



DEPARTMENT OF HEALTH AND HUMAN SERVICES

# Milwaukee County

Shakita LaGrant-McClain, Director

May, 2021

Dear Director LaGrant-McClain,

The Milwaukee County Department of Health and Human Services (DHHS)/Quality Assurance conducted a **follow-up quality review** in March and April 2021 related to the consumer experience of the combined Adult Protective Services' (APS) Program of the Milwaukee County Disabilities Services Division (DSD), and Milwaukee County Division on Aging.

## Background and Purpose of Review

As described in the initial quality review report (December, 2020), DHHS, DSD and Aging are piloting a combined adult protective service to best serve all Milwaukee County adult residents at risk, regardless of age or ability. For many years, Milwaukee County had been unique in that Adult Protective Services (APS)/DSD and Elder Abuse (EA)/Aging programs were operated separately. As we move toward the vision of "No Wrong Door," it makes sense to combine these two units to better serve Milwaukee County residents, regardless of a person's entry point into the system. We believe that by making adult protective services easy to access and seamless to operate, this will help move us closer to our goal of racial equity and becoming the healthiest county in Wisconsin. DHHS leaders have identified key performance indicators to measure the success of the pilot. The pilot will assess the volume of residents the combined programs are able to serve, how well adults-at-risk and other stakeholders are assisted, and customer experience.

Comparing data from **before, during and after** the pilot will provide valuable insight on to what extent these two units can work together (and continue to work together) as one unit.

Combined Triage Call Center Pilot = to receive all (DSD and Aging) APS calls regardless of age or ability for adults-at-risk \*

- Start Date of Pilot – June 15, 2020
- End Date of Pilot – December 31, 2020
- Full Implementation – January 1, 2021

The purpose of the 2021 follow-up review consisted of contacting consumers (closed date before pilot end or closed date after full implementation) in an effort to continue to hear the voice of the consumers by documenting their APS experiences and addressing their current needs, if applicable. The APS Survey is used to measure and improve consumer experience outcomes. In addition to improving timeliness of services to adults-at-risk the survey results will provide a summary of the attitudes and behaviors including thoughts, opinions, and comments about the services provided. This valuable feedback is the baseline to measure and establish a benchmark from which to compare results over time. This feedback will also provide opportunities for professional development of the Adult Protective Services staff members.

\*Adults-at-risk; APS responds to reports of abuse, neglect, financial exploitation, and self-neglect of individuals at risk.

- o **Adult at Risk** - any adult who has a physical or mental condition that impairs the ability to care for their needs and who has experienced, is experiencing, or is at risk of experiencing abuse, neglect, self-neglect, or financial exploitation. (Wis. Stat. §55.01(1e))
- o **Elder Adult at Risk** - any person age 60 or older who has experienced, is experiencing, or is at risk of experiencing abuse, neglect, self-neglect, or financial exploitation. (Wis. Stat. §46.90(br))

**Summary of Follow-Up Quality Review and Results** (including a comparison to Initial Review results) – refer to pages 2 through 8.

## Summary of Follow-Up Quality Review and Results

### Scope of Review

A phone satisfaction survey that consisted of six (6) quality statements was conducted with DSD and Aging consumers (or their Legal Guardian) who received APS services with a closed date in 2020 (pre-pilot end) or 2021 (full implementation) - "Pre Pilot End" or "Full Implementation" as defined below.

The target number of consumers contacted for the sample was 35 with approximately 15 to be completed for DSD and 20 to be completed for Aging. Up to three (3) attempts were made to reach the consumer unless there was a successful contact, or reviewers met the approximate targeted number of consumers.

### Sample Population

- "Pre-Pilot end"; consumers referred with an APS closed date September through December 31, 2020
- "Full Implementation"; consumers referred with an APS closed date January through February 2021 (and through March 3, 2021 for Aging)

Surveys completed: Total of five (5) DSD and twenty-one (21) Aging surveys were completed. (see p. 3 for detailed results)

#### Pre-Pilot end

- DSD – 39 consumers = Three (3) completed surveys.
- Aging – 116 consumers = Seven (7) completed surveys.

#### Full Implementation

- DSD – 19 consumers = Two (2) completed surveys.
- Aging – 171 consumers = Fourteen (14) completed surveys.

Note: For DSD consumer contacts; DHHS attempted (or successfully contacted) 100% of consumers in sample (excluding consumers due to no phone number); DHHS did not meet targeted number of successful completions.

For Aging consumer contacts, DHHS met targeted number of total successful completions.

The following factors that affected meeting targeted number for DSD sample: unable to reach consumer (invalid phone numbers, consumers did not return call when voice message left), consumers declined to complete survey, etc.) It was also found that many consumers didn't recall receiving an APS service (for these no survey was completed). Reviewers left up to 2 voice messages (vm's) in an attempt to reach consumer, note: often vm(s) were an automated/generic message not personalized with a name so unable to determine if we were contacting the current/consumer phone number(s)).

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### Call Details

DHHS spoke to a TOTAL of 80 consumers (DSD + Aging) – details below; combined totals (pre-pilot and full implementation)

#### DSD Contacts (100% of the consumers in sample population/contact was attempted)

##### DHHS made contact and spoke to 17 consumers

- Completed survey = 5 consumers
- Didn't recall APS service = 9 consumers
- Declined completing survey = 2 consumers
- Did not meet with APS provider, stated only a business card was left = 1 consumer

##### DSD Unsuccessful Completions due to the following reasons (total of 40 consumers):

(excludes 18 consumers -5 successful completions and 13 with no phone numbers)

- Invalid phone numbers = 25% (10 out of 40 consumers)
- Left Voice Mail (vm) = 17% (5 out of 30 consumers)
- Other (no answer, didn't recall service, declined survey) = 83% (25 out of 30 consumers)

#### Aging Contacts (met targeted number of total successful completions)

##### DHHS made contact and spoke to 63 consumers

- Completed survey = 21 consumers
- Didn't recall APS service = 35 consumers
- Declined completing survey = 7 consumers

**Table below reflects survey results, as well as overall counts and averages**

All responses are on a 1-5 scale (Likert Scale):

6 Survey Statements:	DSD Pre-Pilot End	DSD Full Implementation	Aging Pre-Pilot End	Aging Full Implementation
<b>Total Consumers contacted</b> (surveys completed)	3	2	7	14
<b>Total APS Referrals</b> (with closed dates during this period)	39	19	116	171
1. The service provider (name given) treated me with respect.	4.7	3.0	4.1	4.1
2. The service I received was helpful.	4.7	3.0	3.0	3.4
3. I feel safer since receiving protective service.	4.3	3.0	2.7	3.6
4. The service I received met my needs.	4.7	3.0	2.7	3.5
5. The service provider (name given) was knowledgeable about programs and services to address my needs.	4.7	3.0	3.3	3.5
6. How would you rate your overall experience with protective services.	4.7	3.0	3.1	3.5
<b>Survey Average</b>	<b>4.6</b>	<b>3.0</b>	<b>3.2</b>	<b>3.6</b>
<b>Combined Survey Average</b> (pre-pilot end and full implementation)	<b>3.8</b>		<b>3.4</b>	

Scale	1	2	3	4	5
	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree
	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
	Never	Hardly Ever	Neutral	Most of the time	Always

**Comparison of Survey Average results– Before and After Combined Triage Call Center**

(table below includes Initial Review + Follow Up Review survey results)

	Before June 15, 2020	After June 15, 2020
DSD	3.5	4.2
Aging	4.4	3.7

**Comparison of Survey Average results - Before and After Full implementation of Triage Call Center**

- Due to limited data i.e., post full implementation, no comparison of results at this time.

Survey Statement:	<p align="center"><b><u>Comments reported during Survey</u></b></p> <p align="center">* In table below, please note if no specific comment made, it is left blank</p>
	<p align="center"><b>DSD COMMENTS BELOW</b></p>
<p>1. The service provider (name given) treated me with respect.</p>	<p><b>Pre-Pilot End Comments</b></p> <ul style="list-style-type: none"> <li>- "(Provider) treated me with respect"</li> <li>- "(Provider) was nice"</li> </ul> <p><b>Full Implementation Comment</b></p> <ul style="list-style-type: none"> <li>- "(Provider) was very respectful and helpful. (Provider) wanted to make sure I was okay"</li> </ul>
<p>2. The service I received was helpful.</p>	<p><b>Pre-Pilot End Comment</b></p> <ul style="list-style-type: none"> <li>- "It's actually helpful"</li> </ul> <p><b>Full Implementation Comments</b></p> <ul style="list-style-type: none"> <li>- "(Provider) left pamphlets with me. Told me that if I ever need to reach out to me to call. (Provider) left their card"</li> <li>- "It was not helpful because (provider) was very neglectful"</li> </ul>
<p>3. I feel safer since receiving protective service.</p>	<p><b>Pre-Pilot End Comment</b></p> <ul style="list-style-type: none"> <li>- "I feel safer"</li> </ul> <p><b>Full Implementation Comment</b></p> <ul style="list-style-type: none"> <li>- "The day when the whole thing occurred; that was the first time for me"</li> </ul>
<p>4. The service I received met my needs.</p>	<p><b>Pre-Pilot End Comment</b></p> <ul style="list-style-type: none"> <li>- "Very helpful"</li> </ul> <p><b>Full Implementation Comment</b></p> <ul style="list-style-type: none"> <li>- "It was only a one time visit but them checking up on me was very helpful. They were very concerned"</li> </ul>
<p>5. The service provider (name given) was knowledgeable about programs and services to address my needs.</p>	<p><b>Pre-Pilot End Comment (none given)</b></p> <p><b>Full Implementation Comment</b></p> <ul style="list-style-type: none"> <li>- "(Provider) told me I can get into other programs and to reach out; was willing to talk to me; that made me feel that I can be safe and trust (provider)"</li> </ul>
<p>6. How would you rate your overall experience with protective services.</p>	<p><b>Pre-Pilot End Comment (none given)</b></p> <p><b>Full Implementation Comment</b></p> <ul style="list-style-type: none"> <li>- "Even though they don't reach out as much, I didn't think that what I was doing was a big deal but I do appreciate that someone would check up on me. I'm thankful for them reaching out"</li> </ul>
<p><b>Additional Comments</b></p>	<p><b>Pre-Pilot End Comment</b></p> <ul style="list-style-type: none"> <li>- "(another agency) cut me off from suboxone program; I need services. I am going through withdrawal. I am having anxiety and panic attacks. Please have someone call me - I need to get into Methadone program but have no transportation. Mentioned a son provides some caretaking"</li> </ul> <p><b>Full Implementation Comments</b></p> <ul style="list-style-type: none"> <li>- "I would like a follow up with call occasionally, especially to make sure that I don't fall back"</li> <li>- "Just to follow up. (Provider) visited with someone and they said there were things they can do but never followed up. I have called and left messages and did not receive any follow up"</li> </ul>

Survey Statement:	<p align="center"><b><u>Comments reported during Survey</u></b></p> <p align="center">* In table below, please note if no specific comment made, it is left blank</p>
	<p align="center"><b>AGING COMMENTS BELOW</b></p>
<p><b>1. The service provider (name given) treated me with respect.</b></p>	<p><b>Pre-Pilot End Comments</b></p> <ul style="list-style-type: none"> <li>- "They were very nice toward me. I appreciated them helping me clean up my apartment"</li> <li>- "(Provider) was very professional"</li> <li>- "(Provider) did fine"</li> <li>- "(Provider) was not very helpful; didn't seem like (he/she) wanted to help"</li> <li>- "Definitely"</li> </ul> <p><b>Full Implementation Comments</b></p> <ul style="list-style-type: none"> <li>- "They have always helped. There were a lot of people involved that helped"</li> <li>- "Very respectful"</li> <li>- "(Provider) did treat us with respect. (Provider) did take a while to get back to us. I'm not sure if the pandemic affected this but even when my mother passed away and I left her a message, I didn't get a call back with condolences. I wish there was more follow up"</li> <li>- "If you respect you would be good to your word. (Provider) was not good to their word"</li> <li>- "(Provider) had no communication with me as legal guardian. I would've masked up and observed to see what was happening"</li> <li>- "(Provider) turned on me and took my brother and daughter's side"</li> </ul>
<p><b>2. The service I received was helpful.</b></p>	<p><b>Pre-Pilot End Comments</b></p> <ul style="list-style-type: none"> <li>- "(Provider) did everything possible and I wasn't ready to go forward with what (he/she) was offering"</li> <li>- "Not helpful; (provider) didn't give anything I could use"</li> <li>- "It was supposed to be helpful but (provider) never followed through"</li> <li>- "Very helpful"</li> <li>- "Not helpful, but well intended"</li> <li>- "(Provider) did (his/her) job well"</li> </ul> <p><b>Full Implementation Comments</b></p> <ul style="list-style-type: none"> <li>- "I would've liked to have more services available. I still agree that it was very good. I wish that they were able to provide things more quickly, but I understand that there is paperwork"</li> <li>- "We did not get the help my mother needed. Though she did go out to meet with my mother (on front porch), (he/she) did say that there wasn't much they could do to help my mother if she didn't want the help"</li> <li>- "Didn't receive any service"</li> <li>- "My apartment was ransacked 3-4 months ago, and the manager didn't believe me, but I feel safe in this facility"</li> <li>- "There was no communication. They did not talk to me (legal guardian) as she (consumer) is non-verbal"</li> <li>- "It was helpful"</li> <li>- "I didn't get help"</li> </ul>
<p><b>3. I feel safer since receiving protective service</b></p>	<p><b>Pre-Pilot End Comments</b></p> <ul style="list-style-type: none"> <li>- "Just knowing that something is available is helpful but does not make me feel any safer since I didn't do anything to help the matter"</li> <li>- "Didn't feel unsafe"</li> <li>- "I didn't receive any service"</li> <li>- "I feel very safe"</li> <li>- "Not helpful; (provider) didn't give anything I could use"</li> </ul> <p><b>Full Implementation Comments</b></p> <ul style="list-style-type: none"> <li>- "I believe it was important for the group home to know they were being watched"</li> <li>- "I haven't had any call backs from (provider) to see if there's anything additional that I needed. I would've appreciated a follow up call to see how I was doing to feel safer"</li> <li>- "My mother was not protected and not safe"</li> <li>- "It's good to know someone is looking out"</li> <li>- "It was very reassuring that they offered services to me to make sure that I was safe"</li> <li>- "I'm still not safe"</li> </ul>

Survey Statement:	<p align="center"><b><u>Comments reported during Survey</u></b></p> <p align="center">* In table below, please note if no specific comment made, it is left blank</p>
<p>4. The service I received met my needs</p>	<p><b>AGING COMMENTS BELOW (cont'd)</b></p> <p><b>Pre-Pilot End Comments</b></p> <ul style="list-style-type: none"> <li>- "I knew what was available but maybe it didn't fit at the time"</li> <li>- "(Provider) knows (his/her) job and doesn't play games. I appreciate that"</li> <li>- "(Provider) did not meet my needs"</li> <li>- "I was very satisfied with the services"</li> <li>- "Trying to get SSI"</li> <li>- "I don't have any needs"</li> </ul> <p><b>Full Implementation Comments</b></p> <ul style="list-style-type: none"> <li>- "It would've been more helpful to be notified so I can be involved (as legal guardian)"</li> <li>- "I was really thankful to have you there"</li> <li>- "My mother was not protected and not safe"</li> <li>- "They asked me basic safety questions"</li> <li>- "No services were provided"</li> </ul>
<p>5. The service provider (name given) was knowledgeable about programs and services to address my needs.</p>	<p><b>Pre-Pilot End Comments</b></p> <ul style="list-style-type: none"> <li>- "(Provider) didn't follow through"</li> <li>- "(Provider) seemed to know about what (he/she) was talking about and had answers"</li> <li>- "Very satisfied with everything"</li> <li>- "Not really"</li> <li>- "(Provider) did what (he/she) did because (he/she) wanted to help me"</li> </ul> <p><b>Full Implementation Comments</b></p> <ul style="list-style-type: none"> <li>- "I didn't get what I expected. (Provider) was going against me. I live with my brother and was told that I should let him do whatever he wants"</li> <li>- "I got some very good information through the mail. The only drawback was COVID since I couldn't meet in-person"</li> <li>- "(Provider) did tell me about what was out there for programs and getting my mother help, but it did not help"</li> <li>- "(Provider) told me about a couple of services"</li> <li>- "(Provider) said (he/she) had to talk to her supervisor and would get back. I didn't hear back from (him/her)"</li> <li>- "They gave me a phone number for the elderly and information for the food pantry, but I can't find the number"</li> <li>- "(Provider) was professional and congenial"</li> <li>- "(Provider) was not knowledgeable (consumer did not elaborate despite additional prompt)"</li> <li>- "No communication"</li> </ul>
<p>6. How would you rate your overall experience with protective services.</p>	<p><b>Pre-Pilot End Comments</b></p> <ul style="list-style-type: none"> <li>- "I was happy with the services"</li> <li>- "I haven't fully received the services that I was looking for due to medical issues but believe once I have this issue taken care of, that I will"</li> <li>- "They didn't provide any follow up"</li> <li>- "Communicate better"</li> <li>- "I know there is stuff out there once I was ready to seek help"</li> </ul> <p><b>Full Implementation Comments</b></p> <ul style="list-style-type: none"> <li>- "They were very compassionate and caring"</li> <li>- "I appreciate that you're there and helping"</li> <li>- "When protective services got involved, we thought we got the protection for my 84-year old mother, but she ended up passing away due to not getting those services"</li> <li>- "A waste of time"</li> <li>- "It was helpful"</li> <li>- "I have no complaints. (Provider) explained well"</li> <li>- "They (Milw Co) went and did whatever they did, who knows"</li> <li>- "I was able to get help right away"</li> </ul>

Survey Statement:	<p style="text-align: center;"><b><u>Comments reported during Survey</u></b></p> <p style="text-align: center;">* In table below, please note if no specific comment made, it is left blank</p>
	<p style="text-align: center;"><b>AGING COMMENTS BELOW (cont'd)</b></p>
<p><b>Additional Comments</b></p>	<p><b>Pre-Pilot End Comments</b></p> <ul style="list-style-type: none"> <li>- "I think (provider) was going down the right track but didn't. Said (he/she) sent me an email with the information but I didn't receive it. We were playing phone tag for quite a long time. I didn't get the assistance in the end"</li> <li>- "I don't know how you can improve your service. I was having trouble keeping my house clean due to health issues but have since addressed that. What I don't understand is why they didn't come directly to me. It is extremely embarrassing and invasive to have a stranger (provider) come to my home to sniff and peer into every nook and cranny. I live in a high-rise condo and (he/she) talked (his/her) way to get through and came and knocked on my door. Had (he/she) done the proper thing and rang my bell, I would have been aware and would've let (him/her) in. I was cleaning and not able to put my dog away. I was trying to address (provider) while holding a towel to stop the bleeding on my arm as I had tripped and fell trying to take care of the dog and getting over to answer the door. (Provider) had recommended low-cost cleaners, which insulted me and very embarrassing as I don't need low-cost cleaners. I am very angry at (provider). Had the dog bitten her, I could've been sued. I would strongly recommend letting the (consumer) know who reported the problem. I cannot understand and condone a Milwaukee County representative to come in my property without my permission. It is not a felony but (he/she) committed home invasion. I wanted to be contacted by the supervisor"</li> <li>- "My main concern is there isn't as much help for mental health for people that are causing the problem to the (consumer). You're sort of gridlocked because for non-voluntary restraining order paperwork you need 3 people to report what happened and if there isn't 3 people, you're stuck. It feels like they're locking you out. There was a situation where the person was arrested but we were not notified he was being released from jail and returning back. I had called out to (provider) and have yet to hear back. I want to give (him/her) time to respond. The person has mental health issues/bipolar and there's no education to help with this"</li> </ul> <p><b>Full Implementation Comments</b></p> <ul style="list-style-type: none"> <li>- "I'm a better person because of the services I received (i.e. Meals on Wheels, Healthcare providers, housing, etc.)"</li> <li>- "They could've called back or more often"</li> <li>- "It was good"</li> <li>- "Families need to know the exact purposes of what Protected Services can do for them. They did tell us about their services. I feel that if they were able to step in and aggressively force my mother to get the help she needed (hoarding problem), she would still be here with us. We were told about the limitations of what APS could do and why they couldn't do certain things due to legal limitations. She had working smoke alarms but if they would've have been able to get her the help, she would still be here. I did not hear back from the worker even though I called to let them know the passing of my mother" (consumer died in house fire)</li> <li>- "The thing I didn't like the service is getting a voicemail from (APS) and not knowing the reason for the call"</li> <li>- "Get somebody to replace (name of provider). If you have a program, you have to deliver"</li> <li>- "Okay"</li> <li>- "For a non-verbal client, you need to involve the legal guardian. Better communication. She had bruising and a black eye and the visit made the home (facility) become aware they are being monitored"</li> <li>- "When they came out, they didn't help me at all"</li> <li>- "Just more follow up. Sometimes it's hard to remember things and with COVID, it's harder to do in-person. With the treatment that I was going through and all the information that I was receiving, I was hoping that people were doing what they were supposed to. I'm glad to know there are people that are out there that care"</li> </ul>

### Reviewer's Comment

During the follow up review, DSD and Aging APS consumers expressed similar concerns; need for additional services (or follow-up) as described in the initial review:

Consumers expressed need for other additional service(s) or support/assistance, such as housing, energy, medical care, food/groceries, supportive home care, transportation, etc. but seemed unsure how to access the service(s). Any immediate concerns were brought to the attention of the DSD/Aging Administrator for further follow up. Some consumers provided with DSD/Aging's Resource Center contact information as they didn't seem to know how to make contact.

See below for details regarding additional services (or follow-up) requested.

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#### **DSD – over 30% [six (6) out of the total of seventeen (17)] of the consumers DHHS spoke to expressed need for additional service**

(no. of consumers id. following the service as listed)

- Housing (2); "disabled friendly" housing, assisted living
- Energy (1)
- Follow up program for assistance (1)
- Assistance with financial exploitation; loss of income due to possible theft (1)
- Methadone Treatment (1)

#### **Aging – over 20% [thirteen (13) out of the total of sixty-three (63)] of the consumers DHHS spoke to expressed need for (1 or more) additional service(s)**

(no. of consumers id. following the service as listed)

- Housing (4); print out of elderly apartments/wheelchair accessible, assisted living, other housing.
- Energy (1)
- Food (7); food pantry locations, food vouchers, delivery of food, help with shopping, help with cooking/meal preparation
- Transportation (2); to medical appointments, grocery store, etc.
- Clothing (1); requested clothing vouchers due to clothes/jacket/shoes being recently stolen
- Mobility (1); wheelchair is too big to get around (in bathroom)
- Supportive Home Care/Caregiving (4); someone to take care of consumer who is living by themselves, bathing/bath bench, cleaning house, mold removal and disposal of furniture, etc., snow removal,
- Medical care (3); vision, hearing, back pain and/or problems
- Legal services (1); eviction matter
- Follow-up with previous APS provider (1)

#### **Notable Consumer Comments –**

- o Consumer said she was told she wasn't eligible for services and stopped pursuing since she thought she couldn't get any services.
- o "I haven't had any call backs from (provider) to see if there's anything additional that I needed. I would've appreciated a follow up call to see how I was doing to feel safer"
- o "I would like a follow up with call occasionally, especially to make sure that I don't fall back"

Please do not hesitate to contact me with any questions or concerns at [diane.krager@milwaukeecountywi.gov](mailto:diane.krager@milwaukeecountywi.gov).

Sincerely,

*Diane Krager*

Diane Krager, OTR-L

DHHS Quality Assurance Coordinator