

Preventing Abuse and Neglect Workplans

for Subcabinet Review

July 25, 2016

DRAFT

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Olmstead Plan Workplan – Preventing Abuse and Neglect

June 1, 2016 Plan Goals (page 98)

Executive Sponsor: _____ TBD _____

Lead:

GOAL ONE:

By September 30, 2016, the Olmstead Subcabinet will approve a comprehensive abuse and neglect prevention plan, designed to educate people with disabilities and their families and guardians, all mandated reporters, and the general public on how to identify, report and prevent abuse of people with disabilities, and which includes at least the following elements:

- A comprehensive information and training program on the use of the Minnesota Adult Abuse Reporting Center (MAARC).
- Recommendations regarding the feasibility and estimated cost of a major “Stop Abuse” campaign, including an element for teaching people with disabilities their rights and how to identify if they are being abused.
- Recommendations regarding the feasibility and cost of creating a system for reporting abuse of children which is similar to MAARC.
- Utilizing existing data collected by MDE, DHS, and MDH on maltreatment, complete an analysis by type, type of disability and other demographic factors such as age and gender on at least an annual basis. Based upon this analysis, agencies will develop informational materials for public awareness campaigns and mitigation strategies targeting prevention activities.
- A timetable for the implementation of each element of the abuse prevention plan.
- Recommendations for the development of common definitions and metrics related to maltreatment across state agencies and other mandated reporters.

Annual goals will be established based on the timetable set forth in the abuse prevention plan.

STRATEGIES:

1. Develop educational campaign for mandated reporters and professional caregivers
2. Develop public awareness campaign

[AGENDA ITEM 6a1]

Goal 1- Strategy 1: Develop educational campaign for mandated reporters and professional caregivers

G1-S1	Key Activity	Expected Outcome	Deadline	Other Agency(s) or Partners
A	Launch MN Adult Abuse Reporting Center (MAARC) public awareness campaign. Begin dissemination of postcard, first kiosk card and magnet (print material is targeted to the public, not mandated reporters).	Raise awareness of public and mandated reporters regarding how to report suspected maltreatment of a vulnerable adult.	Launch campaign by June 15, 2016	DHS AP and Licensing
B	Conduct statewide videoconference for health care and human services professionals, including mandated reporters, regarding the MAARC and the public awareness campaign. Disseminate information via professional licensing board listservs.	Increase understanding by service professionals, including mandated reporters, of the new process to report and how to help raise public awareness.	Conduct videoconference by June 25, 2016	DHS
C	Review current and planned components of DHS public awareness campaign to promote reporting to the MN Adult Abuse Reporting Center.	Increased understanding of workgroup regarding existing resources and efforts related to public awareness campaign.	Review campaign by August 15, 2016	DHS, MDH, MDE, OMHDD
D	Review DHS workplan activities in the Person Centered Planning Goal related to developing materials for people with disabilities, and a guide for case manager and assessors to use with people when they see them to help them understand their rights and ask questions to learn more if there are indicators of potential abuse/maltreatment.	Increased understanding of workgroup regarding current commitments related to public outreach and education.	Review workplan activities August 15, 2016	DHS, MDH, MDE, OMHDD
E	Ongoing communication and dissemination with key stakeholders including MN Elder Justice Center stakeholder group and DHS AP and Licensing/MDH/Call Center stakeholder group.	Increase understanding by service professionals, including mandated reporters, of the new process to report and how to help raise public awareness.	Communicate with stakeholders Ongoing	DHS, MDH, Call Center contractor, MEJC, external stakeholders
F	Release additional components of the MAARC public awareness campaign at the State Fair and statewide through other venues. Additional materials include: radio spots, social media posts and brochure.	Raise awareness of public and mandated reporters regarding how to report suspected maltreatment of a vulnerable adult.	Release additional components by August 31, 2016	DHS

[AGENDA ITEM 6a1]

G1-S1	Key Activity	Expected Outcome	Deadline	Other Agency(s) or Partners
G	Release final component of existing MAARC public awareness campaign: 2 minute video (online and DVDs).	Raise awareness of public and mandated reporters regarding how to report suspected maltreatment of a vulnerable adult.	Release final component by September 30, 2016	DHS
H	Develop recommendations for the Subcabinet on the feasibility and estimated cost of additional public awareness and education activities to implement a major "Stop Abuse" campaign, including additional elements related to teaching people with disabilities their rights and how to identify if they are being abused.	The Subcabinet will act on the recommendations, identify the necessary resources and direct the agencies to move forward on the project.	Recommendations to Subcabinet by September 30, 2016	DHS, MDH, MDE, OMHDD
I	Develop and submit proposed comprehensive abuse and neglect prevention plan to the Subcabinet for approval.	The Subcabinet will act on the proposed plan, identify the necessary resources and direct the agencies to move forward on the comprehensive plan.	Submit plan to Subcabinet by September 30, 2016	DHS, MDH, MDE, OMHDD

[AGENDA ITEM 6a1]

Goal 1 - Strategy 2: Develop public awareness campaign

[The following activities could only continue based upon the actions by Subcabinet and adequate funding available]

G1-S2	Key Activity	Expected Outcome	Deadline	Other Agency(s) or Partners
A	Agencies will solicit public input on the development of educational campaign on the prevention of abuse and neglect of people with disabilities. Input will be solicited from mandated reporters, professional caregivers, people with disabilities, families, and advocates.	Mandated reporters, professional care givers, people with disabilities, families, advocates, and providers will have the opportunity to advise the agencies on how they believe the campaign(s) should be structured and conducted. Input will be reflected in the structure and content of the campaign	Solicit public comments by December 31, 2016	DHS, MDH, MDE, OMHDD
B	Define key objectives of the educational campaign	Key objectives of the campaign will be identified	Identify objectives by December 31, 2016	DHS, MDH, MDE, OMHDD
C	Identify the target audiences for the educational campaign	Key audiences for the educational campaign will be identified	Identify audience by December 31, 2016	DHS, MDH, MDE, OMHDD
D	Develop the key messages for the educational campaign	Key messages will be identified	Develop key messages by December 31, 2016	DHS, MDH, MDE, OMHDD
E	Design the optimal channels of communication to be used	Educational key messages will reach the target audiences	Design the communications by December 31, 2016	DHS, MDH, MDE, OMHDD
F	Implement campaign	Increased awareness by mandated reporters and professional caregivers on reporting of abuse and neglect Increased awareness by people with disabilities, families, advocates, and the public on what constitutes abuse and neglect and how to report.	Implement campaign by August 31, 2017	DHS, MDH, MDE, OMHDD

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June 1, 2016 Plan Goals (page 98)

Executive Sponsor: MDH

Lead:

GOAL TWO:

By January 31, 2020, the number of emergency room (ER) visits and hospitalizations of vulnerable individuals due to abuse and neglect will decrease by 50% compared to baseline.

STRATEGIES:

1. Use data to identify victims and target prevention
2. Monitor and improve accountability of providers
3. Refine measurable goals

[AGENDA ITEM 6a1]

Goal 2 - Strategy 1: Use data to identify victims and target prevention

G2-S1	Key Activity	Expected Outcome	Deadline	Other Agency(s) or Partners
A	Analyze the data from the Minnesota Hospital Association (MHA) to determine the number of individuals who have been treated at a hospital due to abuse or neglect. Individuals who meet the definition of a vulnerable individual will then be identified based on if their source of admission was from either a licensed facility or a home health agency.	Baseline will be Established: These activities are necessary in order to establish a baseline. The MHA data needs to be analyzed in order to determine the number of individuals who meet the definition of a vulnerable individual.	Baseline established by January 31, 2017	MDH
B	Once the baseline is established, the data will then be analyzed to determine any existing patterns and geographic areas which reflect a higher incidences of abuse or neglect of vulnerable individuals.	Identification of areas that require targeted prevention efforts: Identifying geographical areas that are higher concentration, or rate, in the number of vulnerable individuals presenting at hospitals for injuries related to abuse and neglect.	Identify areas to target by February 1, 2017	MDH
C	Conduct a public education campaign targeted at providers who serve individuals with disabilities. Targeted prevention efforts will also be conducted in areas with higher rates of hospitalizations and ER visits due to abuse and neglect of vulnerable individuals.	Targeted providers will: <ul style="list-style-type: none"> • Be educated on how to recognize abuse and neglect • Be educated in methods to reduce barriers in reporting suspected maltreatment, and; • Be educated on how to prevent maltreatment in an effort to prevent future abuse and neglect. 	Initiate public campaign by July 1, 2017	MDH, DHS OMHDD

[AGENDA ITEM 6a1]

Goal 2 - Strategy 2: Monitor and improve accountability of providers

G2-S2	Key Activity	Expected Outcome	Deadline	Other Agency(s) or Partners
A	Report quarterly to the Olmstead Subcabinet the number of citations issued to Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID's) that document failure to report abuse, neglect and other maltreatment.	<p>It is expected that the overall number of maltreatment allegations will rise as a result of the education campaign about how to recognize and report suspected maltreatment.</p> <p>However, the number of citations issued to ICF/IID's that document failure to report abuse, neglect, and other maltreatment should decrease as a result of the education campaign about how to recognize and report suspected maltreatment.</p>	Report to Subcabinet beginning January 1, 2017 and quarterly thereafter	MDH
B	Submit quarterly to the Olmstead Subcabinet the number of citations issued to Supervised Living Facilities that document failure to comply with the development of an individualized abuse prevention plan, as required Minnesota Statute 626.557 subd.14 (b).	Over time, the number of citations issued to Supervised Living Facilities documenting failure to comply with the development of an individualized abuse prevention plan should decrease as providers and direct care staff receive additional education about prevention of maltreatment.	Report to Subcabinet beginning January 1, 2017 and quarterly thereafter	MDH
C	Analyze data from increased reporting to identify areas where targeted prevention strategies can be applied to reduce the occurrence of maltreatment to vulnerable individuals.	As a result of an education campaign focused on how to recognize and where to report suspected maltreatment, allegations of maltreatment are expected to rise. Targeted prevention efforts can then be applied in geographical areas or with providers that reflect higher incidences of abuse or neglect of vulnerable individuals.	Identify areas to target beginning January 31, 2018 and annually thereafter	MDH

[AGENDA ITEM 6a1]

Goal 2- Strategy 3: Refine measurable goals

G2-S3	Key Activity	Expected Outcome	Deadline	Other Agency(s) or Partners
A	The MHA data will be reassessed annually to determine the efficacy of the educational efforts.	The number of emergency room visits and hospitalizations of vulnerable individuals due to abuse and neglect will decrease compared to the baseline.	Reassess data beginning January 31, 2018 and annually thereafter	MDH
B	After reassessment of the MHA data and the effects of the educational campaign, the measureable goal will be reviewed on an annual basis.	It is unknown what kind of an impact the education campaign will have on the overall incidence of abuse and neglect of vulnerable individuals. The measureable goal will need to be reassessed annually to determine if the target needs to be revised.	Review annual goals beginning January 31, 2018 and annually thereafter	MDH

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June 1, 2016 Plan Goals (page 98)

Executive Sponsor: _____ (DHS)

Lead:

GOAL THREE:

By December 31, 2021, the number of vulnerable adults who experience more than one episode of the same type of abuse or neglect within six months will be reduced by 20% compared to the baseline.

Annual Goals to reduce the number of people who experience more than one episode of the same type of abuse or neglect:

- By December 31, 2017, a baseline will be established. At that time, and on an annual basis, the goals will be reviewed and revised as needed based on the most current data.
- By December 31, 2018, the number of people who experience more than one episode will be reduced by 5% compared to baseline
- By December 31, 2019, the number of people who experience more than one episode will be reduced by 10% compared to baseline
- By December 31, 2020, the number of people who experience more than one episode will be reduced by 15% compared to baseline
- By December 31, 2021, the number of people who experience more than one episode will be reduced by 20% compared to baseline

STRATEGIES:

1. Develop remediation strategies for providers and professional caregivers
2. Engage Quality Councils
3. Refine measurable goals

[AGENDA ITEM 6a1]

Goal 3- Strategy 1: Develop remediation strategies for providers and professional caregivers

G3 - S1	Key Activity	Expected Outcome	Deadline	Other Agency(s) or Partners
A.1	Collect data for initial maltreatment reports and complete validation testing of the MAARC data system.	Data for initial maltreatment reports by person will be collected for the 6 month timeframe (July 1 – Dec. 31, 2016). Improved data collection and data integration between state agencies responsible for investigation of MAARC reports of suspected maltreatment.	Begin collecting data by December 31, 2016	DHS, MDH, MN.IT, counties
A.2	Data reports developed and tested on initial and repeat maltreatment and demographic data of suspected victim and perpetrator. Data for repeat maltreatment reports by person will be collected for the 6 month timeframe (Jan. 1 – June 30, 2017).	Develop and test report on initial and report maltreatment reports and demographic data of suspected victim and perpetrator	Develop and test reports by June 30, 2017	DHS, MDH, MN.IT, counties
A.3	Data and reports will be validated. Baseline will be established.	Repeat reports will be compared to the first set of initial reports to determine the number of vulnerable adults who experience repeat maltreatment of the same type.	Establish baseline by December 31, 2017	DHS, MDH, MN.IT, counties
A.4	Develop and test lead investigative agency remediation strategy reports.	Improved data collection and data integration between state agencies responsible for investigation of MAARC reports of suspected maltreatment.	Develop and test reports by December 31, 2017	DHS, MDH, MN.IT, counties
A.5	Review and compile data on remediation strategies by lead investigative agency to identify strategies that may be effective at preventing repeat maltreatment of the same type.	Improved communication between county and state agencies responsible for investigation of suspected maltreatment for the purpose of adult protective services to the vulnerable adult.	Identify remediation strategies by June 30, 2018	DHS, MDH, MN.IT, counties

[AGENDA ITEM 6a1]

G3 - S1	Key Activity	Expected Outcome	Deadline	Other Agency(s) or Partners
A.6	Conduct training sessions with lead investigative agencies to share remediation strategies effective at preventing repeat maltreatment.	Improved communication between county and state agencies responsible for investigation of suspected maltreatment for the purpose of adult protective services to the vulnerable adult.	Begin training by December 31, 2018	DHS, MDH, MN.IT, counties
B.1	Complete an inventory of existing communication methods used to inform service providers.	Existing communication venues will be identified.	Complete inventory by June 30, 2018	DHS, MDH, MN.IT, counties
B.2	Develop communication plan to disseminate alerts.		Develop communication plan by June 30, 2018	
B.3	Analyze repeat maltreatment data to identify patterns/trends of abuse and neglect.	Data will be analyzed and patterns/trends will be identified that go beyond repeat maltreatment of the same type.	Identify trends by September 30, 2018	DHS
B.4	Disseminate communication alerts to providers and other key local stakeholders.	Improved communication between county and state agencies responsible for investigation of suspected maltreatment for the purpose of adult protective services to the vulnerable adult.	Begin alerts by December 31, 2018	DHS

[AGENDA ITEM 6a1]

Goal 3 - Strategy 2: Engage Quality Councils

Provide the State Quality Council and Regional councils (as they are established) with statewide and regional data on maltreatment reporting. The Council will develop strategies to reduce the risk of abuse and to improve the quality of practice.

G3-S2	Key Activity	Expected Outcome	Deadline	Other Agency(s) or Partners
A.1	DHS provides maltreatment reports to regional councils for their review of counties in their respective regions.	Patterns, trends are identified that may be amenable to local training /TA efforts	Regional reviews begin by March 30, 2017	Regional Quality Councils (RQCs), county level Adult Protection (AP)
A.2	Regional councils identify and evaluate positive self-protection / abuse prevention training needs at the regional level	Training needs are identified	Identify training needs by December 31, 2017	RQCs
A.3	Regional councils provide recommendations to county adult protection staff and leadership regarding training needs	Written recommendations are provided to counties for response	Recommendations made by September 30, 2018	RQCs, County level AP
A.4	Regional councils provide recommendations to the State Quality Council (SQC) regarding statewide needs for training and technical assistance in self-protection / abuse prevention	RQC and the SQC work together with state and local partners to coordinate and implement training and TA	Recommendations made by December 31, 2018	SQC and RQC and other partners

Goal 3 - Strategy 3: Refine measurable goals

After the establishment of a baseline, the measurable goal will be reviewed on an annual basis to determine if the targets need to be revised.

G3-S3	Key Activity	Expected Outcome	Deadline	Other Agency(s) or Partners
A	Repeat reports will be compared to initial reports to determine the number of vulnerable adults who experience repeat maltreatment of the same type. Measure will be compared to baseline. Analysis will inform determination of whether or not targets need to be revised.	Progress on reducing repeat maltreatment of the same type within six months will be measured. A determination will be made as to whether or not the targets need to be revised.	Review annual goals by December 31, 2018	DHS, MDH, MN.IT, counties

Olmstead Plan Workplan – Preventing Abuse and Neglect

June 1, 2016 Plan Goals (page 98)

Executive Sponsor: _____ (MDE)

Lead:

GOAL FOUR:

By July 31, 2020, the number of identified schools that have had three or more investigations of alleged maltreatment of a student with a disability within the three preceding years will decrease by 50% compared to baseline. The number of students with a disability who are identified as alleged victims of maltreatment within those schools will also decrease by 50% by July 31, 2020.

STRATEGIES:

1. Develop and utilize school tracking database
2. Continue and expand training for school personnel
3. Improve school accountability for training

[AGENDA ITEM 6a1]

Goal 4- Strategy 1: Develop and utilize school tracking database

G4-S1	Key Activity	Expected Outcome	Deadline	Other Agency(s) or Partners
A	Collaborate with MN.IT and computer programmer to create a report that calculates the number of maltreatment investigations involving a student with a disability within an individual school. Ensure program data is properly transitioned from current maltreatment program database system to new maltreatment web focused database system.	Testing of specified report and data conversion will be completed to ensure appropriate functionality and accuracy of data	Develop and test report by October 1, 2016	MDE, MN.IT
B	Train program staff on database entry requirements to ensure all necessary information for specified goal is collected and stored in system.	Increase integrity and accuracy of data.	Begin training by October 1, 2016	MDE
C	Generate specified report and analyze necessary data from FY14-FY16 to establish baseline.	Establish baseline data that identifies all schools that have had multiple maltreatment investigations involving a student with a disability within a three year time period. Determine the number of students with a disability who are named as alleged victims of a maltreatment investigation within those schools.	Generate report to use as baseline by October 31, 2016* *Date of completion has been modified from the original date of July 2017 in the Olmstead Plan filed on 5/31/16. This modification is due to PBIS training application deadlines and efficiency in database development.	MDE

[AGENDA ITEM 6a1]

Goal 4- Strategy 2: Continue and expand training for school personnel

G\$-S2	Key Activity	Expected Outcome	Deadline	Other Agency(s) or Partners
A	Draft and send a letter to all identified schools to notify them of multiple investigations within their schools and to inform them of the current school year's PBIS training application process and deadlines.	Identified schools will become aware of multiple investigations within schools and will consider applying for schoolwide MDE approved PBIS cohort training opportunities.	Issue letters by November 15, 2016	MDE, Maltreatment Program & PBIS Unit
B	Target schools from baseline data that have yet to submit application for 2017-2019 PBIS cohort training and send a follow up letter encouraging enrollment and participation in PBIS cohort trainings.	Increase participation in PBIS cohort trainings.	Send follow-up letters by February 28, 2017	MDE, Maltreatment Program and PBIS Unit
C	Provide ongoing targeted technical assistance and an annual training for school administrators on student maltreatment, mandated reporter requirements, PBIS, Restrictive Procedures, and discipline.	Increase awareness of abuse and neglect in public schools, offer guidance and direction in implementing appropriate behavioral interventions and prevention efforts; decrease use of emergency interventions.	Technical assistance will begin by June 30, 2017 and annually thereafter	MDE
D	Report to the Olmstead subcabinet; <ul style="list-style-type: none"> Number of schools identified as having 3 or more investigations of alleged maltreatment of students with a disability as established in baseline data (1c). Number of identified schools participating/ not participating in MDE approved PBIS cohort training; and corresponding number of maltreatment investigations. Number of students named as alleged victims in a maltreatment investigation within schools identified in baseline data. Number of students named as alleged victims of maltreatment during and post PBIS training. 	<ul style="list-style-type: none"> Schools participating in PBIS cohort training will demonstrate a decreased number of students with a disability as alleged victims of maltreatment. Schools participating in PBIS cohort trainings will demonstrate a decreased number of alleged maltreatment investigations 	Report to Subcabinet by July 31, 2017 and annually thereafter	MDE

[AGENDA ITEM 6a1]

Goal 4- Strategy 3: Improve school accountability for training

G4-S3	Key Activity	Expected Outcome	Deadline	Other Agency(s) or Partners
A	Develop web based system that requires school district personnel submit verification to MDE indicating that all school employees have been trained on child maltreatment mandated reporter requirements.	<ul style="list-style-type: none"> Bring awareness of mandated reporting requirements and increase awareness of child abuse and neglect within public schools. Increase number of school personnel trained on mandated reporting requirements. Increase schools accountability and compliance with mandated reporting requirements. 	Develop web based system by December 31, 2016	MDE, MN.IT
B	Test and implement web based verification system	Ensure functionality and district accessibility.	Implement system by December 31, 2016	MDE, MN.IT
C	Develop and update web based mandated reporter requirement training and student maltreatment information materials on program website.	School personnel and constituents will have access to current program procedures, legislative authority and mandated reporting requirements.	Post training on MDE website by December 31, 2016	MDE
D	Notify school administrators of verification requirement and alternative training options via program website and superintendent mailings.	Provide guidance and assist schools in establishing approved mandated reporter training options.	Notify school administrators by December 31, 2016	MDE
E	Annually report to Olmstead subcabinet; <ul style="list-style-type: none"> Number of districts who fulfilled verification requirement procedures and confirmed mandated reporter training to all district employees. Number of districts who did not fulfill verification requirements and did not confirm mandated reporter training to all district employees. 	Increase school personnel accountability and awareness to report situations of abuse and neglect in	Report to Subcabinet by July 31, 2017 and annually thereafter	MDE

Olmstead Plan Workplan – Person-Centered Planning

June 1, 2016 Plan (page 39)

Strategy 1: Broaden the effective use of person-centered planning principles and techniques for people with disabilities

(These are proposed additions to the existing court approved workplan activities for this topic area)

1	Key Activity	Expected Outcome	Deadline	Other Agency(s) or Partners
E	Develop materials and training to guide professionals who inform people with disabilities about their rights and their individual abuse prevention plans to increase understanding of rights and the effectiveness of planning.	Professionals and people with disabilities will understand their right to be free from abuse and neglect and their right to exercise informed choice. They will be supported in advocating for themselves and professionals will advocate for them to exercise those rights. People will be informed about how to report incidents where their rights have been violated, including abuse and neglect.		Minnesota State Courts Working Interdisciplinary Network on Guardianship Stakeholders (WINGS)
E.1	Develop inventory of existing requirements, materials, tools and training		E.1: Complete inventory by December 31, 2016	
E.2	Create process map/prompts for recommended practices to identify opportunities for conversations about risk and choice.		E.2: Complete mapping by December 31, 2016	
E.3	Produce trainings for professionals on individual rights, abuse prevention planning, and skill building.		E.3: Begin training by March 30, 2017	

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