



Medicaid Long Term Care Quality and  
Reimbursement Advisory Council

Oregon Deaf and Hard of  
Hearing Services Advisory  
Committee



## **All Commissions and Council Information Session**

**May 7, 2014**

**1:00pm – 3:00pm**

**Barbara Roberts Department of Human Services Building, Room 137A  
500 Summer St NE, Salem, OR 97301**

**CALL-IN: 1-888-808-6929; Participant Code: 4517555**

### **Agenda**

- |               |   |
|---------------|---|
| 1:00pm-1:10pm | <u>Welcome and Introductions</u> – Bob Weir, APD,<br>Advocacy & Development Program Manager   |
| 1:10pm-1:50pm | <u>Adult Protective Services</u> – presenters: Marie<br>Cervantes and John Thompson, Office of Adult Abuse<br>Prevention & Investigations |
| 1:50pm-2:05pm | Question and Answer session   |
| 2:05pm-2:45pm | <u>Public Guardian in Oregon</u> – presenters: Judge<br>Elizabeth Welch and Mary Jaeger, Oregon Long Term<br>Care Ombudsman               |
| 2:45pm-3:00pm | Question and Answer Session   |
| 3:00pm        | Adjourn   |

# Office of Adult Abuse Prevention & Investigations (OAAPI)

**All Commissions & Council  
Information Session  
May 7, 2014**

# Office of Adult Abuse Prevention & Investigations (OAAPI)

## Topics for Today

- Mission & Main Responsibilities
- Service & Support
- Investments: Protective & Preventative Services
- Performance Measures
- Investigative Process & Report Timelines
- What's New?

# Office of Adult Abuse Prevention & Investigations (OAAPI)

## Mission:

Partnering to achieve service equity by preventing abuse, protecting people in need, engaging our communities, valuing those who do the work and committing to quality in all we do.

## Main Responsibilities:

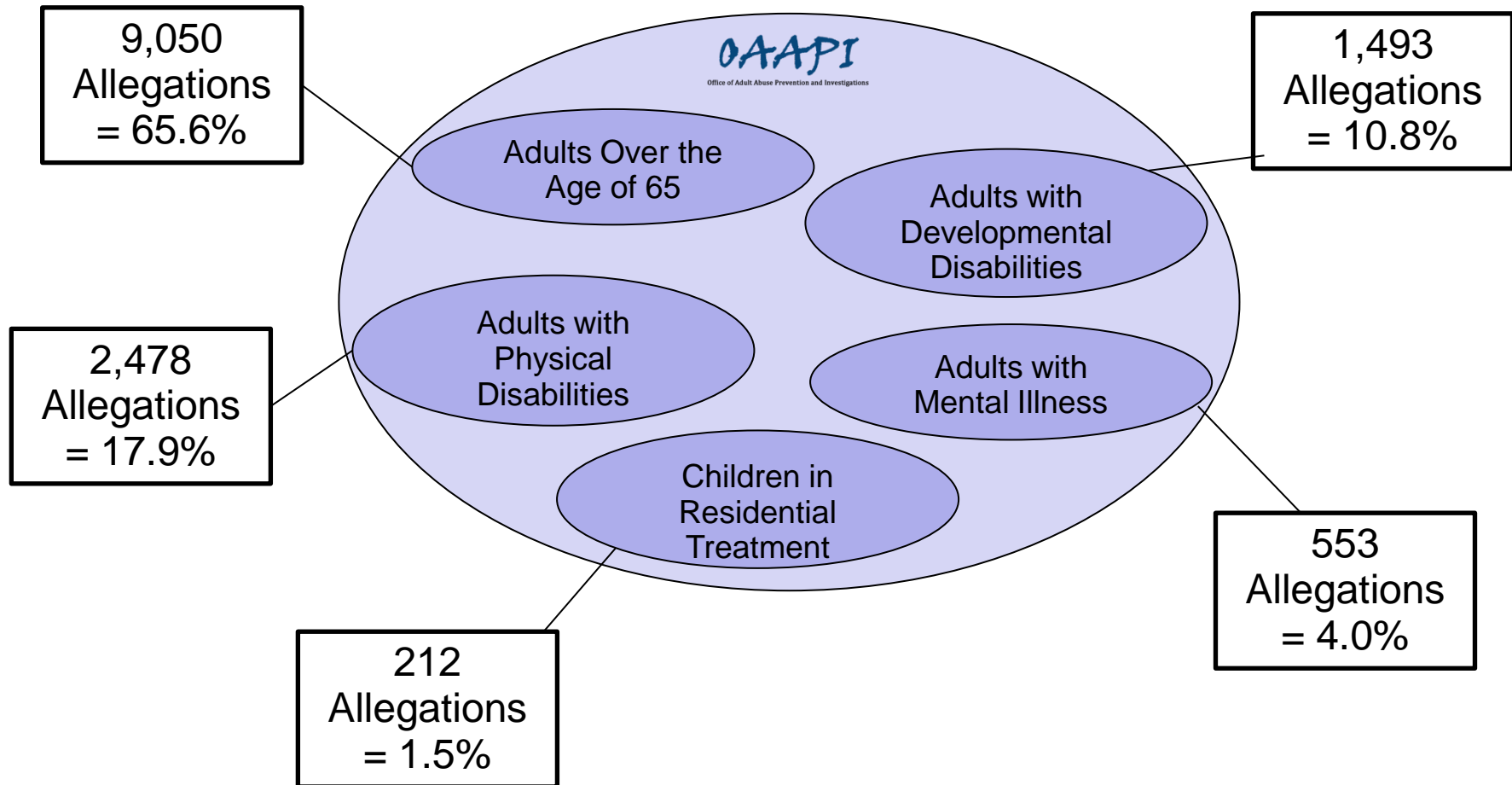
- Responding to health and safety needs
- Developing and implementing policies, rules, legislative concepts and programs
- Developing and implementing abuse prevention strategies
- Engaging partners and stakeholders
- Providing data analysis and research

# Office of Adult Abuse Prevention & Investigations (OAAPI)

## Structure



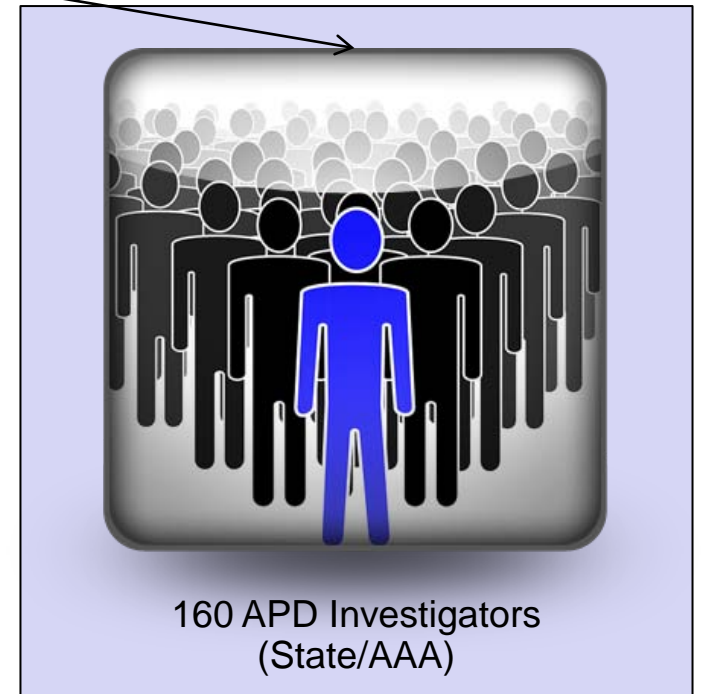
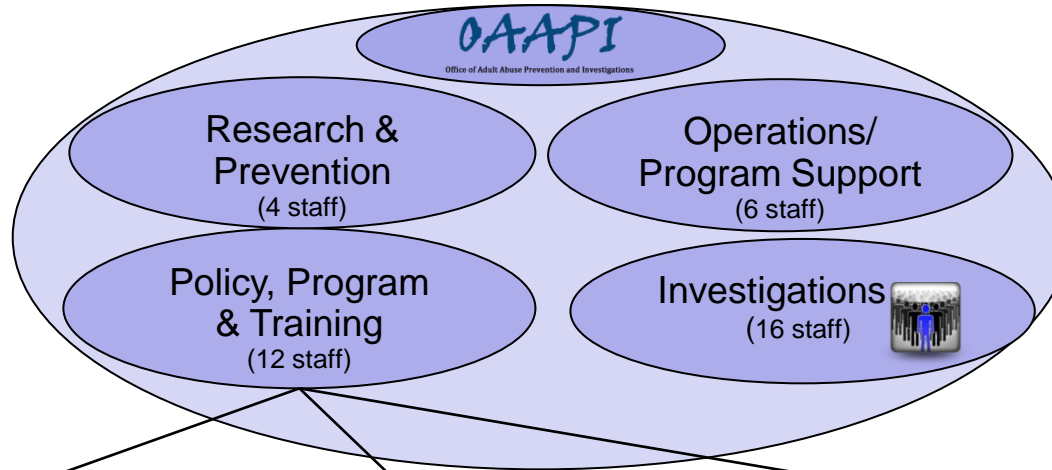
# OAAPI: Who We Serve



Numbers are based on 2013 investigations and involve allegations of financial exploitation, physical abuse, sexual abuse, neglect, wrongful restraint, verbal/emotional abuse, involuntary seclusion, abandonment and self neglect.

# Who We Support

OAAPI analysts, trainers and administrative staff support approximately 215 state/county/AAA abuse investigators and 80 managers who receive over 35,000 reports of abuse every year. (2013 data)



OAAPI provides:

- in-house investigations
- program development and standards
- policy development and analysis
- legislative activities
- abuse prevention and grant activities
- data trending and research
- core competency training

# OAAPI : Leading into the Future

Where We've Been	Where We Are Going
Multiple abuse investigation units with divergent missions, visions and cultures	A single office coordinating all abuse investigations* statewide
Multiple administrative rules for different populations and settings, with differing definitions of abuse	A coherent and consistent set of administrative rules governing all abuse investigations*
Multiple training programs providing different training to abuse investigators	A single training unit providing consistent training to abuse investigators system-wide
Multiple report-writing systems and formats which do not meet the needs of regulators and law enforcement	A standardized report format that enhances usability to hold abusers accountable
Multiple, fragmented database systems providing limited functionality and access to data	A single statewide data system for abuse reporting, screening and documentation*

\* Excluding Community Abuse of Children



# Investment in Protective and Preventive Services



When people live free from abuse, their medical, physical and psychological treatment needs are reduced, and they are able to live independent, productive lives in the community.

# Performance Metrics:

## Responding to Health & Safety Needs

### Process Measures

1. Response Times
2. Inconclusive Findings
3. Report Completion



### Outcome Measures

1. Abuse
2. Re-Abuse

## OAAPI Process Measures\*

### DHS Fundamentals OP3 (Protection & Intervention) \*\*

Responsibility	Target / Goal	Progress / Status
Respond promptly to allegations of abuse.	Green: >90% Yellow: 70 - 90% Red: <70%	In the 4th quarter of 2013, 87.9% of investigations were initiated within timeframes.
Complete abuse investigation reports on time.	Green: >90% Yellow: 70 - 90% Red: <70%	In the 4 <sup>th</sup> quarter of 2013, 66.0% of reports were completed within timeframes.
Minimize the number of “Inconclusive” findings.	Green: <15% Yellow: 15 - 19% Red: >19%	In the third quarter of 2013, 10.7% of investigations had Inconclusive findings.

#### Challenges to staying/getting Green:

- Response Timeliness: APS Facility (Yellow at 75.8%)
- Report Completion: DD (Red at 61%)  
APS Community (Red at 59%)
- Inconclusive Findings: DD (Yellow at 16.5%)

\* Includes DD, APS-Facility & APS-Community Investigations

\*\* Tier II Protection & Intervention Fundamentals: **OP5 (Responding to Health and Safety Needs)**

# DHS QBR Process Measures – Plan for Green

## Responsibilities: Response Time, Report Completion & Inconclusive Findings

### Context and Commentary:

- OAAPI trains, supports and reviews the work of DD and APS investigators, but direct supervision and staffing levels remain the responsibility of program and local offices.
- Local offices do not have a long history of operating within or meeting performance metrics.
- 44 additional field APS positions have recently been allocated by APD, which will eventually improve the ability of local offices to meet targets. OAAPI's challenge is to build capacity sufficient to meet the needs of a growing field staff.
- Limitations of current technologies impede the ability to gather and analyze data in a comprehensive way.

### Go Forward Plan:

- Organize and resource OAAPI's central support to field staff.
- Develop new comprehensive adult abuse database and report-writing system.
- Review policies and practices on abuse referral screening and response across programs.
- Develop additional training on investigation and report writing.

# OAAPI Outcome Measures\*

## DHS Fundamentals O7 (Safety)\*\*

Responsibility	Target / Goal	Progress / Status
Reduce the overall rate of abuse.	Green: APD <0.33%, DD <0.75% Yellow: APD 0.49 - 0.33% DD 1.5 - 0.75% Red: APD >0.49%, DD >1.5%	In the 4 <sup>th</sup> quarter of 2013, the Abuse Rate in licensed facilities was 0.6 % in APD (Red) and 1.1% in DD (Yellow).
Reduce the rate of re-abuse.	Green: <4.1% Yellow: 5.4 - 4.1% Red: >5.4%	In the 4 <sup>th</sup> quarter of 2013, the Re-abuse Rate was 3.7%.

### Challenges to staying/getting to Green:

- Abuse Rate: DD (Yellow at 1.1%) and APS Facility (Red at 0.6%)
- Re-Abuse Rate: DD (Yellow at 4.9%) and APS Facility (Yellow at 5.0%)

\* Includes DD, APS-Facility & APS-Community Investigations

\*\* Tier II Protection & Intervention Fundamentals: O2 (Protected People)

# DHS QBR Outcome Measures – Plan for Green

## Responsibilities: Reduce Rates of Abuse and Re-Abuse

### Context and Commentary:

- OAAPI is in a prime position to see the totality of abuse across programs and detect systems issues.
- Cross-systems collaboration, and defining roles/responsibilities of each program is critical. For example, OAAPI is working on an initiative with OLRO to align APD Facility reports with other programs.
- Little research is available on national measures for these outcomes.

### Go Forward Plan:

- Develop technological capability to track and trend abuse data.
- Collaborate with Providers and OLRO to ensure best response (before/after) to abuse in licensed facilities and clarify roles/responsibilities.
- Develop routine performance and abuse trend reports for quarterly distribution to partners.
- Develop public outreach and communication tools to strengthen prevention awareness.

# OAAPI Responsibilities

## Responsibility:

- Developing and implementing policies, rules, legislative concepts and programs.

## Go Forward Plan:

- Review existing policy and practice with partners to identify gaps.
- Align policy and practice across program areas
- Document policy and practice.
- Develop a continual review process for OAAPI and abuse-related policy, rule and statute.

# OAAPI Responsibilities

## Responsibility:

- Developing and implementing abuse prevention strategies.

## Go Forward Plan:

- Collaborate with DHS partners to “connect the dots” and hold known abusers accountable, improve quality of care and reduce rate of abuse.
- Develop public outreach and communication tools to strengthen prevention awareness.
- Promote and seek opportunities to participate in research and seek grants to inform abuse prevention activities/efforts.
- Identify and develop risk reduction methodologies to address abuse of at-risk adults and children in CCPs.



# OAAPI Responsibilities

## Responsibility:

- Engaging partners and stakeholders.

## Go Forward Plan:

- Collaborate with current stakeholders, consumers, advocates, LTCO and other groups to improve quality of service and reduce risk of abuse.
- Engage with groups representing vulnerable adults to reality-test current policy and practice.
- Establish ongoing relationships with local multi-disciplinary teams (MDTs) to support their development.
- Reach out with other DHS/OHA partners to under-served and under-represented communities to ensure access and service equity.

# OAAPI Responsibilities

## Responsibility:

- Providing data analysis and research.

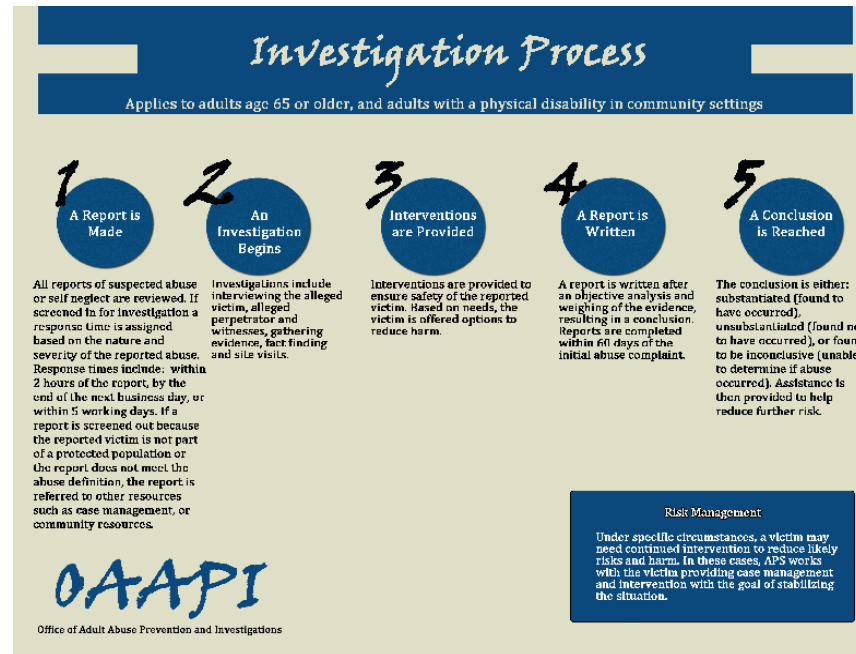
## Go Forward Plan:

- Organize and resource quality assurance and research resources.
- Expand quality assurance reviews into APS and DD program to ensure high-quality services and interventions that benefit our clients.
- Build on current research into the Lifespan of Abuse and the lifetime effects of Adverse Childhood Events to identify and close gaps in DHS response to vulnerable Oregonians.
- Develop metrics to measure the short and longterm costs of abuse.

# Investigative Process

## HAND-OUTS

- Flow Charts
- Facility, Community, DD, MH & CCPs



## What's New

- HB4151
- Safe Line (855-503-7233/SAFE)
- National APS Conference

# H. B. 4151

Directs DHS to:

- Plan for development of standardized database, registry or other electronic record of reports and investigations of abuse.
- Standardize procedures and protocols for reports and investigations of abuse, including communications and information sharing with law enforcement agencies.
- Establish 120 days as standard to complete investigation and report for both community and facility cases.
- Change the definition of neglect and sexual abuse.
- Provide a regularly-updated registry of persons working in, or seeking to work in, certain facilities providing care to vulnerable persons and as home care workers.
- Notify adult foster home if person applying for admission is on probation, parole or post-prison supervision after being convicted of sex crime, and allow adult foster home to refuse admission to person, or to transfer or discharge resident, who is on probation, parole or post-prison supervision after being convicted of sex crime.

HB 4151 is effective on passage.

# Safe-Line

## 1-855-503-SAFE (7233)

- **A new statewide abuse reporting telephone resource**, developed in collaboration with Child Welfare, Aging & People with Disabilities, Developmental Disability Services, Addictions and Mental Health Division and OAAPI.
- **Does not replace existing abuse reporting systems**, but creates another resource
- Roll-out begins this week in all Oregon counties.
- System uses call-tree and directs callers to local programs to report abuse of either a child or an adult.
- Default for calls related to abuse of children goes to Multnomah County CW hotline, and default for calls related to abuse of adult (APS, I/DD, MH) goes to centralized screener at OAAPI.

# 2014 National APS Conference

- Oregon was selected to host the 2014 NAPSA (National Adult Protective Services Association) 25th annual conference.
- It will be held October 29 & 30 at the Marriott Downtown Waterfront Hotel in Portland.
- It is the first time Oregon has hosted this major national conference, which brings together the most up to date and best knowledge from many disciplines on protecting all vulnerable adults.
- It is a real honor and recognition for Oregon and we are very proud to be the hosts.

More info:

<http://www.napsa-now.org/about-napsa/annual-conference/>  
<https://www.facebook.com/events/1422753064643585/>

# OAAPI Resources

## **State of Oregon – Abuse and Neglect Information**

<http://www.oregon.gov/dhs/abuse/Pages/index.aspx>

## **OAAPI 2012 Annual Report**

<http://www.oregon.gov/dhs/abuse/Documents/OAAPI%20Annual%20Report%202012.pdf>

## **OAAPI 2012 Financial Exploitation Data Book**

[http://www.oregon.gov/dhs/abuse/Documents/2012\\_OAAPI\\_Financial\\_Exploitation\\_Data\\_Book.pdf](http://www.oregon.gov/dhs/abuse/Documents/2012_OAAPI_Financial_Exploitation_Data_Book.pdf)



# Office of Adult Abuse Prevention & Investigations (OAAPI)

**Q & A**

Thank-you!

## All Commissions and Council Information Session

May 7, 2103

### Presenter Biographies

**Marie Cervantes** is the Director of the Office of Adult Abuse Prevention & Investigations for the Oregon Department of Human Services and Oregon Health Authority. Her leadership of the office supports the DHS/OHA Directors' overall strategic mission to transform agency operations and service delivery to achieve enterprise-level outcomes for those served by the Department and their communities.

This approach – stating goals, measuring results, and reporting progress to the public – reflects the Department's commitment to better outcomes for clients and communities. Because many clients have multiple needs, the department is integrating services, seeking to bring a broad range of supports within easy reach of each client or family. This approach, recognized as pioneering in the nation, requires close collaboration among staff within the department and with local governments, service providers and other partners.

Ms. Cervantes has more than 20 years of education and experience in the area of safety and protection of vulnerable adults. She began her career with the DHS in 1994 in the North Bend, Oregon field office and continues to be a passionate champion for vulnerable populations. She has a Bachelor of Science in Criminology & Criminal Justice and certificates in Advanced Crime Analysis and American Justice from Portland State University (PSU); an Associates of Applied Science in Social Work from Southwestern Oregon Community College; and is a member of The National Honor Society (PSU Chapter), the Portland State University Criminal Justice Honor Society, the National Adult Protective Services Association and is on the Board of Directors for the National Center for the Prevention of Elder Abuse. She lives in Silverton, Oregon with her husband Craig, cat "Loca", dog "Ivey" and her son Kyle lives nearby. Ms. Cervantes is honored to be able to continue to work in service to others.

**John S. Thompson** is the Deputy Director of the Office of Adult Abuse Prevention & Investigations for the Oregon Department of Human Services and Oregon Health Authority

Lewis & Clark College, Portland, Oregon: BA 1982 Biology

John has twenty years of experience in providing services to – and investigating abuse of – vulnerable adults, including older adults; adults with physical, mental, and developmental disabilities, and residents of long term care facilities. As Deputy Director of OAAPI, he assists with the management of this grant in the interest of increasing our understanding of the epidemiology of abuse of vulnerable adults, with an eye toward developing more effective prevention strategies.

Positions and Honors  
1994 – Case Manager, Seniors & Disabled Adults, Family Counseling Agency, Tucson AZ

1996 – Public Housing Services Coordinator, Family Counseling Agency, Tucson AZ

2000 – Adult Protective Services (APS) Investigator, Arizona Dept of Economic Security, Tucson AZ

2002 – Adult Protective Services Supervisor, Arizona Dept of Economic Security, Tucson AZ

2005 – APS Regional Manager, Northwest Senior & Disability Services, Salem OR

2011 – Regional APS & Licensing Manager, Northwest Senior & Disability Services, Salem OR

2012 – Present – Deputy Director, OAAPI, Salem OR

**All Commissions and Council Information Session**

**May 7, 2103**

**Presenter Biographies**

**Elizabeth Welch was the Chair of the Oregon Legislative Interim Task Force on Public Guardianship from 2008-2013.**

**Education:**

University of Chicago BA 1963, University of Chicago JD, 1965

**Work History:**

1965-67 Research Attorney, American Bar Foundation, Chicago, Illinois  
1967 Clerk to Justice KJ O'Connell, Oregon Supreme Court  
1969-1971 Deputy District Attorney, Multnomah County, Juvenile Court  
Senior Deputy 1970-71  
Specializing in child neglect and termination of parental rights cases, including appeals.  
1971-1973 Administrative Assistant, Commissioner Neil Goldschmidt, City of Portland. Responsible for drafting legislation and implementation of Portland Municipal Court-Multnomah County District Court Consolidation. Senior City/County Criminal Justice Planner; Director, LEAA High Impact Planning staff, responsible for planning for expenditure of \$20 million in LEAA Crime Reduction funds.  
1973 Acting Director, Human Resources Bureau, Portland  
1973-1975 Senior Deputy District Attorney, Multnomah County, Juvenile Section.  
1975-1978 Director, Office of Justice Programs, Portland  
1978 July to December: Multnomah County Circuit Court Judge  
1979-1988 Private Practice of Law in Portland, specializing in Family and Juvenile Law  
1989-2006 Judge of the District, then(1993) Circuit Court of Multnomah County.  
June 1993- to my retirement in December 2006, Chief Judge of Juvenile and Family Court and of Probate from 1994-2006.

I have served on numerous Oregon State Bar committees, served on an Interim Committee to revise the Oregon Juvenile Code, 1971-1972, on Portland and Metro Region Criminal Justice Committees, Board of Directors of TriMet (1987-88). Details available if desired.

Among my numerous professional activities:

Oregon Law Institute, 1992-2008, served as President 1995-98.

Since Retiring:

Chairperson, Supreme Court Task Force in Protective Proceedings 2006-2007

Commissioner, Public Defense Services Commission, 2008- present

Chair, Oregon Legislative Interim Task Force on Public Guardianship, 2008-2013

Member and currently Chairman of Board of Directors, Kinship House, Portland

Member of Oregon Legislative Task Force on Juvenile Dependency, 2013-present

## All Commissions and Council Information Session

May 7, 2103

### Presenter Biographies

**Mary Jaeger** is currently serving her second term as Oregon's LTC Ombudsman, having been appointed in 2009 by Governor Kulongoski and re-appointed in 2013 by Governor Kitzhaber. The Oregon Office of the LTC Ombudsman is an independent agency advocating for the 43,000 residents of licensed LTC facilities. The agency has a small paid staff of 12 people and works with over 200 volunteer ombudsmen across the state. Over 80% of the reported issues are resolved by volunteers.

Mary is a Portland native and a first-generation American of German heritage. She is the fourth of five children born to immigrant parents who came to the US in the 1950's. Mary was raised around a host of spunky elderly aunts and uncles who first ignited her interest in the elderly and long term care issues. When Mary was ten years old, her Mother suffered a debilitating stroke creating the need for around-the-clock care by the extended family members for 12 years. She spent a short time in a nursing home before her death, which further inspired Mary to focus her career goals on long term care, caregiving and aging policy.

Mary Jaeger is a graduate of Willamette University in Salem, Oregon and holds Masters Degrees in Gerontology and Public Administration from the University of Southern California. A pianist by training, Mary partially funded her college and graduate education through piano and academic scholarships. While attending school in Los Angeles, Mary lived for free in a Board and Care facility in exchange for serving as the receptionist and occasional driver for the residents. Throughout her career she has served on numerous non-profit boards and commissions focused on the elderly and on children's causes.

Highlights of Mary's professional background include 15 years of non-profit long term care management at the local and national levels for the Sisters of Mercy and the Sisters of St. Francis, followed by two years in geriatric institutional pharmacy. Prior to her appointment as Ombudsman, Mary spent 10 years in child welfare as the Director and Chief Fundraiser for CASA for Children in Portland, where she also served as a Court Appointed Special Advocate volunteer. Mary Jaeger has been honored with special awards in recognition of her community service and passion for social justice by St. Mary's Academy, City of Beaverton, Willamette University and most recently by CASA for Children.

In her spare time she and her husband enjoy traveling, searching for American pottery and dishes from the 1930's and remodeling their 1920's bungalow in NE Portland.