

Department of Human Services



AGING AND PEOPLE WITH DISABILITIES

Adult Protective Services



2017 DATA BOOK

Adult Protective Services 2017 in Review

Adult Protective Services (APS) workers are located across the state in the DHS Aging and People with Disabilities (APD) field and Area Agency on Aging (AAA) offices. They receive and investigate reports of abuse and self-neglect, coordinate with law enforcement, and assist elders and persons with physical disabilities with resources for immediate and long-term protection.

In 2017, to further strengthen the ability to support and work more closely with local staff, Adult Protective Services policy, specialized investigators, quality assurance and outreach staff moved to the DHS Central Office under the umbrella of the Aging and People with Disabilities Program. They had previously been in the Office of Training, Investigations and Safety (OTIS) which was previously known as OAPPI (Office of Adult Abuse Prevention and Investigations).

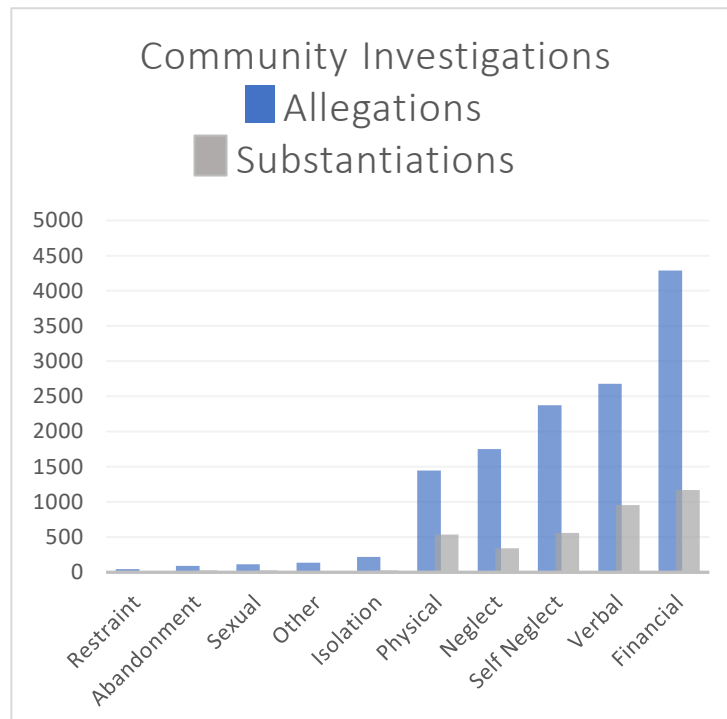
DHS/APD publishes reports on the activities of adult protective services provided by APD and AAA staff. Below is the report for 2017. These numbers paint the picture of abuse and self-neglect of APD-eligible populations in Oregon in 2017.

In 2017:

- APS **conducted 16,793 investigations** to determine whether abuse or self-neglect had occurred.
- These investigations encompassed **18,855 distinct allegations**, some of which involved multiple victims. Of those allegations,
 - **13,138 or 70% were community allegations**
 - **5,717 or 30% were facility allegations.**
- Of these 18,855 total allegations, it was determined that abuse occurred in 4,720 community and facility settings with an additional 554 facility cases being deemed licensing violations.

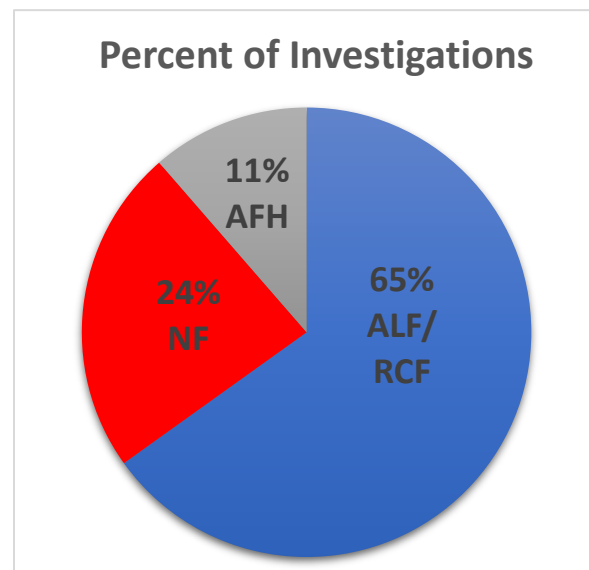
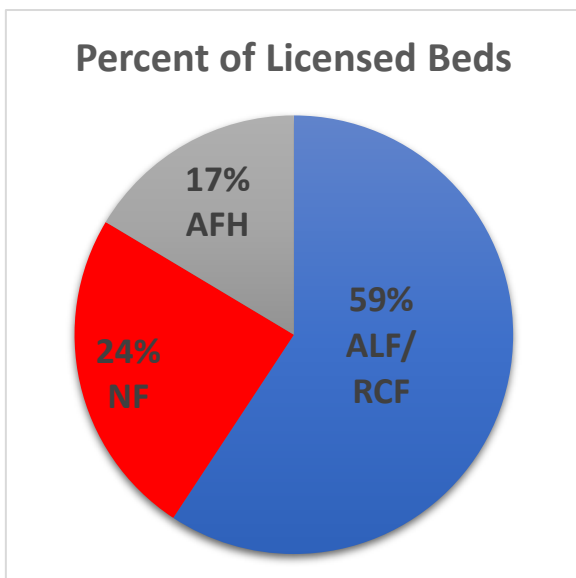
- Of the community allegations, meaning the alleged victims live in a variety of community settings and the alleged perpetrator is not an employee or agent of a licensed residential facility, abuse or self-neglect was determined to have occurred in 3,672 cases (a 28% substantiation rate). Of those:

- **1168 or 32% were for financial exploitation**
- **957 or 26% were for verbal abuse**
- **560 or 15% were for self-neglect**
- **538 or 15% were for physical abuse**
- **342 or 9% were for neglect**
- **82 or 2% were for abandonment, restraint, and seclusion**
- **25 or 1% were for sexual abuse**

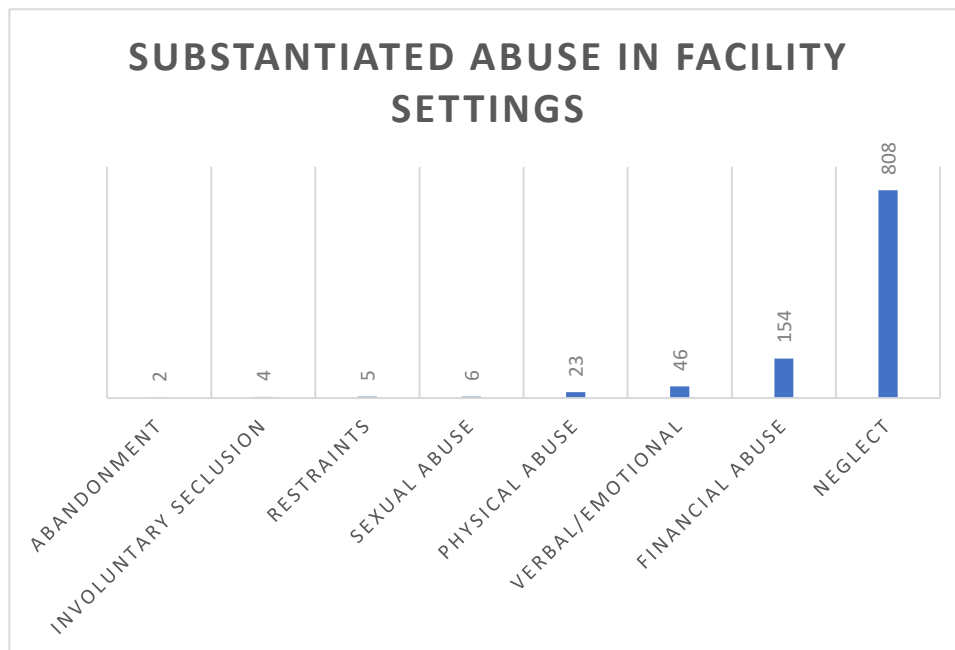


Of the facility allegations, meaning the alleged victims live in a state licensed care facility and the alleged perpetrator is an employee or agent of that facility, the breakdown of the 5,717 allegations is as follows:

- 3722 (65%) occurred in Assisted Living Facility (ALF) or Residential Care Facility (RCF) Settings. Of those, 684 were substantiated to be abuse with 469 found to be licensing violations.
- 1344 (24%) occurred in Nursing Facility (NF) settings. Of those, 193 were found to be substantiated abuse.
- 651 (11%) occurred in Adult Foster Home (AFH) settings. Of those, 171 were substantiated to be abuse while 85 were found to be licensing violations.



The majority of facility investigations involve neglect that is attributed to the facility. There were a total of 734 substantiated allegations of neglect by facilities in 2017. The remaining substantiated cases were determined not to be the fault of, or preventable by, the facility.



Reporting Abuse

In addition to calling the local offices and partners to report abuse, DHS has made reporting abuse easier in recent years by launching an abuse reporting hotline for all vulnerable populations, called the Safeline. The toll-free number, **1-855-503-SAFE**, has become a reliable resource for Oregonians to report any type of abuse. Notably, most of the calls are Adult Protective Services related, with reports of abuse or self-neglect of older adults or adults with physical disabilities comprising about 63% of the calls to the Safeline.

Prevention, Outreach and Education

A focus of APS is on prevention and outreach statewide, training mandatory reporters and those who are not mandatory reporters about the signs of abuse and self-neglect and how to report it.

We recognize that partnerships in the community are vital to the prevention of abuse. We will continue to outreach to banks, credit unions, realtors, the legal and medical community, the general public and many others we partner with to provide resources on abuse prevention.