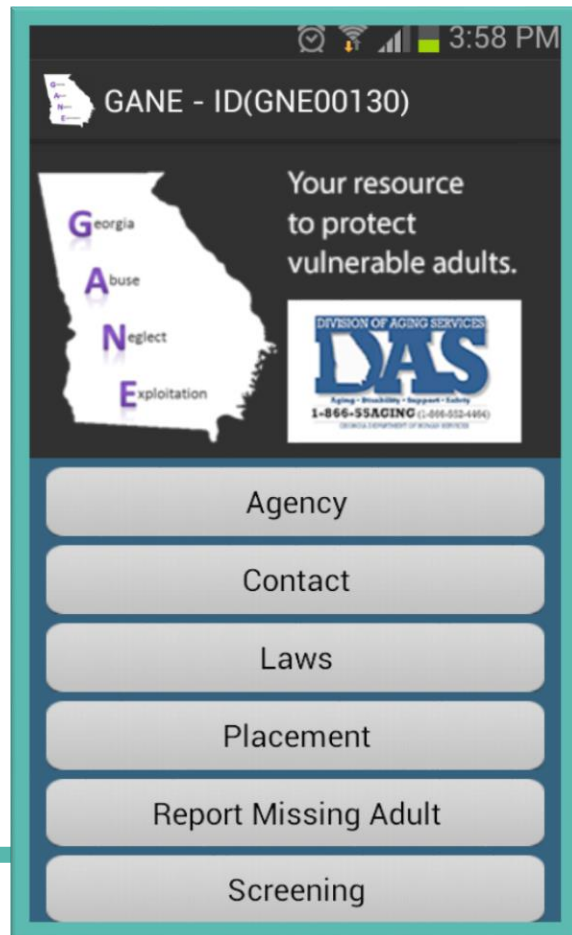# Mobile Apps for the Community and Law Enforcement to Assist Vulnerable Adults

Sharee Rines, GA Adult Protective Services

David Cardell, EyeOn App LLC
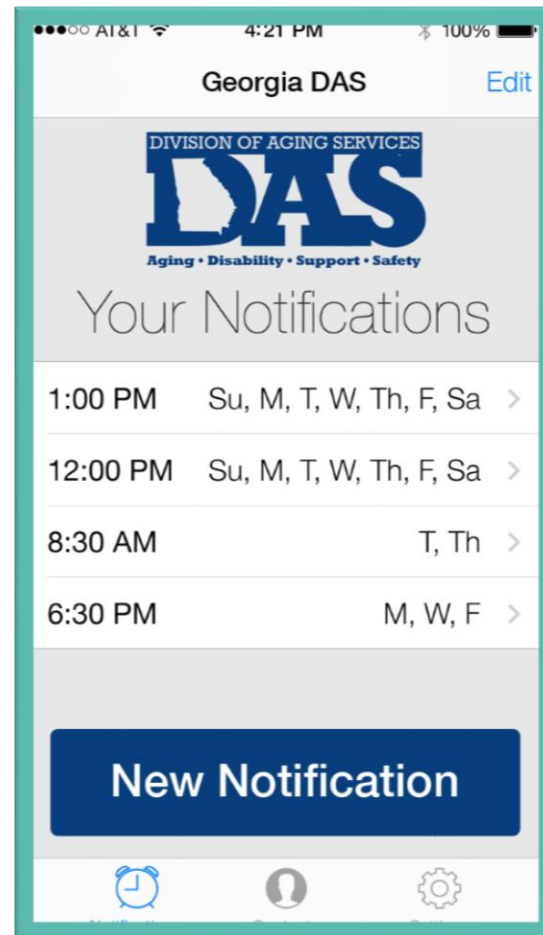
Two Independent Apps

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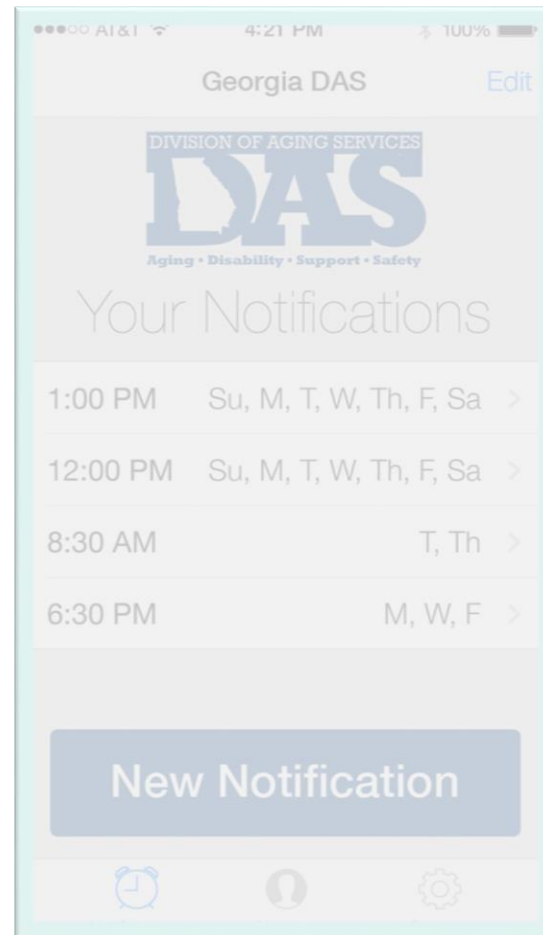- Georgia Telephone Support for Seniors (GATSS)
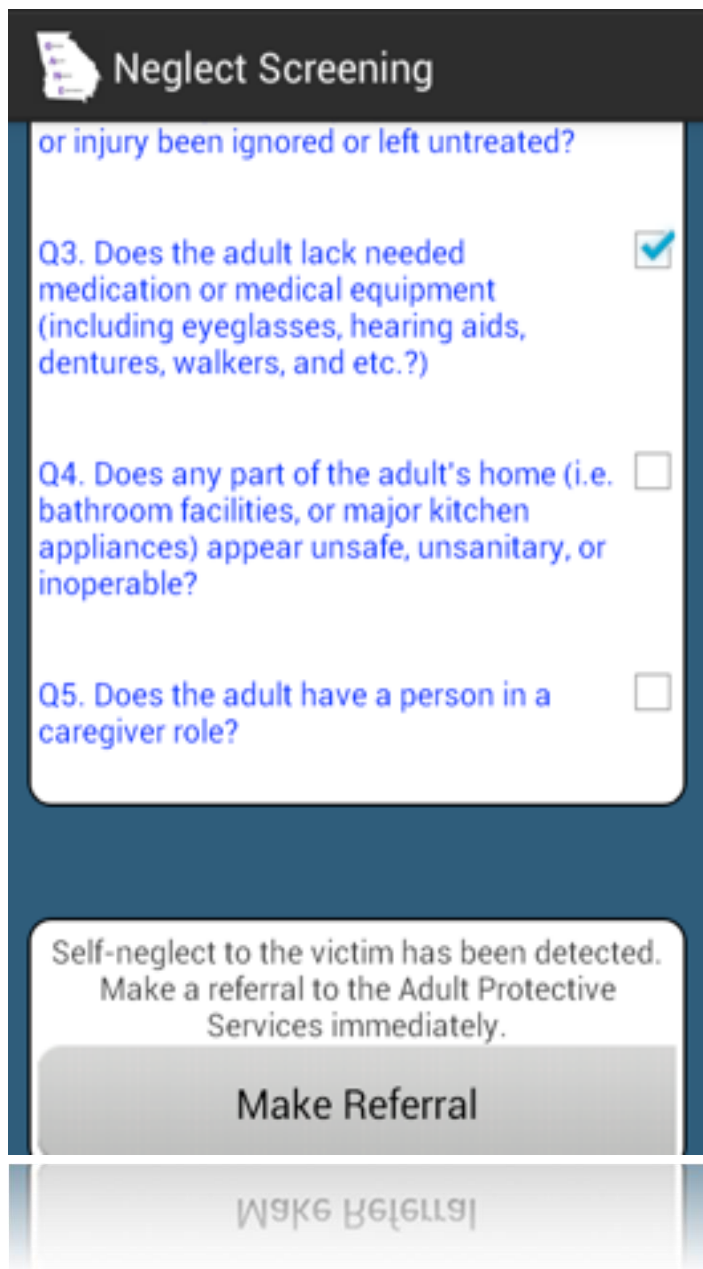
GATSS

GANE

Two Independent Apps

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

GANE

GATSS

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

GANE

3:58 PM

GANE - ID(GNE00130)

Your resource to protect vulnerable adults.

Georgia Abuse Neglect Exploitation

DAS DIVISION OF AGING SERVICES
Aging - Disability - Support - Safety
1-866-55AGING (1-866-552-4464)

| Agency |
| Contact |
| Laws |
| Placement |
| Report Missing Adult |
| Screening |

Georgia Abuse Neglect & Exploitation

GANE
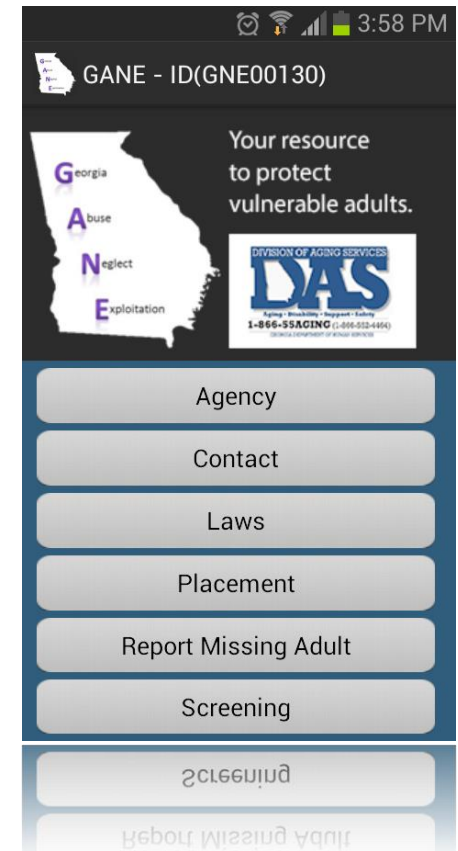
- When a vulnerable adult is deemed to be unsafe
  - E.g. Removed from an unlicensed personal care home, abandoned, lost, or caregiver is arrested or hospitalized
- Law enforcement and professionals need quick access to information, screening tools, and resources
- GANE App has special features only available to law enforcement, social services & regulatory agencies
  - Suggests options available to place adults temporarily to ensure their safety
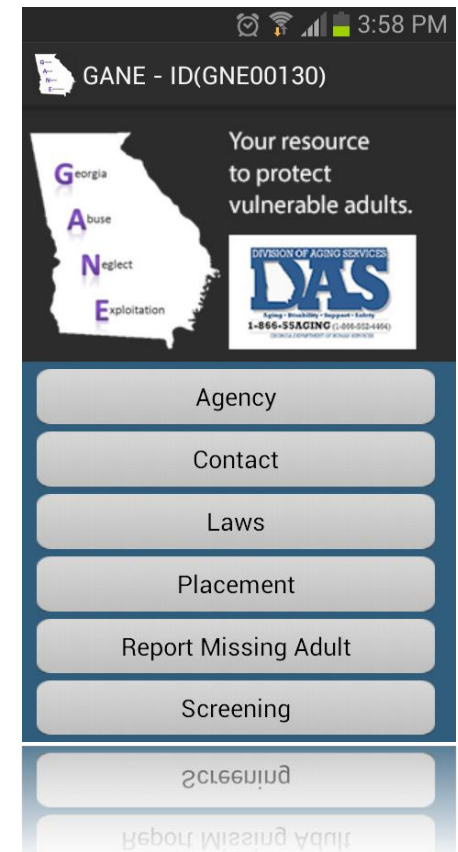
Tools

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
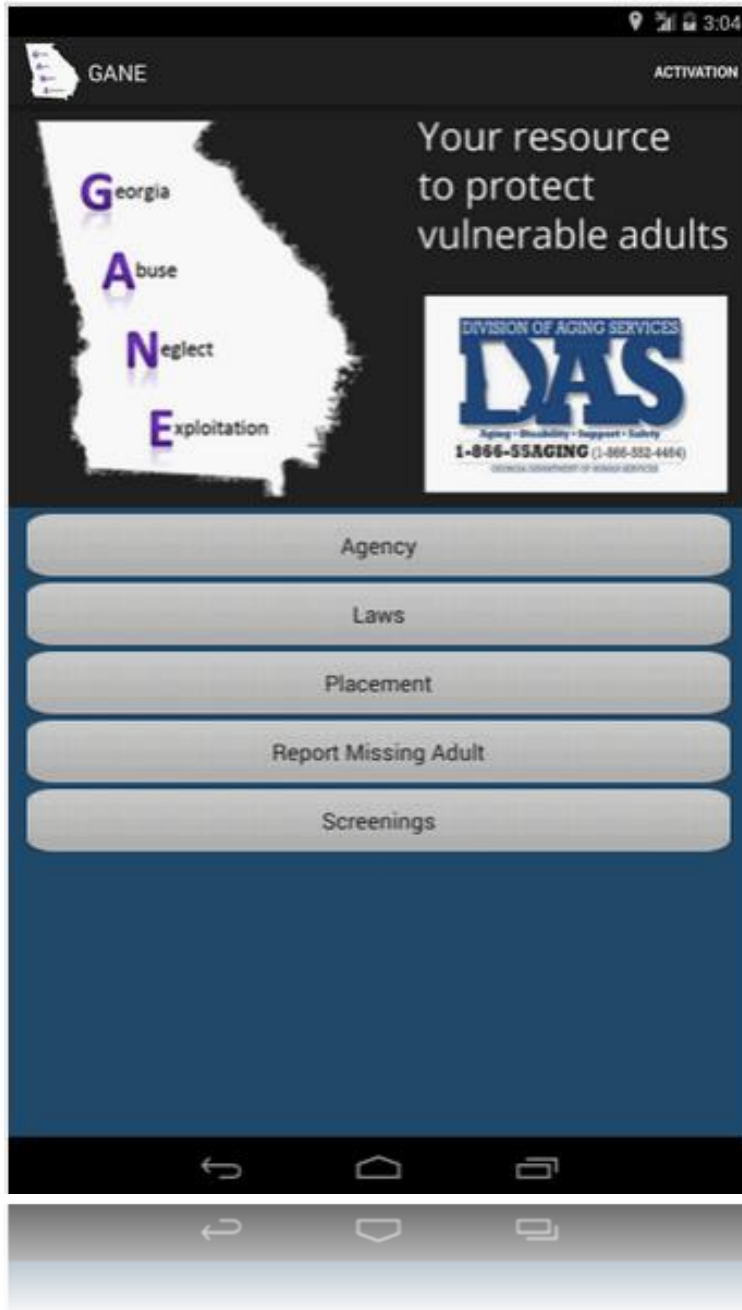
GANE Home Page

- 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
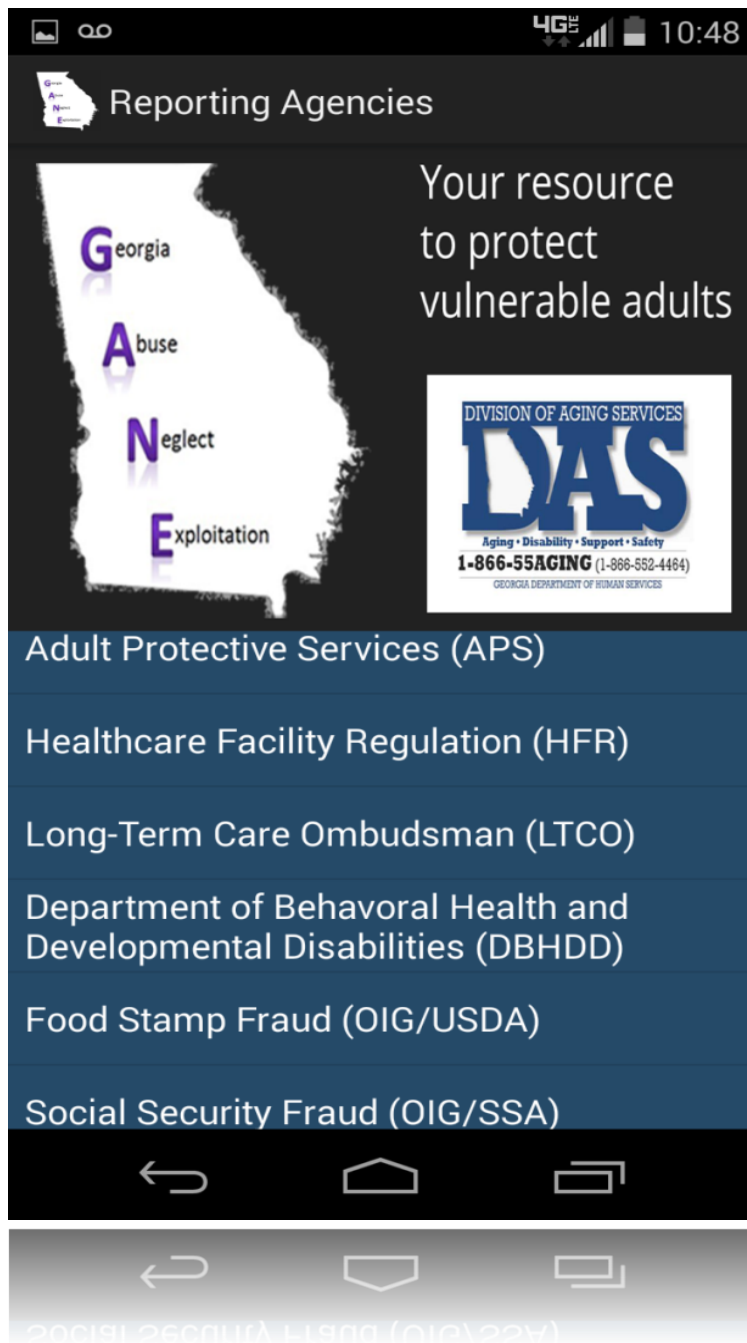
"Reporting Agencies"

- 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.
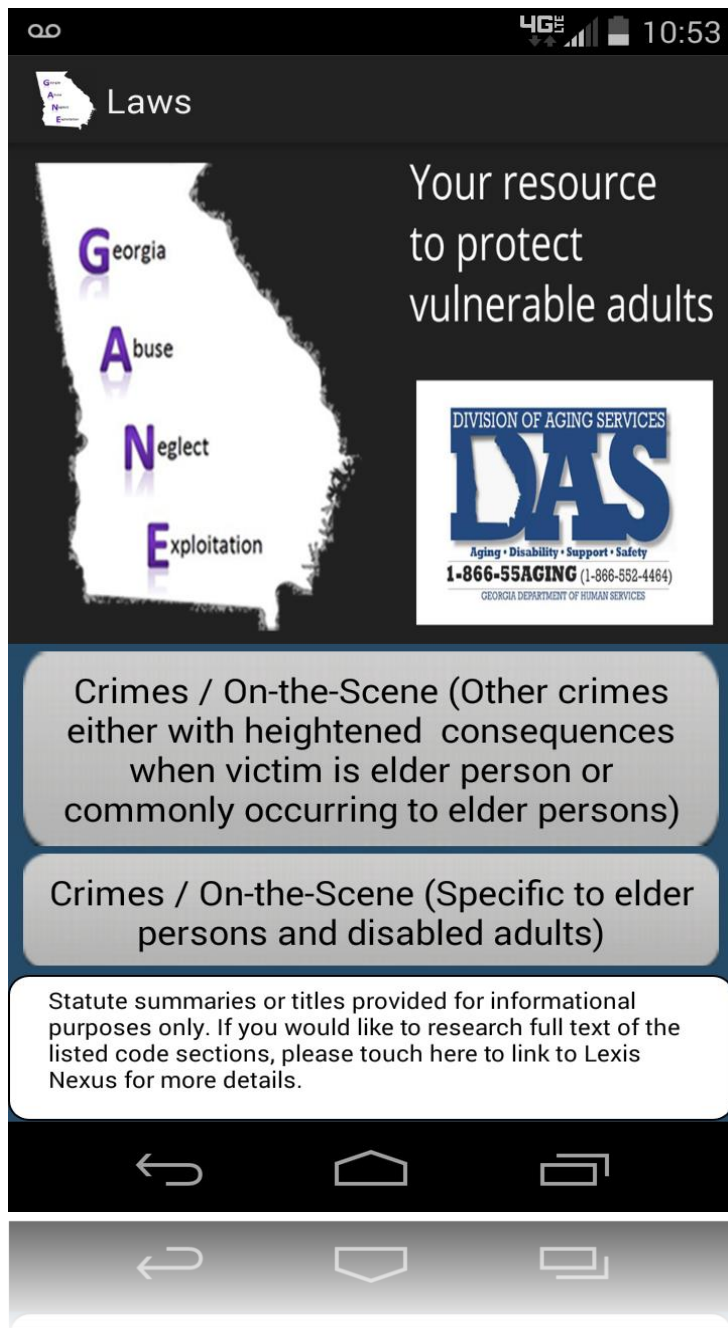
"Laws"

- 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

"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.
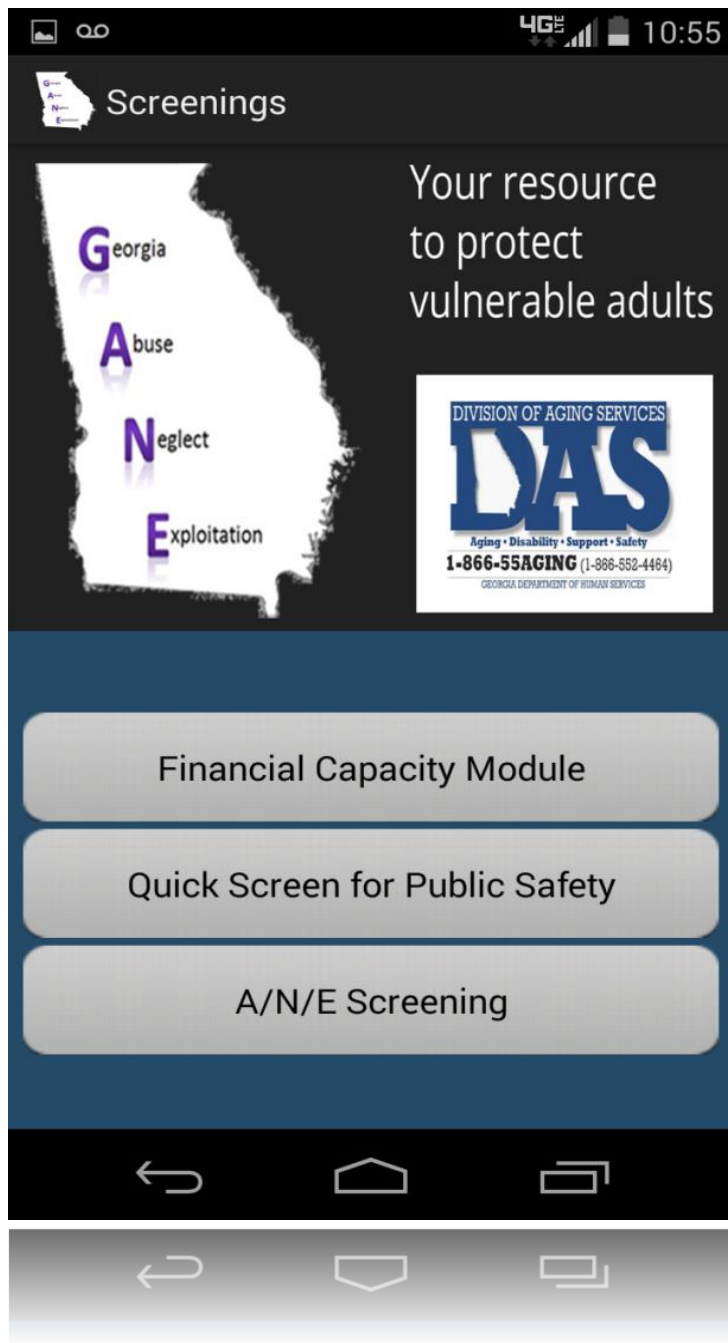
"Screenings"

- 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.

Two Independent Apps

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- **Georgia Telephone Support for Seniors (GATSS)**

GATSS

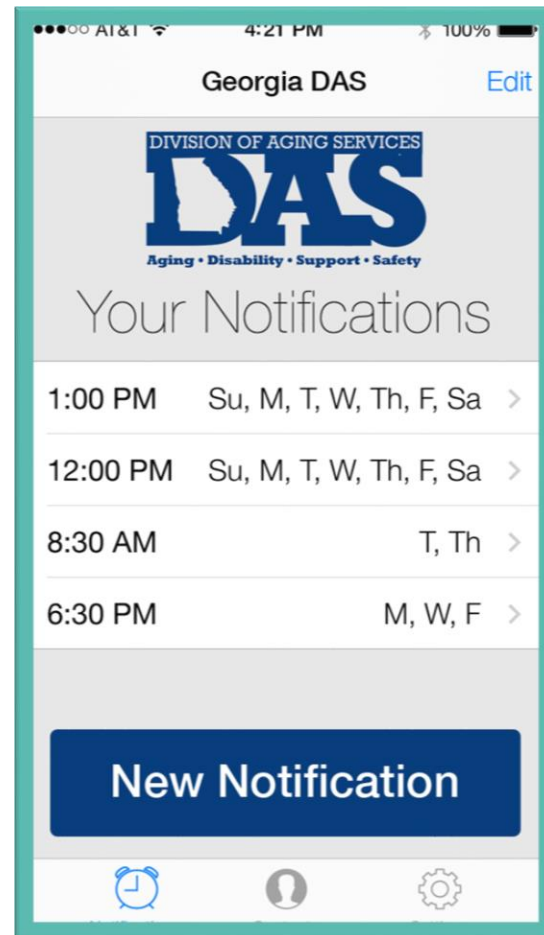GANE

GATSS

Georgia Telephone Support for Seniors (GATSS)

- 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 that overall solution?

help!
I've fallen
and I can't get up!®
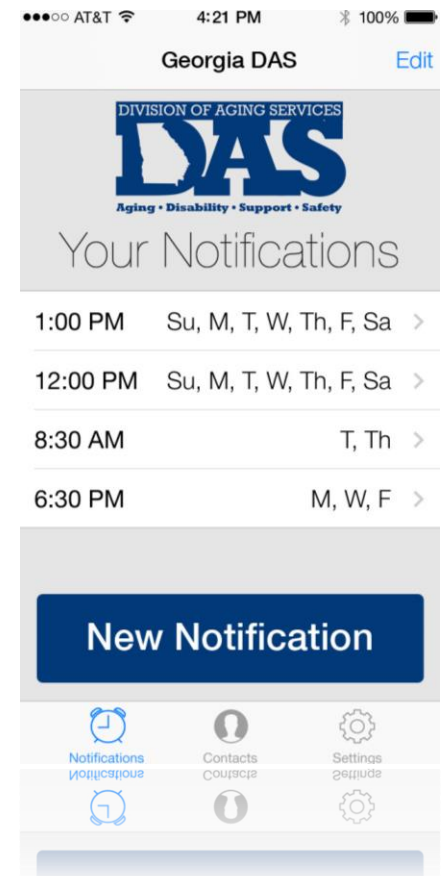
Traditional Products…

- 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
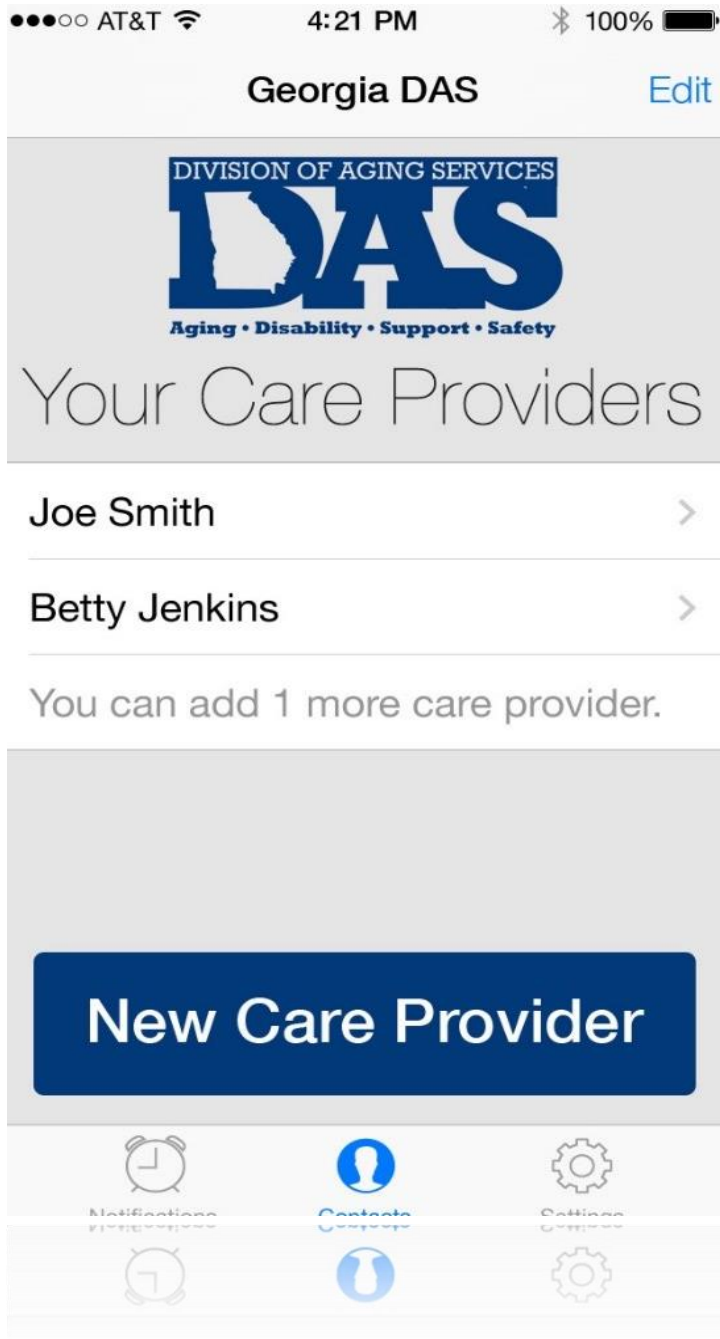   - Isn't able to press the button
    - Isn't willing to press the button

- Are **reactive** solutions

DIVISION OF AGING SERVICES
DAS
Aging · Disability · Support · Safety
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GEORGIA DEPARTMENT OF HUMAN SERVICES

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 discharing 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

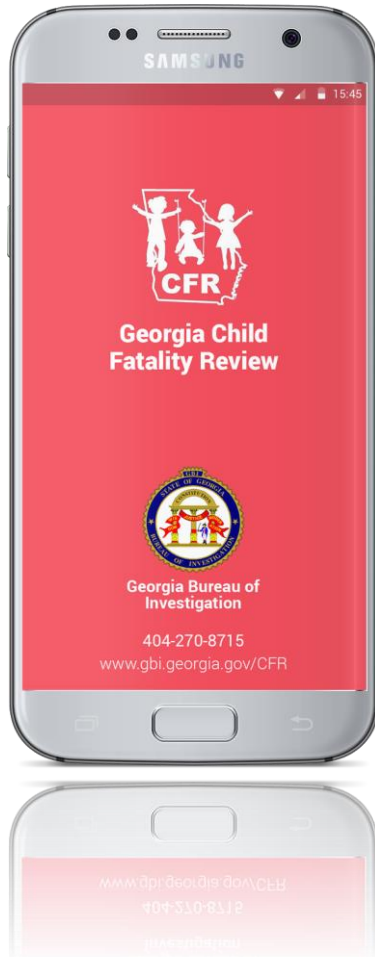- Caregivers get emails/text messages if user does not respond

"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.