



# Milwaukee County

**Shakita LaGrant-McClain, Director**

December 7, 2020

Dear Ms. LaGrant-McClain,

In October and November 2020, the Milwaukee County Department of Health and Human Services (DHHS)/Quality Assurance conducted a quality review related to the consumer experience of the combined Adult Protective Services' (APS) Program of the Milwaukee County Disabilities Services Division (DSD), and Milwaukee County Department on Aging.

## Background and Purpose of Review

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 and during the pilot will provide valuable insight on to what extent these two units can work together as one unit.

**Pilot - DHHS started use of combined Triage Call Center; June 15, 2020 (to receive all APS calls regardless of age or ability for adults-at-risk\*). The Pilot is scheduled to end December 31, 2020.**

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

*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))*

*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))*

The purpose of the APS Survey is to measure and improve customer 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.

**Summary of Review and Results** – pages 2 through 8.

## Summary of 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 or POA) who received APS services in 2020 “Pre or Post” the Triage Call Center as defined below.

The target number of consumers contacted for the sample was 35 with \*15 to be completed for DSD (7-8 respectively for each; pre and post) and \*20 to be completed for Aging (10 respectively for each; pre and post). Up to three (3) attempts were made to reach the consumer unless there was a successful contact, or reviewers met the targeted number of consumers contacted for the respective period.

### The sample population included:

- “Pre” Triage Call Center; consumers referred with an APS closed date January or February through June 14, 2020
- “Post” Triage Call Center; consumers referred with an APS closed date June 15 through August 30, 2020

Surveys completed: Total of six (6) DSD surveys and twenty (20) Aging surveys were completed.  
(see p. 3 for detailed results)

#### Pre-Triage Call Center

- DSD – 46 consumers  
Three (3) completed surveys. Attempted (or successful contact) with 43 out of 46 consumers; three consumers no phone no. listed); did not meet targeted number. \*
- Aging – 194 consumers  
Ten (10) completed surveys. Attempted (or successful contact) with 127 out of 194 consumers; met targeted number.

#### Post-Triage Call Center

- DSD – 45 consumers  
Three (3) completed surveys. Attempted (or successful contact) with 43 out of 45 consumers; two consumers no phone no. listed); did not meet targeted number. \*
- Aging – 102 consumers  
Ten (10) completed surveys. Attempted (or successful contact) with 97 out of 102 consumers; met targeted number.

\* The following factors that affected meeting targeted number for sample: unable to reach consumer (invalid phone numbers, consumers did not return our call when voice message left), consumers chose not to complete survey, etc. It was also found that many consumers didn't recall receiving an APS service (no survey completed).

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

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

<b>6 Survey Statements:</b>	<b>DSD</b> Pre-Triage Call Center	<b>DSD</b> Post-Triage Call Center	<b>Aging</b> Pre-Triage Call Center	<b>Aging</b> Post-Triage Call Center
<b>Total Consumers contacted</b> (surveys completed)	3	3	10	10
<b>Total APS Referrals</b> (with closed dates during this period)	46	45	194	102
1. The service provider (name given) treated me with respect.	4.3	5.0	4.7	4.5
2. The service I received was helpful.	3.3	4.3	4.2	4.4
3. I feel safer since receiving protective service.	3.0	5.0	4.6	4.0
4. The service I received met my needs.	3.7	5.0	4.0	4.5
5. The service provider (name given) was knowledgeable about programs and services to address my needs.	4.5	5.0	4.8	4.0
6. How would you rate your overall experience with protective services.	2.3	5.0	4.3	4.4
<b>Survey Average</b>	<b>3.5</b>	<b>4.9</b>	<b>4.4</b>	<b>4.3</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

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><b>1. The service provider (name given) treated me with respect.</b></p>	<p><b>Pre-Triage Comment</b></p> <ul style="list-style-type: none"> <li>- "I appreciated the help she tried to get me. The worker who got the case didn't want to deal with it." "(previous APS worker) is trying to get me put in jail for abusing my daughter but she was the one attacking me."</li> </ul> <p><b>Post-Triage Comments</b></p> <ul style="list-style-type: none"> <li>- "I loved all of the people I met."</li> <li>- "They do their job. They're very assertive."</li> </ul>
<p><b>2. The service I received was helpful.</b></p>	<p><b>Pre-Triage Comment</b></p> <ul style="list-style-type: none"> <li>- "I feel the reason the case was not looked as a legitimate case was due to the (previous APS worker). I feel that she stuck her nose in there and my case never went anywhere."</li> </ul> <p><b>Post-Triage Comments (none given)</b></p>
<p><b>3. I feel safer since receiving protective service.</b></p>	<p><b>Pre-Triage Comments</b></p> <ul style="list-style-type: none"> <li>- "I feel safe."</li> <li>- "They had nothing to do with the situation and I was the one who fixed my situation."</li> </ul> <p><b>Post-Triage Comment</b></p> <ul style="list-style-type: none"> <li>- "I always felt safe in South Milwaukee."</li> </ul>
<p><b>4. The service I received met my needs</b></p>	<p><b>Pre-Triage Comments</b></p> <ul style="list-style-type: none"> <li>- "It met my needs because I didn't have to see her (previous APS worker) again."</li> <li>- "I feel very strongly that (previous APS worker) made sure that I would not receive any services."</li> </ul> <p><b>Post-Triage Comments (none given)</b></p>
<p><b>5. The service provider (name given) was knowledgeable about programs and services to address my needs.</b></p>	<p><b>Pre-Triage Comment</b></p> <ul style="list-style-type: none"> <li>- "I didn't get anything regarding what services I was entitled. I didn't get any help from APS."</li> </ul> <p><b>Post-Triage Comments</b></p> <ul style="list-style-type: none"> <li>- "Was provided services but unable to recall exact services."</li> <li>- "No need for that."</li> </ul>
<p><b>6. How would you rate your overall experience with protective services.</b></p>	<p><b>Pre-Triage Comments</b></p> <ul style="list-style-type: none"> <li>- "I don't really like them."</li> <li>- "The gentleman assigned to my case said he would be coming over to my apartment to look at the check that was stolen and I never heard back from him until January or February and told me they weren't going to do anything with it. He never showed up or did anything. I had no contact information for him. All I was told he was Vliet Street location. I don't think I even got a name from him."</li> </ul> <p><b>Post-Triage Comments</b></p> <ul style="list-style-type: none"> <li>- "With everything that is going on, it will get better."</li> <li>- "They do their job."</li> </ul>
<p><b>Additional Comments</b></p>	<p><b>Pre-Triage Comments</b></p> <ul style="list-style-type: none"> <li>- "Make sure that everything is correct before you come out to the house. I don't trust y'all."</li> <li>- "You have to get workers who do not decide that if they don't like a person personally, that they should stop that behavior. Just because they don't like someone shouldn't mean that should deny someone services. She (previous APS worker) had made false allegations in court against me which made it harder for me to find employment in the past."</li> </ul> <p><b>Post-Triage Comments</b></p> <ul style="list-style-type: none"> <li>- "Everything is good."</li> <li>- "Not at this time."</li> <li>- "You all do pretty well. There are no downfalls."</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</b></p>
<p><b>1. The service provider (name given) treated me with respect.</b></p>	<p><b>Pre-Triage Comments</b></p> <ul style="list-style-type: none"> <li>- "She was really good at making me feel comfortable with communicating."</li> <li>- "It took me a little while to understand the reason for the call."</li> <li>- "I never had any issues with respect."</li> <li>- "She called and was concerned about my health and welfare and if everything is okay."</li> <li>- "I was always treated with respect."</li> <li>- "He was wonderful. He explained it so he would understand it and has had no issues ever since."</li> <li>- "She didn't put any pressure on me. She wasn't trying to pressure me or force me out of the apartment. I thought the landlord wanted me out. You can tell she wanted to help you and that helped."</li> <li>- "It was fine at the moment."</li> </ul> <p><b>Post-Triage Comments</b></p> <ul style="list-style-type: none"> <li>- "It was horrible. She was verbally abusive. She accused me of not taking advantage of services and not doing things. She attacked."</li> <li>- "Doing her job and came in properly."</li> <li>- "My husband threw away all of my IDs. With COVID, she took me to get a replacement ID, took me to the bank, and haircut. Made house visit and spoke to my husband."</li> <li>- "She was extremely respectful."</li> <li>- "He was very respectful."</li> <li>- "Very nice young man. If everyone got (APS worker's name), they wouldn't need to improve the service. (APS worker's name) had the right answers and details. If I had a question, he had the answers."</li> <li>- "They were very respectful. I told him not to lie to them. There was two of them. They were very respectful."</li> </ul>
<p><b>2. The service I received was helpful.</b></p>	<p><b>Pre-Triage Comments</b></p> <ul style="list-style-type: none"> <li>- "Yes, she was helpful."</li> <li>- "It took me a while to really figure out was going on. I thought I was being accused of something, but I figured out I was being a victim. I was not being used. I had helped out a lady that would be on the street if I didn't help her."</li> <li>- "She sent me the information I needed through the mail quickly. It helped me a lot."</li> <li>- "She gave me her name and number if I was to need any more assistance."</li> <li>- "They explained what they could and couldn't do very clearly."</li> <li>- "He was great. He was very compassionate."</li> <li>- "She handled things diplomatically. It could have been volatile. The interview was very business-like. No complaints."</li> <li>- "They haven't kicked me out yet."</li> <li>- "He wanted to help me, and I didn't take advantage at the time. I didn't ask for help at the time."</li> </ul> <p><b>Post-Triage Comments</b></p> <ul style="list-style-type: none"> <li>- "It was traumatic for me. I'm going through issues and to be attacked was very traumatic."</li> <li>- "She was okay. Sometimes I left voice messages and they were not returned in a timely fashion. I told her and she was able to fix the error. She told me she was new and still needed some experience."</li> <li>- "I was not happy with the income requirement qualification for a different service (housing). The presentation was excellent."</li> <li>- "She took time to call me back to keep up with the status of my complaint. She went into detail in how to take care of it."</li> <li>- "My son was interfering."</li> <li>- "He was very patient. He also gave me a point of contact. He reached out to make sure everything was ok. He was very attentive."</li> <li>- "Whenever I needed stuff, he was there. There was no machine (she was able to reach someone directly)."</li> <li>- "He's getting a little dementia."</li> <li>- "She was helpful. I still need help. The roommate is controlling."</li> </ul>
<p><b>3. I feel safer since receiving protective service</b></p>	<p><b>Pre-Triage Comments</b></p> <ul style="list-style-type: none"> <li>- "I suppose it was reassuring that according to people's reports that I was giving money. I did it willingly. I figure someone at the bank thought I was being cheated."</li> <li>- "They did not have to get involved too far since she was able to get a diagnosis."</li> <li>- "He came over to help to improve the situation."</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><b>AGING COMMENTS BELOW (cont'd)</b></p>
<p><b>3. I feel safer since receiving protective service (cont'd)</b></p>	<p><b>Pre-Triage Comments (cont'd)</b></p> <ul style="list-style-type: none"> <li>- "I'm aware of it. If there was truly a difficulty, I would be able to depend on them."</li> <li>- "I feel safe."</li> <li>- "I feel safe knowing that you're there."</li> </ul> <p><b>Post-Triage Comments</b></p> <ul style="list-style-type: none"> <li>- "Aunt called and falsely accused me (grandson) of abusing her. For not feeding her and being verbally abusive. No need for service."</li> <li>- "Because she was a former police officer. She told me I cannot go inside and that he may have cameras and capture me going inside. Husband has dementia and may harm me. (APS worker's name) cared for my safety."</li> <li>- "I did not receive any services. I wanted an explanation on monetary."</li> <li>- "She told me to call her any time with any complaint and that she would help me."</li> <li>- "I can talk to her. I spoke to her but there are some I concerns I still have. My son always intervened."</li> <li>- "I feel my dad is in real good care and put us at ease. I don't live in the same city but feel he is being taken care of."</li> <li>- "Ain't nothing wrong with him but he's crazy."</li> <li>- "I need to get to the store and doctor. The doctor didn't get me the antibiotics. I don't want to go to the hospital due to COVID. I have a doctor appointment tomorrow but need more immediate service."</li> </ul>
<p><b>4. The service I received met my needs</b></p>	<p><b>Pre-Triage Comments</b></p> <ul style="list-style-type: none"> <li>- "I really wasn't in need. I was reassured that someone pays attention and that someone else could be in the same situation and swindled."</li> <li>- "There's nothing we can do for my dad since it's related to his property."</li> <li>- "She gave me information that I haven't used just yet."</li> <li>- "He was very good, a very nice man. He solved our problems. I can't thank him enough."</li> <li>- "You read things about a protective service. In my case, it wasn't necessary. It was good to have received contact. Being aware is an important thing."</li> <li>- "The main thing was when you get a letter about being evicted; she worked with the VA to help me out."</li> <li>- "He did offer help."</li> </ul> <p><b>Post-Triage Comments</b></p> <ul style="list-style-type: none"> <li>- "Being attacked was not helpful."</li> <li>- "Helped me to get a different fire and carbon monoxide alarm."</li> <li>- "I asked her to provide me with a lawyer and she found me one. The lawyer did not want to work with me. The lady was very young and didn't have much experience. (APS worker's name) knew about restraining orders and instructions on what to do."</li> <li>- "Not exactly but it helped. She was extremely helpful."</li> <li>- "I didn't get that much help because of the situation. I didn't follow through. I'm not worried about protection and I'm blind."</li> <li>- "We didn't know of the needs my dad needed. (APS worker's name) provided many resources, information, pamphlets to help him. We were completely in the dark."</li> <li>- "He goes to the doctor, keeps his appointments. What they told him to do, he's doing."</li> <li>- "She gave me a lot information but because of COVID, no one is coming out to help."</li> </ul>
<p><b>5. The service provider (name given) was knowledgeable about programs and services to address my needs.</b></p>	<p><b>Pre-Triage Comments</b></p> <ul style="list-style-type: none"> <li>- "She explained very fully what they could do."</li> <li>- "He brought information for me and (name) to look at. He was very good."</li> <li>- "If it had been necessary, by her being as knowledgeable as she was, it made me feel confident in those services."</li> <li>- "You can tell she wanted to help."</li> <li>- "He was pretty helpful and explained it well."</li> </ul> <p><b>Post-Triage Comments</b></p> <ul style="list-style-type: none"> <li>- "She accused me of not accepting services. She was accusatory instead of being helpful."</li> <li>- "No questions. She was helpful."</li> <li>- "She told me she froze my social security because it was going to my joint account . . . She took my husband's social security number and information and took it to the police. She redirected some responsibilities to my son . . . My husband said he was going to hire a private investigator so I could not see my son since I think he has installed cameras to watch me. I did not get a restraining order."</li> </ul>

Survey Statement:	<p align="center"><b>Comments reported during Survey</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 (cont'd)</b></p>
<p><b>5. The service provider (name given) was knowledgeable about programs and services to address my needs (cont'd)</b></p>	<p><b>Post-Triage Comments (cont'd)</b></p> <ul style="list-style-type: none"> <li>- "She explained to me in regard to elderly care and what would be considered a violation and how to handle those. She went into detail on how elderly react and perceive to certain things. She gave a lot of useful information I was unaware of."</li> <li>- "It did not get that far. I have a hard time communicating."</li> <li>- "He did a good job explaining the 3 different programs, the differences, what we would qualify for and the VA program."</li> <li>- "Whatever I needed to know with the situation I was dealing with. (APS worker's name) was there with whatever made sense."</li> <li>- "She answered my questions as well as answering his needs. He doesn't want to do anything. She offered him programs. He needs a PCW . . . He doesn't want anyone to take care of him as I take care of him . . ."</li> </ul>
<p><b>6. How would you rate your overall experience with protective services.</b></p>	<p><b>Pre-Triage Comments</b></p> <ul style="list-style-type: none"> <li>- "Because I wasn't in need. If I had been in need, it would be higher."</li> <li>- "The response was very prompt."</li> <li>- "It was a learning experience. Even if you don't require assistance from the agency, knowing that it's there and they intervene if necessary, that is the important part."</li> <li>- "I've been treated very kind."</li> <li>- "The experience was good since I know that someone is out there to help me."</li> </ul> <p><b>Post-Triage Comments</b></p> <ul style="list-style-type: none"> <li>- "It was traumatic and upsetting. It was horrible."</li> <li>- "They were doing their job."</li> <li>- "I'm not sure if she's still able to work with me. I'm still hiding from my husband. He told me he would find me. I went to the bank and the savings account was emptied by my husband. I was able to take money out of my checking account. My husband has threatened to kill my son. I was told by (APS worker's name) that my son has to get a restraining order. APS worker's name said that if I refused to get the restraining order that she cannot help. She recommended me to help get my husband a social worker. There was a social worker that was assigned to my husband, but he did not want the help. He threatened to kill himself, my son. Police officer told me that husband has dementia and the he should not be living by himself. I was told to contact ADRC and my husband does not want the help. He does not like young people."</li> <li>- "I just wanted to know what I would get monetarily if I was to get services."</li> <li>- "They returned my phone call immediately. If I missed a call, they called again and followed through to see how things were going"</li> <li>- "Because I could communicate and talk to her."</li> <li>- "I would definitely recommend. This is our first time dealing with an elderly. If I know of anyone who needs these services, I would recommend they use the Dept of Aging first."</li> <li>- "We had a conversation and a meeting."</li> </ul>
<p><b>Additional Comments</b></p>	<p><b>Pre-Triage Comments</b></p> <ul style="list-style-type: none"> <li>- "When I first got contacted by the letter from DOA, if there was some concern I was being swindled, it would have helped. If the letter could have been more clear. What made it most clear that the comment made by the bank teller made it seem that I was being swindled. When they saw that much money being transferred . . . I help her with the rent and medical. The situation with DOA was clarified, not resolved."</li> <li>- "He covered everything for us."</li> <li>- "You guys are so busy, keep on doing on what you're doing. Never give up."</li> <li>- "He was very helpful when he called."</li> </ul> <p><b>Post-Triage Comments</b></p> <ul style="list-style-type: none"> <li>- "Getting rid of people like (service provider name). I lost all confidence in protective services. I don't feel qualified to know what to suggest. I have so little confidence in the agency."</li> <li>- "Came unexpectedly. Should reach out to the family first prior to storming over or to double check the background. Grandmother has a case manager and there would be red flags before coming."</li> <li>- "When I call and I was referred to (worker name), she told me she wasn't a social worker. She drove me but was not supposed to. She did her job fine. I don't know her functions. I told her I need a social worker and one for her husband. I would like to know what the staff's functions are."</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 (cont'd)</b></p>
<p><b>Additional Comments (cont'd)</b></p>	<p><b>Post-Triage Comments</b></p> <ul style="list-style-type: none"> <li>- "Have to at least let the person keep the money in the bank instead of getting rid of it/buying junk based on the information that I got. I was looking for an apartment and was not able to get one. I do not feel safe in my current residence. They are extremely aggressive (neighbors in household, 3 family unit)."</li> <li>- "No not really. Being brand new, I found it to be informative with the information I did receive."</li> <li>- "I would like to get some services because I'm blind for things I can't do. I've been asking for help for several years. They follow through with some things but not others. My son and I don't agree, and I have to work things out with my son first. I still need services. "</li> <li>- "Very nice young man. If everyone got (APS worker's name), they wouldn't need to improve the service. (APS worker's name) had the right answers and details. If I had a question, he had the answers."</li> <li>- "Make me the beneficiary for his money so he doesn't mess it up. I wish he would show me more respect. I don't like him standing over me when I'm sleeping as it spooks me. Can I become his PCW?"</li> <li>- "I still need services. I have pneumonia and need medication."</li> </ul>

**Reviewer's Comment**

It was noted that several consumers based on concerns expressed need other additional service(s) or support/assistance; such as medical care, food/groceries, energy, a personal care worker or other in-home care, a social worker or therapist, 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.

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*

Milwaukee County Department of Health and Human Services (DHHS)  
 Diane Krager  
 Quality Assurance Coordinator