

Adult Protective Services 2018 year in review:

Investing in Enhanced Safety for Vulnerable Oregonians



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Background



Tracking abuse data and demographics is essential to ensure there is full understanding of the risk of abuse in Oregon, as well as the resources needed to investigate and prevent it. This report summarizes 2018 data collected by the Adult Protective Services (APS) unit within the Department of Human Services Office of Aging and People with Disabilities (APD). This report also provides an overview of critical improvements made in APS to better protect vulnerable Oregonians.

There are approximately 185 APS workers across the state in APD field offices and Area Agency on Aging (AAA) offices. They receive and investigate reports of abuse and self-neglect, coordinate with law enforcement and assist older adults and people with disabilities with resources for immediate and long-term protection.

Major improvements and changes in APS in 2018

CAM

The most significant enhancement for adult protective services in Oregon in 2018 was the roll-out of the Centralized Abuse Management System (CAM). It was launched mid-year with a full statewide roll-out completed in December 2018. CAM is a major enhancement in protecting vulnerable adults, replacing multiple antiquated and disconnected data systems around the state.

Simply put, CAM is a web-based computer system that will support the integrity and consistency of abuse reports. Investigators are now able to document reports of abuse, screening decisions and investigations in the same system across the state and in a timely manner. This means that everyone with an important need to know information for the protection of vulnerable persons will have statewide access in real time. It will also improve the integrity of data collected. And, so important, CAM can help partner agencies identify substantiated perpetrators of abuse to help prevent further abuse.

Many months of training, demonstration and practice have taken place for the CAM roll-out to be successful. Investigators, screeners and supervisors across the state have invested many hours into learning this new system, and a team of dedicated IT professionals has worked hard to get this important new resource up and running successfully.

Policy

Major changes to APS-related administrative rules and policies occurred in 2018, more than Oregon's APS workers have seen in many years. The changes brought greater consistency to abuse investigations and reflect evolving business practices as the units overseeing safety, abuse investigation, protective services, licensing and quality assurance worked together to strengthen the "safety net" for vulnerable adults served by APD.

To implement some of the changes, a major update of the Oregon Administrative Rules, Chapter 411 Division 20, went into effect on July 1, 2018. Besides updating some definitions, the new rules provided important new tools to the APS field, including Administrative Closure and an enhanced Risk Management capability. These tools help the field focus their time and resources in ways most likely to enhance safety for vulnerable adults.

Other changes were communicated through a new set of APS policies, released in July 2018 in a new on-line format to provide APS field staff with a centralized, updated “book” of APS policies to help with their daily work. New policies will be added as needed, and existing policies will be refreshed on a regular basis for clarification, revision or updating.

Nursing facility investigations

In October 2018, the Centers for Medicare and Medicaid Services (CMS) directed APD’s, Safety, Oversight and Quality, Nursing Facility Survey Unit (NFSU) to change its complaint procedures and complete all aspects of intake and investigation for all incidents that occur in nursing facilities. Historically, NFSU and the local APD, APS offices and certain Area Agencies on Aging shared responsibilities for nursing facility complaint investigations.

APS and NFSU worked closely together to ensure a smooth transition of complaints, including APS providing training to NFSU on key areas such as domestic violence and financial exploitation.

The numbers: January 1-December 31, 2018

On July 1, 2018, APS initiated a phased roll-out of CAM statewide. All counties were using CAM by Dec. 10, 2018. Numbers tabulated for half of the year (January 1-June 30) statewide were reported via our legacy systems manually; the other half of the year (July 1-December 31) they were tabulated through CAM. In future years when all numbers will be calculated through CAM, making them more definitive.

The implementation of CAM changes how data is collected in the following ways:

- Captures all incidents reported to Adult Protective Services including those screened out for abuse investigation; and,
- Creates a separate abuse case created for each victim.

The old system and practices sometimes combined multiple victims and types of abuse (such as financial and neglect) in a single complaint report. As a result, as of 2018 there will be some year-over-year increases in abuse incidents attributed solely to changes in tracking practices.

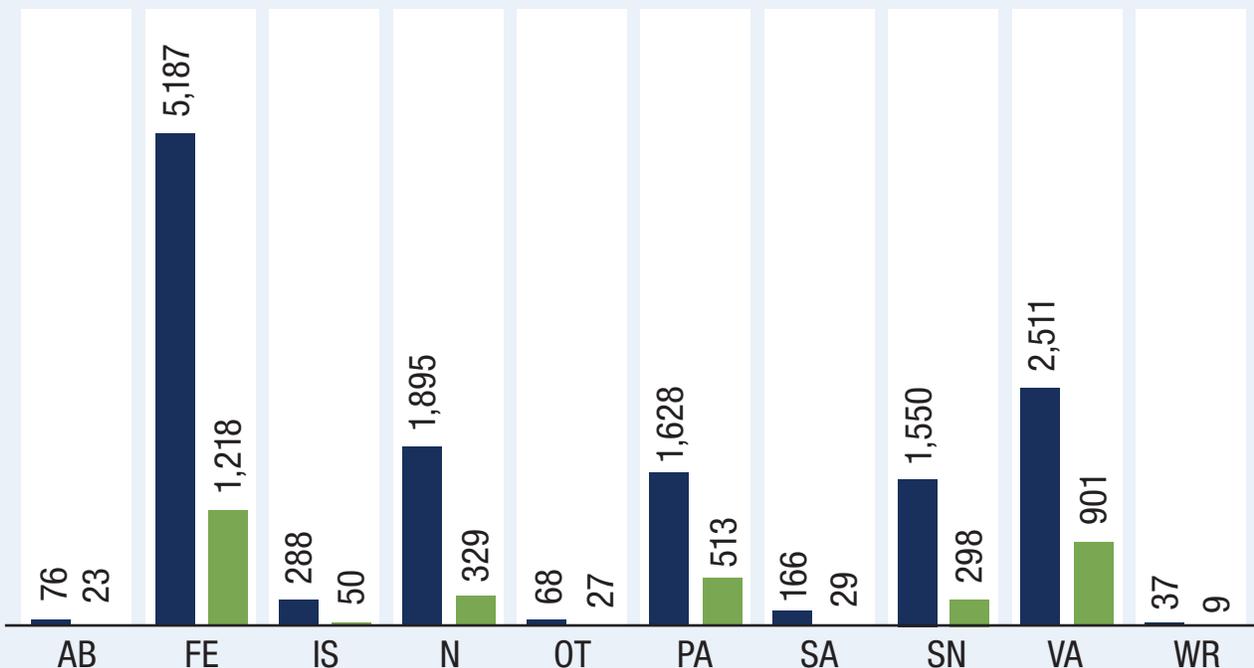
- In 2018, APS conducted 15,932 investigations to determine whether abuse or self-neglect had occurred.
- These investigations encompassed 21,096 distinct allegations, some of which involved multiple victims. Of those allegations:
 - » **14,093, or 67%**, were allegations of abuse that occurred in the community; and,
 - » **7,003, or 33%**, were allegations of abuse that occurred in state-licensed care facilities.
- Of these 21,096 total allegations, it was determined that abuse occurred in 4,727 community and facility settings with an additional 934 cases being deemed licensing violations. There are 687 cases still under investigation.

Allegations of abuse in the community:

Of the community allegations, meaning the alleged victims live in a variety of community (non-licensed) settings and the alleged perpetrator is not an employee or agent of a licensed long-term care facility, abuse or self-neglect was determined to have occurred in 3,395 of the 13,406 completed cases (a 25% substantiation rate). Of those:

- **1,218, or 36%**, were for financial exploitation
- **901, or 26%**, were for verbal abuse
- **298, or 9%**, were for self-neglect
- **513, or 15%**, were for physical abuse
- **329, or 10%**, were for neglect
- **107, or 3%**, were for abandonment, restraint and seclusion
- **29, or 1%**, were for sexual abuse

2018 Community APS: Allegations vs substantiations



Facility allegations:

Of 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 7,003 allegations is as follows:

- **4,405, or 63%**, occurred in Assisted Living Facility (ALF) or Residential Care Facility (RCF) settings. Of those 1,058 were substantiated to be abuse with 482 to be licensing violations.
- **2,145, or 31%**, occurred in Nursing Facility settings. Of those 140 were found to be substantiated abuse while 427 were deemed to be licensing violations.
- **453, or 6%**, occurred in Adult Foster Home (AFH) settings. Of those, 132 were substantiated to be abuse while 25 were found to be licensing violations.

Abandonment	Financial abuse	Involuntary seclusion	Neglect	Physical abuse	Restraints	Sexual abuse	Verbal mental abuse	Grand total
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AFH abuse breakdown

Both abuse	0	0	0	4	3	0	0	4	11
Facility abuse	0	11	1	69	0	5	0	11	97
Individual abuse	0	7	0	10	0	0	0	7	24
Grand total	0	18	1	83	3	5	0	22	132

	Abandonment	Financial abuse	Involuntary seclusion	Neglect	Physical abuse	Restraints	Sexual abuse	Verbal mental abuse	Grand total
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NF abuse breakdown

Both abuse	0	2	1	7	1	0	0	1	12
Facility abuse	0	0	0	84	1	0	0	0	85
Individual abuse	0	21	1	13	1	0	0	7	43
Grand total	0	23	2	104	3	0	0	8	140

CBC abuse breakdown

Both abuse	0	5	1	23	2	0	1	3	35
Facility abuse	0	5	0	775	0	2	4	3	789
Individual abuse	1	105	0	75	21	2	4	26	234
Grand total	1	115	1	873	23	4	9	32	1,058

All abuse breakdown

Both abuse	0	7	2	34	6	0	1	8	58
Facility abuse	0	16	1	928	1	7	4	14	971
Individual abuse	1	133	1	98	22	2	4	40	301
Grand total	1	156	4	1,060	29	9	9	62	1,330

Reporting abuse

Anyone who suspects or witnesses abuse of an older adult, a child, or an adult with mental illness, a developmental or physical disability, should call and report the incident to Oregon's Safeline: **1-855-503-SAFE (7233)**. This "one-stop" approach for all abuse reporting serves the diverse communities DHS serves throughout our state with one central number to call for all types of abuse.

Outreach and education

In 2018, outreach and prevention activities continued to focus on the training of mandatory reporters and the public about the signs of abuse and self-neglect and how to report it.

APS staff attended and spoke at dozens of community events, presented at five AARP sponsored "Scam Jams" around the state to help alert people on the latest scams that try to financially exploit vulnerable adults, led webinars on abuse for some key stakeholder groups, and had exhibit tables at events sponsored by key partners. Some of these key groups included: law enforcement, attorneys, realtors, banks, credit unions, veterans' groups, care providers and the public.

APS staff will continue to utilize outreach opportunities to provide important resources on abuse prevention.