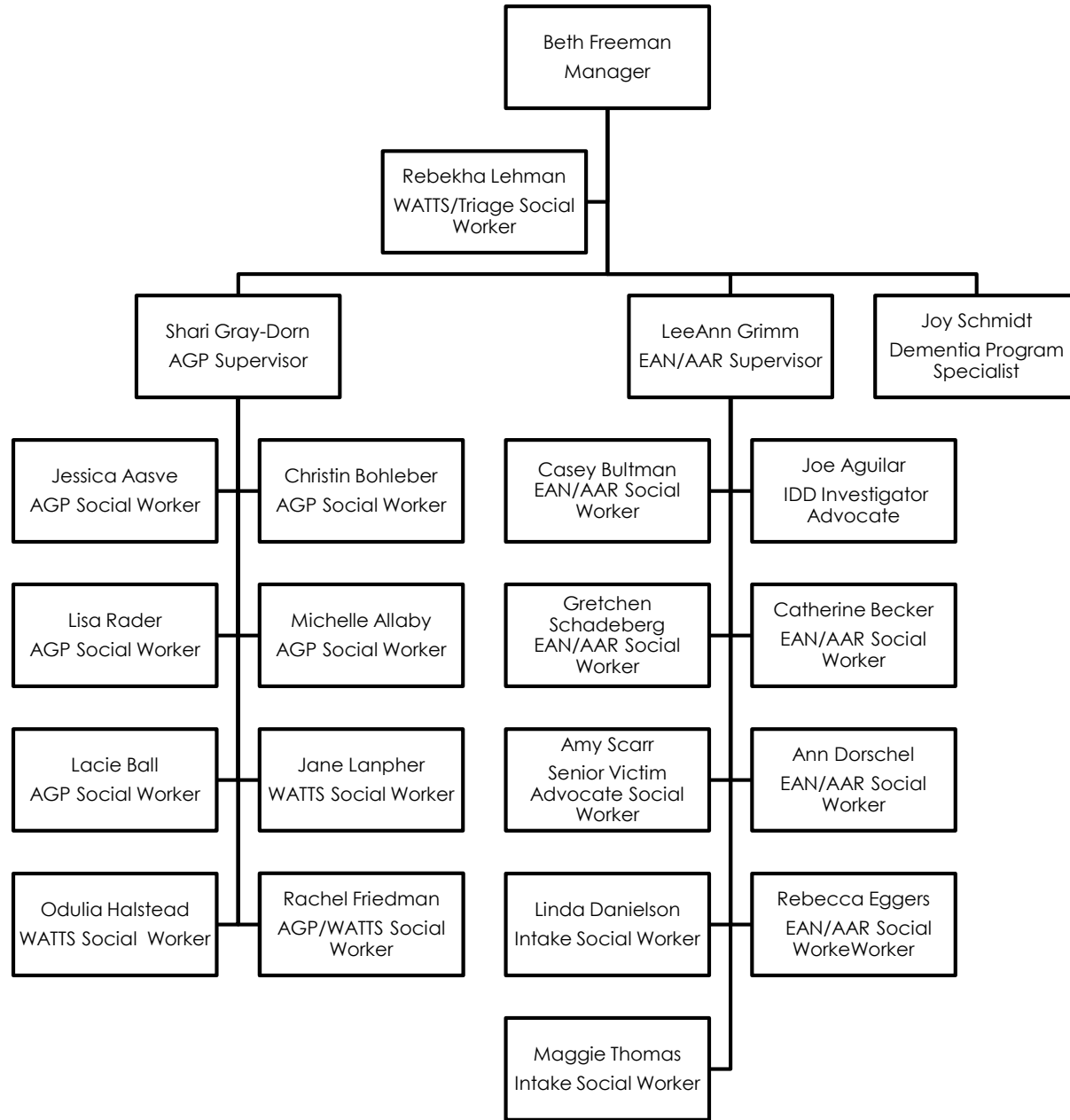


Adult Protective Services Overview 01.08.24

AREA AGENCY ON AGING: ACCESS COMMITTEE

HISTORY OF APS IN DANE COUNTY DEPARTMENT OF HUMAN SERVICES

- ▶ Prior to 2010 Elder Abuse & Adults At Risk (EAN/AAR) staff were located within the Area Agency on Aging and the Adult Guardianship Program (AGP) was located in Adult Community Services
- ▶ 2010 the EAN/AAR & AGP were brought into Adult Community Services and the Adult Protective Services Unit was created
- ▶ As of May 2018 Family Care Model of Long Term Programs came to Dane County
- ▶ May 2018 APS Unit expanded – APS Manager, EAN/AAR Supervisor, AGP Supervisor positions were created and some additional staff were brought into EAN/AAR and AGP
- ▶ 2019 Dedicated Helpline Intake worker added, another in July 2020
- ▶ March 2020 Dementia Crisis Program Specialist added



PROGRAMS IN APS

▶ Elder and Adults at Risk Investigation

- ▶ APS Helpline
- ▶ Community Coordinated Response Teams
 - ▶ EA CCR
 - ▶ FAST
 - ▶ ID CCR
 - ▶ FAST
 - ▶ Hoarding Task Force
- ▶ Victim Advocate Programs
 - ▶ Senior
 - ▶ Intellectual / Developmental Disability

▶ Adult Guardianship

- ▶ Receive and petition on behalf of Community Referrals (low income, vulnerable)
- ▶ Petition for Protective Placement (for all in Dane County)
- ▶ Conduct Annual Protective Placement reviews aka "WATTS reviews"
- ▶ Ongoing support of persons under court ordered protective placement
- ▶ Monthly Guardian Support Group
- ▶ Coordinate annual Domestic Violence in Later Life conference

ADDITIONAL SERVICES/PROGRAMS IN APS

- ▶ Dementia Crisis Program Specialist
- ▶ Triage Social Worker
- ▶ Annual Coordination of World Elder Abuse Awareness Day (WEAAD) related activities, June 15th
- ▶ Provide trainings to community partners (Crisis, Law Enforcement, LTC programs, Focal Points, ADRC...) about
 - ▶ EAN/AAR role, investigations
 - ▶ Dementia Crisis Response
 - ▶ Guardianship and related processes

VALUES OF APS

- ▶ Self-Determination supporting an individual's right to:
 - ▶ Decide how and where to live
 - ▶ Choose to accept or refuse recommendations or services
 - ▶ Make poor decisions and/or poor choices
 - ▶ Engage least restrictive measures – living situation, decision making tools

STATUTES GUIDING WORK IN APS

Every county has a lead agency designated to investigate reports on

- Elder Abuse Reporting System (WI Statute 46.90)
- Adults at Risk – Definition of (WI Statute 55.01)

and to assist with guardianship and protective placement petitions

- Guardianship & Conservatorships (WI Statute 54)
- Protective Service System (WI Statute 55)

APS BUDGET - 2024

- ▶ APS does not have any revenue generating funding streams
- ▶ \$4,200 Dementia Related Training / Goods / Services (Levy)
- ▶ \$29,365 Elder Abuse Services (part of an \$89,329 allocation from Department of Health Services)
- ▶ \$46,900 Elder Abuse Services (ARPA – ENDS 9/30/24)
- ▶ \$4,753 Domestic Violence in Later Life – funds annual conference (part of an \$89,329 allocation from Department of Health Services)
- ▶ \$5,939 RSVP/TRIAD Conference (part of an \$89,329 allocation from Department of Health Services)
- ▶ \$107,078 Victim of Crime Act (VOCA) (grant from Department of Justice but can only be used for those individuals who meet criteria for funding – ENDS 9/30/24)
- ▶ \$23,450 APS Miscellaneous Funds (Levy, for Adults at Risk needs or other needs which call outside of other funding options)

DANE COUNTY DATA : Older Adults

- ▶ Final estimated census as of 1/2022: 582,165 residents in Dane County (source: Wisconsin Department of Administration, Demographic Services Center)
- ▶ 236,036 Households with older members (60 years of age and older)
(source U.S. Census, American Community Survey, 2017 – 2021 estimates)
- ▶ 107,391 persons over the age of 60 in Dane County
 - ▶ 76,867 over 65 years of age
 - ▶ 28,575 over 75 years of age
 - ▶ 8,541 over the age of 85
 - ▶ 23.6% of this group of persons over 65 also has a disability
 - ▶ 29.7% live alone(source U.S. Census, American Community Survey, 2017 – 2021 estimates)

DANE COUNTY 2023 APS DATA: Older Adults

- ▶ Responded to 4008 calls to APS Helpline, an increase of 478 from 2022
 - ▶ Consulted on 1354 calls identified as related to persons over 60 years of age, increase of 224 from 2022
 - ▶ 1078 Hours spent responding to Helpline related contacts
 - ▶ 627 hours responding to calls on Helpline – both consultations and reports taken related to persons over 60 years of age, increase of 106 hours from 2022
- ▶ 470 Reports investigated related to persons over 60 years of age – 95 more than in 2021
 - ▶ 161 Self Neglect
 - ▶ 138 Financial Exploitation
 - ▶ \$1,352,794 in estimated loss due to financial exploitation

DANE COUNTY 2023 APS DATA: Victim Advocate Program - Seniors

- ▶ 2020 - 2021
 - ▶ 412 individuals referred, direct contact/assistance with 216
- ▶ 2021 - 2022
 - ▶ 395 individuals referred, direct assistance with 180
- ▶ 2022 - 2023
 - ▶ 377 individuals referred, direct assistance with 203

DANE COUNTY 2023 APS DATA: Victim Advocate Program - Seniors

- ▶ Women and Men are almost 50/50 for each year
- ▶ Ages
 - ▶ #1- 60-69
 - ▶ #2 70-79,
 - ▶ #3 80+
- ▶ Crime types
 - ▶ #1 Domestic Violence
 - ▶ #2 Adult Physical Assault or Disorderly conduct
 - ▶ #3 Financial Crimes
 - ▶ #4 Theft/Burglary/Robbery

DANE COUNTY 2023 APS DATA: Victim Advocate Program - Seniors

- ▶ Perpetrators
 - ▶ #1 Family
 - ▶ #2 Strangers
 - ▶ #3 Friends/roommates/neighbors
 - ▶ other types include caregivers, home improvement or building contractors, tenants, customers, patients, former employees

DANE COUNTY 2023 APS DATA: Victim Advocate Program - Seniors

- ▶ Incident characteristics- many defendants struggle with alcohol and drug use/abuse as well as mental and behavioral health challenges. Many defendants are under-resourced (unemployed, homeless, lack of health care) or resource-dependent (money, transportation, housing, family care) on senior victim
- ▶ Incident characteristic- Use of weapon (2022-23)- 32 cases. Types of weapon include firearms, knives, household objects, durable medical equipment (canes/walkers)
- ▶ Estimated \$ loss for victims was \$158,000 (January- December 2023)

CHALLENGES IN APS: Elder Abuse Neglect & Adults at Risk

- ▶ Foundation of work is based on one's right to self determination – legal and statutory threshold is high when having the “government” step into ones life
- ▶ Consideration is given to those already involved with an individual and what may or may not have been tried
- ▶ Role of Long Term Care Family Care & Partnership Care Managers is different than Legacy Waiver Long Term Care Programs – unable to provide the same level of care management as COPW Case Managers were able to based on different structure and contract guidelines determined by Department of Health Services
- ▶ Very limited funding available to support those at risk
- ▶ No identified Emergency Protective Placement system/place
- ▶ Not a “Crisis Response” entity or “Hot Line” – a reactive response, not a preventative or proactive response
- ▶ Five Investigators assigned to not only reports of Elders at Risk but also persons 18-59 who meet statutory definition of an “Adult at Risk” for the entire County

OPPORTUNITIES FOR COLLABORATION TO ADDRESS CHALLENGES

- ▶ Communication and relationship building to understand each other's role when supporting older persons at risk
 - ▶ AAA Program Specialist and EAN/AAR Supervisor will be connecting on a regular basis about challenging situations on behalf of Focal Point case managers as a way to mitigate some communication concerns which have been identified
 - ▶ Regular staffings with MyChoice Wisconsin (largest Managed Care Organization (MCO) in Dane County) and with other MCOs as needed
 - ▶ Initiation of project to explore a Dementia Diversion Setting with other counties to serve the South Central Region
 - ▶ Continued training/staffings with community partners who interface with APS – Law Enforcement, EMS, Focal Points, Hospital systems, Journey Mental Health Center, Long Term Care Programs
 - ▶ Internal meetings with other Behavioral Health, Aging & Disability Resource Center and Area Agency on Aging staff for cross system collaboration
- ▶ Advocacy to bring attention to the needs of APS in order to continue to support vulnerable adults
 - ▶ Department of Health Services, GWAAR, Wisconsin Human Services County Association

CONSIDERATIONS FOR THE FUTURE OF APS:

- ▶ Additional Helpline Intake Social Worker (2024)
 - ▶ Calls to Helpline are more complex in nature and take more time to discern next steps
 - ▶ Additional staff needed to respond to calls to ensure continue to meet statutory guideline of responding within 24 hours of call having been received
- ▶ Implementation of data management/information system (2024)
- ▶ Continued exploration/advocacy for dementia diversion setting and dementia informed crisis stabilization interventions/support (2024)

CONSIDERATIONS FOR THE FUTURE OF APS:

- ▶ Role of Training and I-Team Coordinator (2025?)
 - ▶ Increase opportunities to have cross system collaboration in communities across Dane County
 - ▶ More regular availability of APS staff to meet increase demand for training about APS including the role of the Elder Abuse Neglect and Adults at Risk Unit, making calls to the Helpline, when reports are taken, etc
- ▶ Increase in management / supervisory roles (2025?)
 - ▶ Work in Elder Abuse, Guardianship and Helpline is complex and specialized
 - ▶ Need to develop increased expertise in each area to support work of front line staff navigating complex and demanding work

CONSIDERATIONS FOR THE FUTURE OF APS:

- ▶ Consideration of additional investigators and adult guardianship staff (2025?)
 - ▶ Needed to respond to increase in reports of abuse/neglect and referrals from the community for vulnerable adults who meet statutory guidelines for guardianship
- ▶ Role of Training and I-Team Coordinator (2025?)
 - ▶ Increase opportunities to have cross system collaboration in communities across Dane County
 - ▶ More regular availability of APS staff to meet increase demand for training about APS including the role of the Elder Abuse Neglect and Adults at Risk Unit, making calls to the Helpline, when reports are taken, etc
- ▶ Increase in management / supervisory roles (2025?)
 - ▶ Work in Elder Abuse, Guardianship and Helpline is complex and specialized
 - ▶ Need to develop increased expertise in each area to support work of front line staff navigating complex and demanding work

QUESTIONS?



THANK YOU

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