

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

Adult Protective Services (APS) is responsible for improving the quality of life for the county's 235,000 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 program (APS) is to protect vulnerable older adults, people with disabilities and veterans from abuse, neglect, self-neglect and financial exploitation. APS workers link vulnerable adults to health care, housing, social services, legal assistance and client advocacy agencies. Workers investigate abuse in 123 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 7,735 abuse calls in FY15.

APS uses Multi-Disciplinary Teams (MDT) to serve clients with complex psycho-social and medical needs in six branch offices and five District Senior Centers located throughout the county. 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 consists of an APS clinical services specialist, an APS community health nurse, a contracted mental health specialist and an APS human services investigator or case manager. Others join the team as needed.

MDT served 709 older adults, people with disabilities and veterans and provided 3,616 client contacts, including 4,475 hours of nursing and 1,211 hours of mental health clinical support services. This service is designed for clients who have barriers to obtaining medical, mental health or legal types of intervention. Ninety-three percent of MDT participants showed improvement after MDT intervention. MDT interventions reduce the risk of unnecessary hospitalizations or homelessness for these clients. APS may provide short-term monitoring, following the closure of an investigation and during the implementation of ongoing support services, for clients with complex safety plans.

The District Attorney's Office, law enforcement personnel, the public guardian and Multnomah County Attorney meet each month to discuss criminal cases. APS staff also lead the DCHS Multi-System Staffing Team (MSST) which meet monthly to consult and problem solve on cross-divisional, cross-departmental high-risk clients.

Performance Measures

Measure Type	Primary Measure	FY15 Actual	FY16 Purchased	FY16 Estimate	FY17 Offer
Output	Protective services investigations completed	2,656	2,600	2,750	2,800
Outcome	Re-abuse rate for older adults and people with disabilities ¹	3.8%	2%	3.8%	3.8%
Outcome	Clients with stable or improved overall living situation after 90 days of MDT intervention ²	93.3%	93%	93%	93%

Performance Measures Descriptions

¹Current re-abuse rate estimate is based on State of Oregon figures. Data is from January-December 2015. Re-abuse is defined as more than one investigation resulting in a substantiated abuse allegation during calendar year 2015 for all victims in Multnomah County.

²Living situation stability is 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	2016	2016	2017	2017
Personnel	\$459,052	\$4,092,514	\$431,779	\$4,227,312
Contractual Services	\$482,428	\$2,580	\$356,516	\$2,759
Materials & Supplies	\$10,480	\$85,527	\$8,905	\$102,000
Internal Services	\$72,816	\$940,280	\$55,354	\$1,000,971
Total GF/non-GF	\$1,024,776	\$5,120,901	\$852,554	\$5,333,042
Program Total:	\$6,145,677		\$6,185,596	
Program FTE	3.36	40.04	3.36	40.04

Program Revenues				
Indirect for Dept. Admin	\$216,773	\$0	\$255,330	\$0
Intergovernmental	\$0	\$5,120,901	\$0	\$5,333,042
Total Revenue	\$216,773	\$5,120,901	\$255,330	\$5,333,042

Explanation of Revenues

\$5,333,042 - Title XIX

Note: \$130,776 State Mental Health Grant (Older/Disabled) Mental Health Services and \$196,555 General Fund is budgeted in Health Department 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 2016: 25024-16 ADVSD Adult Protective Services