.

» County expenditures rose 3% since last state FY.

Source: CA NAMRS data for federal FY 2016/17 APS
**APS Staffing**

**State Staffing**

» CDSS has one executive position (currently unfilled) for APS.

» Activities performed include:
  » Development of Regulations
  » Data Collection
  » Training Contract Oversight

» CDSS continues to serve the county APS offices in matters related to oversight of policy to allow for consistency of services across all 58 counties.

» CDSS provides coordination with state and federal efforts to address adult abuse.
Training Contracts

In FY 2016-17, $3 million GF one-time training funds were used to contract for training delivery through FY 2018-19:

» Multiple year contracts with 3 Regional Training Academies (San Diego, Davis, and Fresno) were used to increase their delivery of core classes and add additional advanced classes:
  » Two complete “APS Core Competency Academies”
  » National APS worker certification
  » Coaching tools for core competency courses
  » 2 advanced trainings
  » 2 supervisor trainings
  » 275 APS workers attending a 3-day conference with national experts (NAPSA conference)

» New $200,000 contract with Public Administrators (PA), Public Guardians (PG) and Public Conservators (PC) Association to support their unfunded training mandate.

» Each of the five training regions (L.A., Southern, Central, Bay Area, Northern) received approximately $560,000.
# APS Training Deliverables

Using one-time funding (July 2017 – June 2018) 154 statewide trainings offered; 3,214 registrations

<table>
<thead>
<tr>
<th>Regional Training Academy</th>
<th>Core Trainings</th>
<th>Advanced Trainings</th>
<th>E-Learnings and Worker Certificates</th>
<th>Cognitive Institute</th>
<th>Coaching Deliverables</th>
</tr>
</thead>
<tbody>
<tr>
<td>University of California Fresno</td>
<td>37 in class trainings during FY 2017-18, with 737 registrations</td>
<td>7 advanced trainings for APS supervisors &amp; experienced social workers</td>
<td>Ongoing access to 21 eLearning courses/processing certificates</td>
<td>Will pilot a 2 day cognitive training (50 attendees) in 2019</td>
<td>Conducted focus groups with supervisors on skills needed by workers</td>
</tr>
<tr>
<td>San Diego State University</td>
<td>34 in class trainings during FY 2017-18, with 776 registrations</td>
<td>9 advanced trainings were held; 6 supervisorial trainings</td>
<td>Ongoing access to 21 eLearning courses/processing certificates</td>
<td>Developed a 2 day training on cognitive behaviors (50 attendees)</td>
<td>2 courses were developed in 2018-19</td>
</tr>
<tr>
<td>University of California at Davis</td>
<td>35 in class trainings during FY 2017-18, with 393 registrations</td>
<td>4 advanced classroom trainings will be offered.</td>
<td>Ongoing access to 21 eLearning courses/processing certificates</td>
<td>Will pilot a 2 day cognitive training (50 attendees) in 2019</td>
<td>Developed 3 “Just in Time” training videos and delivered training on coaching to supervisors</td>
</tr>
</tbody>
</table>
The National Adult Maltreatment Reporting System (NAMRS)

APS received a federal Administration for Community Living grant of $198,665 per year for federal FY 2016-17 through FY 2018-19 to study and develop an improved comprehensive data collection system in line with NAMRS.

Grant outcomes:

» Developed a report on the costs, pros and cons of a variety of mechanisms to provide deidentified case level data to the federal government.

» Improved aggregate state data by revising our data collection system as of 1/2019 to include aggregate data on clients, perpetrators and services provided.
# APS data collection changes

- Beginning October 1, 2018, APS started collecting NAMRS data.
- Some of the more important changes include:

<table>
<thead>
<tr>
<th>Data Type</th>
<th>SOC 242 data</th>
<th>NAMRS data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reporting period</td>
<td>Based on state F/Y</td>
<td>Based on federal F/Y</td>
</tr>
<tr>
<td>Caseload sizes</td>
<td>Not available</td>
<td>Captures staffing/can provide monthly caseload changes</td>
</tr>
<tr>
<td>Cases versus investigations</td>
<td>Reports out in “cases”</td>
<td>Reports out based on “investigations” (multiple investigations within a case)</td>
</tr>
<tr>
<td>Clients /Victims</td>
<td>Reports Clients</td>
<td>Reports Victims (Clients w/ confirmed abuse)</td>
</tr>
<tr>
<td>Victim demographics</td>
<td>Not available</td>
<td>Captures ages, languages, race, # with dementia and conservatorships</td>
</tr>
<tr>
<td>Services</td>
<td>Only housing and transportation captured</td>
<td>Victims already receiving benefits, Victims requiring interagency coordination, referral for conservatorships, hoarding assistance</td>
</tr>
<tr>
<td>Perpetrators</td>
<td>Not available</td>
<td>Age, relationship to victim, known mental health or addiction issues, referred for legal remedies</td>
</tr>
</tbody>
</table>
APS NAPSA Certification Update

- 59 social workers have NAPSA Certification.

- 125 Certifications were grant-funded under the GF investment, which expires 6/30/19.

- 95 social workers are currently or pending eligible for NAPSA certification.
APS Leader’s Institute Grant

APS received a federal Administration for Community Living grant of $373,259 per year for Federal FY 2018-19 through FY 2020-21 to increase the capacity of APS managers to drive program improvements by:

» Providing training by national experts to APS managers and their upper management on programmatic challenges for APS and research/practice based solutions.

» Pilot the first ever APS MSW stipend program with a 2 year employment payback requirement (equivalent to the Child Welfare Title IVE program) in the Bay Area.
Collaborative Efforts

» Silence = Violence Network: Bringing together state agencies serving seniors and persons with disabilities to enhance collaboration and explore system gaps.

» Public Awareness Coalition: Leading a coalition to develop a yearly public awareness event in early June to engage both professionals and the general public.

» Advising two Administration for Community Living grantees in California on abuse training and outcome-based projects. (CA received 3 of 5 national grants.)