

**Program #25014 - DD Abuse Investigations and Monitoring** 2/18/2016

**Department:** County Human Services **Program Contact:** Mohammad Bader  
**Program Offer Type:** Existing Operating Program **Program Offer Stage:** As Requested  
**Related Programs:**  
**Program Characteristics:** In Target

**Executive Summary**

The Abuse Investigation Team reviews all serious event reports submitted to the division. The team determines which events meet Oregon’s definitions of abuse and neglect and conducts investigations of those incidents. Abuse investigators screen approximately 1,200 serious event reports (SERT) and open an average of 200 investigations annually. Investigators answer requests and telephone inquiries from a wide range of parties, including division staff, staff and management of provider agencies, law enforcement, other DCHS programs and the general public.

**Program Summary**

The primary responsibility of the investigation unit is to ensure timely and appropriate safety plans are in place for clients when necessary, as well as to conduct thorough and unbiased investigations of alleged abuse and neglect. Investigators perform these duties as the designee of the State of Oregon and under the oversight of the Office of Adult Abuse Prevention and Investigations (OAAPI). The team investigates allegations of abuse, neglect or exploitation of adults now or previously enrolled in the Developmental Disabilities system. This includes clients served by brokerages who do not receive county case management services. Brokerages are a secondary case management system to which clients may be referred. However, the County Developmental Disabilities Program retains Medicaid responsibilities for these clients, including abuse investigations. Additionally, the abuse investigators have jurisdiction and responsibility to investigate care providers and non-care providers when a trust relationship exists under expanded definitions of abuse in accordance with OAR 407-045-0260.

The team maintains strong ongoing relationships with local, state and federal law enforcement agencies and participates in the District Attorney’s Multi-Disciplinary Team as legislated in Oregon Revised Statutes 430.735 to 430.765. The team participates in the Critical Case Review Committee (CCRC) which is an internal group designed to discuss complex and high-risk situations for adults enrolled in the division. The committee consults with the ADVSD Public Guardian/Conservator, county counsel and other community partners to ensure clients receive services to support their independence, as well as health and safety. Abuse investigators recommend Service Coordinators and brokerage agents refer particular cases to CCRC to ensure quality service delivery.

The monitoring aspect of the unit helps to manage risk by ensuring programmatic compliance with rules, statutes and contracts by agencies and providers. In addition to proactive monitoring, this group often ensures the completion of any programmatic related follow-up needed by providers as identified by abuse investigations to ensure a high level of service.

**Performance Measures**

Measure Type	Primary Measure	FY15 Actual	FY16 Purchased	FY16 Estimate	FY17 Offer
Output	Number of investigations closed <sup>1</sup>	184	240	175	175
Outcome	% of abuse referrals screened within 5 working days	94.25%	90.0%	94.0%	90.0%
Output	Number of programmatic monitoring visits performed <sup>2</sup>	283	120	325	240
Outcome	% of sites monitored that were found to be in compliance with Oregon Administrative Rules. <sup>3</sup>	n/a	90.0%	100%	90.0%

**Performance Measures Descriptions**

<sup>1</sup> Description of measure was changed in FY16, thus reflecting a lower total than the actual purchased.  
<sup>2</sup> This measure previously reported under Program Offer 25015 and moved to reflect alignment of this function with Abuse Investigations.  
<sup>3</sup> New measure for FY16 and now reported under this Program Offer.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2016	2016	2017	2017
Personnel	\$497,985	\$854,525	\$215,576	\$1,271,456
Contractual Services	\$0	\$1,000	\$0	\$1,000
Materials & Supplies	\$3,725	\$11,163	\$2,515	\$31,230
Internal Services	\$41,665	\$114,394	\$21,485	\$301,367
<b>Total GF/non-GF</b>	<b>\$543,375</b>	<b>\$981,082</b>	<b>\$239,576</b>	<b>\$1,605,053</b>
<b>Program Total:</b>	<b>\$1,524,457</b>		<b>\$1,844,629</b>	
<b>Program FTE</b>	5.50	8.50	2.13	12.87

Program Revenues				
Indirect for Dept. Admin	\$0	\$0	\$76,814	\$0
Intergovernmental	\$0	\$981,082	\$0	\$1,605,053
<b>Total Revenue</b>	<b>\$0</b>	<b>\$981,082</b>	<b>\$76,814</b>	<b>\$1,605,053</b>

Explanation of Revenues

\$475,307 - State Mental Health Grant Local Admin; \$110,266 - State Mental Health Grant Case Management; \$748,761 - State Mental Health Grant Abuse Investigation Services.

Significant Program Changes

Last Year this program was: FY 2016: 25014A-16 DD Abuse Investigations

Position added per Bud Mod no. DCHS-01-016: 1.0 FTE Human Services Investigator.  
 Positions transferred from Program Offer 25011: 2.0 FTE Program Specialist to align these positions with the expanded duties for monitoring in this program offer.  
 Positions transferred to Program Offer 25011: 1.0 FTE Program Specialist Sr. to join the Comp/Plan of Care unit; 1.0 FTE OA2 to join the Comp/Plan of Care unit.