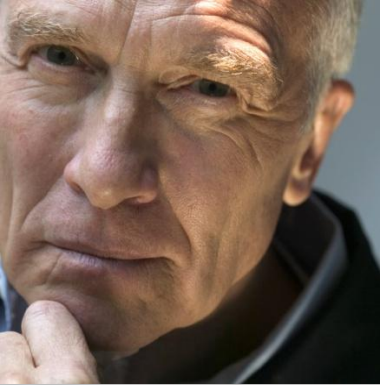


# The Fundamentals of Adult Protective Services





## FACT

The fastest growing segment of the U.S. population is people age 60 and older. (U.S. Census Bureau, 2010).

- Older adults are living longer, requiring some to need assistance for care and making them vulnerable and prone to elder abuse.
- Like other family violence, elder abuse involves all backgrounds and cultures.



## FACT

According to the Ohio Department of Job and Family Services annual Adult Protective Services (APS) data for SFY 2013, there were more than 40 reports of elder abuse were received each day during SFY 2013.



# FACT

The average abused elderly person is:

- 80 years of age or older
- Female
- Caucasian
- Widowed
- Living in their own home
- A victim of self neglect



# What is Elder Abuse?

The U.S. Administration on Aging defines elder abuse as:

- Any knowing, intentional, or negligent act by a caretaker or any person that causes harm or a serious risk of harm to a vulnerable adult.



# What is Elder Abuse?

In Ohio any vulnerable older adult who is suspected to be suffering from abuse, neglect, or exploitation must meet the following criteria:

- 60 years of age or older;
- At risk of physical harm, pain, or mental anguish;
- Physically or mentally impaired preventing the person from providing for their own care or protection.



# Types of Maltreatments

The most common types of elder abuse in Ohio by report ranking are:

1. Self Neglect (6,818)
2. Neglect by Others (3,362)
3. Exploitation (2,357)
4. Emotional Abuse (1,108)
5. Physical Abuse (963)
6. Sexual Abuse (38)



# Who Abuses the Elderly

1. Victims themselves (self neglect)
2. Adult Children
3. Spouse/Significant Other
4. Other Relatives
5. Grandchildren
6. Acquaintances
7. Paid Caregivers





# Why Dose Elder Abuse Occur?

- The inability of a caregiver/relative to handle stress is one major cause.
- The caretaker or relative may have several sources of stress including, but not limited to:
  - Financial problems
  - Divorce
  - Unemployment
  - Being torn between a sense of duty and a desire to be free from responsibility



## Signs & Symptoms of Elder Abuse

- Bruises, black eyes, welts, lacerations and rope marks.
- Caretaker denying proper food or medical care.
- Unsanitary living conditions (e.g. soiled bedding, fecal or urine smell, inadequate clothing, dirt, fleas, lice on a person).

# Signs & Symptoms of Elder Abuse

- Sudden appearance of previously uninvolved relatives claiming rights to an adult's affairs and possessions.
- Unexplained disappearance of funds or valuable possessions



# Reporting Elder Abuse

If any person has reason to believe that an adult is being:

- o Abused
- o Neglected or
- o Exploited (taken advantage of financially or of resources)

OR

In a condition that may result in the above,  
contact your **local county department of job  
and family services.**

# Reporting Elder Abuse

County departments of Job and Family Services (CDJFS) are responsible for:

1. Receiving and investigating all reports of abuse, neglect, and exploitation for adults age 60 years older.
2. Evaluating the need for protective services.
3. Providing protective services for vulnerable adults (to the extent that funds are available).

# Reporting Elder Abuse

A person can report elder abuse by:

- Telephone
- Mail
- Fax
- In person during agency work hours.

# Reporting Elder Abuse

The information obtained by the reporter is used to determine:

- The type of call (abuse, neglect or exploitation or information/referral);
- The necessity for APS to intervene;
- The time frame in which APS staff should intervene.

# Reporting Elder Abuse

When making a report, the following information is needed:

- Name, address and the approximate age of the elderly person.
- Name, address, of the person responsible for the elderly person's care.



# Reporting Elder Abuse

- The name, address of the alleged perpetrator, if different from the elderly person's caretaker.
- The nature and extent of suspected abuse, neglect or exploitation.
- Any other information known.

# Who is Legally Responsible to Report Elder Abuse?

- Attorney's
- Physicians (including, osteopathic physicians, podiatrist, chiropractors and dentist)
- Psychologist
- Nurses
- Peace Officers
- Senior service providers
- Corners
- Clergymen

# Who is Legally Responsible to Report Elder Abuse?

- Employees of an ambulatory health facility
- Employees of an home health agency
- Employees of an adult care facility
- Employees of a community alternative home
- Employees of a nursing home, residential care facility or home for the aging.
- Social Workers or counselors

# Immunity for Reporters

Per ORC 5101.61(D)

- If a person reports elder abuse, they will be immune from civil or criminal liability on an account of an report being made, investigation, or testimony.
- Expect for perjury or for acting in bad faith or with malice intent.

# Immunity for Reporters

Per Ohio law ORC 5101.61 (E), No employer or any person of authority can punish an employee for filing a report. Non punishable acts include:

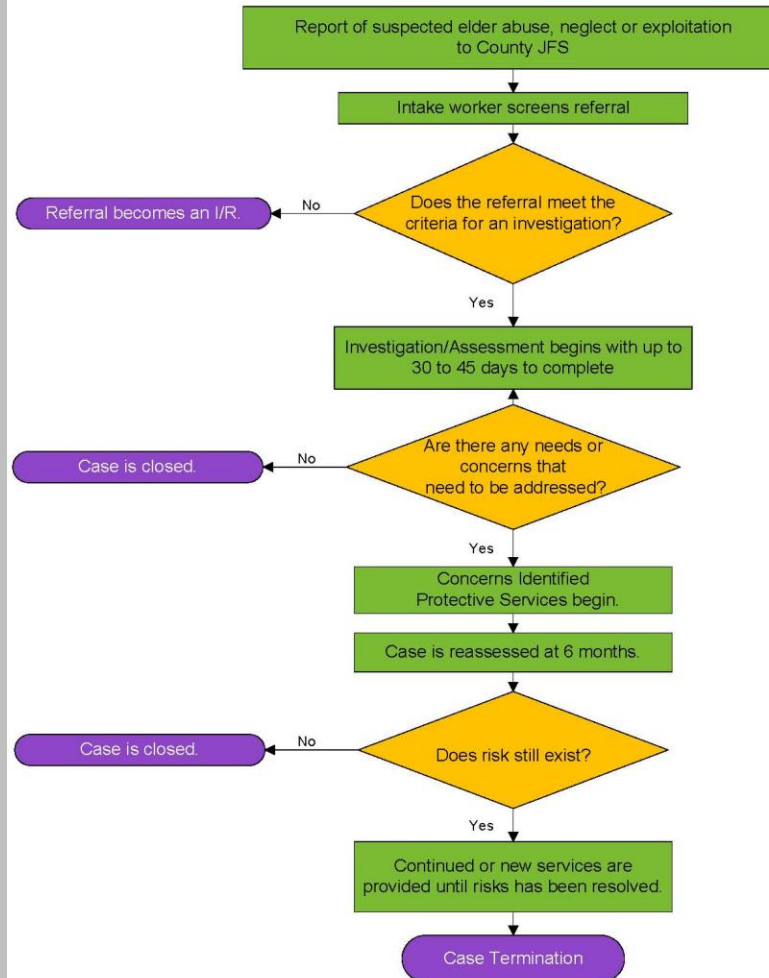
- \* Discharge/fire
- \* Transfer
- \* Or any other action detrimental to an employee
- \* Demote
- \* Reduce benefits or pay

# What Happens After a Report is Made?

If the referral meets the criteria that an adult is at risk of A/N/E, an investigation begins.

- **Emergency Reports** - an investigation has to be initiated within 24 hours. An emergency report is when an adult is in an condition which poses immediate risk of physical harm or death.
- **Non Emergency Reports**- an investigation can begin within three working days.

### APS Referral Flow Chart



# Protective Services

- Counseling and casework services
- Medical Care
- Mental Health Services
- Home Health Care
- Homemaker services
- Helping with food, clothing, or shelter
- Housing related services
- Legal Services
- Guardianship



# Mandated Reporter Courtesy Follow Up

Mandated reporters can request from their local CDJFS a courtesy follow up on the report they made.

Information the reporter can receive is as follows:

- Whether or not the referral was accepted as a report for an investigation.
- Whether the case was closed or referred for services.

**Note:** Specific case information can only be requested and received by the elderly victim or their attorney.

# County Complaint Process

If the reporter, alleged adult victim, caretaker, or any person related to the case has concerns with the CDJFS regarding the provisions of the investigation or protective services, may file a county complaint.

# County Complaint Process

1. First file the complaint with the CDJFS. If the issue is not resolved with the CDJFS then;
2. File complaint the complaint with the Ohio Department of Job and Family Services (ODJFS), Office of Children and Families Help Desk at 1-866-886-3537 option #4.

# State's Responsibility for APS

Under Ohio law, the Ohio Department of Job and Family Services is the state agency responsible for the administration of the Adult Protective Services Program.

ODJFS has the authority to:

1. Write rules, policies and procedures pertaining to APS.
2. Provide oversight to ensure counties are in compliance with rules and laws.
3. Provide technical assistance and training to county agency staff.

# County Complaint Process

- The OCF Help Desk staff will collect all pertinent information from the person filing the agency complaint regarding the case.
- If the case meets the criteria for a state investigation, then the complaint is assigned to a State Technical Assistant Specialist (TAS) for a case review.

# County Complaint Process

- The assigned TAS will conduct a case review at the CDJFS under investigation.
- At the conclusion of the case review, the TAS will prepare a report of its case findings.
- The TAS will contact the CDJFS and the person who filed the complaint either by telephone or letter regarding the case review disposition.

## APS Statistics for SFY 2013

From July 1, 2012 through June 30, 2013 there were a total of **14,646** reports of abuse, neglect and exploitation were received by the CDJFSs for adults 18 years of age and over.

Of the **14,646** reports, **14,227** were reports for adults age 60 and over.

## APS Statistics for SFY 2013

**Abuse** comprised a total of **2,109** reports received. Of the total number of abuse reports, **2,050** were reports for adults 60 and over.

**Exploitation** comprised a total of **2,357** reports received. Of this total, **2,311** were reports for adults age 60 and over.



## APS Statistics for SFY 2013

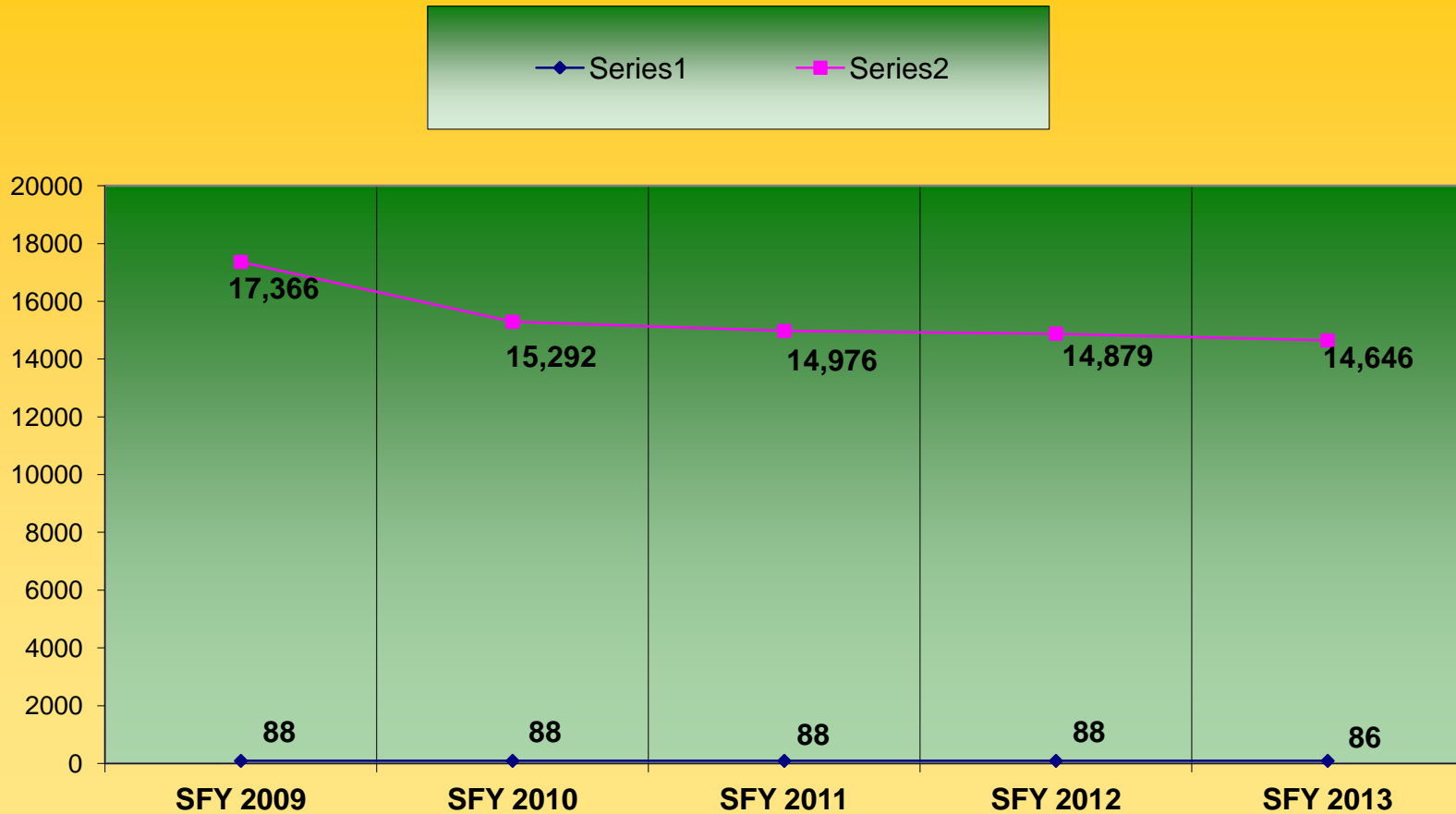
**Neglect** comprised a total of **10,180** reports received. There were two categories of Neglect that together represent the total number. *Self Neglect and Neglect by Others.*

***Self Neglect*** represents **6,818** reports received. Of this number, **6,604** were reports for adults age 60 and over.

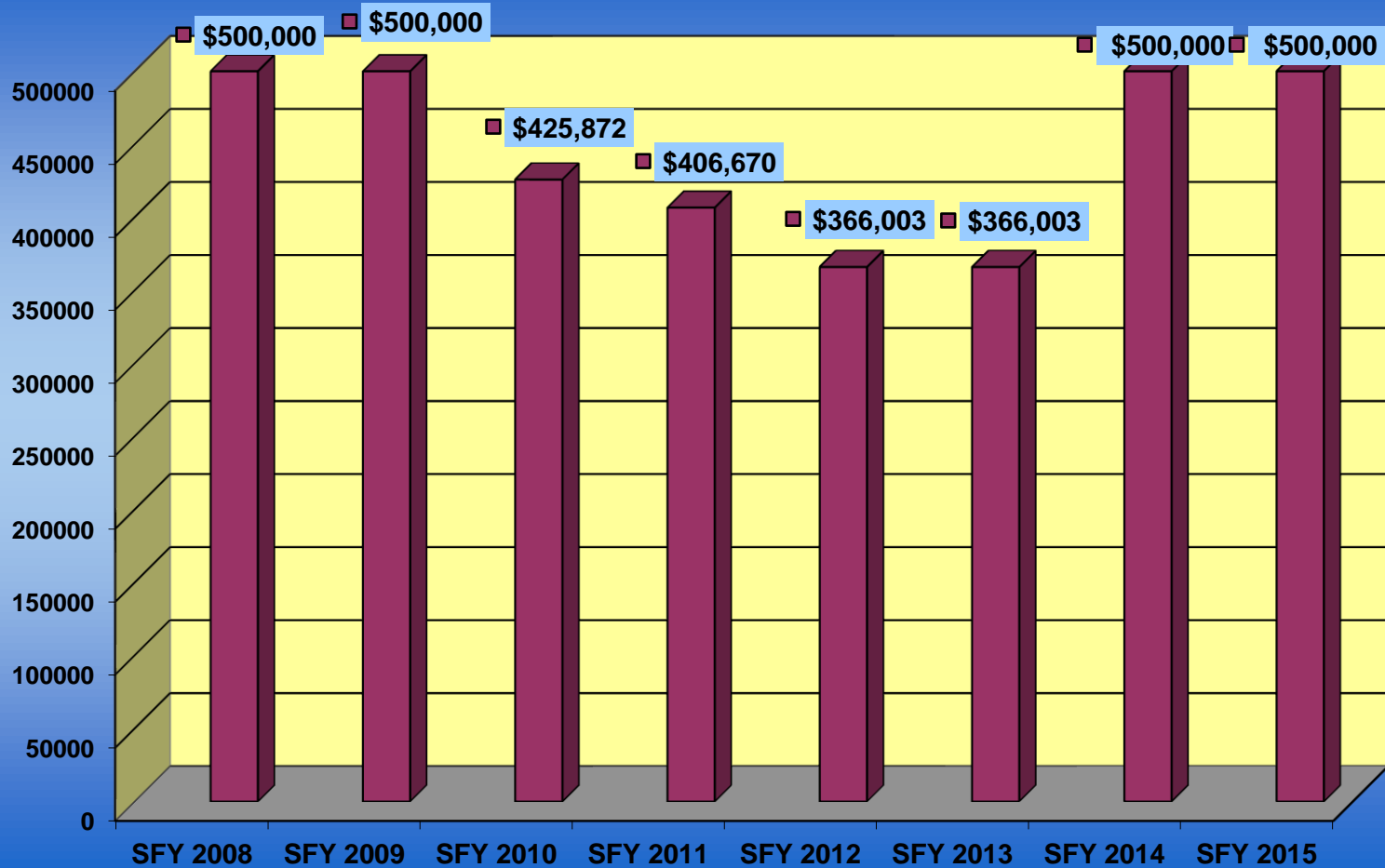
***Neglect by Others*** represented **3,362** reports received. Of this number, **3,262** were reports for adults age 60 and over.



### APS TREND DATA



### APS Funding Allocations



# Collaboration

- A team approach is often the best way to solve issues related to elder abuse.
- Professionals and concerned citizens need to work together to protect the elderly who are risk, to help them and their families.



**Department of Job  
and Family Services**

John R. Kasich, Governor  
Michael B. Colbert, Director

A green map of the state of Ohio, filled with a pattern of small white circles. The text "Office of Families and Children" is overlaid on the map in a bold, black, sans-serif font.

**Office of  
Families and Children**

# Questions