Conducting APS Investigations
Agenda

TUESDAY, NOVEMBER 18, 2003

07:45 – 08:30
Registration
Continental Breakfast  Room: Westminster I & II

08:30 – 09:00
Welcome & Introductions
Paulette St James, Colorado Adult Protective Services Program Administrator  Room: Westminster I & II

09:00 – 12:00
Overview of APS Investigations
Yarva Harrison, Labor Relations Alternatives  Room: Westminster I & II
(There will be a 15-minute break midway during this session. Beverages will be available.)

12:15 – 01:30
Lunch
Keynote: Jeanette Hensley, Director, Division of Aging and Adult Services  Room: Westminster III

01:30 – 03:00
Sessions on Interviewing and Assessing

1. Interviews and Investigations for Individuals with Developmental Disabilities: Richard Jacobson, Denver Options; Howard Levett, North Metro Community Services; and Shari Repinski, Colorado Department of Human Services, Division for Developmental Disabilities  Room: Westminster I

2. Investigating Self Neglect: Keith Carr, Boulder County; Valerie Robson, Douglas County; Victor Montoya, Adams County; Sue Bozinovski, DRCOG; Brad Erickson, Jeffco Mental Health Center;  Room: Westminster II

3. Facility Investigations: Kerry Sanchez, Colorado Attorney General Office, Medicaid Fraud Control Unit  Room: Meadowbrook

03:00 – 03:30
Break  (Refreshments served outside Westminster I & II)

Turn over for remaining Tuesday sessions and Wednesday's agenda.
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03:30 – 05:00  Sessions on Interviewing and Assessing

4. Interviewing Individuals with Brain Injury:  Lily Rhoades, Brain Injury Association of Colorado; George Good de Curnou, Consultant  
Room: Meadowbrook

5. Interviewing Elders and Assessing Capacity:  Dr. Lisa Price, Geriatrician; Marcy Smallridge, Alzheimer’s Association, Rocky Mountain Chapter  
Room: Westminster I

6. Evidence Needed to Prosecute Caregiver Neglect:  Page Ulrey, King County (Washington) Prosecutor’s Office, Elder Abuse Project  
Room: Westminster II

05:00 – 06:00  Supervisors’ Hour  
Room: Meadowbrook

Wednesday, November 19, 2003

07:30 – 08:00  Continental Breakfast  
Room: Westminster I & II

08:00 – 09:00  Multidisciplinary Approach to Elder Maltreatment Investigations:  
Randolph Thomas, South Carolina Department of Public Safety, Criminal Justice Academy  
Room: Westminster I & II
(This is a large group session.)

09:00 – 09:15  Break

09:15 – 11:30  Documenting Investigative Findings & Preparing for Court:  Randolph Thomas, South Carolina Department of Public Safety, Criminal Justice Academy; Page Ulrey, King County (Washington) Prosecutor’s Office, Elder Abuse Project  
Room: Westminster I & II
(This is a large group session. There will be a 15-minute break midway during this session.)

11:30 – 12:00  Colorado Perspective on Crimes against At-risk Adults:  William “Bill” Ritter, President of the Colorado District Attorneys Council  
Room: Westminster I & II

12:00 – 12:15  Conclusion  
Pat Stanis

Thanks for coming! Have a safe trip home.
The Results of APS Intervention

Cases have increased by 23% and 9% in FY2002 and FY2003, respectively.

The Results of APS Intervention

Risk is reduced by an average of 76% for all mistreatment categories, statewide. Self Abuse, at 83%, has best risk reduction rate. Self Neglect, at 70%, has the lowest rate of reduced risk.
**CAPS Data At-a-Glance**

The following pages contain graphs which highlight statewide:

- Client Demographics
- Indicators for Intervention
- Results of APS Intervention

These graphs are based on data entered into CAPS from its inception through October 2003.

**Client Demographics**

- 61% of APS clients are female.
- 44% of APS clients are 75 or older. 18 – 59 year olds account for 31% of APS clients.
- 76% of APS clients are living at home or in the home of another person; 21% are living in a nursing home or community based home; the remaining 3% are homeless.
- Clients who have been adjudicated incapacitated make up 20% of the APS caseload. Another 31% of clients are suspected incapacitated.
The Results of APS Intervention

Referrals have increased by 7% each of the last two years.

The Results of APS Intervention

I&R's increased 301% in FY2002. They increased 105% in FY2003. These large increases are a result of the many caseworkers now documenting I&R workload in CAPS.
The Results of APS Intervention

APS Reports increased 32% from FY2001 to FY2002 and 33% from FY2002 to FY2003.

The Results of APS Intervention

APS Reports

All calls coming into APS and entered into CAPS are counted as a Report. Reports are then classified as either Information and Referral (I&R) or as a Referral. (See the CAPS Training Manual for more information.)

Classify a Report as an I&R when:
- It doesn’t involve a mistreatment category
- No further contact is expected
- It takes 30 minutes or less to resolve

In FY2003, 40% of reports to APS were classified as I&R’s.

Classify a Report as a Referral when presenting information indicates a need for further assessment.

In FY2003, 60% of reports to APS were classified as Referrals. 68% of those Referrals were opened as Cases (a face-to-face visit occurred.)
Indicators for Intervention

Mistreatment Categories

- Physical Abuse: 9%
- Sexual Abuse: 2%
- Self Abuse: 2%
- Exploitation - Other: 6%
- Financial Exploitation: 13%
- Neglect by other: 20%
- Self Neglect: 48%

Neglect, by self or by another, represents 68% of all reported mistreatment categories.

Indicators for Intervention

There are 59 mistreatment indicator options in the Assessment Summary screen in CAPS. Nine options, all from the neglect category, represent 55% of all options entered. They are:

- Under or Over Weight
- No Awareness of Money or Account
- Unpaid/Overdue Bills
- Frequent Falling
- Unkempt/Dirty Appearance
- Untreated Medical Conditions
- Medical Care Needed/Not Sought
- Meds Taken/Given Incorrectly
- Other Neglect

The remaining 45% of options entered include all remaining indicators in the categories of Sexual Abuse, Exploitation, Physical Abuse, and Neglect.
Based on data gathered from the “Services Not Available” field on the Casework Services screen, there is a great need for increased services statewide, particularly in these eight areas.

74% of the reported alleged perpetrators are related to the client.
Elder Abuse & Neglect in the Family (Part I): The Hidden Sorrow/An Overview
(24 minutes)
Excellent training tape as an introduction to elder abuse prevention and intervention using collaboration of community service agencies. Training guide available.

Elder Abuse & Neglect in the Family (Part II): Intervention Strategies
(26 minutes)
Continues documentation of effective intervention strategies using collaborative team efforts to address elder abuse and neglect within communities. Training guide available.

Elder & Dependent Adult Abuse (40 minutes)

Financial Exploitation of the Elderly (24 minutes)
Shows ways to identify the various forms of financial abuse of older adults . . . by sales people, service providers and by family members or "friends." Also suggests ways to prevent such exploitation.

Full Faith Credit – “What You Should Know” (15 minutes)
A video explaining the Violence Against Women Act of 1994, what it means and enforcement. Covers the definition and purpose of the act, what it covers, where it is enforceable and what victims should do. Three staged scenarios concerning a boyfriend, a former employee and a roommate illustrate enforcement. A good training film for the Police Department, other professionals dealing with Domestic Violence. Selective general public audience dealing with protective order issues would also benefit from viewing the video.

In Crime’s Wake (Elder Abuse section: 12 minutes-Total tape time: 49 minutes)
Sections include:
Section 1- “Making a Difference on Patrol”
Section 2 – “Domestic Violence: Escaping Abuse”
Section 3 – “Sexual Assault: Listening to Survivors,”
Section 4 – “Elder Abuse – Hidden from View,” (12 minutes)
Section 5 – “It Can Happen to Anyone.”

Let’s Stop The Hurting (20 minutes)
Four vignettes: approx. 4 minutes each
Training for first responders in addressing the unique needs of people with various disabling conditions. Training Guide available.

Look At Me (12 minutes)
Excellent introductory/r closing video for training law enforcement and other service providers. A sentimental plea for recognition/respect from an older male veteran. Also very effective for community service clubs/boards.

Patient to Plaintiff – Roles of Health and Justice Professionals in Family Violence Cases
American Medical Association (1994)
CONTACTS

To report abuse, please call the local county social services office:

For more information, please call Colorado Aging & Adult Services, Adult Protection:

303-866-2800 (voice, TTD)

Or Call The Colorado Coalition for Elder Rights & Adult Protection:

303-866-2849

OR

1-800-773-1366

OR visit our website at:

www.cdhs.state.co.us/oss/aas/adprot.htm

Protecting At-risk Adults

... Those adults most likely to be abused, neglected, and exploited.

Colorado Department of Human Services
people who help people
Who are adults at risk?

- Do not protect or self-neglect.
- Choice of lifestyle: by itself, it is not proof of self-neglect.
- Unwillingness of an at-risk adult to care for himself or herself.
- Self-neglect is the inability or unwillingness of an at-risk adult.

Al-risk adults may be abused:
- Physical abuse: hitting, slap, pinch, pushing, kicking, burning.
- Sexual abuse: is sexual activity continuing or restarting an adult.
- Financial exploitation: use of an at-risk adult's money for property or another's advantage.
- Elder abuse: care provided to an at-risk adult by a caregiver.

Al-risk adults may not be able to:
- Live with their health and safety.
- Live with their health and safety.

Al-risk adults may have problems:
- They may not recognize that they are maltreated.

Al-risk adults are people over 16 who are victims of abuse, neglected or disabled conditions or seniors with disabling conditions or serious other mistreatment.

What is abuse?

- Physical abuse. It is hitting, slap, pinch, pushing, kicking, burning.
- Sexual abuse. It is sexual activity continuing or restarting an adult.
- Financial exploitation. It is use of an at-risk adult's money, for property or another's advantage.
- Elder abuse. It is care provided to an at-risk adult by a caregiver.

When you call Social Services, ask for "Adult Protective Services Agency in the county where you live." When you call Social Services, contact the County Social Services or Human Services agency.

What happens when you report

- The adult lives. Ask for "Adult Protective Services Agency in the county where you live." When you call Social Services, contact the County Social Services or Human Services agency.

Reporting Abuse

- Physical abuse: hitting, slap, pinch, pushing, kicking, burning.
- Sexual abuse: is sexual activity continuing or restarting an adult.
- Financial exploitation: use of an at-risk adult's money, for property or another's advantage.
- Elder abuse: care provided to an at-risk adult by a caregiver.

Note: An at-risk adult has the right to refuse county agency services.

- Physical abuse: hitting, slap, pinch, pushing, kicking, burning.
- Sexual abuse: is sexual activity continuing or restarting an adult.
- Financial exploitation: use of an at-risk adult's money, for property or another's advantage.
- Elder abuse: care provided to an at-risk adult by a caregiver.