

The Elder Abuse Decision Support System: Development, Theory and Practice

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Website


- For more information on the Elder Abuse Decision Support System
- Please go to: www.eadss.org
- Click “Training and FAQ” for demos & tutorials on how the system works

Learning Objectives

- Attendees will learn the importance of measurement in elder abuse via use of a standardized, validated assessment.
- Attendees will become familiar with the use of the Elder Abuse Decision Support System in elder abuse investigations and assessments.
- Attendees will learn how the Elder Abuse Decision Support System can improve the outcomes of elder abuse investigations by standardizing procedures for investigations, increasing substantiation rates of abuse, identifying more types of abuse per case, facilitating reporting, and enhancing care planning.

In today's presentation, we will:

- Provide information on the development of the EADSS and the results of the field tests of various assessment components.
- Give a live demonstration of the system to illustrate how the EADSS works in home and community-based settings.
- Discuss goals for state-wide implementation in Illinois.
- Discuss how the EADSS might be replicated outside of Illinois.



Why is it Important to Improve Elder Abuse Reporting, Assessment and Intervention?

APS Face Budget Cuts Despite More Demand

In 2009 the National Adult Protective Services Association (2009) conducted a survey of state budgets.

- Over half of respondents reported APS budget cuts of 13.5%
- There have been deep cuts to support services
- Two-thirds said that abuse reports to APS have increased by 24%.

How to Respond? Need Standardized Approach to EA

- Recent GAO recommendations to the U.S. Senate all pertain to facilitating the development of a nationwide APS data collection system (U.S. GAO, 2011).
 - Wide variation in the % of cases reported that were investigated:
 - Only 20% of cases reported were investigated in Minnesota while 87% were investigated in Illinois.
 - There was also great variation in the percentage of cases reported that were substantiated:
 - West Virginia - 2.1%
 - Minnesota - 3%
 - Utah - 4.7%
- *In contrast:*
 - Texas - 57.1%
 - Illinois - 53%
 - California - 27.9%
- Standardization can address this high variability with high quality input of clients, collaterals and case workers, and can facilitate communication regionally and nationally.

Why Care about Measurement?

Measurement quality affects treatment delivery

- Standards vary:
 - lack of agreement on what constitutes abuse and neglect, e.g., for conviction and sentencing →
- Poor detection; poor screening more suffering
- Amount of time and other resources clinicians devote to assessment is of questionable quality
- Lack of ability to determine clients' treatment needs makes it difficult to target interventions appropriately
- Program delivery costs must be met, despite the lack of evaluation outcomes, i.e., accountability

Why Care about Measurement?

Measurement quality affects research:

- Standardization needed for reliable prevalence estimates
- Measurement enables examination of relationships among abuse types and quantities, and the characteristics of abusers and older adults

Program of Research

Project 1
(NIJ: '06-'08)

Conceptualize,
develop, and field-
test measures:
Financial
Exploitation &
Psychological
Abuse

Project 2
(NIJ: '09-'11)

End-user criteria
for decision
support system:
including
physical, sexual,
& neglect; short
screeners

Project 3
(NIJ: '12-'14)

Prototype
System:
EADSS

Field-test of
Web-based
EADSS

Project 1 Goals: Conceptualizing and Measuring Financial Exploitation and Psychological Abuse of Older Adults

1. Conceptualize financial exploitation (FE) and psychological abuse (PA) constructs and develop item banks that represent these constructs
2. Refine procedures for obtaining sensitive information concerning FE and PA in the community
3. Develop new items and refine existing items assessing FE and PA
4. Conduct a full-scale field test of FE and PA assessment measures under the auspices of Illinois Dept. on Aging

Phase 1 – Measure Development Methodology: Concept Mapping

“Concept mapping is a structured process, focused on a topic or construct of interest, involving input from multiple participants, that produces an interpretable pictorial view of their ideas and concepts and how these are interrelated. The process is participatory in that it is inherently a mixed methodology that integrates high-quality qualitative and quantitative techniques.”

Trochim, W. (1989). An introduction to concept mapping for planning and evaluation. *Evaluation and Program Planning*, 12(1), 1-16.

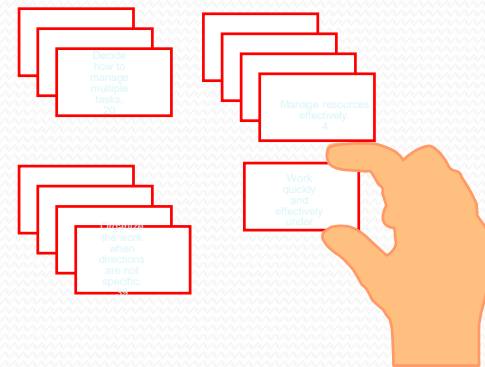
Brain-storming

- Two brain-storming groups
 - Local Experts (N=10) – University of Illinois, School of Public Health
 - National Experts (N=7) – “GoToMeeting”
- Developed 159 items
- Reduced to final list of 79 items

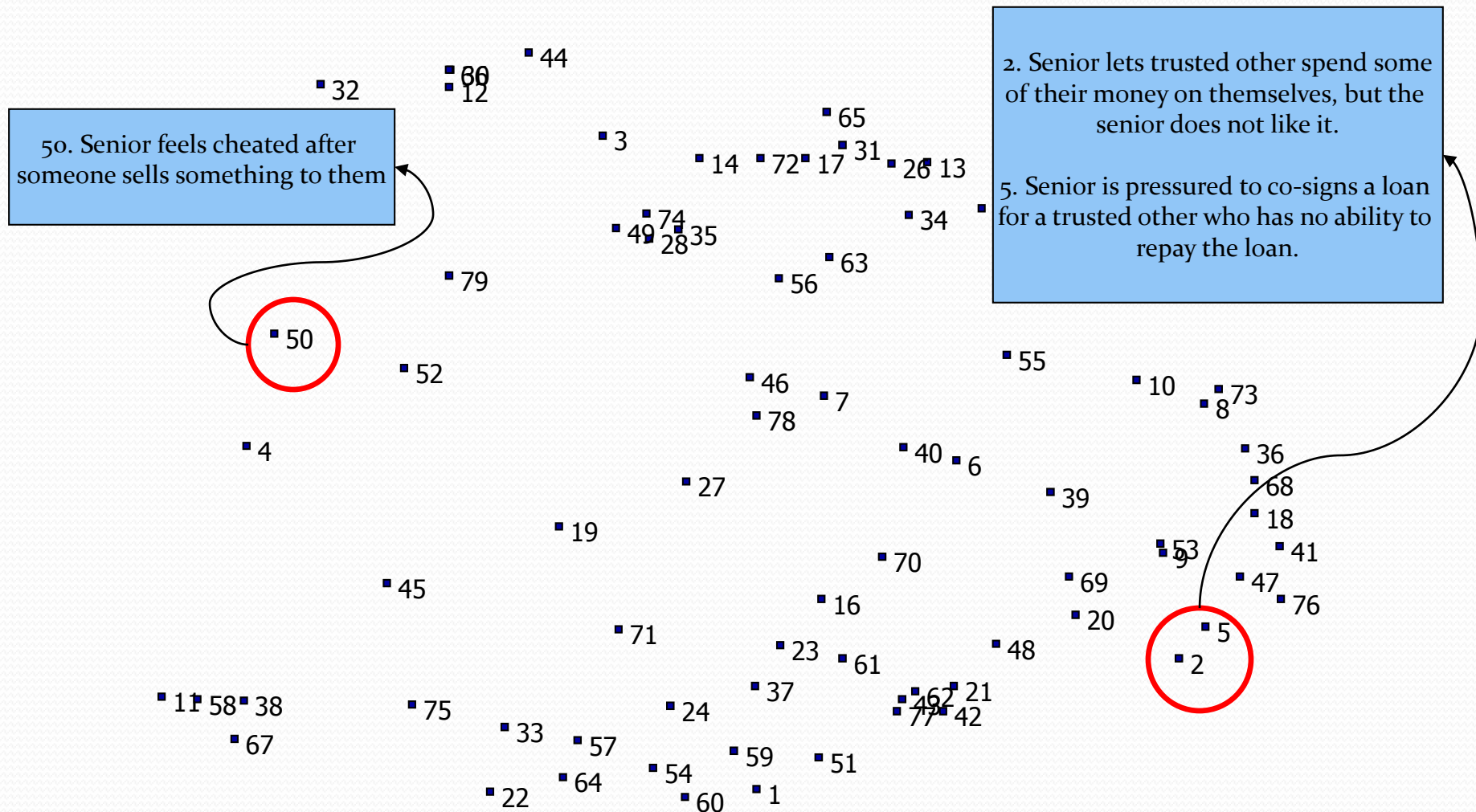
Sort and Rate Items

Sort Guidelines

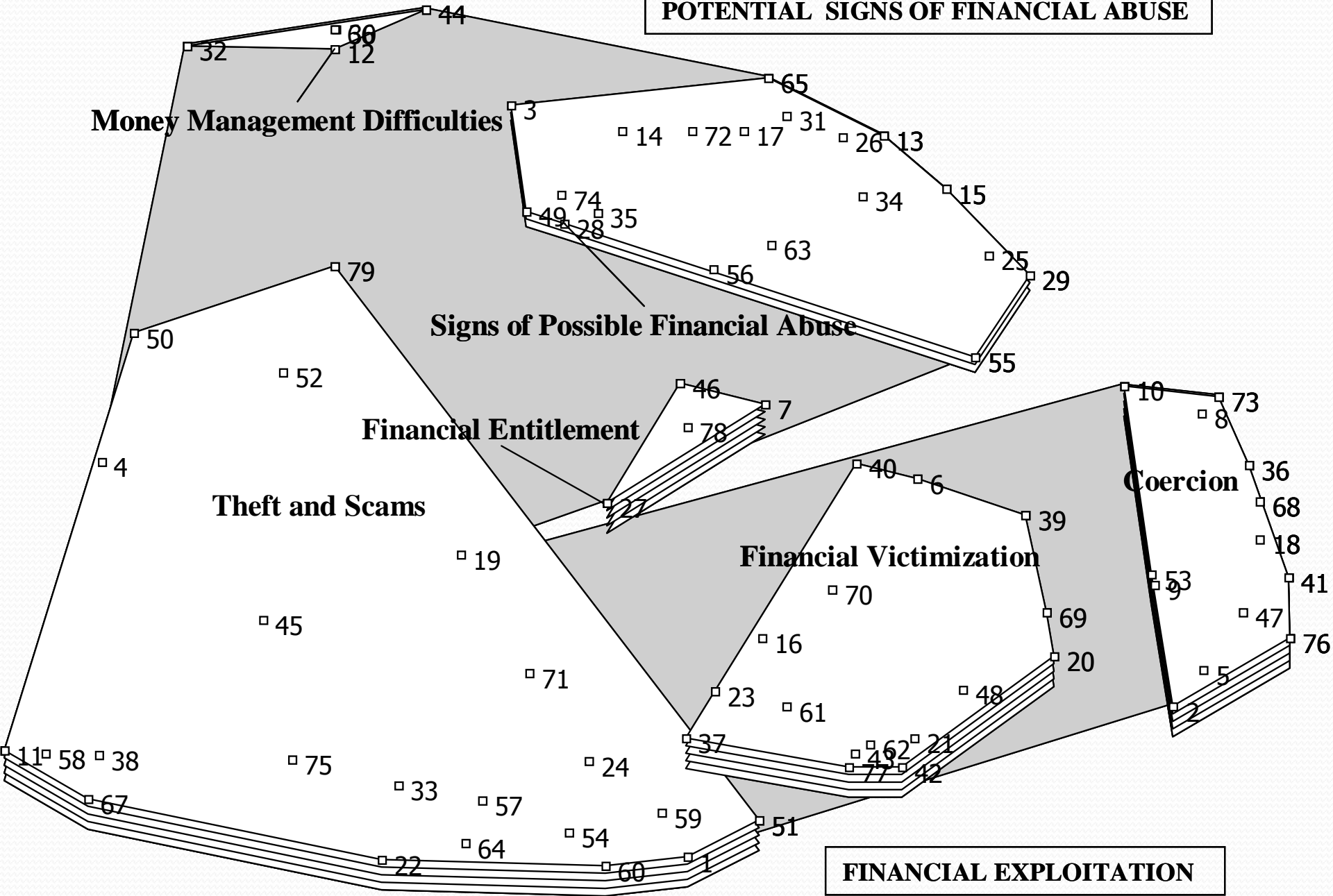
- Sort items into groups based on similarity
- More than 1 item in a group
- More than 1 group
- Name the groups



Point Map: Conceptually different items are further apart



POTENTIAL SIGNS OF FINANCIAL ABUSE



Phase 2 - Focus Groups to Establish Face Validity and Ease of Use

- Used mixed focus group technique:
 - open-ended discussion regarding EA
 - review of the FE and PA measures
- Reviewed items, eliminated redundancies and irrelevant questions, revised wording, tested response categories
- Elicited EA investigation process from different perspectives
 - Professionals & elder abuse investigators, senior services organization staff, Cook County Public Guardian's Office, Illinois State's Attorney's Office
 - Bankers
 - Consumers

Cognitive Interviews

Purpose: Test Interpretation of Questions and Responses

- Examined how respondents understand the items and the response scale.
- Used a “think-aloud” methodology

Respondents:

- 2 males, 2 females
- 1 African-American, 3 Caucasian
- All victims of FE and/or PA



Measures Developed

Questionnaires created for staff and consumers

Used responses from professionals and consumers

- 37 psychological abuse items
- 83 financial exploitation items

Sample Financial Exploitation Items

In the past 12 months:	<u>Yes</u>	<u>No</u>	<u>Suspect</u>
6. Has _____ used your money on themselves instead of for you?	1	2	3
7. Has _____ bought things for you but not given you back your change?	1	2	3
8. Has _____ borrowed money and not paid it back?	1	2	3
9. Has _____ said they were buying something for you, but it was really for their own use?	1	2	3
10. Has _____ taken your prized belongings (e.g., jewelry) without permission?	1	2	3
11. Has anyone switched some of your expensive items for cheaper ones?	1	2	3

Full Scale Field Test

- Recruited 7 elder abuse provider agencies in the Chicago area for full scale field test
- Trained elder abuse investigators to use FE and PA measures
- Data collection completed Nov. 18, 2008
- 227 completed cases with client, staff and IDoA forms
- Rasch analysis of results placed items on rulers of severity based on input from clients and staff.

Staff Sample Characteristics

(N=22)	Percent	Number
Years of Experience, Mean (sd) 5.46 (5.68)		
Gender		
Male	13.86	3
Female	86.36	19
Race		
African American	27.27	6
Caucasian	59.09	13
Hispanic	9.09	1
Mixed/other	4.55	2

^a Numbers may not add up to 100% due to missing values

Client Sample		
Age Mean (sd): 78.33 (9.95)	Percent	Number (N=227)
Gender		
Female	70.4	
Race		
American Indian	.5	1
Asian/Pacific Islander	.5	1
African American	61.3	133
Caucasian	35.5	77
Mixed/Other	1.8	4
Refused	.5	1
Hispanic		
Yes	7.1	14

Map of Rasch Measurement Person and Item Hierarchies for FE

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Significance

- The result was a theoretical hierarchy of financial exploitation composed of items that may be used to obtain client self-reports.
- Construct validity was established by the resulting hierarchy of items by severity and by correlation analyses.

Significance

- Measurement is a key to opening the field for scientific study. It is by using the items and the hierarchy developed in this study that behaviors can be located on rulers of severity.
- This measurement model may help to better estimate prevalence and enable more precise screening for triage into appropriate interventions.

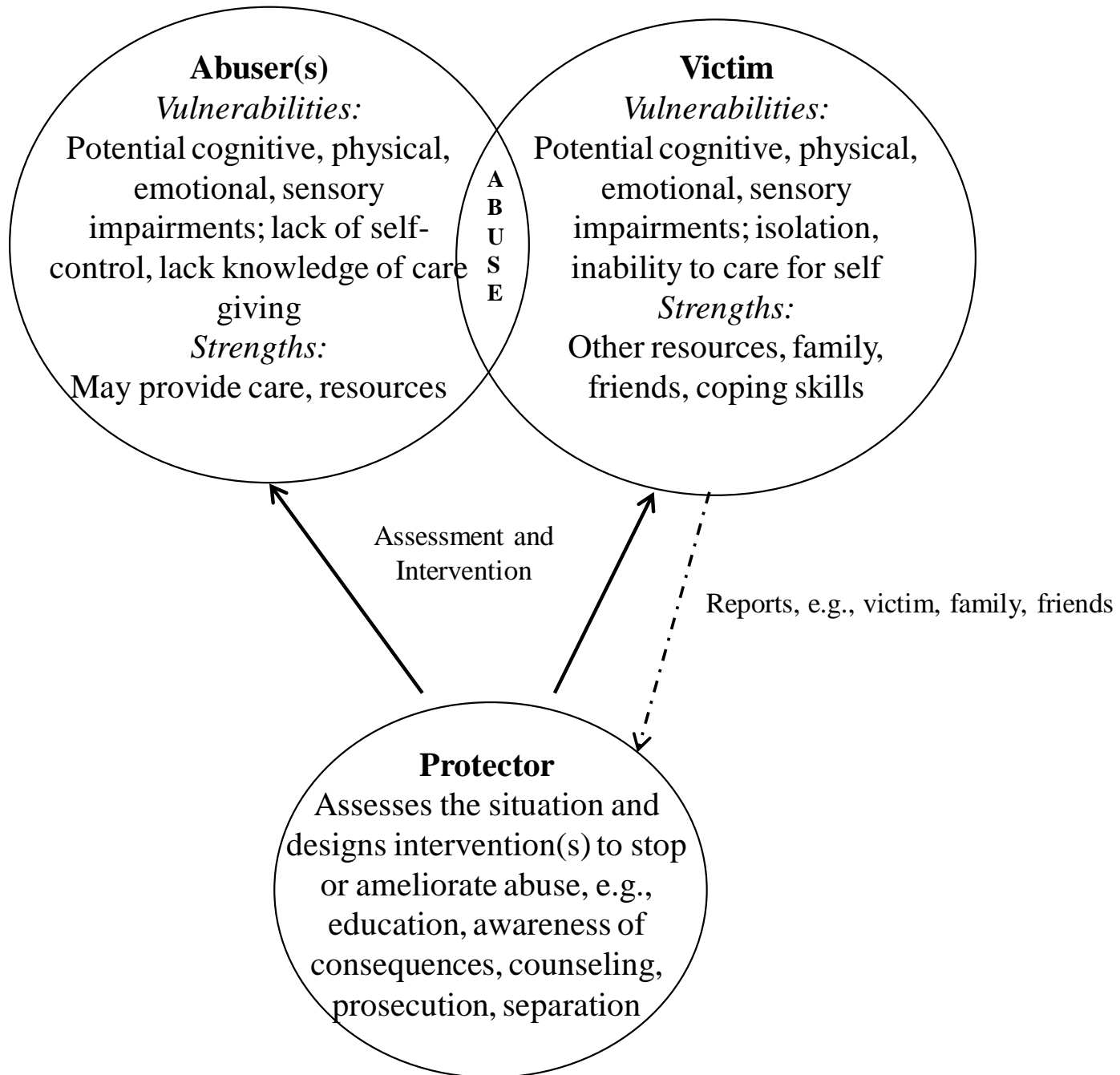
Project 2: Developing an Elder Abuse Decision Support System

Goal: Devise a computer-based decision support system to facilitate assessment of alleged abuse allegations, standardize substantiation decision-making, and link care planning to case specifics

National Institute of Justice Grant #2009-IJ-CX-0202

Development of the Older Adult Mistreatment Assessment (OAMA)

- Retained the PA and FE from previous project
- Added items for: neglect, physical abuse, sexual abuse
- Conducted cross-walk of OAMA and current IDoA indicators
- Created additional components of the EADSS
 - Intake
 - Short Screener
 - Client Information Form
 - Alleged Abuser Information Form & Interview Guide



SHORT SCREENER FOR FE

C4. FINANCIAL EXPLOITATION

Financial exploitation means getting or misusing a person's money or property by stealing, conning, or tricking them.

"Do you think that the older person is being financially exploited?"

☐ **Yes** (*Ask the following questions:*) ☐ **No** (*SKIP to Section C5.*)

1. Even with adequate income, does the older adult have **unpaid rent/utilities bills, utilities cut off, unmet basic needs, or an eviction/foreclosure notice**?
☐ Yes (II) ☐ No ☐ Don't Know
2. Has **someone borrowed or taken money** from the older adult and not paid it back, lied about spending the older adult's money, or refused to give an accounting of how the money was spent?
☐ Yes (III) ☐ No ☐ Don't Know
3. Are there **suspicious financial dealings**, such as commingling of funds, ATM/credit card misuse (mixing AA & AV funds in same account), questionable changes in financial arrangements (account access, direct deposit; quit claim deeds, titles, mortgages; retirement or investment accounts; power of attorney, payeeship)?
☐ Yes (III) ☐ No ☐ Don't Know
4. Has the older adult been **coerced or manipulated to sign** financial or legal documents against their will, without their understanding, or is **forgery** suspected?
☐ Yes (III) ☐ No ☐ Don't Know
5. Has someone **obtained** money, property, or financial resources from the older adult through theft, overcharging for goods/services, coercion, manipulation, cheating, or force?
☐ Yes (III) ☐ No ☐ Don't Know

OTHER FINANCIAL EXPLOITATION NOT COVERED ABOVE

IF THE ANSWER IS "NO" OR "DON'T KNOW" TO QUESTIONS 1-5, PLEASE ASK:
"Is there any other suspicion or evidence that could lead you to believe that there is financial exploitation present?"

Interview with Alleged Abuser

OAMA Alleged Abuser Interview

The purpose of the AA Interview is to engage with the alleged abuser(s) to help to understand their strengths, as well as factors that may contribute to the alleged abuse. This information should be especially helpful when devising a care plan.

Alleged abuser (AA) should be interviewed alone while avoiding confrontation in the information gathering phase.

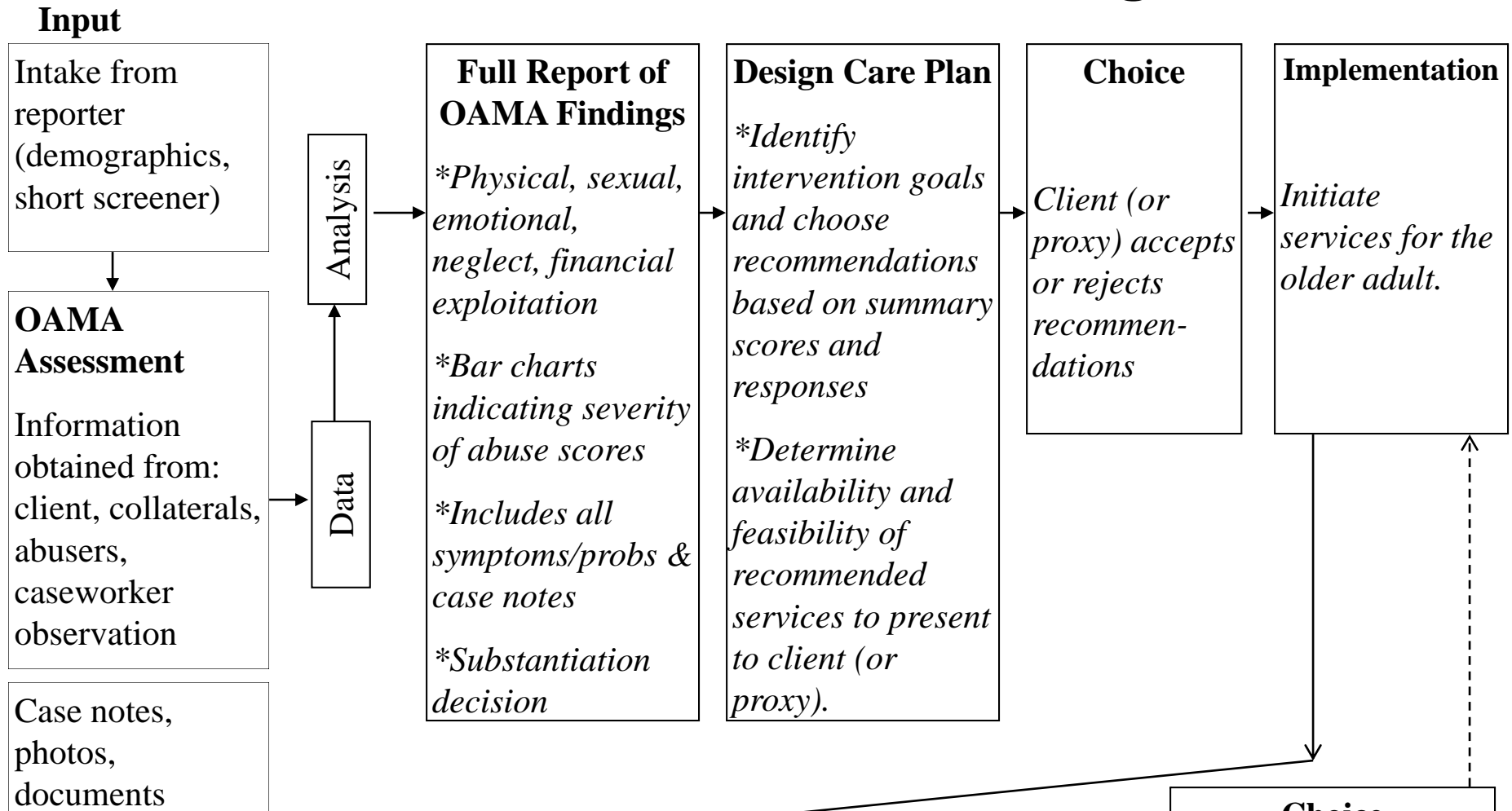
Directions: Read the following text.		Yes (1)	No (0)	NA/DK or Refused()
“As you know there has been an allegation of abuse. I know that there are two sides to every story, so I would like to understand your point of view. So may I ask you some questions about yourself and your relationship with _____.”				
AQ1.	Do you provide financial support for _____?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AQ2.	Do _____ provide any personal care for _____?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AQ3.	Do you do things that show you care for _____?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AQ4.	Do you support and/or provide assistance to _____ to help him/her maintain social/family relationships and activities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AQ5.	Have you had any major life events in the past 12 months (for example, death of a person, job loss, divorce, arrests, major illness)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AQ6.	Do you feel that _____ sometimes expects too much from you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AQ7.	Do you ever feel that you're being asked to do more than you can possibly do to care for _____?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AQ8.	Do you feel that _____ criticizes you unfairly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AQ9.	Do you feel that siblings or other family members criticize or attack you because you are _____'s caregiver or POA?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AQ10.	Has _____ ever been abusive to you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AQ11.	Do you feel that _____ is to blame for many of the bad things that happen?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AQ12.	Do you ever feel resentful of things _____ has done?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AQ13.	Do you feel that _____ is overly sensitive when you try to correct his/her behavior?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AQ14.	Do you ever feel resentful of having to take care of _____?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AQ15.	Do you usually feel annoyed with _____?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AQ16.	Are you fed up with taking care of _____?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AQ17.	Do you criticize _____ a lot?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AQ18.	Are you often angry with _____?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AQ19.	Do you often feel bad about things you have said or done to _____?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AQ20.	Do you ever feel like just leaving _____?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AQ21.	Do you feel you have a right to _____'s money and other resources?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AQ22.	Have you ever felt like physically hurting _____?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Feedback and Refinement of OAMA

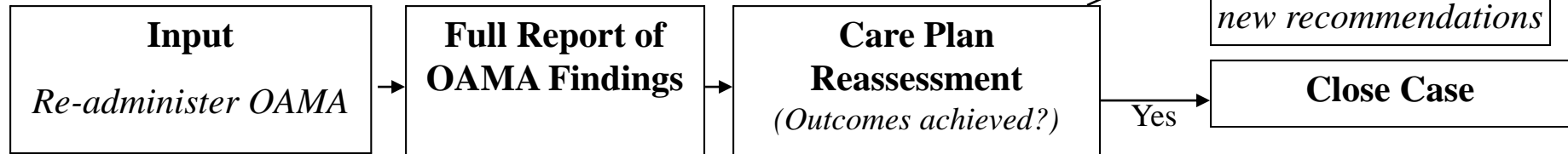
- Iterative feedback & input from leadership and practitioners on OAMA
 - Multiple meetings with Illinois Department on Aging Elder Rights program Director, managers
 - Focus groups and interviews with Elder Abuse investigators and supervisors
- Conducted “environmental scan” of available infrastructure resources
- Met with Chestnut Health Systems personnel regarding design and technical requirements for the Decision Support System Generator.

Initial Decision Process

Decision-Making Model



Iterative Decision Process (Every 90 Days, up to one year)



Logic models of a typical information system and a computerized decision support system

A. Typical Elder Abuse Computerized Information System

Police, medical etc. call APS re: suspected abuse on 1-800 number.

APS worker observes case and completes paperwork by hand.

Some data are entered into a computerized data base, i.e., prone to error.

Data are sent to state data base—no psychometrics, only items, no summary scores.

B. Some Potential Characteristics of an Elder Abuse Computerized Decision Support System

Police, medical, etc. use short OAMA screeners to assess suspected abuse before calling APS.

APS workers use computerized OAMA measures & can interview persons in various e-formats, including CAT—real-time data entry and scoring.

Data entry already done, giving staff & client measures of key constructs; system generates a written report from OAMA that staff can edit & send.

State receives standardized assessment that includes APS qual. & quant. reports and client input w/ validated measures.

Results


- The EADSS will lead to definitions, decision rules, laws, and policies that inform and support workers' decisions and client autonomy.
- EADSS can improve the convenience, efficiency and quality of ANE assessments.
 - more accurate prevalence estimates and substantiation
 - more cost-effective elder abuse screening, detection, substantiation
 - better care planning/intervention processes
- EADSS reports will provide systematic and detailed information leading to improved processes for resource allocation, ANE treatment, adjudication, and policy.
- The EADSS model may prove applicable to other areas of criminal justice by providing a standardized assessment technology that generates reports for effective and efficient decision making.

2012-2014: Demonstration Project

- Determine the efficacy of the Elder Abuse Decision Support System (EADSS) for improving individual assessment, reporting, intervention and end-user utility as compared to standard protocols with Illinois serving as a test bed
- Estimate the psychometric properties of EADSS measures of abuse, neglect and exploitation (ANE)

Research Design

- Six elder abuse service providers in Illinois have been selected to field test EADSS, in a rolling administration of the new system (December-May 2013).
- Standard ANE procedures prior to EADSS implementation will be assessed as a comparison.
- Evaluation will include:
 - User Satisfaction Survey
 - Focus Groups with Users
 - Interviews with Supervisors
 - Pre/Post test comparisons examining types and numbers of abuse identified and substantiation rates

- 
- The Elder Abuse Decision Support System (EADSS) is a web-based integrated system designed to improve efficiency and quality-of-practice in addressing elder abuse.
 - It uses web-based standardized screening at Intake, standardized and validated self-report assessment measures, produces immediate reports with integrated recommendations for care planning based on specific indicators of abuse.
 - Includes an interview-based assessment for use with abusers and an abuser information form completed by alleged victims or collaterals.
 - Can be administered using multiple platforms, including tablet PCs & Desktop computers. The assessments are also available for pencil and paper administration.

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