

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

**Executive Summary**

Aging, Disability & Veterans Services Division (ADVSD) Adult Protective Services program (APS) helps older adults, people with disabilities, and Veterans have improved quality of life by being free of abuse, financial exploitation, and neglect by equitable and efficient access to quality protective services that meet their diverse needs and expectations. APS provides community education about abuse prevention, conducts abuse investigations, provides risk management for neglect, and prevents harm by linking victims of abuse to health, legal, and human services to improve safety for vulnerable adults.

**Program Summary**

**ISSUE:** Older adults, people with disabilities, and Veterans can be at risk of abuse, financial exploitation, neglect, and self-neglect due to social isolation, physical impairment, health concerns, and dependence on others to meet their needs. It is estimated that one in nine vulnerable adults is the victim of abuse at some time during their life.

**PROGRAM GOAL:** The primary goal of the Adult Protective Services program is to protect older adults, people with disabilities, and Veterans from abuse, neglect, self-neglect, and financial exploitation. APS serves a critical department-wide goal of ending abuse and neglect, stabilizing vulnerable adults, holding perpetrators accountable, and providing community education.

**PROGRAM ACTIVITY:** The APS program receives referrals and investigates allegations of abuse, self-neglect, and financial exploitation of older adults, people with disabilities, and Veterans through a centralized screening number (503-988-4450). Thirty APS investigators review all reported incidents of abuse both for those living in the community and in one of the 104 long-term care facilities such as nursing facilities or in one of 636 adult care homes in Multnomah County. APS coordinates with law enforcement and the District Attorney's Office to prosecute offenders. APS staff link vulnerable adults to needed health care, housing, social services, and legal and participant advocacy agencies. The APS team consists of clinical services specialists, human services investigators, a risk case manager, and APS screeners. The District Attorney's Office, law enforcement officers, the Public Guardian, and Multnomah County Counsel participate monthly in law enforcement meetings to discuss criminal cases. The APS risk case manager provides short-term case management for vulnerable adults without a substantiated abuse claims but who are at high risk for abuse, self-neglect or have a significant threat to their health and safety. Risk case management services stabilize individuals, providing intensive oversight for up to a year by creating linkages to appropriate agencies and ongoing services.

**Performance Measures**

Measure Type	Primary Measure	FY16 Actual	FY17 Purchased	FY17 Estimate	FY18 Offer
Output	# of abuse calls received	7,987	7,987	7,987	7,900
Outcome	Re-abuse rate for individuals involved with APS	5.0%	3.8%	5.0%	5.0%
Output	# of Adult Protective Service investigations completed	2,862	2,800	2,862	2,900
Outcome	% of people receiving risk management who did not have a reported abuse case after receiving services	100%	100%	100%	100%

**Performance Measures Descriptions**

In 2016, ADVSD implemented a division-wide performance management system to measure participant outcomes and improve program administration. As a result, all ADVSD Program Offers were redesigned for FY18 to reflect the new measures. The FY17 Purchased amounts are estimates and differ from measures shown in the FY17 Adopted Budget.

## Legal / Contractual Obligation

Adult Protective Services is a mandated service by Oregon Administrative Rules. Multnomah County acts as the Area Agency on Aging and is required to perform this function under contract with Oregon Department of Human Services.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2017</b>	<b>2017</b>	<b>2018</b>	<b>2018</b>
Personnel	\$90,106	\$3,882,276	\$105,673	\$3,954,490
Contractual Services	\$144,641	\$2,500	\$466,311	\$2,000
Materials & Supplies	\$7,022	\$92,415	\$0	\$95,491
Internal Services	\$0	\$911,431	\$19,113	\$1,126,688
<b>Total GF/non-GF</b>	<b>\$241,769</b>	<b>\$4,888,622</b>	<b>\$591,097</b>	<b>\$5,178,669</b>
<b>Program Total:</b>	<b>\$5,130,391</b>		<b>\$5,769,766</b>	
<b>Program FTE</b>	1.00	37.28	1.07	37.28

<b>Program Revenues</b>				
Indirect for Dept. Admin	\$234,489	\$0	\$402,567	\$0
Intergovernmental	\$0	\$4,888,622	\$0	\$5,178,669
<b>Total Revenue</b>	<b>\$234,489</b>	<b>\$4,888,622</b>	<b>\$402,567</b>	<b>\$5,178,669</b>

## Explanation of Revenues

\$5,178,669 – Title XIX

Note: \$130,776 State Mental Health Grant (Older/Disabled) Mental Health Services and \$200,977 General Fund is budgeted in Health Department program offer #40068 - Mental Health Quality Management & Protective Services to support Multi-Disciplinary Team (MDT) contracted Mental Health Specialists.

## Significant Program Changes

**Last Year this program was:** FY 2017: 25024A ADVSD Adult Protective Services

In FY18, Program Offer 25024A ADVSD Adult Protective Services has been split into two Program Offers: 25024 ADVSD Adult Protective Services and 25028 ADVSD Multi-Disciplinary Team.