

Department: County Human Services **Program Contact:** Wendy Hillman
Program Offer Type: Existing Operating Program **Program Offer Stage:** As Adopted
Related Programs: 25024B
Program Characteristics:

Executive Summary

Adult Protective Services (APS) is responsible for improving the quality of life of 220,000 older adults, people with disabilities and veterans by protecting them from abuse, financial exploitation, neglect and self-neglect. This program conducts abuse investigations, provides risk management and Multi-Disciplinary Team (MDT) services and educates the community about abuse. APS workers prevent further harm by linking victims of abuse to critical health, legal and human services.

Program Summary

The primary goal of the Adult Protective Services (APS) program is to protect vulnerable older adults and persons with disabilities from abuse, neglect, self-neglect and financial exploitation. APS workers link vulnerable adults to needed health care, housing, social services, legal and client advocacy agencies. Workers investigate abuse and rule violations in 96 care facilities and 631 adult care homes as well as abuse in the community at large. APS coordinates with law enforcement and the District Attorney's office to prosecute offenders. The program responded to 8,969 abuse calls in FY13. Last fiscal year, the APS Financial Abuse Support Team (FAST) and others recovered or preserved \$896,079 for its clients.

APS serves clients with complex psycho-social and medical needs in five branch offices located throughout the county via Multi-Disciplinary Teams (MDT). These teams are an evidence-based practice that provide consultation, in-home assessments and interventions to stabilize clients who have complex medical, mental health and psycho-social needs. The core team membership consists of an APS clinical services specialist, an APS community health nurse, a contracted mental health specialist and an investigator or case manager; others join the team as needed. The District Attorney's office, law enforcement officers, the public guardian and County Counsel of Multnomah County participate each month on a larger law enforcement staffing to discuss criminal cases.

MDT provided 1,628 client contacts and 4,639 hours of nursing clinical supports to 1,338 older adults and people with disabilities. This service is designed for clients who have barriers to obtaining medical, mental health or legal types of intervention. Ninety-six percent of MDT participants showed improvement after MDT intervention. MDT interventions reduce the risk of unnecessary hospitalizations or homelessness for these clients. APS provides risk management services to stabilize clients, providing some clients with intensive oversight for up to 12 months to stabilize their situation or to link them to appropriate agencies and ongoing services.

Performance Measures

Measure Type	Primary Measure	FY13 Actual	FY14 Purchased	FY14 Estimate	FY15 Offer
Output	Protective services investigations completed	2,542	2,750	2,750	2,893
Outcome	Reabuse rate for older adults and people with disabilities ¹	2%	2%	2%	2%
Outcome	Clients with stable or improved overall living situation after 90 days of MDT intervention ²	96%	90%	96%	96%

Performance Measures Descriptions

¹Current reabuse rate estimate is based on State of Oregon figures. Data is from January-December 2013. Reabuse is defined as more than one investigation resulting in a substantiated abuse allegation during calendar year 2013 for all victims in Multnomah County.

²Changes in living situation are measured by team ratings of safety, financial situation, health, living situation and knowledge of options.

Legal / Contractual Obligation

APS 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 (DHS). DHS provides funds to Multnomah County to deliver this service.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Personnel	\$259,388	\$3,635,391	\$390,899	\$3,998,802
Contractual Services	\$567,297	\$133,566	\$564,787	\$138,067
Materials & Supplies	\$5,163	\$71,699	\$9,730	\$100,115
Internal Services	\$36,358	\$567,440	\$53,114	\$655,460
Total GF/non-GF	\$868,206	\$4,408,096	\$1,018,530	\$4,892,444
Program Total:	\$5,276,302		\$5,910,974	
Program FTE	2.18	35.42	3.39	41.01

Program Revenues				
Intergovernmental	\$0	\$4,408,096	\$0	\$4,892,444
Total Revenue	\$0	\$4,408,096	\$0	\$4,892,444

Explanation of Revenues

\$4,761,667 - Title XIX

\$130,776 - State Mental Health Grant Older/Disabled Mental Health Services

Significant Program Changes

Last Year this program was: 25024A ADS Adult Protective Services

This program offer also incorporates PO #25024B ADS Adult Protective Services - Continuing Service Level and partial funds from PO #25037 ADS Restore County General Fund Match to Maintain Staffing. Increased Medicaid funding resulting in increase of 6.8 FTE: 1.0 FTE Case Management Assistant, 1.0 FTE Case Manager Senior, 3.0 FTE Human Service Investigators, .8 FTE Community Health Nurse, 1.0 FTE Administrative Analyst Senior.

PO #25037 performance measures: Number of clients engaged by high utilization worker FY13 Actual=42; FY14 Purchased=20, FY14 Estimate=54; Percent of clients with improved living situation after completion of service FY13 Actual=74%, FY14 Purchased=80%, FY14 Estimate=89%.