

DAAS Adult Services Survey SFY 2020 – 2021

Questions and additional guidance (added in red font) for the State Fiscal Year 2020 – 2021 Adult Services Survey are included in this document. The survey was created using Microsoft Forms, which is the same program that is being used to collect APS data monthly. **We recommend that you go through this document first, answer the questions and collect the relevant documentation prior to completing the survey using the Microsoft Forms link. (Please note that the question numbering on this survey document may differ slightly from when you answer the actual survey, depending on your responses to the questions.)**

Agency Information

1. What county are you reporting the adult services data for?
2. Who compiled your agency's adult services data for this report and will serve as the contact person?
3. Enter an email for the person named in question 2.
4. Please select the position that best represents the person completing this report.
 - Administrative/Clerical
 - Finance Officer
 - Social Worker
 - Supervisor
 - Program Manager
 - Program Administrator
 - Deputy Director
 - Director

Reports During and After Business Hours

According to General Statute the county department of social services shall accept all reports alleging an abused, neglected, or exploited disabled adult is in need of protective services. The department of social services shall make arrangements for 24-hour coverage to receive calls and take appropriate action. If there are changes to this information throughout the year, please contact the Adult Services listserv, DAAS.AdultServices@dhhs.nc.gov.

5. What is your agency's primary contact telephone number for receiving protective services reports during regular business hours?
6. What is your agency's primary contact telephone number for receiving protective services reports after regular business hours?
7. What is your agency's fax number for receiving protective services reports?
8. What is your agency's email address for receiving protective services reports?
9. Does your agency's main voicemail/general mailbox/automated system tell the caller how they can make a protective services report?
 - Yes
 - No
10. Does your agency utilize an outside party for after-hours business calls (i.e. law enforcement)?
 - Yes (Survey moves to question 11)

- No (Survey moves to Staffing section)
11. Name of the Agency utilized for after-hours business calls in question 10.
 12. What is the phone number for the agency in question 10?

Staffing

Please use information for state fiscal year 20-21 (07/01/2020 – 06/30/2021) when answering the following questions.

13. How many Adult Services Supervisors are in your agency?
14. How many full-time employees (FTEs) are performing any APS social work function(s)?
15. Of those in the full-time employees question, how many only work in the APS program area?
16. Of those in the full-time employees question, how many work in TWO Adult Services program areas? (For example: works in both APS program area and Guardianship program area, works in both Guardianship program area and SA In Home program area, etc.)
17. Of those in the full-time employees question, how many work in THREE or more Adult Services program areas? (For example: works in APS program area and SA In Home program area and Representative Payee program area, etc.)
18. How many new employees did your agency hire in Adult Services in state fiscal year 20-21?
19. How many employees left the Adult Services unit of your agency in state fiscal year 20-21?
20. What was the primary cause of those vacancies?
 - Promotion within agency
 - Lateral transfer within agency
 - Voluntary resignation
 - Involuntary resignation
 - Retirement
 - Death
 - Reduction in force
 - Not applicable
21. How many open vacancies in your Adult Services unit do you currently have?
22. Not counting the number of current vacancies; how many positions do you feel your agency would need to add to adequately address all of your county's programmatic needs in Adult Services?
23. What is the average monthly caseload size for your staff in SIS Code 202 (Protective Services for Adults – Evaluation)?
 - Example: 120 total APS reports evaluated by your agency for the state fiscal year; 5 staff members are responsible for completing the evaluations; average monthly caseload size would be 2 cases
 - $120 \text{ total APS reports evaluated} \div 12 \text{ months} = 10 \text{ average cases per month}$
 - $10 \text{ cases per month} \div 5 \text{ staff members} = 2 \text{ average cases per staff member}$
24. What is the average monthly caseload size for your staff in SIS Code 204 (Protective Services for Adults – Mobilizing Services)?

- Example: 72 total Mobilizing Services cases for your agency for the state fiscal year; 5 staff members are responsible for providing those services; average monthly caseload size would be 1.2 cases
 - $72 \text{ total cases} \div 12 \text{ months} = 6 \text{ average cases per month}$
 - $6 \text{ cases per month} \div 5 \text{ staff members} = 1.2 \text{ average cases per staff member}$
25. What is the average monthly caseload size for your staff in SIS Code 107 (Guardianship Services)?
- Example: 100 individuals served through guardianship; 5 staff members responsible for providing those services; average monthly caseload size would be 1.66 cases
 - $100 \text{ total cases} \div 12 \text{ months} = 8.33 \text{ average cases per month}$
 - $8.33 \text{ cases} \div 5 \text{ staff members} = 1.66 \text{ cases per staff member}$
26. Does the Adult Services unit in your agency have legal representation?
- Yes (Survey moves to question 27)
 - No (Survey moves to Training section)
27. What is the relationship between the attorney and your agency?
- DSS employee reporting to the Director
 - Employee of the County Attorney
 - Contracts with the agency or county

Training

Please use information for state fiscal year 20-21 (07/01/2020 – 06/30/2021) when answering the following questions.

28. What was the average number of weeks for newly hired staff to assume a caseload? (If NONE, please enter 0)
29. Have all Guardianship staff completed Guardianship training?
- Yes
 - No
30. Have all Adult Protective Services staff completed APS Basic Skills?
- Yes (Survey moves to question 32)
 - No (Survey moves to question 31)
31. If not, what are the reasons why staff have been unable to complete APS Basic Skills training? (Select all that apply)
- Not enough total staff to cover cases while one staff is attending
 - High staff turnover
 - Training session was full, couldn't register
 - Staff didn't complete pre-service component of training
 - Training dates didn't work with staff schedules
 - Other
32. Do you offer internal training for new employees?
- Yes (Survey moves to question 33)
 - No (Survey moves to question 34)
 - No, but we are developing internal training (Survey moves to question 34)
33. What internal trainings do you provide to new employees?

34. Please rank the following training topics according to need:
- Stress/Burnout/Compassion Fatigue
 - Worker Safety
 - Working with Individuals with Mental Health and IDD
 - Suicide Prevention
 - Working within the Legal System
 - Common Medications and Illnesses for Elderly Adults
 - Supervisor Training: How to Prepare for your First Monitoring
35. Please list any additional training topics your county needs:
36. Would your agency be able to accommodate a training site? (If you answer Yes, DAAS may contact you to ask if your agency would be willing to host a training. Some things to consider are: available room space and parking, places to eat nearby, close to a main highway or interstate, etc.)
- Yes
 - No
 - Yes, but not currently due to COVID-19

Barriers to Protective Services

Please use information for state fiscal year 20-21 (07/01/2020 – 06/30/2021) when answering the following questions.

37. Please indicate the barriers your agency encounters when evaluating or providing protective services? (Please rank in order of importance with 1 being the most important and 5 being the least.) (DAAS understands that your agency may face barriers that aren't listed, please rate the barriers listed below based on your agency's experiences.)
- Lack of staffing
 - Lack of training opportunities
 - Lack of community resources
 - Lack of mental health services
 - Lack of placement choices
 - Lack of community knowledge about APS process
 - Lack of funding
38. For the number of cases where mistreatment was confirmed, but services were not provided; rank the following reasons from most to least often:
- Individual needed services, but had capacity and declined services
 - Family/friend provided services for individual prior to DSS intervening
 - Needed service not available in the county
 - Other
39. For those instances where CARETAKER NEGLECT was confirmed, how could the situation have been adequately improved. Please rank in order of prevalence:
- Providing training to caretaker
 - Respite for the caretaker
 - Financial support to caretaker
 - Case Management
 - Other

40. For those instances where abuse, neglect or exploitation was confirmed, and protective services were provided; what types of services are being provided by your county?
(Select all that apply)
- In Home Aide Services
 - Representative Payee
 - Case Management
 - SA In Home
 - Guardianship
 - Other
41. For those instances where abuse, neglect or exploitation was confirmed; what types of services, including mental health services, were needed, but not provided?
42. Considering APS clients, how much did your county spend on housing costs? (For example: paying rent, renting a room in a hotel, etc.)
43. Considering APS clients, how much did your county spend on housing repair costs? (For example: modifying the home for wheelchair access, installing grab bars in showers, repairing a hole in the roof, porch, etc.)
44. Considering APS clients, how much did your county spend on medication costs? (For example: purchasing insulin supplies, heart medications, etc.)
45. Considering APS clients, how much did your county spend purchasing food?

Administration for Community Living

The Administration for Community Living's Voluntary Consensus Guidelines for Adult Protective Services systems recommends the creation of a Multidisciplinary Team within each county to staff difficult or challenging cases. DAAS is gathering information related to MDTs and asks for your feedback to the following:

46. Does your agency have a Multidisciplinary Team (MDT) for APS?
- Yes (Survey moves to question 47)
 - No (Survey moves to Guardianship and Contracting section)
 - Actively developing one (Survey moves to Guardianship and Contracting section)
47. Do you actively engage with your MDT? (Are you meeting regularly either virtually or in-person)
- Yes, at least weekly (Survey moves to question 49)
 - Yes, at least monthly (Survey moves to question 49)
 - Yes, at least quarterly (Survey moves to question 49)
 - No (Survey moves to question 48)
48. If you don't actively engage with your MDT, state barriers to that participation:
49. Is there an existing Memorandum of Understanding or Memorandum of Agreement for your MDT for APS?
- Yes
 - No
 - Actively developing one

Guardianship and Contracting

Please use information for state fiscal year 20-21 (07/01/2020 – 06/30/2021) when answering the following questions.

50. Does your agency currently have a contract with a private corporation(s) to serve as guardian when appointed?
- Yes (Survey moves to question 51)
 - No (Survey moves to question 60)
 - No, but we are considering contracting (Survey moves to question 60)
51. How many individuals under guardianship were served in the contract(s)?
52. Which guardianship corporation(s) did your agency contract with? (Select all that apply)
- Arc of North Carolina
 - Case Management Services
 - Empowering Lives Guardianship Services
 - GGems
 - Hope for the Future
 - Phoenix Counseling Center
 - Other
53. What was the total expense for the contract?
54. What is your current monthly rate per individual under guardianship?
55. What funding sources are used for the contract(s)?
- SSBG
 - County Dollars
 - Private Foundation Funds
 - Other Governmental Agency (e.g. MCO)
 - We did not have an expense
56. Did your agency have to supplement the cost of care for wards served by corporations contracted with by your agency for SFY 20-21?
- Yes (Survey moves to question 57)
 - No (Survey moves to question 60)
57. How much did your agency spend supplementing the cost of housing for wards served by the contracted corporation?
58. How much did your agency spend supplementing the cost of medical/dental for wards served by the contracted guardianship corporation?
59. How much did your agency spend supplementing the cost of food for wards served by the contracted guardianship corporation?
60. For each of the individuals under guardianship that your agency is responsible for, did you have to supplement cost of care for the SFY 20-21?
- Yes (Survey moves to question 61)
 - No (Survey moves to question 64)
 - All of the individuals are served through a contract with a guardianship corporation (Survey moves to question 64)
61. How much did your agency spend supplementing the cost of housing for wards served by your agency?

62. How much did your agency spend supplementing the cost of medical/dental for wards served by your agency?
63. How much did your agency spend supplementing the cost of food for wards served by your agency?
64. What is the greatest challenge your agency faces in contracting for guardianship services? (Select at least one option)
- Lack of funding
 - Quality of service
 - Lack of choices for Guardianship Corporations to contract with
 - Serving too many individuals under guardianship to contract
 - Serving too few individuals under guardianship to contract
 - Not applicable

Special Assistance in Home

Please use information for state fiscal year 20-21 (07/01/2020 – 06/30/2021) when answering the following questions.

65. What is the current number of active SAIH cases (filled slots) in your agency?
66. Does your agency have a SAIH waiting list?
- Yes (Survey moves to question 67)
 - No (Survey moves to question 70)
67. How many names are currently on your agency's SAIH waiting list?
68. How long has your agency continually had a SAIH waiting list? (Answer should be in months)
69. What are the barriers to increasing the number of SAIH cases in your county?
- Funding for additional staff
 - Client does not meet criteria
 - Large caseloads
 - COVID-19
 - Multi-program responsibilities
 - Community education and referral
 - No barriers
70. How many staff are currently designated to provide case management for the SAIH program?
71. What is the average monthly caseload size for your staff that are responsible for the SAIH program?

COVID-19 Impacts

72. What were your unmet needs for clients due to COVID-19?
73. What were your unmet needs for employees due to COVID-19?
74. How could DAAS best support your agency during your COVID-19 recovery efforts? (Please rank the options below, beginning with 1 = most helpful)
- Assistance with Multi-Disciplinary Teams (MDTs)
 - Providing additional training
 - Providing additional consultations

- APS essential services fund
 - Grant opportunities
75. How many APS evaluations involved COVID-19 positive individuals? (If unsure of the exact number, please estimate to the best of your ability and note **estimate** next to your answer)
76. How many of the individuals served through guardianship by your agency have received the COVID-19 vaccination?
77. How many of the individuals served through guardianship by your agency have not received the COVID-19 vaccination?
78. Of the individuals referenced in the previous question; what is the barrier? (Beginning with 1, rank the most common to least common reason)
- Individual has understanding of the vaccine but refuses
 - Individual's medical condition prevents
 - Individual's religious beliefs prohibit
 - No vaccine availability near individual
 - Scheduled appointment and waiting for vaccine
 - Other