AAAs As Critical Partners in Delivering a Quality APS Program

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Adult Protective Services – National Picture
About NAPSA

- The National Adult Protective Services Association:
- Has 1300 members across the country
- Provides:
  - Advocacy
  - Training
  - Technical Assistance
  - Research to Practice
  - Networking
What is Adult Protective Services?

- Carries out civil investigations of reports of physical and sexual abuse, emotional abuse, neglect, self-neglect and exploitation of vulnerable adults
- Purpose is to intervene to protect the victim to the extent possible
- APS is the statutorily authorized entity under each state’s laws to receive and investigate reports of vulnerable adult abuse
About APS

- 64% of APS are state-administered, 15% are county-administered, and 21% are administered various other ways, including NPOs on contract
- Serves as a victim-focused, social services response
- Receives abuse reports and attempts to remedy or reduce abuse
- Works with law enforcement, criminal justice, area agencies on aging, disability groups and other community services
APS ≠ APS — Variations among States

- No common national definition of who is served nor what services they receive
- Residence of victim — APS investigates in:
  - Community: 100% of states
  - Facilities: 50% of states
- Population for APS response:
  - 35 states: all adults with disabilities age 18+
  - 13 states: adults with disabilities age 18+ and all older adults
  - Some states: age 60+ only, or must be age 60+ and meet the state definition of “vulnerable”
APS Code of Ethics

Guiding Value of APS:

▪ “Every action taken by Adult Protective Services must balance the duty to protect the safety of the vulnerable adult with the adult’s right to self-determination.”

Principles of APS:

▪ Adults have the right to be safe.
▪ Adults retain all their civil and constitutional rights.
▪ Adults have the right to make decisions that do not conform with societal norms, as long as these decisions do not harm others.
▪ Adults have the right to accept or refuse services.
What APS CAN Do

- Examine all aspects of reported maltreatment
- Collaborate with adults to maintain their independence (as much as possible):
  - Develop a case plan
  - Advocate with other agencies
  - Arrange in-home services
What APS CANNOT Do

- APS CANNOT force services on a person who has capacity to consent.
- APS CANNOT involuntarily remove someone from their home.
- APS CANNOT provide services for which there are no available resources.
- APS CANNOT enforce the law.
- APS CANNOT reveal identity of reporter without a court order.
Myths and Facts

Myth #1: Referrals to APS usually result in nursing home placement.

Fact: APS focuses on the least restrictive intervention possible. Whenever possible, services are provided in the victim’s home.
Myths and Facts

Myth #2: The APS worker who investigates a report of abuse can force both the victim and perpetrator to do whatever the APS worker deems necessary.

Fact: Unlike children, adults are assumed to be able to make their own decisions unless a court determines otherwise.
Myths and Facts

Myth #3: When an abuse report is made, the main responsibility of the APS worker is to “fix” the situation to the reporter’s satisfaction.

Fact: When any report of abuse to APS is investigated, the alleged victim—not the reporter—is the APS client.
APS Services & Resources

- **Intake**
  - Receive reports of abuse (by phone or online)

- **Investigation**
  - Typically begins within 1 hour-5 business days, depending on seriousness and urgency
  - Typically lasts 30-60 days

- **Intervention**
  - Direct or community services
  - Protective orders
  - Guardianship – when absolutely necessary
Mandatory Reporting

- 49 states mandate reports to APS by certain professionals, usually including:
  - Social workers, Mental Health, Physicians, EMTs, Nurses, Police, Home Health, Firefighters
- 15 states require all persons to report abuse.
- At least 11 states require at least financial professionals, including bankers, to report financial exploitation.
- States may provide training for mandatory reporters.
To Report Abuse to APS

Find state/local reporting numbers:
https://www.napsa-now.org/help-in-your-area/

Some states have online reporting
Aging Stats and Figures

- By 2030, seniors aged 65+ will account for 18% of the nation’s population.
- One study found 10% of elders are abused.
- 37% of active caregivers said the elder in their care had experienced financial exploitation with a loss.
- Reports to APS are generally increasing: +48% 2011-2018
  - COVID-19 Pandemic impacted report levels
National Data

Elder Abuse: Under the Radar

For every one case of elder abuse that comes to the attention of a responsible entity, another twenty three cases never come to light.

Types of Cases

- Self-Neglect
- Neglect
- Financial Exploitation
- Emotional Abuse
- Physical Abuse
- Sexual Abuse
APS Nationwide

- APS clients are remarkably similar in every location. Based on the home visits conducted, APS clients seem to be very much alike although in different parts of the country.
- APS services are also fundamentally similar, although they may be provided through different administrative structures with varying levels of resources.
- All rely on highly skilled social workers and others, are client-focused, resourceful in problem-solving, persistent, and trying to provide the most effective services in the most efficient manner possible.
Multidisciplinary Approach

- Faced with ever increasing caseloads, as well as increased case complexity, APS staff work hard to ensure services to clients are as minimally affected as possible.
- Means multidisciplinary cooperation is at the heart of APS work, whether through formal multidisciplinary teams or informally across community agencies and colleagues.
- APS works closely with law enforcement agencies, prosecutors and courts, as well as community-based aging services and victim services.
- Financial exploitation requires partnerships with banks and other financial institutions.
APS Funding

- APS programs are funded through state & local revenues and the Social Services Block Grant.
- First direct federal funding for APS programs in 2020 through:
  - Coronavirus Emergency Supplemental Appropriations Act (signed Dec. 2020)
  - American Rescue Plan Act (signed March 2021)
  - Funded: Supplies and equipment, Public awareness efforts, Training, Systems improvements & more.
- FY2023 Omnibus: $15 million
Building Bridges with APS

- Be proactive in building a bridge with your local APS **BEFORE** you need to make a report.
- Find out where APS is housed in your community.
- Find out what types of vulnerable adult abuse should be reported to APS under your state laws.
- Find out where/how to report abuse to APS in your community.

APS in your community looks forward to working with you in serving vulnerable adults!!
Resources

- National Adult Protective Services Association - [https://www.napsa-now.org/](https://www.napsa-now.org/)
- National Adult Maltreatment Reporting System (NAMRS) - [https://namrs.acl.gov/](https://namrs.acl.gov/)
- NASW: Social Work Roles in Elder Abuse Prevention and Response - [https://www.socialworkers.org/LinkClick.aspx?linkticket=f7ru0-rd0rl%3D&portalid=0](https://www.socialworkers.org/LinkClick.aspx?linkticket=f7ru0-rd0rl%3D&portalid=0)
Thank You!

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AAAs as Critical Partners in Delivering a Quality APS Program

Diane Slezak, CEO & President
July 18, 2023
Overview of Illinois APS Program

• For Older Adults (60+) and Adults with Disabilities (18-59)

• Illinois Adult Protective Services Act (320 ILCS)

• Investigates claims of abuse, neglect, exploitation and self-neglect (new 7/1/18) occurring in the last 12 months within the home, within a community setting, and/or in licensed facilities if the abuse occurred outside of the facility (new 1/1/19).
What is Adult Abuse?

- Physical Abuse
- Sexual Abuse
- Emotional Abuse
- Confinement
- Neglect
- Deprivation
- Financial Exploitation
- Self Neglect
- Abandonment
Self-Neglect

- Definition of Self-Neglect: a condition that is the result of an adult’s inability, due to physical or mental impairments, or both, or a diminished capacity, to perform essential self-care tasks that substantially threaten their own health, including: providing appropriate food, clothing, shelter, and health care, as well as obtaining goods and services necessary to maintain physical and mental health, emotional well-being, and general safety.

- Common Elements of Self-Neglect:
  - Not seeking needed medical or mental health care
  - Substance abuse
  - Compulsive hoarding of possessions or animals
  - Inadequate or no heat, water, plumbing or electricity
  - Living in filthy and unsanitary conditions, which significantly impair the performance of essential self-care tasks, or substantially threatens life or safety.
Illinois 2019 Data

Types of Abuse Reported

- Financial Exploitation: 8,467
- Emotional Abuse: 5,943
- Passive Neglect: 5,370
- Self-Neglect: 4,488
- Physical Abuse: 3,589
- Willful Deprivation: 2,261
- Confinement: 1,162
- Sexual Abuse: 706

Victims generally experience more than one type of abuse. Financial exploitation is the type of abuse most frequently reported (40% of reports), and is highly associated with emotional abuse, reported in 28% of cases.
Illinois 2022 Data

FY2022 - Abuse Types Reported

- Financial Exploitation: 6,686
- Self Neglect: 6,088
- Emotional Abuse: 4,603
- Passive Neglect: 3,757
- Physical Abuse: 2,939
- Willful Deprivation: 2,368
- Confinement: 643
- Sexual Abuse: 288
- Abandonment: 220
Abandonment

• APS Act amended in January 2022 to include allegations of abandonment
• "Abandonment" means the desertion or willful forsaking of an eligible adult by an individual responsible for the care and custody of that eligible adult under circumstances in which a reasonable person would continue to provide care and custody.
• Nothing in this Act shall be construed to mean that an eligible adult is a victim of abandonment because of health care services provided or not provided by licensed health care professionals.
• Abandonment is the action of leaving an individual for whom the alleged abuser has responsibility for. To qualify for abandonment, the alleged abuser must be providing care and custody to the eligible adult.
• Breakdown to Qualify:
  • Alleged abuser is a caretaker as defined in the APS Act AND
  • Be the individual's guardian or
  • Be responsible for that person’s care for a specific period of time
  • The alleged abuser’s reason for abandoning the alleged victim is not reasonable.
Guiding Principles of the APS Program

- Self-Determination
- Advocacy
- Collaboration
- Intervention
- Health, Welfare and Safety
Overview of Structure of Illinois APS Program

• State Administered – Contract Based in partnership with AAAs

• 13 AAAs Assist with:
  • Selection of Providers
  • Technical Assistance
  • Public Awareness - Outreach
  • Monitoring of 36 local community based organizations
  • Support of Fatality Review Teams
  • Most Importantly – building deep partnerships
Medical Examiner’s Office
County States Attorney’s Office
Department of Public Health
Local Law Enforcement
County Sheriff’s Police Department
Office of the Public Guardian
Veterans Hospitals and Health Care Systems
Schools of Nursing
Legal Services Agencies
Bankers
And many others
Multi-Disciplinary Teams (M-Team)
M-Team: Statement of Purpose

• An M-Team allows representatives from banking or finance, disability care, health care, legal, law enforcement, mental health care and clergy. In addition, optional members may be selected from the field of substance abuse, domestic violence, sexual assault or other related fields.

• The purpose is to use the varied backgrounds, training, and philosophies of the different professions to explore the best service plan for the complex cases involved.

• Minimum of 8 meetings per year to discuss and provide consultation on specific cases of ANE and Self Neglect.
Suburban Cook County Fatality Review Team
Fatality Review Team: Statement of Purpose

• Assist agencies in identifying and reviewing suspicious deaths

• Facilitate communications between officials responsible for autopsies and inquests and persons involved in reporting or investigating alleged or suspected cases of abuse, neglect, or exploitation of at-risk adults and persons involved in providing services to at-risk adults.

• Evaluate means by which the death might have been prevented

• Reduce the number of at-risk adult deaths caused by abuse and neglect and that may help to improve the investigations of deaths of at-risk adults and increase prosecutions, if appropriate
Suburban Cook County Fatality Review Team

- Cook County Medical Examiner’s Office
- Cook County States Attorney’s Office
- Cook County Department of Public Health
  - Oak Park Police Department
    - AgeOptions
- Cook County Sheriff’s Police Department
- Cook County Office of the Public Guardian
  - Veterans Affairs
- Loyola University School of Nursing
  - Legal Aid Chicago
Recommendation: Improve Coordination and Collaboration with the State’s Attorney’s Office.

Recommendation: Explore evidence-based risk assessment tools be explored in an effort to work towards implementing evidence-based tools within the APS Program.

Recommendation: Explore how to better manage the process when older adults leave nursing facilities against medical advice. The FRT has found that family members can remove relatives from nursing home without appropriate services and/or remove them for financially driven reasons (e.g. to obtain their family members social security income).
Team Recommendations

- Case Specific Follow-Up
- Adult Protective Services Protocol
- Prevention Strategy & Efforts
- Legislation & Public Policy

Illinois Department on Aging (IDoA)
Resources

- Adult Protective Services Act
- ~15-minute APS Training Videos
  - [https://theacademy.sdsu.edu/programs/apswi/apswi-videos/](https://theacademy.sdsu.edu/programs/apswi/apswi-videos/)
- National Adult Protective Services Association
  - [www.napsa-now.org](http://www.napsa-now.org)
- The National Center for Victims of Crime
  - [www.ncvc.org](http://www.ncvc.org)
  - Victim Connect Hotline 1-855-484-2846, 9am-7pm Monday-Friday
- The Elder Justice Initiative
  - [www.elderjustice.gov](http://www.elderjustice.gov)
- National Sexual Violence Resource Center
  - [www.nsvrc.org](http://www.nsvrc.org)
- Financial Protection Bureau
  - [www.consumerfinance.gov](http://www.consumerfinance.gov)
Questions?

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Thanks!
Missouri’s APS Direct Services Program

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Program Goals

Administration for Community Living

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Program Goals

This program enables cost effective, efficient and person centered interventions to APS clients while engaging them in AAA case management to further reduce the opportunity for abuse, neglect, exploitation and self neglect of MO APS eligible adults.
Program Goals

• Aid access to goods and services that are otherwise unavailable or for which there is inadequate funding available.

• Address immediate needs of the Eligible Adult to improve safety, health and wellness and prevent future of abuse, neglect and exploitation.
Collaborative Partnerships makes this program work
01 Assess the Eligible Adult’s Risk Level and Needs

02 Gather Evidence to Pursue Criminal Justice (if allegations of a crime)

03 Link Eligible Adult with Available Community Resources

04 Determine Additional Needs For Which No Resources or Funding Exists
01 Provide Case Management to the Eligible Adult

02 Coordinate the Provision of Needed Services, Goods, or other Interventions

03 Coordinate with APS to Address any Additional Needs and/or Issues not Identified by APS

04 AAA reports outcome of the referral back to MO APS via Cumulus
Service Types

**Emergency Assistance**
- Deep cleaning of home (i.e. one time cleaning of home/yard)
- Removal of trash
- Rental assistance/security deposit
- Utility assistance/deposit
- Home modifications, repair & improvement (i.e. AC & furnace repair)
- Pest Control

**Meal Assistance**
- Home delivered meals
- Congregate meals

**Relocation services**
- Moving/relocation expenses

**Legal Service Need**
- Referral to legal services (i.e. DPOA, etc.)
Service Types

**Care/Case Management**
Development/oversight of service plan

**Consumable Supplies**
Cell phone/government cell phone
Cleaning supplies
Groceries
Personal hygiene supplies
Medical equipment not covered by Insurance

**Health Promotion/Disease Prevention**
Dental services

**Transportation**
One-way-ride

**Emergency Housing**
Referral to emergency housing/shelter
Emergency housing/shelter
Types of Services

July 11, 2022-June 26, 2023
Referrals: 677

- Home Modifications: 39%
- Environmental Cleanup: 23%
- Pest Control: 22%
- Consumable Supplies: 20%
- Emergency Assistance: 20%
- Housing Assistance: 18%
- Nutritional Assistance: 18%
- Utility Assistance: 17%
- Health Promotion/Supplies: 7%
- Transportation: 6%
- Legal Assistance: 1%
- Other: 1%
Collaboration of APS & AAAs

• AAAs = Resource Experts
• Increased collaboration between APS & AAAs for other services and/or addressing other unmet needs
• Creating Local Partnerships
• Synergy/efficiency of existing operations
• Collaborating to improve the process
• Paving the way for future collaborations
QUESTIONS?
Thank You!

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Contact Us!

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