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 (ALTSA)

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

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

26,000 annual intakes
100% increase
2010 to 2016

13,000 annual intakes
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

![Pie chart showing the distribution of allegations]

Background:
What do we know about victims and perpetrators?

<table>
<thead>
<tr>
<th>Victims, Washington State*</th>
<th>National Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Race 2015</td>
<td>Victims – more likely to have</td>
</tr>
<tr>
<td>American Indian/Alaskan</td>
<td>Low social support</td>
</tr>
<tr>
<td>Native</td>
<td>Poor physical health</td>
</tr>
<tr>
<td>Asian</td>
<td>Dementia</td>
</tr>
<tr>
<td>Black/African American</td>
<td>Previous abuse/trauma</td>
</tr>
<tr>
<td>Native Hawaiian/Other Pacific</td>
<td></td>
</tr>
<tr>
<td>Islander</td>
<td>Source: National Center on Elder Abuse</td>
</tr>
<tr>
<td>Race unknown*</td>
<td><a href="https://ncea.ard.gov/whatweknow/research/statistics/prevalence">https://ncea.ard.gov/whatweknow/research/statistics/prevalence</a></td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
</tr>
</tbody>
</table>

Ethnicity
- Hispanic 2%
- Not Hispanic 25%
- Ethnicity unknown* 73%
- Total 100%

*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, 2nd quarter CY2015.
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

<table>
<thead>
<tr>
<th>Year</th>
<th>% Investigatons Completed in 90 Days</th>
<th>Open Longer for &quot;Good Cause&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td>CY2010</td>
<td>77%</td>
<td></td>
</tr>
<tr>
<td>CY2011</td>
<td>76%</td>
<td></td>
</tr>
<tr>
<td>CY2012</td>
<td>68%</td>
<td></td>
</tr>
<tr>
<td>CY2013</td>
<td>74%</td>
<td></td>
</tr>
<tr>
<td>CY2014</td>
<td>63%</td>
<td></td>
</tr>
<tr>
<td>CY2015</td>
<td>78%</td>
<td></td>
</tr>
<tr>
<td>CY2016</td>
<td>75%</td>
<td></td>
</tr>
</tbody>
</table>

*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.
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

Problem/Opportunity: Financial exploitation

Investigations of financial exploitation have doubled in five years.
Investigations 2010 to 2015

<table>
<thead>
<tr>
<th>Year</th>
<th>Investigations</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>4,088</td>
</tr>
<tr>
<td>2011</td>
<td>4,863</td>
</tr>
<tr>
<td>2012</td>
<td>5,911</td>
</tr>
<tr>
<td>2013</td>
<td>6,445</td>
</tr>
<tr>
<td>2014</td>
<td>7,727</td>
</tr>
<tr>
<td>2015</td>
<td>7,852</td>
</tr>
</tbody>
</table>

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 (Acquaint)
  - 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
Problem/Opportunity: Self-neglect

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

- Connections to community
  - Isolation, distrust of help
  - Unwilling or unable to do self-care

- Connections to services
  - Poor access to health care, services

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

- July 2017 Target: Reduce Backlog to 500
- Staffing levels improved
- 2016 August [quarter to date]

Great staff work: Backlog reduced one year ahead of target

3.2.c: Increase the percentage of adult abuse and neglect investigations completed within 90 days (or remaining open for "good cause") from 80.6% in September 2015 to 95% by July 2017

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

<table>
<thead>
<tr>
<th>Task</th>
<th>Task Lead</th>
<th>Partners</th>
<th>Expected Outcome</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial Exploitation Dedicated Staff</td>
<td>Vicky Gawlik</td>
<td></td>
<td>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.</td>
<td>3/1/2017</td>
</tr>
<tr>
<td>Self-Neglect Pilot (dedicated staff, case management approach)</td>
<td>Vicky Gawlik</td>
<td></td>
<td>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.</td>
<td>11/1/2016</td>
</tr>
<tr>
<td>New Tool: Develop risk assessment and decision-making tool</td>
<td>Vicky Gawlik</td>
<td></td>
<td>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.</td>
<td>12/1/2016</td>
</tr>
<tr>
<td>Process Improvement: Reduce staff time and resources by allowing for uploading and storage of documents in the APS data system (TIVA)</td>
<td>Vicky Gawlik</td>
<td></td>
<td>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.</td>
<td>11/1/2016</td>
</tr>
</tbody>
</table>
## Detailed Action Plan

### in progress items only (2 of 2)

<table>
<thead>
<tr>
<th>Task</th>
<th>Task Lead</th>
<th>Partner(s)</th>
<th>Expected Outcome</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality Assurance (QA): Ongoing QA technical support and training to the regions from yearly review</td>
<td>Vicky Gawlik</td>
<td></td>
<td>Improved outcomes from annual review, and compliance within statute, WAC and policy. Continuous quality improvement of the APS system.</td>
<td>12/30/2016</td>
</tr>
<tr>
<td>New Tools/Process Improvement: Providing mobile technology, including lap-tops and I-Phones, as well as training on those devices</td>
<td>Vicky Gawlik</td>
<td></td>
<td>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.</td>
<td>11/1/2016</td>
</tr>
<tr>
<td>Training: Create “time management” training for investigators</td>
<td>Vicky Gawlik</td>
<td></td>
<td>Increase skill in managing caseload to meet closure deadlines.</td>
<td>11/1/2016</td>
</tr>
<tr>
<td>Training: Update APS training academy to include training modules specifically tailored to supervision</td>
<td>Vicky Gawlik</td>
<td></td>
<td>Increase skill in managing and assisting staff with case staffing and progressing cases to closure.</td>
<td>12/30/2016</td>
</tr>
</tbody>
</table>

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### 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](https://www.dshs.wa.gov/altsa/reportadultabuse)

**Information on adult abuse and prevention**


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


**Red flags of abuse**

[https://www.co.pierce.wa.us/DocumentCenter/View/39706](https://www.co.pierce.wa.us/DocumentCenter/View/39706)
Questions?

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

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