

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

**Executive Summary**

Aging, Disability & Veterans Services Division 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, neglect, and self-neglect through equitable and efficient access to quality protective services that meet their diverse needs. APS investigates the abuse of vulnerable adults; links victims of abuse to health, behavioral health, legal, and social services to improve safety; provides risk management to prevent self-neglect; and provides education about abuse prevention.

**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 in the most independent setting possible, holding perpetrators accountable, and providing community education.

**PROGRAM ACTIVITY:** APS receives referrals and investigates allegations of abuse, financial exploitation, neglect, and self-neglect of older adults, people with disabilities, and Veterans through a centralized screening phone number. The APS investigator team of 30 reviews all reported incidents of abuse both for those living in the community or residing in one of 119 long-term care facilities such as nursing or other facilities, or in one of 630 adult care homes in Multnomah County. APS links vulnerable adults to needed health care, housing, behavioral health services, social services, and legal and participant advocacy agencies. The APS team consists of clinical services specialists, human services investigators, a risk case manager, and screeners. APS coordinates with law enforcement and the District Attorney's Office to prosecute offenders. The District Attorney's Office, law enforcement officers, the Public Guardian, and Multnomah County Counsel participate in monthly meetings to discuss criminal cases. The risk case manager provides short-term case management for vulnerable adults without a substantiated abuse claim 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	FY17 Actual	FY18 Purchased	FY18 Estimate	FY19 Offer
Output	# of referrals to APS <sup>1</sup>	7,019	7,900	6,835	7,000
Outcome	% of risk case management recipients who did not have a reported abuse case after receiving services	89%	100%	89%	90%
Output	# of Adult Protective Service investigations	2,249	2,900	2,534	2,400
Outcome	Re-abuse rate for individuals involved with APS	3.28%	5.00%	3.28%	3.28%

**Performance Measures Descriptions**

<sup>1</sup>Measure reworded for accuracy: formerly "# of abuse calls received."

## Legal / Contractual Obligation

Adult Protective Services is a mandated service by Oregon Administrative Rules. Multnomah County acts as the designated Area Agency on Aging and is required to perform this function under contract with the 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>2018</b>	<b>2018</b>	<b>2019</b>	<b>2019</b>
Personnel	\$105,673	\$3,954,490	\$42,494	\$4,208,840
Contractual Services	\$466,311	\$2,000	\$562,822	\$10,000
Materials & Supplies	\$0	\$95,491	\$0	\$111,743
Internal Services	\$19,113	\$1,126,688	\$0	\$1,342,928
<b>Total GF/non-GF</b>	<b>\$591,097</b>	<b>\$5,178,669</b>	<b>\$605,316</b>	<b>\$5,673,511</b>
<b>Program Total:</b>	<b>\$5,769,766</b>		<b>\$6,278,827</b>	
<b>Program FTE</b>	1.07	37.28	0.35	38.00

<b>Program Revenues</b>				
Indirect for Dept. Admin	\$402,567	\$0	\$484,017	\$0
Intergovernmental	\$0	\$5,178,669	\$0	\$5,673,511
<b>Total Revenue</b>	<b>\$402,567</b>	<b>\$5,178,669</b>	<b>\$484,017</b>	<b>\$5,673,511</b>

## Explanation of Revenues

\$5,673,511 - Title XIX

## Significant Program Changes

Last Year this program was: FY 2018: 25024 ADVSD Adult Protective Services