

AGING AND LONG-TERM SUPPORT ADMINISTRATION

Adult Protective Services

2015-17 BIENNIAL BUDGET



Request	FY15	FY16	FY17	15-17
FTE	9.0	9.0	9.0	9.0
GF-State	\$802,000	\$776,000	\$776,000	\$1,552,000
Total	\$944,000	\$913,000	\$913,000	\$1,826,000

DECISION PACKAGE SUMMARY

The Aging and Long-Term Support Administration (AL TSA) requests additional staff for Adult Protective Services (APS) to ensure in-home investigations to protect vulnerable adults in our communities are completed within 90 days. The complexity and time spent investigating each case has increased. Financial exploitation cases now represent nearly one third of all investigations and self-neglect cases account for another quarter of all investigations. APS requires 9.0 FTE dedicated to addressing the increasing demands of these complex financial exploitation and time intensive self-neglect cases in order to be able to close cases in a timely manner.

PROBLEM STATEMENT

Currently one out of four investigations the department is mandated to complete under RCW 74.34 is not resolved in a timely manner resulting in increased risk to vulnerable adults. Due to increased complexity of the investigations and not enough specialized resources to effectively respond, investigations involving victims of financial exploitation and neglect/self-neglect take longer than 90 days to complete. Financial exploitation cases take longer to investigate, often involving multiple financial institutions and multiple family members. Specific financial expertise is required, which most case managers do not possess. Self-neglect cases often involve diminished decision making capacity. These cases are difficult to define and prove with documentation that the person has diminished capacity and needs to be treated as a vulnerable adult in need of protective services.

From 2008 to 2013, APS has experienced a 35 percent increase in cases reported, a 25 percent increase in cases assigned (investigations), and a 30 percent increase in allegations investigated (one case may contain multiple allegations). From 2008 to 2013, APS experienced a 39 percent increase in investigations of financial exploitation and a 71 percent increase in self-neglect cases. During this same period, staffing increases have averaged six percent. The 2015-17 budget assumes a nine percent increase in complaints each year. As of June 2014, cases open longer than 90 days remained at 23 percent.

PROPOSED SOLUTION

To ensure that AL TSA is able to meet its obligations under 74.34 RCW related to timely, accurate and thorough responses to allegations of abuse, neglect, abandonment and exploitation of vulnerable adults, this request is to fund nine (9) specialized investigative staff: six (6) investigators, with two (2) in each region focused on conducting the most complex and difficult financial exploitation investigations, managing sensitive and controversial cases, providing expert



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technical assistance to other staff in the region, working with financial institutions in obtaining financial documents, providing outreach and education, providing accounting assistance and expertise, and/or managing cases assigned for prosecution related to financial exploitation.

In addition, three (3) social service specialists, one (1) in each region, will focus on the most complex neglect and self-neglect cases, assisting in those cases where a guardianship or protection order is necessary. This would allow APS in-home investigators to focus on the investigation by assisting in the completion of necessary but time-consuming paperwork, therefore reducing the time it takes to complete thorough investigations.

With these new positions, APS will reduce the percentage of cases open longer than 90 days from the current 23 percent down to the target of 12 percent. 12 percent of cases are open longer than 90 days for reasons that are not in the control of APS.

EXPECTED RESULTS

Adding specialized APS investigators will improve the safety net for vulnerable adults in in-home settings. ALISA investigators will complete thorough and timely investigations and will reduce the number of cases open longer than 90 days from the current 23.2 percent to 12 percent.

The decision package is essential to implementing (ALISA's) Strategic Objective and the Governor's Results Washington in protecting vulnerable adults living in the community through:

Strategic Objective 3.3: Decreasing the percentage of vulnerable adult abuse and neglect investigations open longer than 90 days from 23.2 percent to 12.05 percent by 6/30/2015. Ensure investigations are thorough, documented properly, and completed timely. This measure is attainable with staff specialized in financial exploitation and self-neglect cases which are the most complex, time intensive and fastest growing area of investigations.

DSHS Goal 3.1: Protection - Each individual who is vulnerable will be protected. Protect vulnerable adults living in their homes through timely responses to allegations of abuse and neglect.

Strategic Objective 3.2: Obtain adequate Adult Protective Services staff in order to ensure the quality of investigations and timely provision of protective services.

STAKEHOLDER IMPACT

Broad stakeholder support that met this proposal in Governor Inslee's 2013-15 biennial budget proposal is expected to continue from those participating in the APS Abuse Neglect Response sub-group, which include Disability Rights Washington, Long-Term Care Ombudsman, the Attorney General's Office, AARP, Community Residential Services Association, Developmental Disabilities Council, self-advocates and community members.



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