Executive Office of Elder Affairs

Twenty One to One
How the Massachusetts Adult Protective Services Unit Defied the Odds To Create A Centralized Intake Unit
Agenda

- Background of MA Protective Services Program
- Programmatic Changes in FY17
- Central Intake Unit
- Web Intake Form
- Trending of Report Methods
- Questions
Background

- Oversight Agency – EOEA
- The Protective Services Program is made up of 20 community based agencies covering every city and town in Massachusetts.
- Prior to FY17, PS Agencies handled Intakes in their area.
- An Elder Abuse Hotline covered Intakes after-hours/weekends.
- Statewide APS system implemented in 2009 to track Intakes & Investigations.
- Major Programmatic changes in FY17 to better meet the needs of the elders.
Elder Abuse Reports in Massachusetts

Number of PS Reports Since 2011

The trend of sum of # Intakes for Year.
PS Agencies Were Paid for the Following Activities:

- Intakes received
- Cases screened in for Investigation
- Completed Investigations
- Investigations Substantiated

After-hours Elder Abuse Hotline had a flat-rate contract
FY17 Programmatic Changes

- Restructured funding to better meet needs of elders
  - Funding based on completion of specific activities within PS rather than emphasizing the number of reports coming in.

- RFR for a call center with a single phone number available to receive reports 24-hours a day, 365 days a year.

- Launched online reporting functionality using WellSky’s Web Intake Form.
New PS Agency Funding Methodology

- Central Intake Unit
  - Per Intake - all inclusive rate (tier 1/intake staff/support & maint.)

- PS Agencies
  - Cases Screened Out
  - Investigations Completed
  - Investigations Substantiated
  - Investigations Opened for Ongoing Services (up to 4 months)

- Annual Maintenance Fee for On-line Web Intake form.
Central Intake Unit

- Affiliate of UMASS Medical School
- State of the Art Call Center
  - MassOptions
  - Prescription Advantage
- 24x7 Operation
- Staffing
  - 46 Intake Workers
  - 7 Supervisors
- Some users are setup to take calls remotely
Ramping Up the Central Intake Unit

- Training
  - How to do PS Intakes
  - Systems Training
  - EOE & Local PS Agency Assistance

- Go Live – June 30th, 2017
  - Higher than normal call volume 1st week

- Quality Assurance
  - QA team and Supervisors Review Recorded Calls

- Reporting
## Benefits & Challenges of CIU

### Benefits
- Single Phone Number for Reporters to Call
- Consistency
- Cost Effective
- Need Live Voice for Emergency Reports

### Challenges
- Staffing Levels
- Onboarding of New Staff
- Wait Times
- Documentation
WellSky Web Intake Form

### MA Adult Protective Services Report

**Reporter Information**

- **Mandated Reporter**
- **Reporter Employer**
- **First Name**
- **Last Name**
- **Middle Initial**

**Street Information**

- **Street 1**
- **Street 2**
- **City**
- **State**
- **Zip Code**

**Phone Information**

- **Phone**
- **Extension**
- **Phone Type**
- **Work**

**Email Address**

**Relationship to Alleged Victim**

**Best time to contact**

### Incident Information

- **Incident date**
- **Incident Location**
- **City Where Alleged Victim Resides**
- **State Where Alleged Victim Resides**
- **Zip Code Where Alleged Victim Resides**

**Protective Service Agency**

**Screening Code**

**Normal Review**

- **APIS Report to be Screened By**
- **Has law enforcement been involved?**
- **Is this a Self-Neglect report?**

### Please describe the incident in details and include the following information.

- Describe the elder's current physical, emotional, and mental status including medical issues, medications the elder takes, services the elder receives, any confusion or memory loss, and whether the elder has the ability to make his/her own decisions. Describe the type of housing the elder resides in (ex: private home, apartment, assisted living, etc.) who lives with the elder (provide names and contact information if possible); any concerns about the physical condition of the elder's housing (be as specific as possible); and any concerns around losing housing (eviction, foreclosure, etc.).
Web Intake Implementation

- April 2017: Soft Launch
  - Selected users would enter in Live intakes using web form

- July 2017: Pilot Launch
  - 15 small Police and Fire Departments

- August 2017: Full Launch
  - Enhancement: auto-assign web intake to appropriate screening queue and have an email notification sent to the Agency.

- Communicated to Mandated Reporter organizations and held webinars.

- Link posted on https://www.mass.gov/how-to/report-elder-abuse
## Benefits & Challenges of Web Intake Form

<table>
<thead>
<tr>
<th>Benefits</th>
<th>Challenges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low Maintenance Cost</td>
<td>Troubleshooting issues</td>
</tr>
<tr>
<td>Little Impact to Existing Process</td>
<td>Avoiding Duplicates in System</td>
</tr>
<tr>
<td>Helps Alleviate Wait Times</td>
<td>Wording of questions to make sure the reporter is giving you the information you need.</td>
</tr>
<tr>
<td>High Availability</td>
<td>Limitation of available fields.</td>
</tr>
</tbody>
</table>
Trending of How Reports Are Coming In

![Bar Chart]

- **2018**:
  - Telephone: 27,142
  - Web Intake: 6,237
  - Walk In: 244

- **2019**:
  - Telephone: 20,432
  - Web Intake: 15,468
  - Walk In: 155
Lessons Learned

- More time for RFR process and Implementation
- PS Agency Buy-In/Communication Earlier in Process

Adjustments Made
- Adding Tier 1 to triage calls
- Promoting the Web Intake for Non-Emergency Calls
Questions?