



3.2.c: Increase the percentage of adult abuse and neglect investigations completed within 90 days (or remaining open for "good cause") from 88.6% in September 2015 to 95% by July 2017

*Reported on October 17, 2016*



## ADULT ABUSE AND NEGLECT: TIMELY COMPLETION OF INVESTIGATIONS

**Department of Social and Health  
Services  
Aging and Long-Term Support  
Administration**



**Bill Moss, Assistant Secretary**  
**October 17, 2016**

## ***Aging and Long-Term Support Administration (AL TSA)***

### **Vision**

*Seniors and people with disabilities living in good health, independence, dignity, and control over decisions that affect their lives*

### **Mission**

*To **Transform Lives** by promoting choice, independence and safety through innovative services*

### **We Value**

*The Pursuit of Excellence, Collaboration, Honesty, Respect, Open Communication, Diversity, Accountability, and Compassion*



2

**Context:** We all have a role in protecting vulnerable adults.



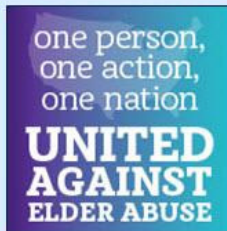
3

# Background:

## Abuse/neglect workload has doubled since 2010

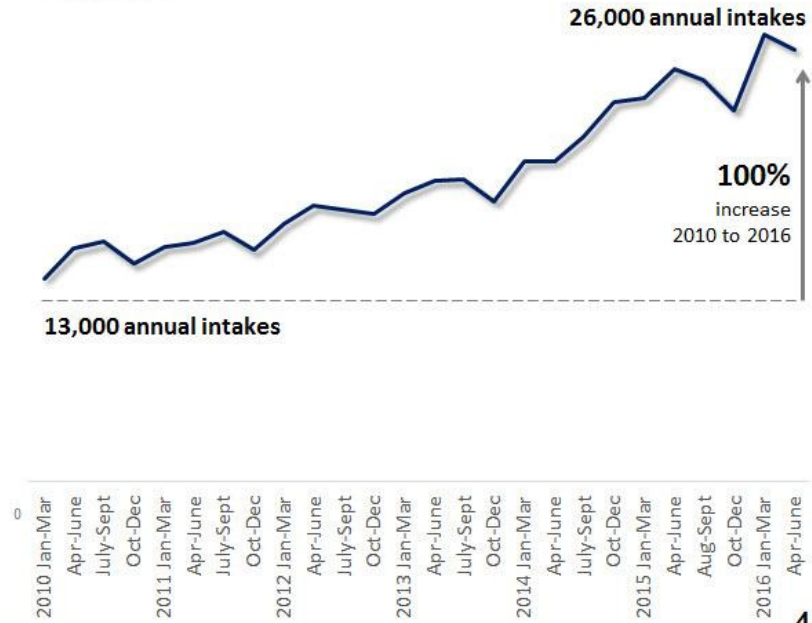
### Why the increase?

- Aging population
- More reporting
  - ✓ Better public awareness
  - ✓ Training mandatory reporters



### Adult Protective Services Intakes

By Quarter  
2010 to 2016





## Background:

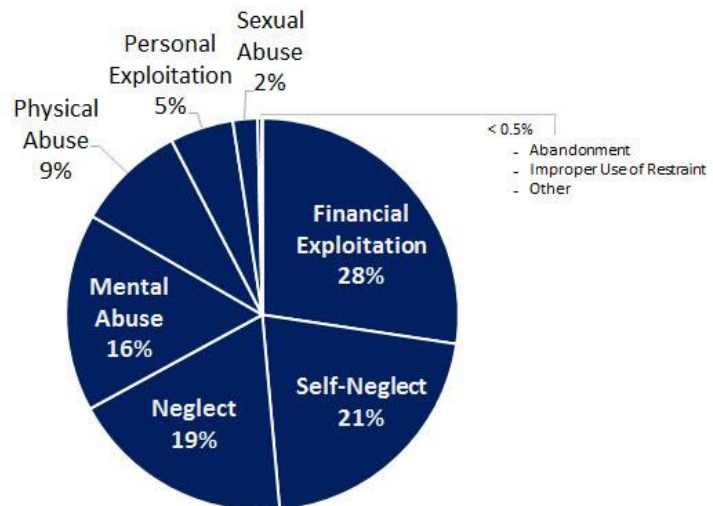
Adult abuse and neglect might be different than you think...

### Did you know?

- Financial exploitation is the most common issue
- Most abusers are family members and/or caregivers
- Underreporting is an issue: as few as one in 44 cases is reported
  - Victim shame
  - Family involvement
  - Fear of losing independence
  - Fear of retaliation

### What does APS investigate?

10-year History by Allegation Type  
2005 to 2015



5

## Background:

What do we know about victims and perpetrators?

### Victims, Washington State\*

Race	2015
American Indian/Alaskan Native	3%
Asian	1%
Black/African American	3%
Native Hawaiian/Other Pacific Islander	0.4%
White/Caucasian	55%
Race unknown*	36%
<b>Total</b>	<b>100%</b>

Ethnicity	2015
Hispanic	2%
Not Hispanic	25%
Ethnicity unknown*	73%
<b>Total</b>	<b>100%</b>

### National Information

#### Victims – more likely to have

- Low social support
- Poor physical health
- Dementia
- Previous abuse/trauma

Source: National Center on Elder Abuse  
<https://ncea.acl.gov/whatwedo/research/statistics.html#prevalence>

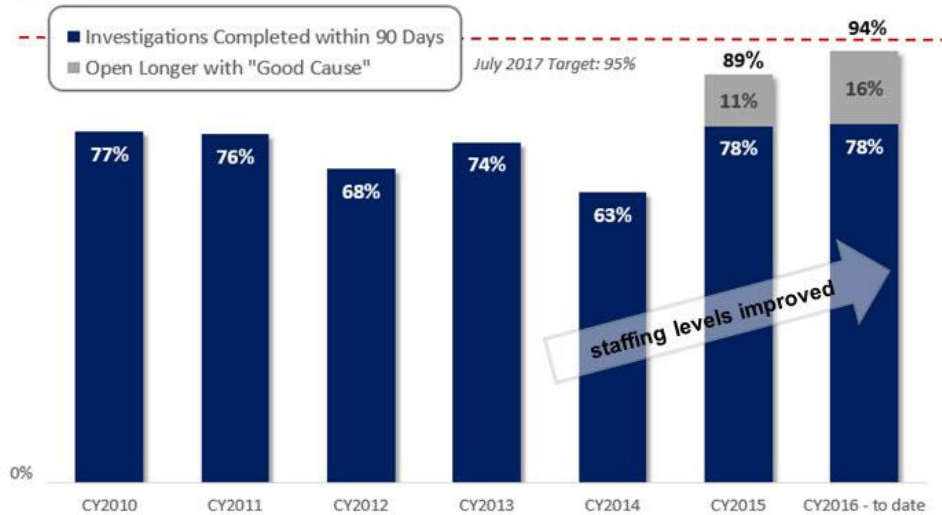
\*Demographic data is not mandatory for reporters or victims to report, or for staff to collect, so there is a high proportion of "unknowns." Source: Washington State, TIVA reports, 2<sup>nd</sup> quarter CY2015.

6

## Current state: Completions are their best since 2010, despite doubling of workload

### Performance: Percent of APS Investigations Completed in 90 Days (or Open Longer for Good Cause)\*

2010 to 2016



\*Good cause reasons for investigations to be open longer than 90 days include requests from law enforcement, pending guardianships or protective services, or unusual difficulty accessing evidence or witnesses. Reasons have been tracked since August 2015, with routine entry of reason codes improving over time.

### What's made the difference?

Improved Staffing Levels

Lean Process Improvements

Enhanced Training

## **Problem/Opportunity:** Law enforcement partnerships

### **Promote:**

- Quick access to protective services for victim
- Information and document sharing
- Speed of investigation(s)
- Prevention of abuse and neglect

### **Avoid:**

- Multiple interviews of victim (traumatic)
- Re-work

### **Future Strategy:**

- Work with Washington Association of Sheriffs and Police Chiefs and introduce new on-line reporting tool



## Stakeholder/Partner:



Office of Mark Lindquist  
Prosecuting Attorney of Pierce County

**Sven Nelson**  
*Deputy Prosecutor, Elder Abuse Unit*

- 2011: Elder Abuse Unit formed
  - ✓ More than 275 cases prosecuted
- 2016: Department of Justice grant - comprehensive approach to elder abuse:
  - ✓ Training 150 or more police officers
  - ✓ Form a community response team

<https://www.co.pierce.wa.us/index.aspx?NID=3584>

### Project Partners

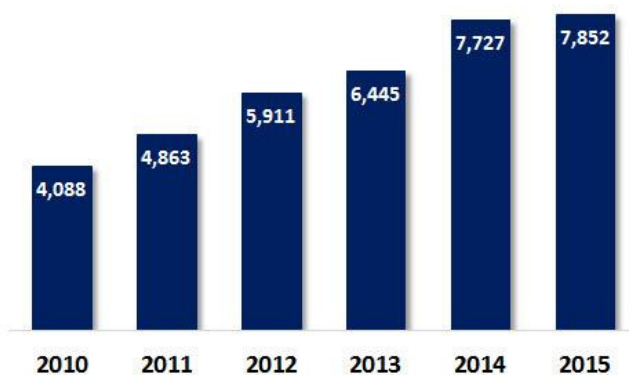
- Adult Protective Services
- Police and Sheriffs
  - Pierce County Sheriff's Department
  - Tacoma Police Department
  - Lakewood Police Department
  - University Place Police Department
- Judges
  - Pierce County Superior Court Judges
  - Pierce County District Court Judges
  - Lakewood Municipal Court Judge
- Puyallup Tribe Elder Services and Wellness Center
- Pierce County Community Connections Aging and Disability Resources
- Korean Women's Association
- Crystal Judson Family Justice Center

9

## Problem/Opportunity: Financial exploitation

**Investigations of financial exploitation have doubled in five years.**

*Investigations 2010 to 2015*



### Strategy:

#### **New Financial Exploitation (FE) Specialists in Each Region**

- Handle the most high-risk and/or complex FE investigations
- Additional tools and training:
  - ✓ Enhanced access to locate and search tool (Accurint)
  - ✓ Identify victim's decision making abilities and need for protective services
  - ✓ Identify "undue influence"

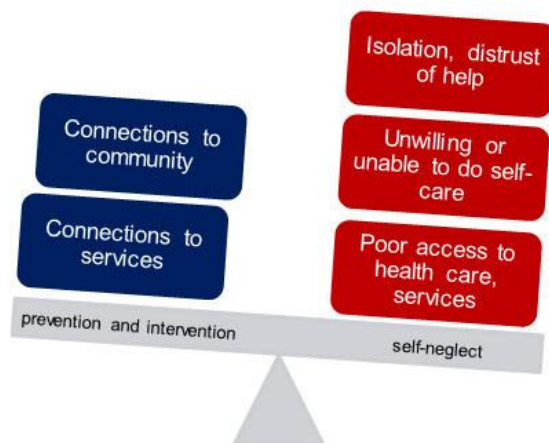
### Past efforts:

- Collaborative efforts with AG, stakeholders and banks
  - ✓ Training for banking employees
  - ✓ Easier sharing of financial records with APS

10

## Problem/Opportunity: Self-neglect

**More than one in five APS investigations involves self-neglect.**



### Strategy:

#### **New Self-neglect Specialists in Each Region**

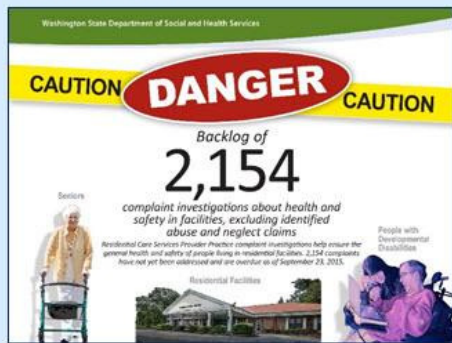
- Use different approach:
  - ✓ Case management vs. investigation
  - ✓ Connections to community and services in order to maintain independence
  - ✓ Potential protective services and/or guardianship
  - ✓ Use of tools to look at decision-making ability of victim
- Specialists will now handle most self-neglect reports, including most urgent and complex
- Goals: improve outcomes, reduce recidivism



## Related Results Washington measure:

Backlog of facility health and safety investigations is down

### 2015 Crisis

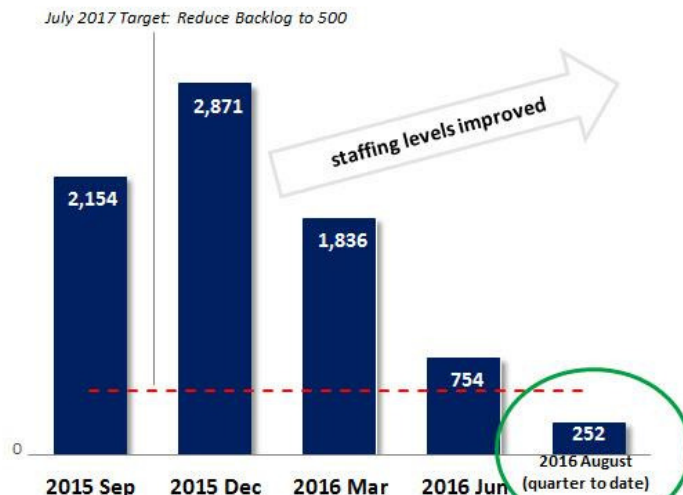


#### Completed Action Items:

- ✓ Additional facility investigators
- ✓ Regions sharing staff
- ✓ Monthly reporting

### 2016 Update

Number of Facility Investigations Overdue to Begin (Backlog)  
Sept 2015-August 2016



Great staff work:  
Backlog reduced one year ahead of target

12

## Assistance Needed:

- Strengthen partnerships
  - ✓ Law enforcement
  - ✓ Department of Health
  - ✓ Health Care Authority
  - ✓ Commissions and Councils



- Continue funding to keep up with increased investigations
- Case management presence
- Outreach and education, especially to communities of color

# Detailed Action Plan

*in progress items only (1 of 2)*

Task	Task Lead	Partners	Expected Outcome	Due Date
<b>Financial Exploitation Dedicated Staff)</b>	Vicky Gawlik		Increase efficiency by having specialized staff work the most complex and time consuming cases and free-up other investigators to work more imminent-risk cases; evaluate for best practices for financial exploitation investigations.	3/1/2017
<b>Self-Neglect Pilot (dedicated staff, case management approach)</b>	Vicky Gawlik		Increase efficiency by having specialized staff work the most complex and time consuming cases and free-up other investigators to work more imminent-risk cases; evaluate pilot for best practices for self-neglect investigations, such as reduced "repeat" clients.	11/1/2016
<b>New Tool: Develop risk assessment and decision-making tool</b>	Vicky Gawlik		Develop tools for investigators to utilize during self-neglect pilot to determine risk and safety of vulnerable adults and decision making ability to determine necessary referrals to other resources and capacity screening. Evaluate tools at the end of pilot for learning and potential policy changes.	12/1/2016
<b>Process Improvement: Reduce staff time and resources by allowing for uploading and storage of documents in the APS data system (TIVA)</b>	Vicky Gawlik		Ensure taxpayer resources are guarded, technology is maximized, and staff time can be redirected from copying, faxing and filing documents, and space is saved by not storing or housing documents/folders.	11/1/2016



## Detailed Action Plan

*in progress items only (2 of 2)*

Task	Task Lead	Partners	Expected Outcome	Due Date
Quality Assurance (QA): Ongoing QA technical support and training to the regions from yearly review	Vicky Gawlik		Improved outcomes from annual review, and compliance within statute, WAC and policy. Continuous quality improvement of the APS system.	12/30/2016
New Tools/Process Improvement: Providing mobile technology, including lap-tops and I-Phones, as well as training on those devices	Vicky Gawlik		Ability for APS staff to respond to investigations more timely using mobile technology, saving travel time and other time on administrative tasks, which should allow for increased time spent protecting the safety of vulnerable adults.	11/1/2016
Training: Create "time management" training for investigators	Vicky Gawlick		Increase skill in managing caseload to meet closure deadlines.	11/1/2016
Training: Update APS training academy to include training modules specifically tailored to supervision	Vicky Gawlik		Increase skill in managing and assisting staff with case staffing and progressing cases to closure.	12/30/2016

15

## Resources – Adult Abuse and Neglect

### Report abuse and neglect

Please call 911 *if there is an emergency*

**AND**

Report by phone **OR** online

**1-866-END-HARM** (1-866-363-4276)

<https://www.dshs.wa.gov/altsa/reportadultabuse>

### Information on adult abuse and prevention

<https://www.dshs.wa.gov/altsa/home-and-community-services/adult-abuse-and-prevention>

### Learn about self-neglect, and how you can help

<https://www.dshs.wa.gov/altsa/home-and-community-services/self-neglect>

### Red flags of abuse

<https://www.co.pierce.wa.us/DocumentCenter/View/39706>

16



## Questions?

**Bill Moss, Assistant Secretary  
Aging and Long-Term Support Administration**

[MossBD@dshs.wa.gov](mailto:MossBD@dshs.wa.gov)  
(360) 725-2311



17

[Contact Us](#)

[Comment Policy](#)

[Give Us Your Feedback](#)

[Legislative Reports](#)

[Apply Lean](#)

[Foster Performance Audits](#)

[Measure Results](#)

[Gov. Inslee's New Strategic Framework](#)

[Video Message from the Governor](#)

[Printable Trifold about Results Washington](#)



Powered By 