



House Committee on Aging and Long Term Care
February 14, 2012

SRS Testimony
On Adult Protective Services

Presented by:

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Kansas Department of Social and Rehabilitation Services

Jim Kallinger, Deputy Secretary
Integrated Service Delivery

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Testimony of:

Phyllis Gilmore, Acting Secretary *and*
Jim Kallinger, Deputy Secretary for Integrated Service Delivery
Kansas Department of Social and Rehabilitation Services

Presented to:

The Honorable Bob Bethell, Honorable Members *of the* House Committee on Aging and Long
Term Care

SRS testimony regarding the Adult Protective Services program in the State of Kansas

Chairman Bethell, Vice Chair Worley, Ranking Member Flaharty, Honorable Members of the
Committee:

I am Phyllis Gilmore, Acting Secretary of the Kansas Department of Social and Rehabilitation
Services.

I want to thank Representative Bethell for convening this serious conversation around a very
important issue, and thank the committee for giving us this opportunity to testify.

We at SRS have heard your eloquent description of this problem and agree with you that the system
for providing Adult Protective Services in Kansas is broken. The Legislature and Kansans have a
right to expect better of us.

There can be no question that there is much room for improvement. The system needs to be made
more responsive, communication needs to be improved and the people of our state need to have their
faith and trust in this program – which can at times deal with matters of life or death – restored.

The current unsatisfactory situation has developed over a long period of time. I have been aware of
the severe shortcomings in the program for many years, going back to my first job as a social worker
in the 1970s.

I, personally, have experienced the frustration of family, friends and advocates who are doing their
utmost to protect and defend some of our most vulnerable elderly citizens, only to be confronted by
closed doors, closed ears and an indifferent, bureaucratic non-response.

More recently, as regional director of SRS' Kansas City office, I have come up against some of the
very same barriers, and have worked to do what I could to improve Adult Protective Services at the
local level. But it became clear to me that the entire program needs a major overhaul.

We at SRS are committed to creating a system of which we all can be proud for the protection of
vulnerable adults. Should you decide to keep Adult Protective Services at SRS, we intend today to
outline our plan for improving this program. Today's testimony will include the concrete steps we are
taking to make this happen, and a timeline that the Legislature can use to track our progress.

We at SRS are ready, willing and able to move forward and better serve the people of Kansas. Our aim is to create an Adult Protective Services program that would be a national model for other states, and one that makes our state proud.

You have my personal commitment that SRS, under my leadership, will carry out this series of reforms. We hope the information we present to you today will help you to make your decision.

Good morning. I am Jim Kallinger, Deputy Secretary at SRS for Integrated Service Delivery. We appreciate the opportunity to testify before you.

Today, we would like to present to you our proposed Program Improvement Plan (PIP), and a timeline that both the department and members of the Legislature can use to track our progress. This, of course, is provided that SRS gets an indication from the Legislature to move forward with this proposal. We would appreciate continued support and direction from the Legislature.

Certainly, this is not a flawless plan, but rather a work in progress; one that will be revised and updated over time.

We have heard dissatisfaction expressed over the slow pace of earlier corrective actions that SRS has taken to address problems with the Adult Protective Services program. Today, we are presenting to you a number of steps in the right direction with a very aggressive timeline attached to them. You have our personal commitment that these reform efforts are going to move forward quickly and decisively.

Now we will explain the outline for our plan of action, the Program Improvement Plan that we are presenting for your consideration today:

February 14, 2012

Convene internal SRS workgroup (scheduled)

Review SWOT analysis completed 7/11

Identify immediate priorities (policies and procedures), i.e. KIPS

Develop list of local, regional and statewide stakeholders

Develop plan for next steps

Discuss Critical Link training for APS/CPS workers on 2/24

February 29, 2012

APS Advisory Committee meeting (scheduled and Rep. Bethell serves on this committee)

Determine a Vision and Mission Statement for Office of Adult Protective Services

Create outline of a Strategic Plan with goals and objectives

Make recommendations for an audit proposal and scope statement

March 1, 2012

Office of Adult Protective Services created under the Division of Children and Family Services

To make APS a priority and keep as a priority; internal controls: strengthen administrative staff oversight of this program

April 1, 2012

Staff for new office designated/hired and aligned

Including Statewide Program Director, Assistant Director and 4 Regional Program Administrators
Statewide Program Director reports directly to Divisional Director
For better business management and accountability

April 5, 2012

Present APS audit proposal/scope statement to SRS Audit Committee for consideration (scheduled)
Based on recommendations from APS Advisory Committee

April 15, 2012

Convene meeting of APS stakeholders (meet quarterly)
Identify measurable APS performance goals (work with NAPSA)
Discuss APS public awareness campaign (funding)
Develop prevention plan (work with NCPEA)

May 1, 2012

Complete Interagency MOU draft for consideration by SRS, AG, KDHE and Dept. of Aging
Robust action on all cases, large and small
Utilize and coordinate services of Abuse, Neglect, and Exploitation (ANE) unit in AGs office and Fraud Unit at SRS
Targeted date for signing MOU, July 1

May 15, 2012

Convene internal SRS workgroup
Discuss statewide staffing patterns per APS case read reports
Identify appropriate Standards of Practice per NAPSA to be adopted

June 1, 2012

Incorporate prevention plan into APS Standards of Practice
Prevent abuse and neglect before it ever occurs in the first place

June 7, 2012

Convene training seminar for APS social workers and intake workers (scheduled)
Better cooperation, communication and collaboration

July 1, 2012

Launch a public awareness campaign on adult abuse, neglect and exploitation

This Program Improvement Plan (PIP) can and will be implemented with a strong commitment from SRS leadership. You have seen here today the focus and personal commitment Acting Secretary Gilmore brings to this task. I would like to declare my personal commitment, as well.

Respectfully submitted,

Phyllis Gilmore
Acting Secretary

Jim Kallinger
Deputy Secretary