Mobile Apps for the Community and Law Enforcement to Assist Vulnerable Adults

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Two Independent Apps

- Georgia – Abuse, Neglect, & Exploitation (GANE)
- Georgia Telephone Support for Seniors (GATSS)
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GANE App

- Developed through a federal grant and collaboration between the Georgia Dept. of Human Services / DAS, the Georgia Chapter of the Alzheimer’s Association, and the Georgia Bureau of Investigations

- To make sure that signs of abuse, neglect, and exploitation are not missed which can result in costly, even life threatening consequences

- Puts vital information in the hands Law Enforcement, Social Services Agencies and citizens
Georgia Abuse Neglect & Exploitation

- Law enforcement and Adult Protective Services frequently encounter situations where someone appears to have been abused, neglected, or exploited
- OR, persons with diminished cognitive capacity appear to be wandering and/or lost
- Situations often occur in the middle of the night
- Placements are limited
Georgia Abuse Neglect & Exploitation

- When a vulnerable adult is deemed to be unsafe
  - E.g. Removed from an unlicensed personal care home, abandoned, lost, or caregiver is arrested or hospitalized
- Law enforcement and professionals need quick access to information, screening tools, and resources
- GANE App has special features only available to law enforcement, social services & regulatory agencies
  - Suggests options available to place adults temporarily to ensure their safety
The GANE App empowers Law Enforcement and Adult Protective Services with easily-accessible tools to help identify and assist at-risk adults.

- Social services, regulatory, and other agency contact information
- Direct contact to Adult Protective Services (APS)
- List of relevant ANE laws
- Emergency placement and temporary respite options
- Safe Return and Mattie’s Call
- Cognitive, financial, abuse, neglect, and exploitation screens.
  - Which questions to ask
  - When to make a referral
  - Who to call
- Ability for the Division of Aging Services to send push notifications
GANE Home Page

- Tapping “Activation” (upper right corner) and typing the activation code will allow the user to have access to special features only available to Law Enforcement and APS
  - Mattie’s Call
  - Direct contact to APS
  - Temporary Emergency Respite Placement
“Reporting Agencies”

- This tab contains a list of social service & regulatory agencies to report:
  - Suspected abuse, neglect, and exploitation of an vulnerable adult.
  - Fraud
  - Nursing Home Complaints, etc.
“Resource Agencies”

- Agencies listed on this tab provide a variety of services to vulnerable adults.
- Touching the agency name opens a new page that describes the agency and provides contact information.
“Laws”

- Provides a list of crimes specifically related to older adults and adults with disabilities
- Identifies crimes with enhanced penalties.
- Tackles issues like joint Bank Account Ownership
- Warrants and Venue

Touching on specific laws will open a copy of the Official Code of Georgia § code section
“Placement”

- The **Care Facilities** button opens to a site containing a list of licensed personal care homes and nursing facilities.
  - Useful for APS staff, social services providers and families in search of placement

- The **TERF** button provides the criteria for emergency placement.
  - Tab visible only to those with code access
Mattie’s Call is an emergency alert for missing disabled adults. Georgia Law defines disabled adults as individuals who are developmentally impaired or who suffer from dementia or some other cognitive impairment.

The Alzheimer’s Association has created the Safe Return Program to assist in the safe and timely return of individuals with Alzheimer’s disease and related dementia who wander and become lost. If a citizen or emergency personnel finds the person, they can call Safe Return. Safe Return will notify the listed contacts, making sure the person is returned home.

- OR -

Are you attempting to call Safe Return?

Yes

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“Report Missing Adult”

- This tab allows Law Enforcement to connect with Mattie’s Call which initiate an emergency missing person alert for elders or adults with disabilities

- Or, to the Safe Return Program which helps to return those individuals registered through the Alzheimer's Association back to their homes.
“Screenings”

- Each subtab under the “Screening” tab opens to screening forms.

- The GANE App processes the answers and makes a determination as to whether or not the case should be referred to an appropriate state agency.
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- Fact: People want to remain in their home, and living independently costs less.
- There are many products that support aging in place, but none are as simple, effective, and inexpensive as EyeOn App.
- There are no silver bullets, but a combination of tools can be used to provide security and peace of mind.
- The question becomes – why wouldn’t a simple, effective, and inexpensive tool be a part of the overall solution?
Traditional Products...

- Are costly ($15-30/month)
- Require long-term contracts
- May work well, but not if the subscriber...
  - Doesn’t have / can’t find the button
  - Isn’t able to press the button
  - Isn’t willing to press the button
- Are reactive solutions
A Simple Solution
EyeOn App

- Up to three “Caregivers” can be entered into the app
  - Caregivers can be formal caregivers, friends, neighbors, or even long-distance family
- System accepts both mobile numbers and email addresses
- User gets checked on according to his or her own schedule.
  - When they want and expect it!
- After set-up, text messages and/or emails will be sent to Caregivers when the user does NOT respond to a check-in.
Benefits to the State

- Keeps existing clients living independently
- Prevents hospitals from incorrectly discharging to a nursing home
  - Saves $23,000 per year per incident
- Provides Case Managers a way to identify problems quickly, for a broader client base
- Prevents the healthier population from needing the State’s services
- Enables friends/family to respond faster
- Provides a low-cost and zero-resource service to waitlisted clients
- Collects user and Caregiver details
- Sends push notification: “Tips and Tricks”
What about folks without a Smartphone?

EyeOn could be expanded to Message & Touchtone response

- Receive an “Are you ok?” text message or recorded call
- User can respond via text message or touchtone
- Caregivers get emails/text messages if user does not respond
"I feel like my family is thinking of me every time the app checks in on me; what a re-assurance to know they will be notified if I can’t respond."

- User CiCi
How else is Georgia using technology to assist residents?

- **Child Fatality Review App**
  - Helps Law Enforcement identify and assist potential victims of child abuse, as well as provides steps for first responders to a child fatality.

- **Military Consumer App**
  - Directed at Military personnel to help them make better decisions on large purchases, loans, and avoiding scams.