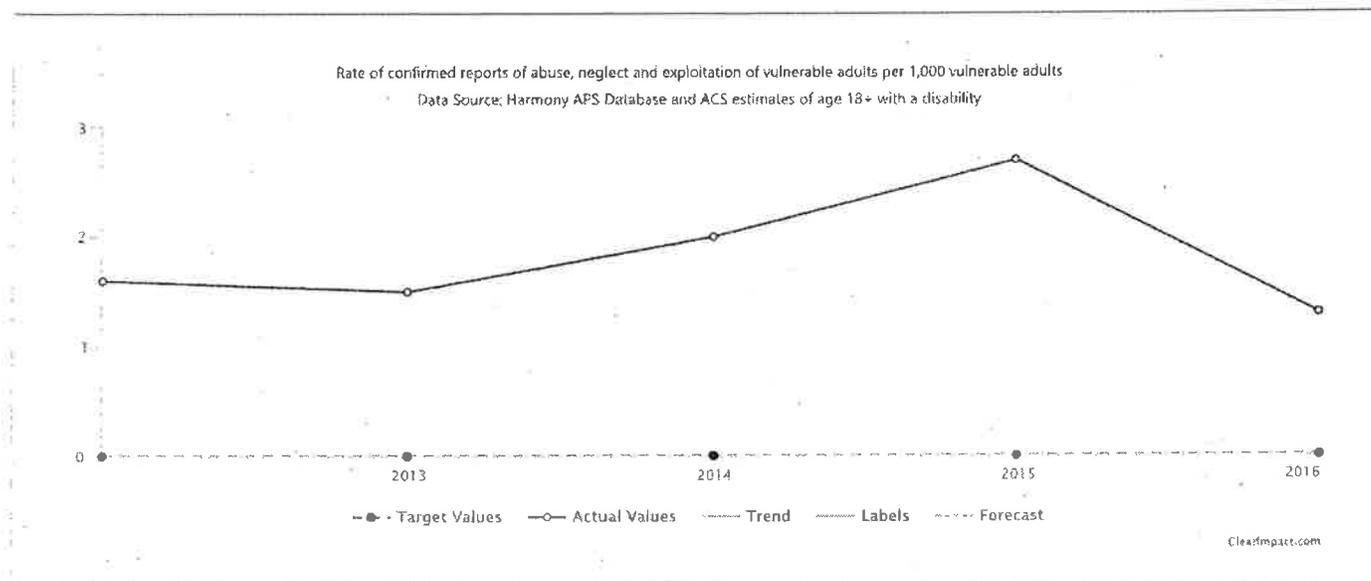


0 All Vermonters are Healthy and Safe and 6 more...

1 Act 186 Rate of confirmed reports of abuse, neglect and exploitation of vulnerable adults per 1,000 vulnerable adults



Story Behind the Curve

This population indicator shows the estimated rate of abuse, neglect, and exploitation of vulnerable adults. This rate is related to both motive and opportunity of perpetrators; the vulnerability of victims; the state of the Vermont economy; education of the public and stakeholders; challenges within families including stresses on caregivers and caregiver support services; individual support of vulnerable adults; effective screening, training, and oversight of paid caregivers; effective practices at financial institutions to prevent or identify financial exploitation; effective reporting, investigation, and substantiation/prosecution at Adult Protective Services.

Partners

People who report suspected abuse, neglect, and exploitation, including both mandatory and non-mandatory reporters. This includes vulnerable adults, family members, friends, neighbors, volunteers, staff of local health and human service agencies, and staff of banks and financial institutions.

What Works

Education and training of the public on identifying and reporting helps to encourage both prevention and early reporting of suspected abuse, neglect and exploitation.

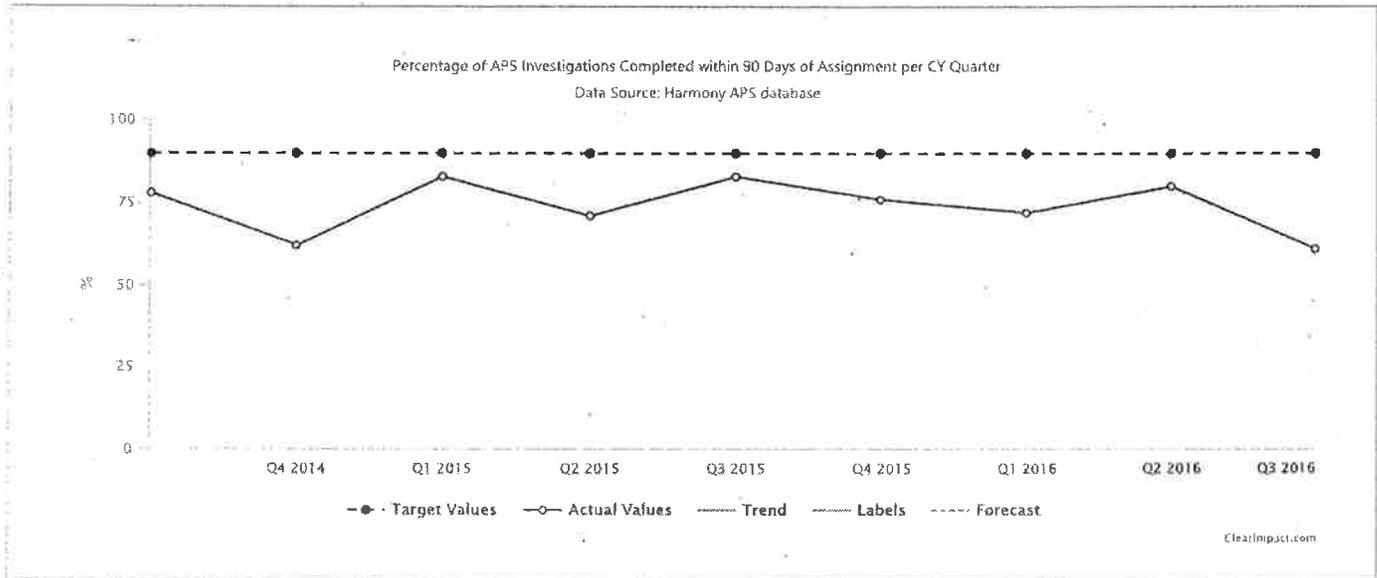
Strategy

Actions

Name	Assigned To	Status	Due Date	Progress
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P Division of Licensing and Protection (DLP): Adult Protective Services (APS)

PM APS Percentage of APS Investigations Completed within 90 Days of Assignment per CY Quarter



Story Behind the Curve

The Division of Licensing and Protection's goal is to complete all Adult Protective Services investigations within 90 days of assignment. When this can't occur, investigators request extensions from their supervisor. Investigations may take longer than 90 days when staffing is not adequate to cover the number of investigations required, or when certain investigations need additional time because of complexity or other factors, such as criminal prosecution. In general, the higher the percentage of cases completed within 90 days, the better DLP is doing in protecting vulnerable adults.

Partners

Law enforcement, state prosecutors, service providers, financial institutions, and other organizations that provide services to the alleged victim.

What Works

Ensuring that DLP is adequately staffed with trained investigators and that caseloads are actively managed by APS supervisors.

Action Plan

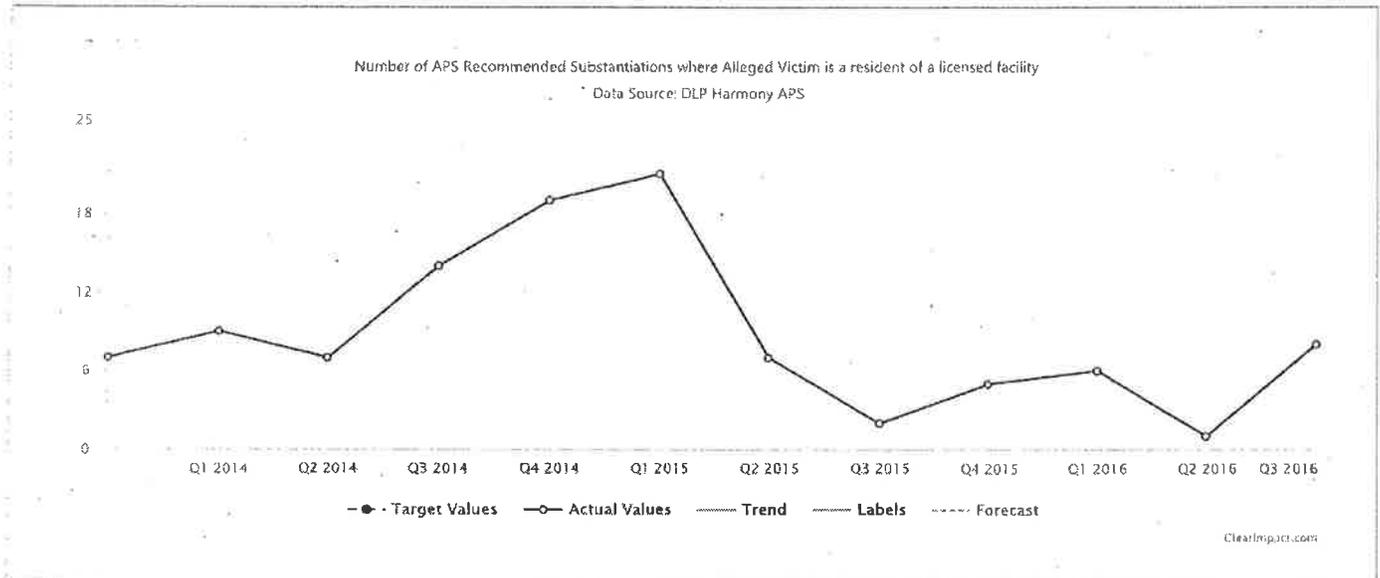
APS supervisors will continue to actively monitor caseloads and cases.

Actions

Name	Assigned To	Status	Due Date	Progress
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P Division of Licensing and Protection (DLP): Adult Protective Services (APS)

PM APS Number of APS Recommended Substantiations where Alleged Victim is a resident of a licensed facility



Story Behind the Curve

Adult Protective Services investigates allegations of the abuse, neglect, or exploitation of vulnerable adults, regardless of their location in the state. The measure shows the work performed by APS at facilities licensed by DLP. This measurement is provided because of concerns raised by the advocacy community that APS is not active at licensed facilities.

Partners

Licensed facilities.

What Works

APS will continue to investigate all allegations of abuse, neglect, and exploitation of vulnerable adults regardless of their place of residence.

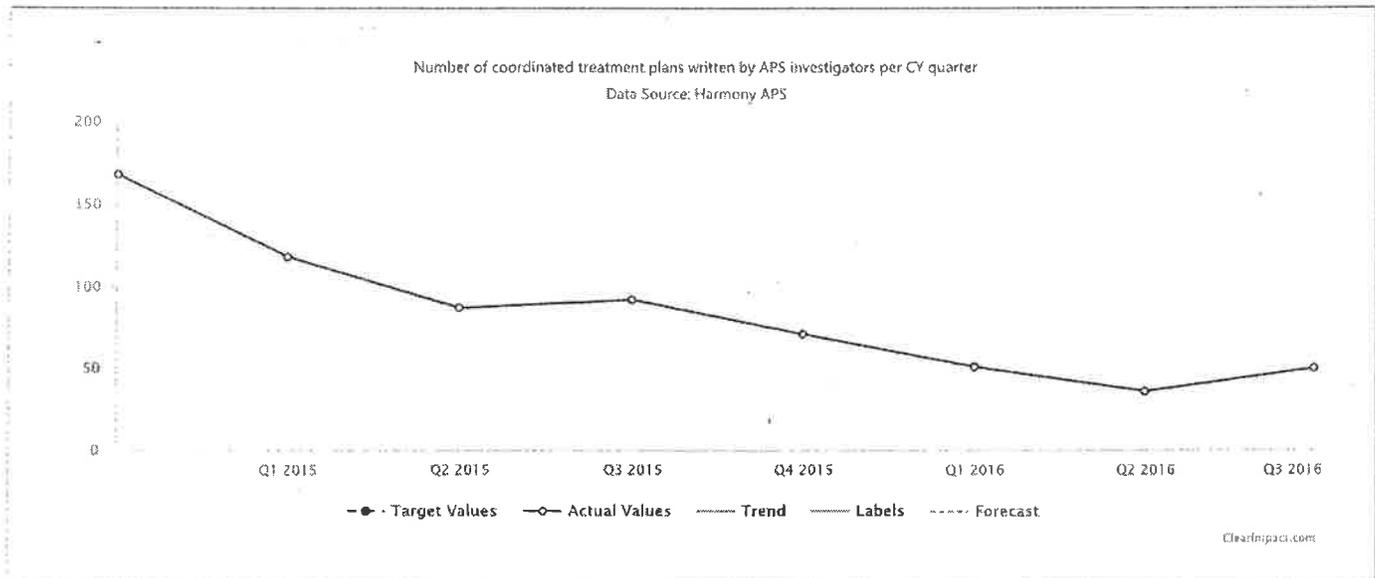
APS will continue to train staff on appropriate screening and will report on substantiations at licensed facilities.

Actions

Name	Assigned To	Status	Due Date	Progress
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P Division of Licensing and Protection: Adult Protective Services (APS) and 1 more...

PM APS Number of coordinated treatment plans written by APS investigators per CY quarter



Story Behind the Curve

During the course of an Adult Protective Services Investigation, the investigator will determine if the alleged victim could benefit from additional services or protections. If so, the investigator will create a written coordinated treatment plan. The higher the number of written coordinated treatment plans, the higher the number of vulnerable adults receiving referrals for beneficial services.

Partners

Other providers that offer services and protections beneficial to vulnerable adults.

What Works

Training investigators to both investigate allegations of abuse, neglect, and exploitation and to appropriately develop and document plans.

Actions

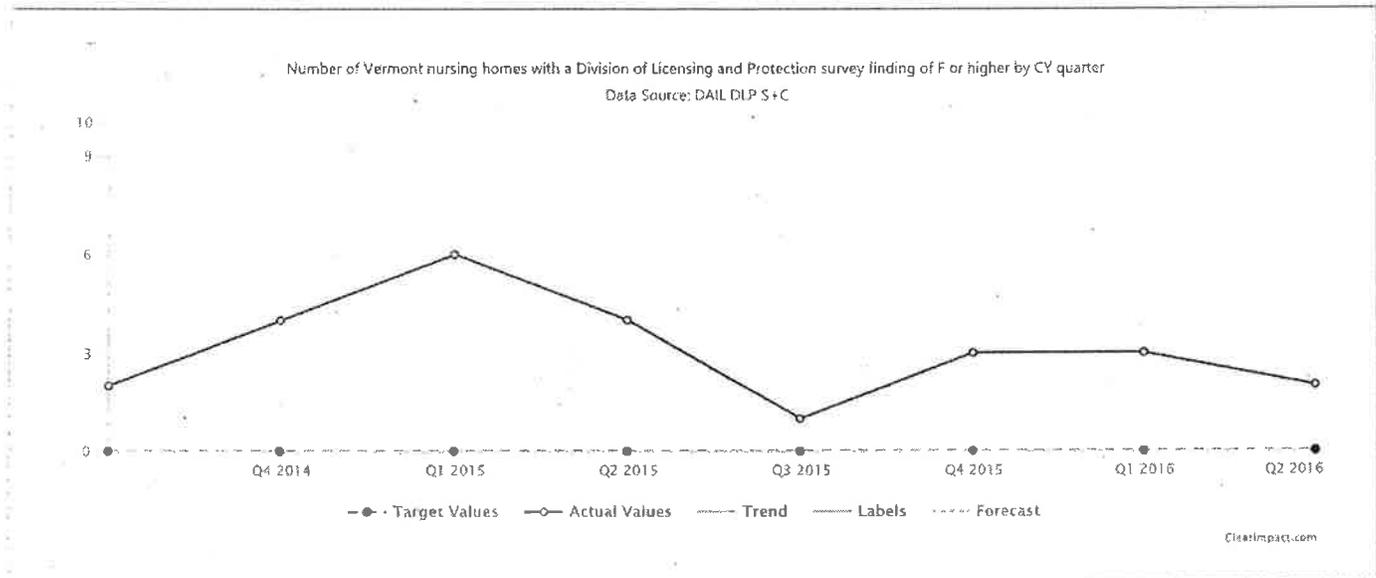
Incorporate training on both assessment methods and the services available to vulnerable adults at APS' monthly staff meetings.

Actions

Name	Assigned To	Status	Due Date	Progress
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O All Vermonters have access to high quality health care and 2 more...

I **Nursing Homes** Number of Vermont nursing homes with a Division of Licensing and Protection survey finding of F or higher by CY quarter



Story Behind the Curve

The DAIL Division of Licensing and Protection surveys Vermont nursing homes on behalf of the Centers for Medicare and Medicaid Services. The core licensing requirements are established by Medicare. Surveys are conducted annually and when significant complaints, including self-reports from facilities, are received. When surveyors cite a deficiency at a nursing home, the deficiency is given a rating from A through L based on the scope and severity. Although all deficiencies are taken seriously and must be corrected, deficiencies rated F and higher indicate either actual harm to a resident(s) has occurred or the deficiency is widespread at the facility. The higher the number of facilities with F ratings or higher, the higher the number of facilities that have been found to provide substandard quality of care.

Partners

Vermont nursing home administrators and staff; Vermont nursing home residents and family members; the Vermont Long Term Care Ombudsman.

What Works

DLP operates as an independent, regulatory agency that objectively and fairly evaluates Vermont nursing homes.

Strategy

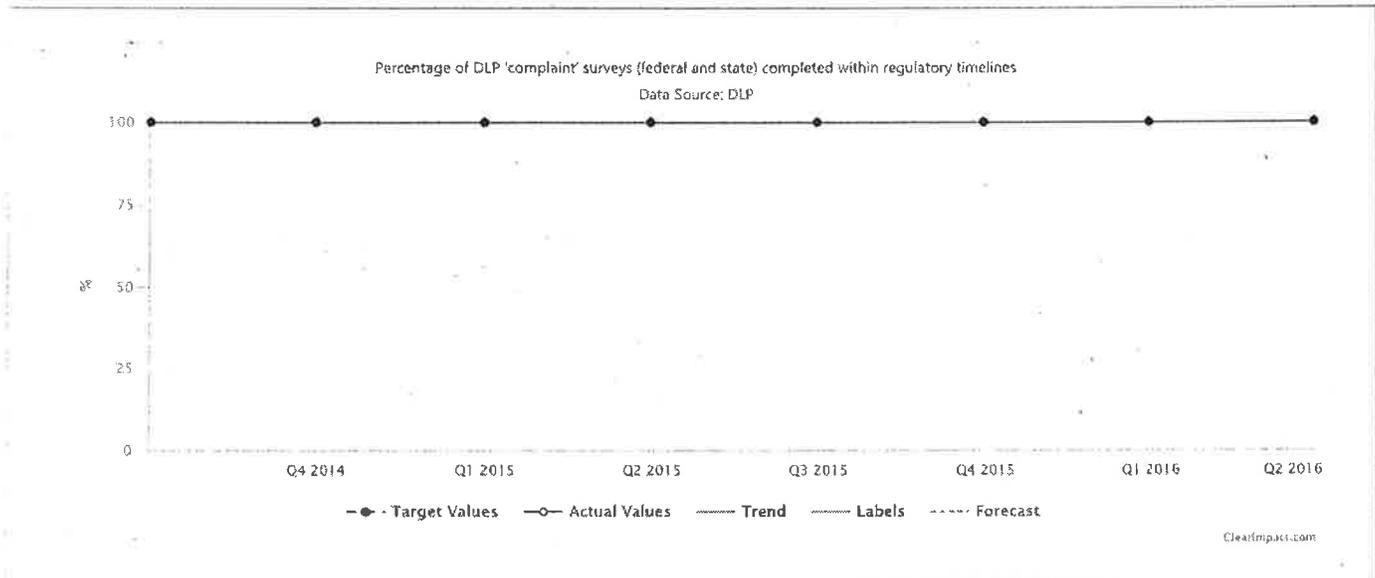
DLP will continue to perform assertive surveys of nursing homes, both citing deficiencies and working with facilities to correct deficiencies. This helps to ensure that facilities comply with state and federal regulations that are intended to ensure the quality of care provided in Vermont nursing homes.

Actions

Name	Assigned To	Status	Due Date	Progress
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P Division of Licensing and Protection (DLP): Survey and Certification

PM **Survey & Cert** Percentage of DLP 'complaint' surveys (federal and state) completed within regulatory timelines



Story Behind the Curve

The Division of Licensing and Protection receives complaints, including self-reports, regarding facilities licensed by DLP in Vermont. These reports are evaluated and screened to determine if a survey is warranted. If a survey is warranted, it must be completed within a specific timeline depending on the severity of the allegations. This performance measure indicates the percentage of complaint surveys completed within timelines established by regulation. The higher the percentage, the better the performance in meeting a portion of DLP's regulatory mission.

Partners

Facilities licensed by DLP, which includes acute care hospitals, home health agencies, nursing homes, residential care homes, therapeutic community residences, and assisted living residences.

What Works

Keeping DLP fully staffed helps to ensure that reports are quickly entered into tracking systems, reports are screened to determine the need for additional surveys, and surveys are both scheduled promptly and completed within regulatory timelines.

Action Plan

Maintain adequate level of trained staff to process complaints accurately and within regulatory timelines.

Actions

Name	Assigned To	Status	Due Date	Progress
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