

**Department:** County Human Services      **Program Contact:** Brian Hughes  
**Program Offer Type:** Existing Operating Program      **Program Offer Stage:** As Proposed  
**Related Programs:**  
**Program Characteristics:**

**Executive Summary**

Aging, Disability & Veterans Services Division (ADVSD) Adult Protective Services Program (APS) helps vulnerable 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 conducts abuse investigations, links victims of abuse to health, legal, and social services to improve safety and reduce risk to prevent self-neglect, and provides community 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, neglect, self-neglect, and financial exploitation of older adults, people with disabilities, and Veterans through a centralized screening number. Thirty APS investigators review all reported incidents of abuse both for those living in the community or residing in a long term care facility. APS staff link vulnerable adults to needed healthcare, 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. 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 APS risk case manager provides short-term case management for vulnerable adults without a substantiated abuse claim but who are at high risk for abuse or 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	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Number of Adult Protective Service intakes <sup>1</sup>	9,417	7,800	10,400 <sup>2</sup>	9,100
Outcome	Percent of investigations with timely response <sup>3</sup>	98%	N/A	95%	97%
Output	Number of Adult Protective Service investigations completed	2,399	2,400	1,630 <sup>4</sup>	1,600
Outcome	Re-abuse rate for individuals involved with APS	N/A	3.28%	N/A <sup>5</sup>	4%

**Performance Measures Descriptions**

<sup>1</sup>Measure reworded for clarity to align with new program definitions. Previous measure was “# of referrals to APS.”

<sup>2</sup>The intake rate has increased due to expansion of requirements in the Centralized Abuse Management for more professions and increase in outreach for people to report abuse. <sup>3</sup>New Measure. Previous measure: “Percent of people receiving risk case management who did not have a reported abuse case after receiving services.” FY2019 Act.=94% . FY2020 Purch.=90%. FY2020 Est.=94%. See significant changes for notes 4 and 5.

## 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

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$43,799	\$4,427,943	\$47,516	\$5,002,689
Contractual Services	\$538,365	\$5,000	\$516,732	\$5,000
Materials & Supplies	\$0	\$80,800	\$0	\$63,001
Internal Services	\$0	\$1,325,050	\$0	\$1,413,130
<b>Total GF/non-GF</b>	<b>\$582,164</b>	<b>\$5,838,793</b>	<b>\$564,248</b>	<b>\$6,483,820</b>
<b>Program Total:</b>	<b>\$6,420,957</b>		<b>\$7,048,068</b>	
<b>Program FTE</b>	0.35	38.00	0.35	41.00

Program Revenues				
Intergovernmental	\$0	\$5,838,793	\$0	\$6,483,820
<b>Total Revenue</b>	<b>\$0</b>	<b>\$5,838,793</b>	<b>\$0</b>	<b>\$6,483,820</b>

## Explanation of Revenues

This program generates \$663,671 in indirect revenues.  
\$6,483,820 - Title XIX

## Significant Program Changes

**Last Year this program was:** FY 2020: 25024-20 ADVSD Adult Protective Services

<sup>4</sup>In FY2019 the State assumed responsibility for conducting investigations of abuse in nursing facilities, which reduced the overall number of investigations completed by the County. FY2019 completed investigations number was also higher due to a system change and the State requirement to close all cases opened prior to November 2018. <sup>5</sup>Reabuse rate is calculated by the State and data is unavailable for FY2018, FY2019, and FY2020 estimate. Measure reflects FY2017 reabuse rate. In 2019, the State of Oregon rolled out a reporting system for abuse and neglect called the Centralized Abuse Management resulting in significant changes for information processes, data entry, and coordination with other service providers. Increase in 3.00 FTE due to increased Medicaid funding: 2.00 FTE Human Services Investigator, 1.00 FTE Program Supervisor.