

# Capturing Adult Protective Services (APS) Outcomes: The Identification, Services, and Outcomes (ISO) Matrix

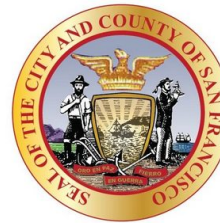
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# Acknowledgement

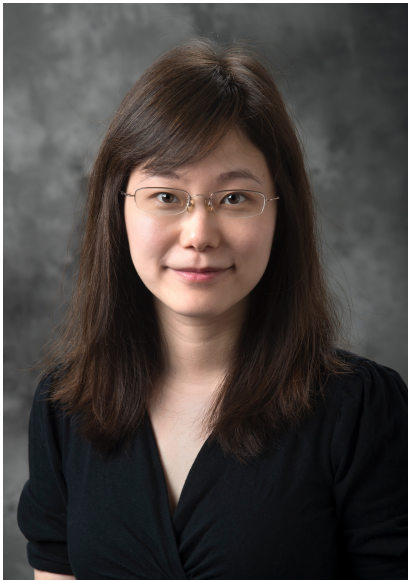
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**ISO MATRIX**  
Identification + Services + Outcomes  
Matrix for Adult Protective Services



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## Speakers



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# Learning Objectives

- Introduce the Identification, Services, and Outcomes (ISO) Matrix
- Demonstrate the ISO Matrix in JUMP's LEAPS
- Exhibit APS outcomes using the ISO Matrix
- Discuss APS experience using the ISO Matrix



**ISO MATRIX**  
Identification + Services + Outcomes  
Matrix for Adult Protective Services



# Adult Protective Services Outcomes

- Past studies define the following as Adult Protective Services outcomes:
  - Positive versus negative case closure reasons (Goodrich, 1997)
  - Confirmed or substantiated decisions (Payne & Gainey, 2005; Conrad, Iris, & Liu, 2017)
  - Risk reduction or discontinuation (Wangmo et al., 2014; Jackson & Hafemeister, 2012; Roberto & Teaster, 2005; Roberto, Teaster, & Nikzed, 2007)
  - Goal Attainment Scaling (Burnes & Lachs, 2017)
  - Referral to court or criminal justice (Gassoumis, Navarro, & Wilber, 2015; Navarro, Gassoumis, & Wilber, 2013; Wood et al., 2014)



# Adult Protective Services Outcomes

- Adult Protective Services (APS) outcomes defined in this project:
  - Abuse, neglect, exploitation harm reduction as the result of APS intervention
  - Abuser risk reduction as the result of APS intervention
- Include factors mentioned in past studies that might impact effectiveness of APS intervention
  - Intervention availability
  - Client's level of engagement





# The Identification, Services, and Outcomes Matrix

- The Identification, Services, and Outcomes (ISO) Matrix is a decision support system that provides comprehensive, standardized procedures for Adult Protective Services to **identify (I)** the types and severity of abuse, to estimate the types and amounts of **services (S)** received, and to measure the **outcomes (O)** or effectiveness of the services. The ISO Matrix is derived from the EADSS (Conrad, Iris, Liu, 2017).





# Self-Neglect Items

<p><b>Directions:</b> Please check a box after each question (<i>all questions refer to ongoing problems</i>).</p> <p><b>Yes</b> – means that the problem is directly observable or reported by client or collateral; <b>Some indication</b> – means suspicion that the problem is there, but there is no unequivocal proof; <b>No</b> – means there is no evidence or suspicion that abuse is occurring; <b>DK</b> - means there is no information available to make the decision. <b>RF</b> – the client or collateral refused to answer.</p>	<p>Yes (2)</p> <p>Some Indication (1)</p> <p>No (0)</p>	<p>Don't Know (.)</p> <p>Refused (.)</p>
SNEGL1-1. Does the (Client) have <b>poor personal hygiene</b> as evidenced by a noticeable odor, long and dirty fingernails, etc.?		
SNEGL 2-1. Does the (Client) <b>lack needed medications or medical equipment</b> (including eyeglasses, hearing aids, dentures, walkers, medical care and appointment compliance, etc.)?		
SNEGL 3-1. Does the (Client's) home or yard appear <b>unsafe or unsanitary</b> that violates the health and safety codes? For example, having clutter near a heating source, or animal hoarding.		
SNEGL 4-1. Are there <b>odors</b> in (Client's) <b>home</b> that raise concerns (urine, feces, garbage)?		
SNEGL 5-1. Does the (Client) show signs of <b>malnourishment or dehydration</b> ?		
SNEGL 6-1. <b>Other indicator(s) of self-neglect.</b> For example, financial self-neglect (such as unpaid bills), lice, bedbugs, cockroaches, mice and other infestations, dangerous room temperature.		
SNEGL 7-1. Please feel free to provide additional information, if you answered <b>"Yes"</b> or <b>"Some Indication"</b> to any of the questions above:		



# Neglect by Others Items

<p><b>Directions:</b> Please check a box after each question (<i>all questions refer to past 12 months, including the present</i>).</p> <p><b>Yes</b> – means that the problem is directly observable or reported by client or collateral; <b>Some indication</b> – means suspicion that the problem is there, but there is no unequivocal proof; <b>No</b> – means there is no evidence or suspicion that abuse is occurring; <b>DK</b> - means there is no information available to make the decision. <b>RF</b> – the client or collateral refused to answer.</p>	<p><b>Yes (2)</b></p> <p><b>Some Indication (1)</b></p> <p><b>No (0)</b></p>	<p><b>Don't Know (.)</b></p> <p><b>Refused (.)</b></p>
<p><b>NEGL1-1.</b> Does the (Alleged Victim) have <b>poor personal hygiene</b> as evidenced by a noticeable odor, long and dirty fingernails, etc.?</p>		
<p><b>NEGL2-1.</b> Does the (Alleged Victim) <b>lack needed medications or medical equipment</b> (including eyeglasses, hearing aids, dentures, walkers, etc.)?</p>		
<p><b>NEGL3-1.</b> Does the (Alleged Victim's) home or yard appear <b>unsafe or unsanitary</b> that violates the health and safety codes? For example, having clutter near a heating source, or animal hoarding.</p>		
<p><b>NEGL4-1.</b> Are there <b>odors</b> in (Alleged Victim's) home that raise concerns (urine, feces, garbage)?</p>		
<p><b>NEGL5-1.</b> Does the (Alleged Victim) show signs of <b>malnourishment</b> or <b>dehydration</b>?</p>		
<p><b>NEGL6-1.</b> Is the (Alleged Victim) left <b>alone without adequate supervision</b>?</p>		
<p><b>NEGL7-1. Other indicator(s) of neglect.</b> For example, lice, bedbugs, cockroaches, mice and other infestations, dangerous room temperature.</p>		
<p><b>NEGL8-1.</b> Please feel free to provide additional information, if you answered “<b>Yes</b>” or “<b>Some Indication</b>” to any of the questions above:</p> <p>_____</p>		





# Emotional Abuse Items

<b>Directions:</b> Please check a box after each question ( <i>all questions refer to past 12 months, including the present</i> ).  <b>Yes</b> – means that the problem is directly observable or reported by client or collateral; <b>Some indication</b> – means suspicion that the problem is there, but there is no unequivocal proof; <b>No</b> – means there is no evidence or suspicion that abuse is occurring; <b>DK</b> - means there is no information available to make the decision. <b>RF</b> – the client or collateral refused to answer.	<b>Yes (2)</b>	<b>Some Indication (1)</b>	<b>No (0)</b>	<b>Don't Know (.)</b>	<b>Refused (.)</b>
EMO1-1. Has _____ <b>manipulated or tried to control</b> you?					
EMO2-1. Have you been <b>uncomfortable</b> with _____ ?					
EMO3-1. Has _____ called you <b>unkind names</b> or <b>put you down</b> ?					
EMO4-1. Has _____ <b>kept things from you</b> or <b>lied</b> about things you should know about?					
EMO5-1. Has _____ <b>used nonverbal behavior</b> such as shaking a fist or other threatening gestures?					
EMO6-1. Have you ever been <b>afraid</b> of _____ ?					
EMO7-1. Has _____ <b>failed to support</b> or <b>back you up</b> when you needed it?					
EMO8-1. Has _____ <b>made you feel small</b> , such as treating you as a child?					
EMO9-1. Has _____ <b>talked about you as if you were not there</b> ?					
EMO10-1. Has _____ <b>not let you speak</b> for yourself?					
EMO11-1. <b>Other indicator(s) of emotional abuse.</b>					
EMO12-1. Please feel free to provide additional information, if you answered “ <b>Yes</b> ” or “ <b>Some Indication</b> ” to any of the questions above.					



# Isolation Items

<p><b>Directions:</b> Please check a box after each question (<i>all questions refer to past 12 months, including the present</i>).</p> <p><b>Yes</b> – means that the problem is directly observable or reported by client or collateral; <b>Some indication</b> – means suspicion that the problem is there, but there is no unequivocal proof; <b>No</b> – means there is no evidence or suspicion that abuse is occurring; <b>DK</b> - means there is no information available to make the decision. <b>RF</b> – the client or collateral refused to answer.</p>	<p><b>Yes (2)</b></p> <p><b>Some Indication (1)</b></p> <p><b>No (0)</b></p> <p><b>Don't Know (.)</b></p> <p><b>Refused (.)</b></p>	
ISO1-1. Have you been denied communication or prevented from contact with friends, family, community resources or the outside world by visit, telephone, or internet?		
ISO2-1. Have you been confined to a single room or section of the home?		
ISO3-1. Is the (Alleged Perpetrator) the only person you have to call for help?		
ISO4-1. Other indicator(s) of isolation.		
ISO5-1. Please feel free to provide additional information, if you answered “Yes” or “Some Indication” to any of the questions above.		



# Physical Abuse Items

<p><b>Directions: Please check a box after each question (all questions refer to past 12 months, including the present).</b></p> <p><b>Yes</b> – means that the problem is directly observable or reported by client or collateral; <b>Some indication</b> – means suspicion that the problem is there, but there is no unequivocal proof; <b>No</b> – means there is no evidence or suspicion that abuse is occurring; <b>DK</b> - means there is no information available to make the decision. <b>RF</b> – the client or collateral refused to answer.</p>	<p><b>Yes (2)</b></p> <p><b>Some Indication (1)</b></p> <p><b>No (0)</b></p>	<p><b>Don't Know (.)</b></p> <p><b>Refused (.)</b></p>
<p><b>PHYS1-1.</b> Has ____ attempted or caused you any physical <b>injuries</b>? For example, bruises or welts, burns, cuts (external injuries), fractures, or sprains (internal injuries)?</p>		
<p><b>PHYS2-1.</b> Have you been a victim of an <b>attempted or completed physical attack</b>? For example, hit, kicked, punched, slapped, handled roughly, pushed, shoved, grabbed, shaken, or stabbed by a knife?</p>		
<p><b>PHYS3-1. Other indicator(s) of physical abuse:</b> For example, being shot at, being tied up, struck by a cane, or something thrown at you?</p>		
<p><b>PHYS4-1.</b> Please feel free to provide additional information, if you answered “<b>Yes</b>” or “<b>Some Indication</b>” to any of the questions above: _____</p> <p>_____</p>		



# Sexual Abuse Items

<p><b>Directions: Please check a box after each question (all questions refer to past 12 months, including the present).</b></p> <p><b>Yes</b> – means that the problem is directly observable or reported by client or collateral; <b>Some indication</b> – means suspicion that the problem is there, but there is no unequivocal proof; <b>No</b> – means there is no evidence or suspicion that abuse is occurring; <b>Unknown/NA</b> - means there is no information available to make the decision, or the question is not applicable.</p>	<p><b>Yes (2)</b></p> <p><b>Some Indication (1)</b></p> <p><b>No (0)</b></p>	<p><b>Don't Know (.)</b></p> <p><b>Refused (.)</b></p>
SEX1-1. Have you been forced to <b>use or listen to sexual language</b> ?		
SEX2-1. Have you been forced to view <b>pornography</b> ?		
SEX3-1. Has _____ made <b>unwanted sexual advances</b> towards you?		
SEX4-1. Have you been forced to <b>observe sexual activity</b> ?		
SEX5-1. Have you been forced into any <b>sexual activities</b> involving: touching, fondling, or oral/anal/vaginal sex?		
SEX6-1. <b>Other indicator(s) of sexual abuse:</b> For example, being sexually exploited (made to have sex for goods/money).		
SEX7-1. Please feel free to provide additional information, if you answered “ <b>Yes</b> ” or “ <b>Some Indication</b> ” to any of the questions above:		



# Financial Abuse Items

<p><b>Directions:</b> Please check a box after each question (<i>all questions refer to past 12 months, including the present</i>).</p> <p><b>Yes</b> – means that the problem is directly observable or reported by client or collateral; <b>Some indication</b> – means suspicion that the problem is there, but there is no unequivocal proof; <b>No</b> – means there is no evidence or suspicion that abuse is occurring; <b>Unknown/NA</b> - means there is no information available to make the decision, or the question is not applicable.</p>	<p><b>Yes (2)</b></p> <p><b>Some Indication (1)</b></p> <p><b>No (0)</b></p>	<p><b>Don't Know (.)</b></p> <p><b>Refused (.)</b></p>
FINA1-1. Has ____ <b>borrowed money</b> from you but not paid it back?		
FINA2-1. Has ____ <b>felt entitled</b> to use your money for him/herself?		
FINA3-1. Has ____ <b>used your money</b> on their own behalf instead of for your benefit?		
FINA4-1. Have there been <b>unexplained disappearances</b> of your money or possessions?		
FINA5-1. Has ____ <b>lied</b> about how they were spending your money?		
FINA6-1. Did ____ <b>take advantage of you</b> to get a hold of your resources such as a house, car, or money?		
FINA7-1. Has ____ lived with you, but refused to pay their share of expenses?		
FINA8-1. Has ____ <b>refused to give you an accounting</b> of how your money was spent?		
FINA9-1. Have there been <b>unusual activities</b> in your bank accounts, for example, large withdrawals, frequent transfers of funds?		
FINA10-1. Has ____ <b>promised care for you</b> but then did not provide it?		
FINA11-1. <b>Other indicator(s) of financial exploitation, including fraud and scams.</b>		
FINA12-1. Please feel free to provide additional information, if you answered “Yes” or “Some Indication” to any of the questions above:		



# Abandonment Items

<b>Directions: Please check a box after each question (<i>all questions refer ongoing problems</i>).</b>  <b>Yes</b> – means that the problem is directly observable or reported by client or collateral; <b>Some indication</b> – means suspicion that the problem is there, but there is no unequivocal proof; <b>No</b> – means there is no evidence or suspicion that abuse is occurring; <b>DK</b> - means there is no information available to make the decision. <b>RF</b> – the client or collateral refused to answer.	<b>Yes (2)</b> <b>Some Indication (1)</b> <b>No (0)</b>	<b>Don't Know (.)</b> <b>Refused (.)</b>
<b>ABAN1-1.</b> Have you been abandoned or left without adequate supervision? For example, Alleged Perpetrator is gone all day, or have no one to help when you needed assistance.		
<b>ABAN2-1. Other indicator(s) of abandonment.</b>		
<b>ABAN3-1.</b> Please feel free to provide additional information, if you answered “ <b>Yes</b> ” or “ <b>Some Indication</b> ” to any of the questions above:  _____		



# Abduction Items

<b>Directions:</b> Please check a box after each question ( <i>all questions refer ongoing problems</i> ).  <b>Yes</b> – means that the problem is directly observable or reported by client or collateral; <b>Some indication</b> – means suspicion that the problem is there, but there is no unequivocal proof; <b>No</b> – means there is no evidence or suspicion that abuse is occurring; <b>DK</b> - means there is no information available to make the decision. <b>RF</b> – the client or collateral refused to answer.	<b>Yes (2)</b>	<b>Some Indication (1)</b>	<b>No (0)</b>	<b>Don't Know (.)</b>	<b>Refused (.)</b>
<b>ABDU1-1.</b> Have you been abducted or removed out of state or restrained from returning?					
<b>ABDU2-1. Other indicator(s) of abduction.</b>					
<b>ABDU3-1.</b> Please feel free to provide additional information, if you answered “ <b>Yes</b> ” or “ <b>Some Indication</b> ” to any of the questions above:  _____					



# Abuser Risk Items

**Directions:** Please check a box after each question for ongoing problems (*Ask these questions during the alleged victim (AV) interview only if the AV is comfortable and feels safe. The use of “you” or “your” refers to the AV. Change this wording when interviewing other informants or making observations if the AV is unable to answer. Blanks refer to the alleged abuser, e.g., your son, your daughter, etc.*).

**Yes** – means that the problem is directly observable or reported by client or collateral; **Some indication** – means suspicion that the problem is there, but there is no unequivocal proof; **No** – means there is no evidence or suspicion that abuse is occurring; **DK** - means there is no information available to make the decision. **RF** – the client or collateral refused to answer.

	Yes (2)	Some Indication (1)	No (0)	Don't Know (.)	Refused (.)
AARISK1-1. Does ____ lack knowledge of your needs, such as for medicine, exercise, diet?					
AARISK 2-1. Does your relationship with ____ drain you emotionally or wear you out?					
AARISK 3-1. Does ____ sometimes seem out of control?					
AARISK 4-1. Does ____ seem irresponsible, such as not paying bills, not contributing to household upkeep and expenses?					
AARISK 5-1. Is ____ dependent on you for money?					
AARISK 6-1. Does ____ have problems controlling his/her temper?					
AARISK 7-1. Has ____ been telling you lies?					
AARISK 8-1. Is ____ unreliable in providing you with care and assistance?					
AARISK 9-1. Does ____ live beyond his/her means?					
AARISK 10-1. Does ____ currently have a drinking/alcohol or drug problem?					
AARISK 11-1. Other indicator(s) of perpetrator risk.					
AARISK1-1. Does ____ lack knowledge of your needs, such as for medicine, exercise, diet?					





# The Identification, Services, and Outcomes Matrix

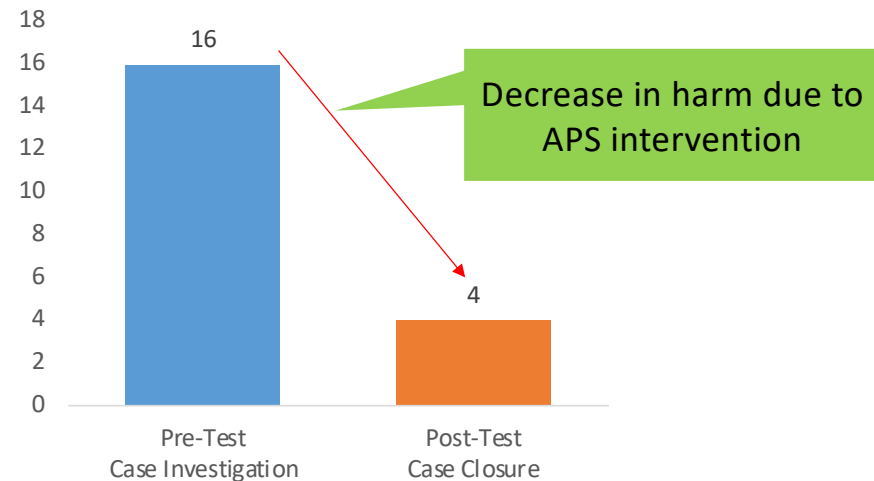
- Reduction of harm of abuse and abuser risk, will be associated with **services provided**. Comparing client's data collected by caseworkers during case investigation (before service delivery) and at case closure (after service delivery) by each type of abuse.





# The Identification, Services, and Outcomes Matrix

- (I)nvestigation
  - Administer pre-test to investigate abuse during case investigation
- (S)ervice Plan
- (O)utcomes
  - Administer post-test (Re-administer pre-test) at case closure





# Client Risk Items

<b>Directions: Please check a box after each statement for ongoing problems (<i>Ask these questions during the alleged victim (AV) interview only if the AV is comfortable and feels safe.</i>)</b>	<b>Yes (2)</b>	<b>Some Indication (1)</b>	<b>No (0)</b>	<b>Don't Know (.)</b>	<b>Refused (.)</b>
<b>CLTRISK1-1.</b> Alleged Victim frail/fall risk.					
<b>CLTRISK 2-1.</b> Alleged Victim cognitive deficits.					
<b>CLTRISK 3-1.</b> Alleged Victim mental health concerns.					
<b>CLTRISK 4-1.</b> Alleged Victim substance/alcohol abuse.					
<b>CLTRISK 5-1.</b> Alleged Victim physical disability.					
<b>CLTRISK6-1.</b> Alleged Victim developmental disability.					
<b>CLTRISK 7-1.</b> Alleged Victim history of abuse by others.					
<b>CLTRISK 8-1.</b> Alleged Victim history of self-neglect, including financial self-neglect.					
<b>CLTRISK 9-1.</b> Other indicators of client risk.					
<b>CLTRISK 10-1.</b> Please feel free to provide additional information, if you answered “Yes” or “Some Indication” to any of the questions above:  _____					



# Intervention Availability & Client Engagement

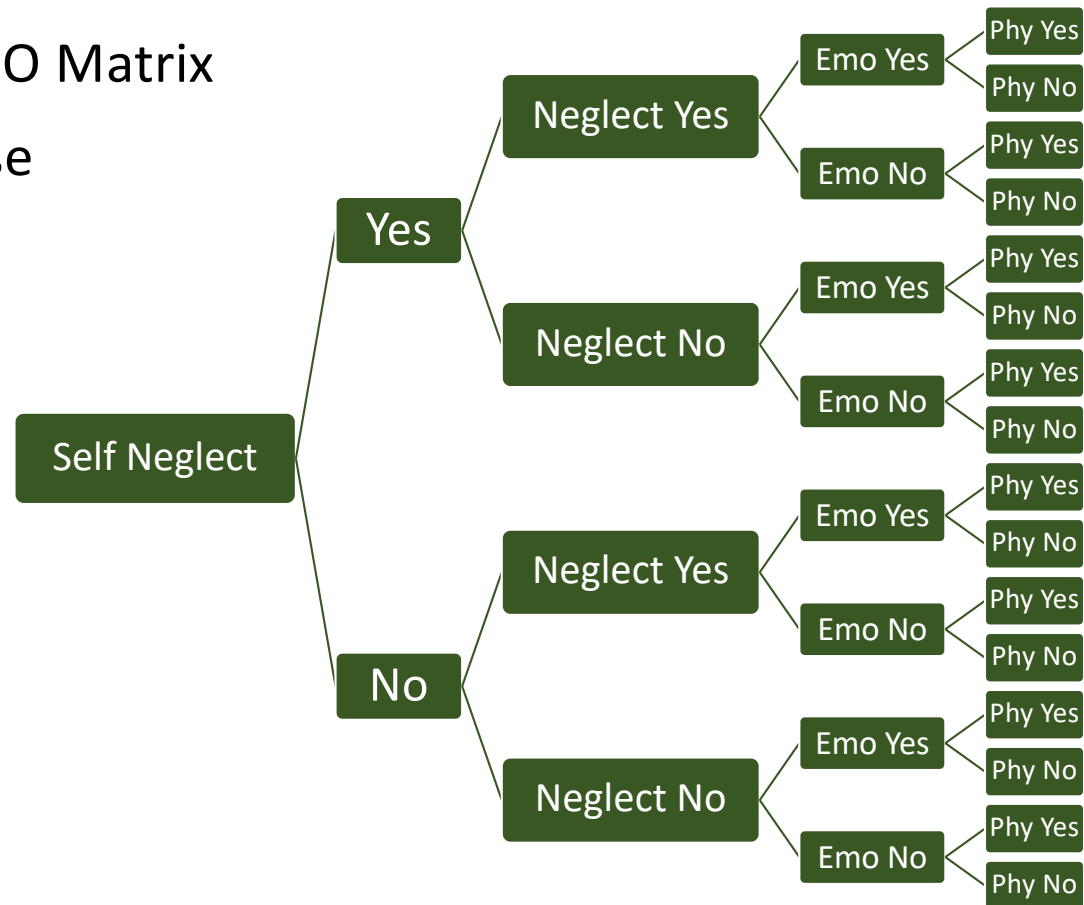
<p><b>Directions: Please check a box after the question.</b></p> <p><b>Interventions</b> refer to the client-centered activities performed by the caseworker to reduce harm or risk of abuse. <b>N/A</b> means remedy is not needed, because this is not an area of risk.</p>	<b>Remedy was available (0)</b>	<b>Remedy not available (1)</b>	<b>N/A (.)</b>
<b>O-EMO-3.</b> Caseworker interventions availability			

<p><b>Directions: Please check a box after the question.</b></p>	<b>Engaged in seeking advice and pursuing remedies (0)</b> <b>Agrees with services and remedies being proposed, but not meaningfully engaged (1)</b> <b>Refuses all interventions (2)</b>	<b>N/A (.)</b>
<b>O-EMO-4.</b> Client level of engagement		



# ISO Matrix in JUMP's LEAPS

- Look of the ISO Matrix
- Data showcase

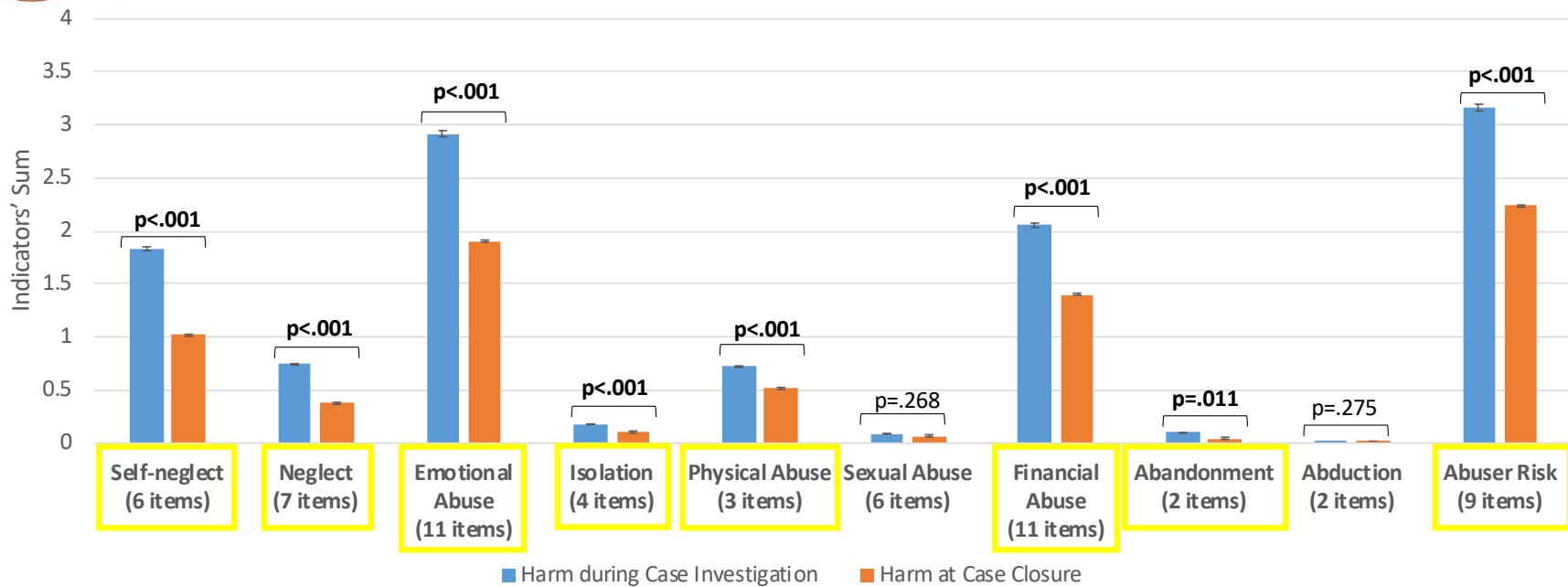




# APS Outcomes: Before versus After Services



T-Test Statistics: Comparing Scores during Case Investigation versus at Case Closure by Type of Abuse





# APS Effective Services (preliminary results)



NAMRS # / Service Category	SN	Neglect	Emotional	Isolation	Physical	Sexual	Financial	Aband	Abduct	Abuser Risk
Client Engagement	-.74	-.69	-1.14	-.23	-.05	-.47	-.39	-.94		
Service Availability	.14	1.79	-.16	-1.41	1.37	.74	.33	.57		
1. Care/Case Management Services	-.50	-.72	-1.44	.18	-.88	.34	.67	-.23		.09
2. Caregiver Support Services	-1.60	-1.33	-2.00	-.52	-.34		-1.00	.31		.44
3. Community Day Services	1.09		-1.54		-.53	.82		-2.28		-1.55
4. Education, Employment, Training Services										
5. Emergency Assistance and Material Aid Services	-2.42	.13	-4.16		-.82		-2.10	1.28		.05
6. Financial Planning Services	1.26		2.87				-3.05	.96		-.61
7. Housing and Relocation Services	.43	2.10	-1.13	.31	-.45	-4.01	-.28	-.84		-1.13
8. In-home Assistance Services	-.94	-.82	-2.64	-.40	-1.41		.50	-.69		-.38
9. Legal Services	3.08	1.76	-.67	-.89	-.32	-.79	.54	-1.28		-.52
10. Medical and Dental Services	-.82	-.74	.28	-.56	-.04		-1.01	-1.01		-.02
11. Medical Rehabilitation Services										
12. Mental Health Services	-.15	.06	-.64	-.55	-.23	2.09	.11	-.84	3.00	.09
13. Nutrition	-.75	-1.08		-1.08	3.25		1.48			-.66
14. Public Assistance Benefits	-.08	.25	-.94		1.13		2.32	2.21		-.08
15. Substance Use Services	-.39		5.77							1.59
16. Transportation	1.25	-.35	-1.57		.10		-1.42			.30
17. Victim Services	-1.58	-1.43	-.96	-.33	-.19	-2.88	.02		-2.00	-.40
18. Other Services	-.47	-1.57	-.19	-.27	.47	-.44	-.78	-1.07		-.17



## Summary

### **Test a proof of concept by piloting the Identification, Services, and Outcomes (ISO) Matrix**

- San Francisco and Napa Adult Protective Services (APS) has been using the ISO Matrix since June 2018.
- Montana APS starts using the ISO Matrix in March 2020.
- 17 additional California counties have ISO Matrix.

### **Measure and evaluate client outcomes**

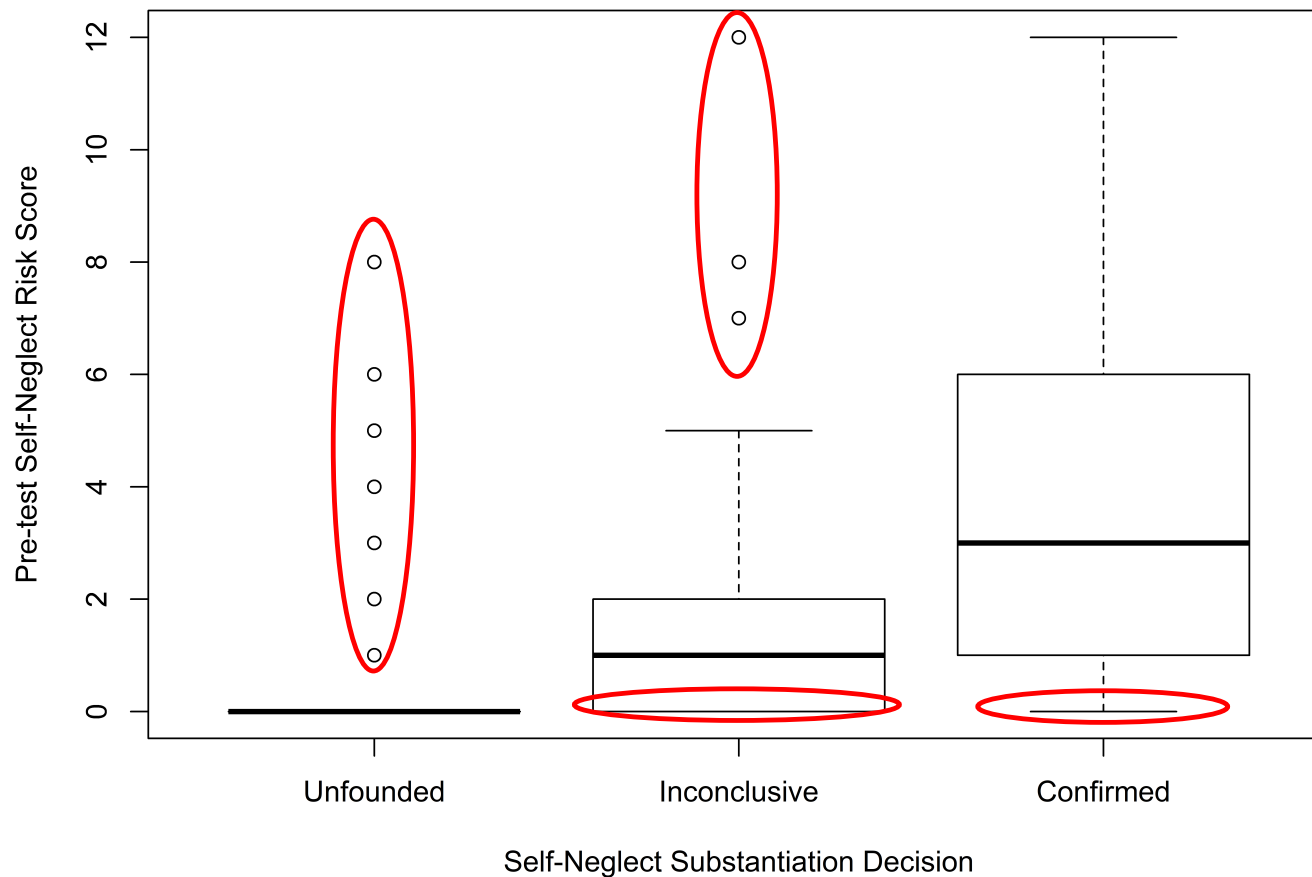
- Differences in harm ratings before versus after services showed promise for APS intervention.
- Effective services profile by type of abuse.

### **Improve APS' practice**





## Example to Improve APS' Practice Using the ISO Matrix



(Liu, Stratton, Hass, & Conrad, 2020, *Journal of Elder Abuse and Neglect*)

# APS Experience: ISO Matrix Q&A

- Could you please describe San Francisco's / Montana's environment and APS client population?





# APS Experience: ISO Matrix Q&A

- How did your program get interested in APS outcomes?
- How did you find the ISO Matrix?



# APS Experience: ISO Matrix Q&A

- How do caseworkers / investigators complete the ISO Matrix?
- How is it different from what they did to gather information before having the ISO Matrix?



# APS Experience: ISO Matrix Q&A

- What challenges did you experience when implementing the ISO Matrix? What did you do?





# APS Experience: ISO Matrix Q&A

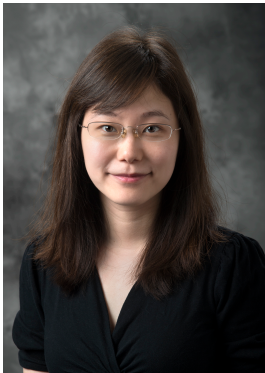
- How much does the ISO Matrix cost?





## Research Team

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- Kendon Conrad, Ph.D., Professor Emeritus, University of Illinois at Chicago
- Zachary Hass, Ph.D., Assistant Professor, Purdue University
- Karen Conrad, Ph.D., Research Associate Professor, University of Illinois at Chicago





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# Thoughts?



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