



PARTNERS
FOR OHIO'S FAMILIES

Each OFC staff member has a role in OFC's work and must be held accountable to promote safety and a sense of belonging for children, youth, and vulnerable adults.

OFFICE OF FAMILIES & CHILDREN

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From OFC Deputy Director Jennifer Justice – 6/3/16

Each month, I start this message by jotting down some thoughts and then looking back at the First Friday from a year earlier to take stock of all that's happened in the last year. As in June 2015, I again am reading hundreds of pages of federal reports—including the Community-Based Child Abuse Prevention, Children's Justice Act and Annual Program and Services reports—and again am reminded of the significant accomplishments achieved over the past year. In case you have any doubts, read them yourselves! We post these and other reports on our website as they get submitted.

Because June is Elder Abuse Awareness Month, this First Friday provides an update on our work to implement many of the recommendations of the Adult Protective Services (APS) Funding Workgroup. Many of the workgroup's recommendations were included in the state's current biennial budget bill. I would like to personally thank the members of the Adult Protective Services Statewide Advisory Council, which was formed as a result of a workgroup recommendation and met for the first time this spring. We're in the formative charter-developing stage, but the energy is high and the commitment is strong so I imagine this will be a productive group.

Two June reminders: Don't forget to join OFC and communities throughout

Ohio by wearing purple on June 15 in recognition of Ohio's Elder Abuse Awareness Day. Also remember that June 30 is the deadline by which all adult and child protective services innovation and capacity-building grants must be fully expended.

Who would have guessed that, just like last year, I had two trips to Washington, D.C., in the last two weeks of May? Last week, I attended the annual meeting of the National Association of Public Child Welfare Administrators, which always can be counted on to generate relevant discussion and intriguing ideas. Both Thomas Pristow (Cuyahoga PCSA) and I serve on this group's executive advisory committee as at-large members, giving Ohio a strong voice in discussion. Over the course of the two-day event, I got a great refresher on organizational culture and climate from Dr. Anthony Hemmelgarn from the University of Tennessee. His research guided many of the strategies implemented in OFC's Partners for Ohio's Families initiative. It was a good reminder of the importance of continuously attending not only to our clients, but also to our own staff. How we work together and with our partners directly affects outcomes for the families we serve.

A week earlier, I also was in D.C. for a meeting hosted by the American Enterprise Institute to learn more

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about using data to intervene earlier with families. The meeting coincided with a final report from the National Commission to Eliminate Child Abuse and Neglect Fatalities, which recommended the use of predictive

analytics to identify children most at risk of fatalities and factors related to high risk. This discussion is just beginning, and I'm excited to learn more. We'll share more details in First Friday as they evolve.

Ohio Coalition for Adult Protective Services: A Statewide Partner

By Jayme Richards, Executive Director, Ohio Coalition for Adult Protective Services



ODJFS' most stalwart and long-standing partner through the multi-year evolution of Ohio's APS services programming has been the Ohio Coalition for Adult Protective Services (OCAPS). OCAPS is a statewide membership organization that formed in 1981 following Ohio's passage of an adult protective services statute. It has been instrumental in Ohio's ongoing work to develop a system of APS resources and practices in every county, including its strong input as a member of the APS Funding Workgroup that outlined Ohio's most recent legislative changes. OCAPS continues to ensure that the experiences and knowledge of its members are heard within state-level discussions as members of the newly formed APS Statewide Advisory Council.

OCAPS works closely with OFC staff in hosting Ohio's only statewide annual conference on adult protective services. The March 18, 2016, conference was the largest to date, bringing together 240 individuals committed to improving the state's response system for elderly victims of physical, sexual and emotion abuse; caregiver neglect; self-neglect; and exploitation. The day's focus appropriately was on the experience of adapting to change, including a workshop by OFC staff regarding the responsibilities and processes now required through new statutory and administrative code provisions.

Each of OCAPS' four regional affiliate support groups – comprised of direct services workers and supervisors – meet regularly to learn together, share resources and successes, and brainstorm about difficult cases and problems. This service is a safe space for professionals to converse over a wide variety of subjects pertaining to working with the older adult population. It is OCAPS' intent to start valuable conversations about best practices, different intervention techniques or programs, new resources, current laws, and current or future legislation.

OCAPS has received several grants to support its work, including grants from the Ohio Department of Aging, Verizon and the HealthPath Foundation of Ohio. The largest grant is from the Victims of Crime Act funds administered by the Ohio Attorney General. This grant supports the OhioHOPES project that includes a helpline and an interactive website with extensive information and resources for vulnerable adult victims of crimes, the secondary victims in their lives, and the professionals who work to protect and serve them. HOPES stands for Helping Ohio Protect and Empower Seniors, OhioHOPES.org.

Interested in becoming a member of OCAPS or learning more about its work or volunteer opportunities? Find it all at ocapsohio.org.

Think Purple on June 15

It's time to bring out your purple clothes and accessories in support of the worldwide effort to prevent elder abuse. June 15 is Wear Purple to Work Day. Join us in donning purple and helping raise awareness of elder abuse as a significant public health and human rights issue. In previous years, communities have commemorated the day by holding educational and social events, issuing proclamations, sponsoring school essay contests, planting purple flowers and preparing media announcements. We'd like to share how your community acknowledges this day! Send your photos and other items to aps_mailbox@jfs.ohio.gov.

The following day, June 16, the Second Global Summit will be held in Washington, D.C., to commemorate the 11th anniversary of World Elder Abuse Awareness Day. Last year's inaugural event brought together more than 150 policy makers, advocates, financial service institutions, media, social service organizations and others. The event is organized by the National Adult Protective Services Association, the National Center for Victims of Crime, and the International Network for the Prevention of Elder Abuse. **Click here** for this year's agenda.

For more information about Wear Purple to Work Day, email leslie.mcgee@jfs.ohio.gov.



2016

**WORLD ELDER ABUSE
AWARENESS DAY**

Coming Soon: National Adult Maltreatment Reporting System

The first comprehensive, national reporting system for APS data is expected to be ready for use by early 2017. The National Adult Maltreatment Reporting System (NAMRS) will collect summary and case-level data on APS investigations from all 50 states, the District of Columbia, Puerto Rico, Guam, the Northern Mariana Islands, the Virgin Islands and American Samoa.

The goal of the system is to compile consistent, accurate national data regarding the exploitation and abuse of older adults and adults with disabilities. NAMRS will collect both quantitative and qualitative data, including investigation outcomes, on the practices and policies of APS agencies. Policy makers, APS program staff and researchers will be able to use this information to evaluate and improve their programs.

The data will have three parts:

- **Agency Component:** policies and practices (submitted by all agencies)
- **Case Component:** client characteristics, services and perpetrator characteristics (submitted by agencies with report-level tracking systems)
- **Key Indicators Component:** key statistics regarding investigations and victims (aggregate data submitted by agencies that do not have report-level tracking systems or that are unable to provide case-level data)

Ohio is developing a statewide APS case management system that will collect the data required by NAMRS. For additional information, email Heidi.Stone@jfs.ohio.gov.

A National Look at Adult Protective Services

By Andrew Capehart, Assistant Director, National Adult Protective Services Association

Every state and county in the United States is served by an adult protective services program. Not surprisingly, there is wide variance in structure and legal authority. Programs are structured in a menu of state- or county-based, with investigative services provided either by social workers, nurses, law enforcement officers or a combination. All states include older adults in the APS population they serve, although many programs provide services to adults age 18-59 with a disability. All share the goal of protecting abused, neglected and exploited adults.

Ohio is not alone in having significant attention on the state's adult protection system. There are several common trends: structured assessments (Texas, with more than 400 APS field workers, has implemented a new assessment instrument); expansion of mandated reporters to include financial professionals; and updated computer data systems to align with new federal data collection standards that take effect when the National Adult Maltreatment Reporting System (NAMRS) goes online. Ohio's move toward a state data system will

make it one of the first states able to report to this system, which is likely to be tied to federal funding in the future.

The primary federal government organizations involved in protecting vulnerable adults are the Administration for Community Living (ACL), the U.S. Department of Justice (DOJ) and the Centers for Disease Control and Prevention (CDC). Coordination among these agencies is handled via the Elder Justice Coordinating Council, spearheaded by ACL. This council meets regularly to manage federal adult protection efforts; several member activities support state initiatives. ACL has drafted guidelines for state APS programs; the guidelines look at access to quality training, an issue that Ohio currently is tackling. DOJ is developing a multidisciplinary elder justice resource center to support the increasingly multidisciplinary approach to this work, such as with Ohio's I-Teams and Statewide APS Advisory Council.

Check out NAPSA's 27th Annual Conference, PROTECT | PREVENT | EMPOWER, at the Loew's Hotel in Philadelphia, PA, August 29-31, 2016 (napsa-now.org/conference).

New Statewide Number Makes it Easy to Report Elder Abuse

As of June 1, Ohioans who suspect elder abuse can now call one statewide toll-free number to report it. Callers simply dial 1-855-OHIO-APS (1-855-644-6277) and use their keypad to enter the name of their county. They are then automatically transferred to the appropriate adult protective services agency.

All calls received from 8 a.m. to 4:30 p.m. Monday through Friday are routed to the county agency's main number. Calls received other

times and on holidays are routed to the agency's after-hours number.

The system recognizes the following holidays: New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Veterans' Day, Thanksgiving and Christmas. Holidays falling on a Sunday are observed the following Monday. Holidays falling on a Saturday are observed the preceding Friday.

The Statewide APS Advisory Council

ODJFS has been working to implement many of the recommendations of the APS Funding Workgroup, which was formed to investigate programmatic or financial gaps in the APS funding system, identify county best practices, and identify areas of overlaps and linkages across all human services programs. One of the workgroup's recommendations – to establish a statewide oversight council – kicked off on March 24 with the inaugural meeting of the

Ohio Statewide APS Advisory Council.

The council was formed to give key APS stakeholders opportunities to collaboratively identify, deliberate and advise on cross-system issues and challenges in serving vulnerable adults 60 and older who are at risk of abuse, neglect or exploitation. Members are professionals with strong direct service, administrative, and policy experience, as well as those who represent caregivers

and program advocates. They will meet four times a year to review the implementation of policy and programming across the state, to share best practices, and to partner to better serve older adults at risk of abuse and neglect.

Currently, the council is reviewing draft charter language, which will include the expectations of members. Anyone with questions or suggestions should email **APS_mailbox@jfs.ohio.gov**.

County APS Grant Update

Ohio's most recent budget bill enacted sweeping statutory changes to Ohio's APS program. To support counties' efforts to meet the July 1, 2016, deadline for new requirements, OFC offered several funding opportunities, including the following:

- *Program Innovation Grants* – These support efforts that introduce new, replicable strategic or structural arrangements that allow counties to exceed or more efficiently comply with core requirements.
- *Capacity-Building Grants* – These support program improvements that allow counties to comply with core requirements more effectively.

We decided to check in with a recipient of each grant to learn more about their progress and accomplishments.

Program Innovation in Cuyahoga County

By Natasha Pietrocola, Deputy Administrator, Programs and Services, Cuyahoga County Senior and Adult Services

With over 2,000 unduplicated cases annually involving over 4,000 allegations of abuse, neglect and

exploitation of seniors who are frail and over the age of 60, Cuyahoga County Senior and Adult Services (DSAS) was eager to utilize innovation funds to implement new ways to stabilize and improve the safety and well-being of clients. Recognizing the lack of systematic collaboration with medical providers, the Cuyahoga County Adult Protective Services Emergency Intervention Team (EIT) was established to focus on clients at imminent risk of harm due to maltreatment and unstable medical and/or mental health disorders. The goal of the team's holistic wraparound services was to reduce recidivism and unplanned emergency room visits and to connect those without regular health care to medical services.

APS workers use comprehensive geriatric assessments that address a victim's functional and mental capacities. However, many victims of adult maltreatment lack a primary care physician or access to routine and consistent medical care. This hampers both the caseworker's ability to develop a "least restrictive" case plan and/or to pursue guardianship since the court requires a physician-completed Statement of Expert Evaluation that assesses the adult's cognitive status and decision-making capacity. The lack of primary medical care also

caused difficulties in accessing medical care for uninsured victims, over-utilization of emergency responders, and delays in protective interventions resulting from a lack of legal surrogate decision makers for victims with diminished capacity.

To make timely medical and geriatric assessments accessible, Cuyahoga County created the EIT, comprised of an APS worker, a community-based registered nurse from the DSAS Home Support Division and (when needed) a medical home care geriatrician. Intake reports involving medically fragile adults or questions regarding the client's cognitive state are sent to EIT. The team's caseworker and nurse jointly conduct the initial home visit. When additional medical attention or assessment is needed and there is no primary care physician, the team returns with the home-visiting geriatrician and completes a comprehensive home-based assessment that evaluates the adult's functional abilities, mental capacity and ability to make decisions. Eighty-one clients have been assessed since the inception of EIT, averaging ten cases per month.

Stakeholders seem to appreciate the coordinated service approach. The

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Margaret Blenker Research Institute (Benjamin Rose Institute on Aging) held a focus group of 50 respondents to gauge the satisfaction rates of individuals engaged in the process. Those surveyed reported 70 percent of the time that service delivery has “improved a great deal” or “improved some.” Eighty percent of the APS caseworkers and DSAS nursing staff indicated they were “very satisfied” or “somewhat satisfied” with the EIT and working collaboratively.

The Margaret Blenker Research Institute currently is analyzing data collected as part of its evaluation report due later this month. Improvements are anticipated in several key areas:

- Shorter time a case is open.
- Lower recidivism rate.
- Fewer emergency room visits.
- (Potential) change to the number of protective service orders.
- Shorter time to appointment of guardian ad litem.
- Fewer cases closing from client refusal of service.

Capacity Building in Pike County

By Sara J. Lewellen, Social Service Supervisor, Pike County Department of Job and Family Services

The Pike County Department of Job and Family Services’ first task in building the capacity of its APS program was to get the word out! The agency chose to focus its educational efforts on exploitation, since it is the least-reported category and most complicated to investigate. The agency developed a multi-faceted approach that aligned with the characteristics of the community.

The Pike County Fair offered the perfect opportunity to begin county outreach. An attention-drawing booth—manned by agency staff and

stocked with educational brochures and durable specialty items that included the phone number by which to make reports of elder abuse, neglect and exploitation—allowed staff members to directly engage with fairgoers and discuss the difficult topic of exploitation. Referrals could also be made at the booth. Many community members had questions about the program or suggestions about what was needed or required more intensive investigation. The public was very positive and supportive.

The awareness initiative also included a media push. Working closely with the Pike County newspaper *The News Watchman*, staff prepared a package of public notices that included an ad on placemats for a large community Christmas function, a full-page color ad and numerous smaller ads in both the newspaper and the *Community Shopper*, as well as ads for free public trainings and awareness presentations. APS information also was placed on the newspaper website for 30 days. The paper ran three articles with photos—each featuring a different social worker—as well as an article that described the functions of the APS Unit and the increase in referrals that was beginning to be seen. To support Elder Abuse Awareness Day, staff at a local financial institution wore purple T-shirts with the APS information printed; pictures were included in the newspaper and on *The News Watchman* website, as well.

APS staff also brought information to the community through multiple presentations in a range of venues, including the Senior Center, a televised session at a retirement center, the group Seniors and Law Enforcement Together, and a large long-term care facility.

This spring, an informational booth was set up at the Pike County Dogwood Festival, and hundreds of people stopped by the booth! Staff are excited to plan their return to

the 2016 county fair, too. But first on the calendar: June 15th’s Elder Abuse Awareness Day. To draw in a new audience that potentially has not yet been exposed to APS educational events, staff are planning a free presentation accompanied by a music concert featuring local artists.

While the positive community response is affirming, the impact of Pike County’s efforts is best illustrated through the increase—just six months into the project—in the percentage of referrals that allege exploitation, from 22 percent to 33 percent. Between 2010 and 2015, the number of adult protection referrals increased from 94 to 124, and the county is on target for the trend to continue in 2016. Also, for the first time, criminal charges have been brought against a perpetrator for elder exploitation.

Pike County’s APS Unit is comprised of one supervisor and three staff members who are also responsible for six other programs offered through the agency.

Principle of the Month

Each OFC staff member has a role in OFC’s work and must be held accountable to promote safety and a sense of belonging for children, youth and vulnerable adults.

Bright Futures

The American Academy of Pediatrics publishes theory-based and evidence-driven guidance for all preventative care screenings and well-child visits for children from birth through age 21. To view the guide, [click here](#).

Best of Luck!

Best of luck to Denise St. Clair and Jenny Hartmann, two of OFC's long-time partners who will be leaving their positions at Capital University's Family and Youth Law Center on June 30. On behalf of OFC and the many child welfare professionals across Ohio who have benefited from their unflappable nature and "can do" approach, we wish them the very best in their new adventures. If you see either Denise or Jenny during their final weeks of transition planning, committee meetings or recognition ceremonies, please be sure and extend your own thanks for all their work.

Denise St. Clair



Denise St. Clair leaves her position as executive director of the Family and Youth Law Center with quite a number of lasting accomplishments under her belt. OFC first began working with Denise in 2004 when the center, in collaboration with the American Bar Association's Center on Children and the Law, studied the question "Do Ohio's laws best serve Ohio's families and children?" That study led to the examination and eventual statewide implementation of Differential Response. Denise has continued to work with the Supreme Court of Ohio's subcommittee on Juvenile Justice and subcommittee on Responding to Child Abuse, Neglect and Dependency and has provided consistent and competent support. July's First Friday will highlight another of Denise's accomplishments: legal clinics for foster youth and parents at risk of child abuse and neglect. Her work has been a reflection of her strong commitment to the belief that children who live in safe and stable homes feel better about themselves, do better in school, receive better health care, and grow up to be better parents, workers and citizens. Thanks, Denise!

The good news: Although Denise's retirement is effective June 30, she will be staying with the Family and Youth Law Center for a while to ease the transition and finish up projects.

Jennifer Hartmann



Ohio's Intimate Partner Violence (IPV) Collaborative is losing a strong champion as Project Manager Jenny Hartmann turns her talents to house hunting in Old Westbury, New York, where her husband has accepted a tenured position with the State University of New York. Jenny's leadership and commitment to inclusion have been the foundation of Ohio's work to improve how we approach child welfare cases with domestic violence components. Ohio now has passed the halfway mark, with 48 counties voluntarily using the Safe and Together model to help families exposed to batterers. Since Safe and Together began with a four-county pilot in 2010, Jenny has helped new counties adopt the model while carefully building a strong peer network and offering ongoing support. All of us who have had the pleasure of working with Jenny will miss her always-positive attitude and cheery demeanor. We're sure that Ohio's loss will be New York's gain, and we wish her all the best in whatever her future brings!

Summit on Adult Guardianship

On March 22, 250 individuals representing nearly 50 county teams comprised of probate judges and their justice partners gathered in Columbus at the Summit on Guardianship. To support teams in meeting their goal to develop a collaborative action plan to safeguard the best interest of adult wards, the day-long event offered a range of break-out sessions covering a cross-section of this complicated work. Sessions explored various aspects of such topics as financial exploitation, interdisciplinary teams, legal and ethical considerations, alternatives to guardianship, rights of the ward, and working together.

Three keynote speakers — Ohio Supreme Court Chief Justice Maureen O'Connor, Supreme Court of Nebraska Chief Justice Michael Heavican and Erica Wood of the American Bar Association — discussed the past, present and future of guardianship. Chief Justice O'Connor continued with a challenge to the five-member county teams to establish their own best practices in serving vulnerable and incapacitated adults. Participants worked within their teams to assess local needs and develop plans for improvement.

Kudos to the hard-working planning committee that developed this event on behalf of the Ohio Supreme Court's

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Thanks for Your Suggestions!

In response to requests from our public and private agency partners and the Partners for Ohio's Families Advisory Board, OFC's Bureau of Foster Care Licensing is again issuing quarterly compliance reports. The first was distributed on May 3, 2016. Any rule violation that was found during the prior quarter inspection is listed by agency. Future reports will be distributed in July, October, January and April to every certified agency and Title IV-E court and some partner agencies.

If you have questions concerning any findings in the reports, please contact the licensing specialist directly or Foster Care Licensing Bureau Chief, Lakeisha Hilton at lakeisha.hilton@jfs.ohio.gov.

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Advisory Committee on Children and Families: Georgia Anetzberger (Case Western Reserve University), Judge Charlotte Eufinger (Union County Probate and Juvenile Court), Vicki Jenkins (Ohio Department of Developmental Disabilities), Judge Jan Long (Pickaway County Probate and Juvenile Court), Samuel Peppers (Dinsmore & Shohl LLP), John Ryan (Ohio Judicial Conference) and Stephanie Nelson (Ohio Supreme Court).

The Supreme Court of Ohio also has resources available on its [website](#).

Check out the right-hand tab on Adult Guardianship Education, which includes links to three- and six-hour educational courses and an explanation of the responsibilities of courts and guardians under the new rules of superintendence. Coming soon: the following sessions from the summit: Ethics I and II, Alternatives to Guardianship, and Rights of the Ward.

For additional information regarding the summit or Ohio's guardianship programming, email **Stephanie Nelson** at Nelson@sc.ohio.gov.

Feedback and Subscriptions

If you want to subscribe to First Friday, have comments or ideas about content, or wish to be removed from the mailing list, please send an email to First_Friday@jfs.ohio.gov. For additions to or removals from the list, be sure to include your name, organization and email address.



2016 APS Worker of the Year—Congratulations to Lorain County Department of Job and Family Services' Chandel Dusenbury, the 2016 APS Worker of the Year. She received this honor at the OCAPS conference (see page 2) where she was recognized for going above and beyond the call of duty to help customers receive life-saving assistance. (Left to right) Tracey Mason, chief administrator, Cuyahoga County Division of Senior and Adult Services; Director Dungey; APS Worker of the Year Chandel Dusenbury; Kathy Griffin, Dusenbury's supervisor; and Karen Salerno, the Cleveland Clinic social worker who nominated Dusenbury for the award.

June 2016 Global Emails

The following emails were sent in May from Jennifer Justice to PCSA directors and/or private agency directors. They are organized below by mailing date and key word.

5/2/2016—National Foster Care Month

5/3/2016—World Elder Abuse Awareness Day is June 15, 2016

5/3/2016—ODJFS Quarterly Compliance Report 2016-01-01 to 2016-03-31

5/16/2016 – Child Protective Services Incentive Fund Distribution

5/26/2016—Memo CFSR Round 3 Data on Staff Training

Rule Review Update

The following Ohio Administrative Code (OAC) rule has been posted for the specified time frame to the Ohio's Families and Children Rule Review Website at ohiorulereview.org during the month of May 2016:

For 30 days from May 5, 2016 through June 5, 2016

- 5101:2-40-02
Supportive services for prevention of placement, reunification and life skills

Please continue to visit the site periodically for new postings. We welcome your input and hope you use this opportunity to share your experiences and suggestions. The website received 377 hits during May 2016.