

Department of Human Services 2009-11 Policy Option Package

Division Name: Seniors and People with Disabilities

Policy Option Package Initiative: Seniors and people with disabilities are live safely and independently in their communities.

Policy Option Package Title: Adult Protective Services Report and Tracking System

Policy Option Package Number: 153, 269

Summary Statement:

This POP funds development, implementation and maintenance of a comprehensive, state-wide Adult Protective Services (APS) Tracking System. Currently there is no comprehensive system used by local SPD or AAA offices to collect information about APS situations, client demographics, outcomes, and other data useful for local or central office staff. This system is needed for a number of reasons, including an increasing number of reports of abuse and neglect to the elderly and people with disabilities, as well as the negative impact on productivity of workers in the field. This POP requires 4 permanent positions and 11 limited duration positions.

1. WHAT WOULD THIS POLICY OPTION PACKAGE (POP) DO AND HOW WILL IT BE IMPLEMENTED?

This initiative would fund development, implementation and maintenance of an Adult Protective Services Tracking System statewide for use. Currently there is no comprehensive system used by local SPD or AAA offices to collect information about APS situations, demographics of clients, outcomes, or any other data useful for local or central office staff. This system is sorely needed for a number of reasons, including an increasing number of reports of abuse and neglect to the elderly and people with disabilities, as well as the negative impact on productivity of workers in the field. Each office finds its own solution to supplement parts missing from the APS application, which makes parts of the system disorganized and lacking in consistency. In addition, high quality APS data is essential for a variety of specific uses, including workload monitoring, quality assurance, abuse prevention techniques needed, and continued federal funding of the HCBS waiver.

2. WHY DOES DHS PROPOSE THIS POP?

Historically, the Oregon Access case management assessment and planning system (CA/PS) for Seniors and People with Disabilities was rolled out in 2000. However, the Adult Protective Service (APS) application in Oregon Access was never completed, so the application started out incomplete and patched together. In response, the Information Systems Management (ISM) group developed a proposal in September of 2004 to address Adult Protective Service (APS) Reporting System needs. Due to fiscal shortages, the proposal did not result in an enhancement of the existing system or the creation of a new system so as of the current time, the Department does not have an adequate and comprehensive electronic system for APS records to systematically reflect Oregon Administrative rules (OAR), Oregon State Statutes (ORS), Department of Human Services (DHS) administrative law and policy, and requisite procedures for both facility and community reports as a unified system.

3. HOW DOES THIS FURTHER THE AGENCY'S MISSION OR GOALS?

This clearly supports the DHS mission to keep people healthy, independent and safe.

4. IS THIS POP TIED TO A DHS PERFORMANCE MEASURE? IF YES, IDENTIFY THE PERFORMANCE MEASURE. IF NO, HOW WILL DHS MEASURE THE SUCCESS OF THIS POP?

KPM #16: Re-abuse of seniors and people with disabilities – The percentage of seniors and adults with disabilities who are re-abused within 12 months of the first substantiated abuse.

5. DOES THIS POP REQUIRE A CHANGE(S) TO AN EXISTING STATUTE OR REQUIRE A NEW STATUTE? IF YES, IDENTIFY THE STATUTE AND THE LEGISLATIVE CONCEPT.

No.

6. WHAT ALTERNATIVES WERE CONSIDERED AND WHAT WERE THE REASONS FOR REJECTING THEM?

Since 2000, several options for an APS system have been investigated, but none implemented due to lack of resources. While the system to be used is yet to be determined, the need for one is clear.

7. WHAT WOULD BE THE ADVERSE EFFECTS OF NOT FUNDING THIS POP?

Continued lack of data and inefficiency in the field.

8. WHAT OTHER AGENCIES (STATE, TRIBAL AND/OR LOCAL GOVERNMENT) WOULD BE AFFECTED BY THIS POP? HOW WOULD THEY BE AFFECTED?

Local SPD and AAA offices.

9. WHAT ASSUMPTIONS AFFECT THE PRICING OF THIS POP?

Implementation Date: July 2009

End Date (if applicable): None

- a. **Will there be new responsibilities for DHS? Specify which division(s) and describe their new responsibilities. SPD would oversee a statewide report writing and tracking system.**

- | | |
|--|--|
| <input checked="" type="checkbox"/> Administrative Services | <input type="checkbox"/> Addictions and Mental Health |
| <input type="checkbox"/> Children, Adults and Families | <input type="checkbox"/> Public Health |
| <input type="checkbox"/> Division of Medical Assistance Programs | <input checked="" type="checkbox"/> Seniors and People With Disabilities |

OIS will be responsible for the development and maintenance of a new system. SPD will be responsible for the operational implementation and training to the new system.

- b. **Will there be new administrative impacts? Specify which office(s) and describe how it will be affected.**

- | | |
|---|---|
| <input checked="" type="checkbox"/> Human Resources | <input type="checkbox"/> Payment Recovery |
| <input type="checkbox"/> Information Security (privacy) | <input checked="" type="checkbox"/> Investigations and Training |
| <input type="checkbox"/> Document Management (imaging) | <input checked="" type="checkbox"/> Facilities |
| <input type="checkbox"/> Audit and Consulting | <input type="checkbox"/> Contracts |
| <input checked="" type="checkbox"/> Information Services (IT) | <input type="checkbox"/> Budget |
| <input type="checkbox"/> Financial Services (Accounting) | <input type="checkbox"/> Other (Specify) |

Information Services will coordinate the 18 month development and implementation for this project. Upon completion DHS- Investigations and Training can utilize the data collected for overview of APS in the state. There would be a smaller impact on HR and Facilities with new staff.

- c. **Will there be changes to client caseloads or services provided to population groups? Specify how many in each relevant program.**

No.

- d. **Will it take new staff to implement and maintain? For each classification, list the number of positions and the number of months the positions will work in each biennium. Specify if the positions are permanent, limited duration or temporary. Attach position descriptions.**

4 Permanent Staff needed for development, implementation and ongoing maintenance:

1 ISS8

2 ISS7

1 OPA3 Lead Business Analyst

30% Add-on to above total for ongoing infrastructure

11 Additional Limited Duration Staff needed for 18 months for development and implementation:

1 ISS PEMD

1 ISS8

2 ISS7

1 ISS6

1 ISS8 DBA

2 OPA2 Business Analyst

1 OPA3 Lead Training/Business Process/Policy Analyst

2 OPA2 Training/Business Process/Policy Analyst

30% Add-on to above total - This is OIS standard add-on for State Data Center charges, infrastructure, software, etcetera.

- e. **What are the start-up costs, such as new or significant modifications to computer systems, new materials, outreach and training?**
Need funds for the system development and mobile technology to implement.
- f. **What are the ongoing costs?**
Maintenance of the system once established.
- g. **What are the potential savings?**
Efficiency in the field.
- h. **Based on these answers, is there a fiscal impact?**
Yes.
- i. **What are the sources of funding and the funding split for each one? Include grant names and fund type, such as “Medicaid, General and Federal Funds.”**
Federal Funds and General Funds
- j. **Contact Name:** Mary Gear 945-5833 or Marie Cervantes 945-6079