

Time Estimate Interviews

We are attempting to assess the time spent on various activities related to investigating a case of elder abuse. We are interested in your time estimates. All the information you provide will be kept strictly anonymous.

We will ask the following questions by type of activity in general. Please estimate the time you spend on a typical case, as well as your estimate of the shortest time (less complicated case), and your estimate of the longest time (most complicated case) on each of these specific activities.

ACTIVITY	EST. TIME SPENT		
	Average	Shortest	Longest
Activities related to phone calls.			
1. On average, how long do you usually spend on a call with <u>the reporter</u> of abuse?			
2. On average, how long do you usually spend on a call with <u>the client</u> to acquire background information?			
3. On average, how long do you usually spend on a call with the <u>suspected abuser</u> for a status update?			
4. On average, how long do you usually spend on a call <u>with others</u> , such as relatives, friends, neighbors, etc.?			
5. On average, how long do you spend talking to <u>service providers</u> or other professionals?			
i. Overall;	_____	_____	_____
ii. Attorney;	_____	_____	_____
iii. Doctors or hospital social worker	_____	_____	_____
iv. Financial institutions, such as bank, real estate, escrow, reverse mortgage;	_____	_____	_____
v. Law enforcement	_____	_____	_____

ACTIVITY	EST. TIME SPENT		
	Average	Shortest	Longest
vi. Public guardian			
6. a. What other types of phone calls might you make to get background on a case? AND b. On average, how long do you spend on these calls?			
i. _____	_____	_____	_____
ii. _____	_____	_____	_____
iii. _____	_____	_____	_____
iv. _____	_____	_____	_____
v. _____	_____	_____	_____
Activities related to visiting places:			
7. On average, how long do you usually spend on an initial visits when the <u>client is willing to engage</u> ?			
8. Do you do other activities at the visit if the client will not speak with you or is not at home? On average, how long do you spend on these activities?			
9. On average, how long do you usually spend on <u>a follow-up visits</u> if the client is <u>willing to engage</u> ?			
10. Again, thinking about activities you do when the client is not at home or won't speak with you. On average, how long do you usually spend on <u>a follow-up home visit</u> if the client <u>will not speak with you or is not at home</u> ?			

ACTIVITY	EST. TIME SPENT		
	Average	Shortest	Longest
11. On average, how long do you usually spend on visit when the client is <u>in a facility</u> (such as a hospital or long-term care)?			
12. On average, how long do you usually spend on traveling to interview the client?			
Activities related to documentation:			
13. On average, how long do you usually spend contacting persons to obtain documents (e.g., financial, medical, etc.)?			
14. On average, how long do you usually spend on documenting case activities?			
Activities related to cases presented to the Los Angeles County Elder Abuse Forensic Center (LACEAFC):			
Think about the last case that would be presented to the FC,			
15. Do you spend any additional time on a case if you present it to the Forensic Center?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
16. On average, how much extra time do you usually spend on preparing the documents needed to present a case to the Forensic Center?			

ACTIVITY	EST. TIME SPENT		
	Average	Shortest	Longest
17. On average, how much extra time do you usually spend on presenting a case at the LACEAFC meeting?			

18. Compared to the similar cases you DO NOT present at the Forensic Center, do you think that cases you present at the Forensic Center are closed:

- Much more quickly
- About the same
- Much more slowly

18A. Compared to other case that you do not present to the Forensic Center, are these cases

- Simpler
- About the same
- More complicated

19. Do you think that cases you present to the Forensic Center are closed with outcomes that are

- Better
- The same
- Worse

20. Compared to non-Forensic Center cases, are cases you bring to the Forensic Center more likely to be referred again to APS after case closure?

- More often
- About the same
- Less often

21. Why do you bring cases to the Forensic Center? What's unique about these cases?

Who initiates bringing cases to the Forensic Center? (If clarification is needed: e.g. You, your supervisor, APS HQ, etc.)

22. Is there anything else you'd like to share with us? Are these things that we need to know?