



# Quarterly Performance Report

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1<sup>ST</sup> QUARTER OF SFY 2019

JULY 1, 2018 – SEPTEMBER 30, 2018

Arkansas Adult Protective Services



July 1, 2018, through September 30, 2018

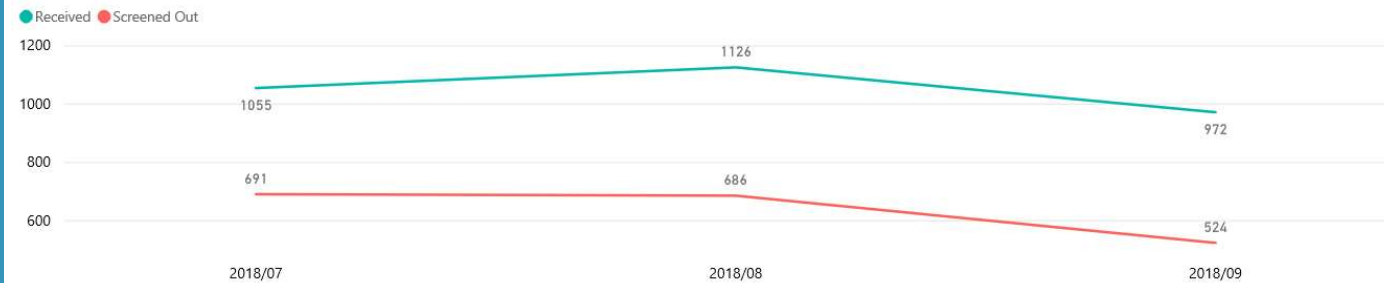
Total Complaints Received	Total Screened Out	Percent Screened Out	Investigations Opened	Investigations Closed	Active Investigations
3153	1901	60.29%	1252	1128	621

## Quick Facts

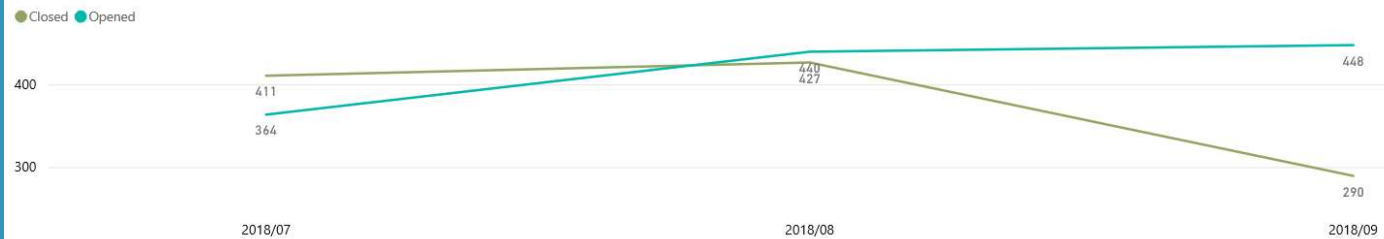
For APS to investigate and take action, the law requires the alleged victim to be cognitively or physically impaired and unable to protect himself or herself from abuse, neglect, or exploitation.

APS investigates allegations of physical abuse, psychological abuse, sexual abuse, caregiver neglect, self-neglect, and exploitation.

Complaints Received and Screened Out by Month



Opened and Closed Investigations

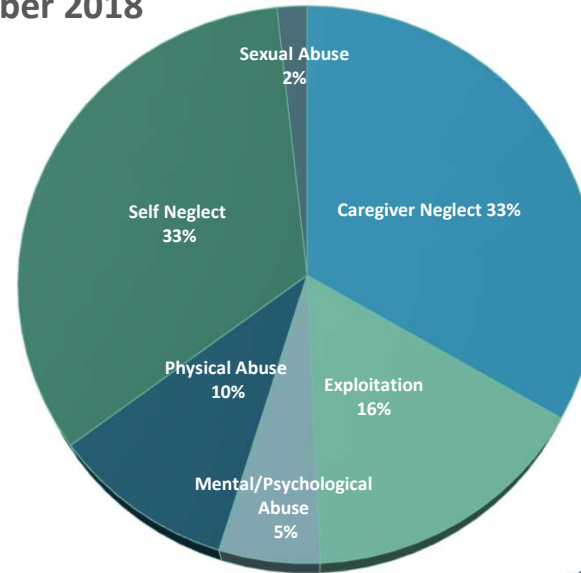




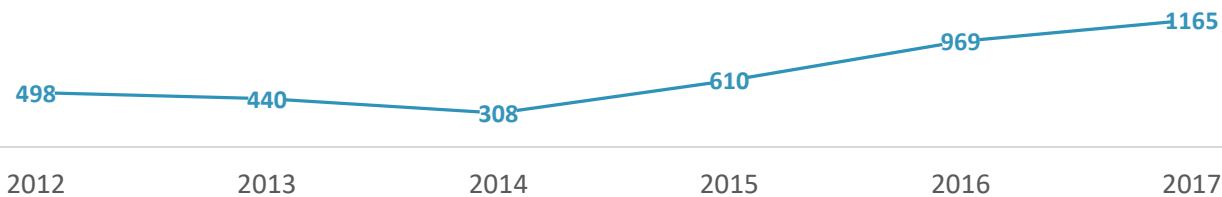
## Quick Facts

Due to the explosion of the elderly population (i.e., the aging baby boomer generation), financial exploitation of the elderly is likely to increase. Financial exploitation is recognized as one of the fastest growing areas in APS nationally (NAPSRC & NASUAD, 2012). The most common forms of financial exploitation range from scams, misuse of power of attorney, credit cards (misuse or identity theft), bank account withdrawals, and changes in house ownership (either through deeding property or through deception; Gunther, 2011; Gunther, 2012). Many offenders use more than one method of exploitation (Gunther, 2011; Gunther, 2012; Thomas, 2014).

### Distribution of Allegations Investigated July – September 2018



### NUMBER OF EXPLOITATION ALLEGATIONS INVESTIGATED BY YEAR



DIVISION OF AGING, ADULT & BEHAVIORAL HEALTH SERVICES

Self-neglect is the most common category of **substantiated** reports.



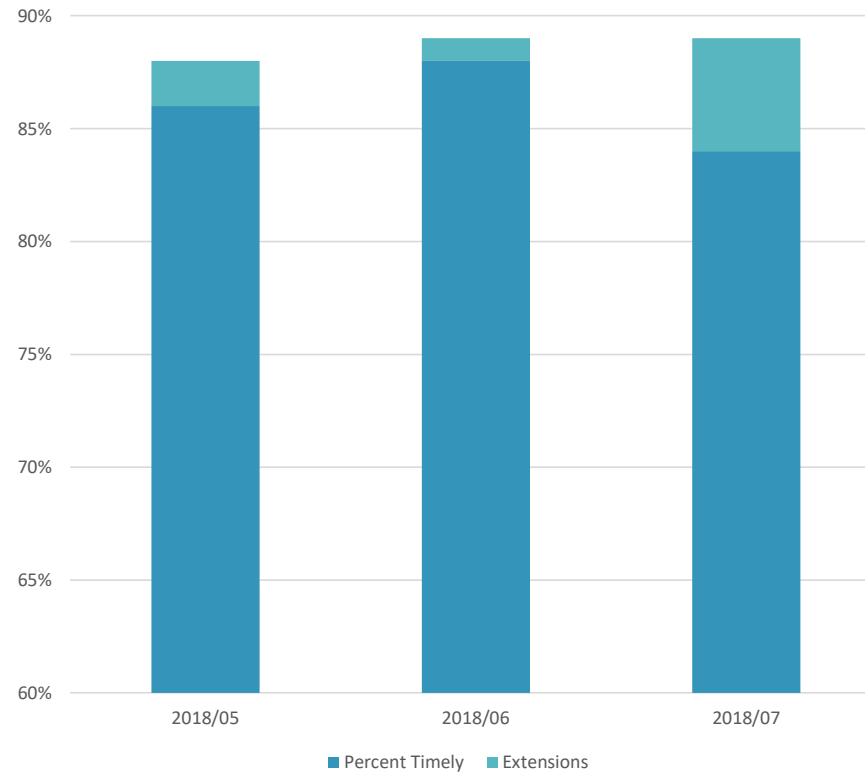
## Quick Facts

The law requires that APS complete its investigations within 60 days of receipt of the report.

APS completed 88.7% of its investigations on time during the first four months of the year.



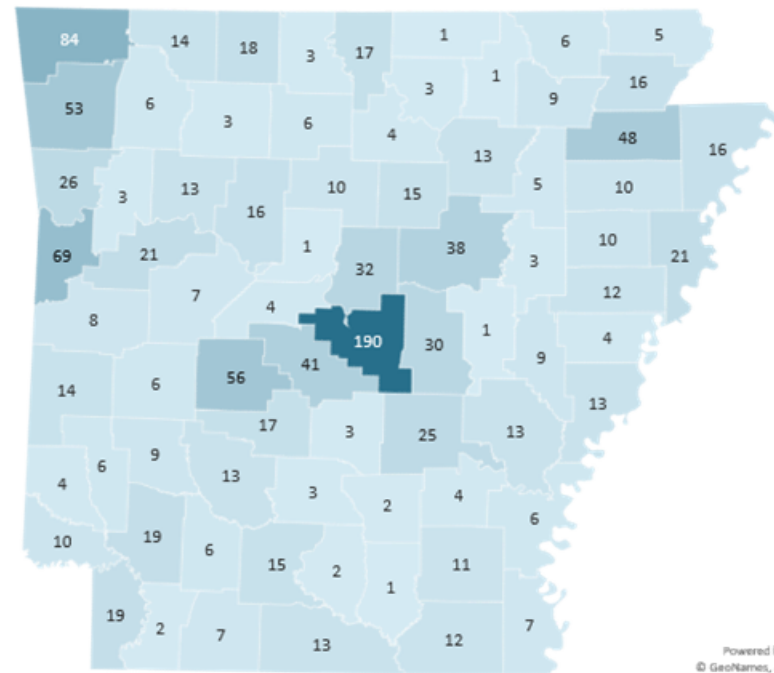
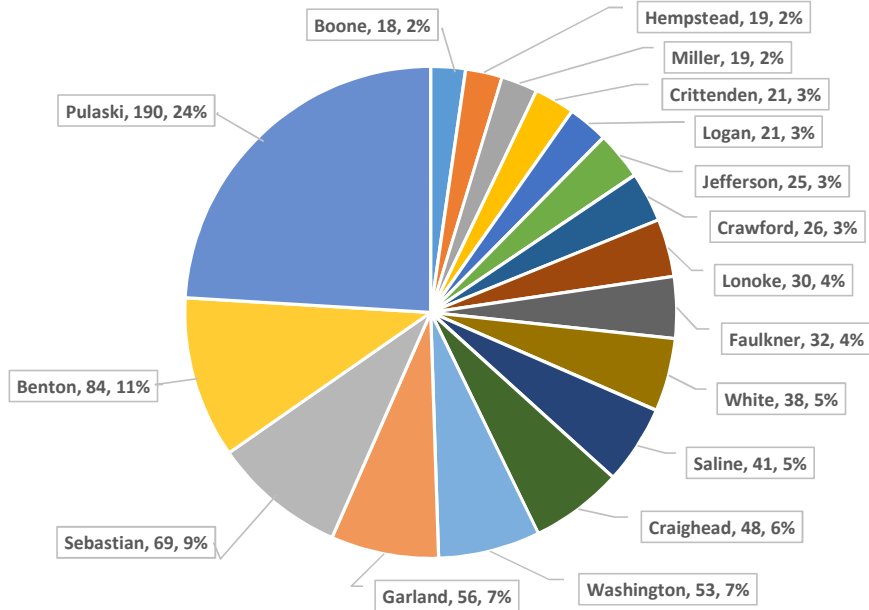
Timely Completion of Adult Maltreatment Investigations  
(P1 and P2 combined)



August and September are not reported here, as both months have investigations still open and within the 60-day period of investigation.

# Location Distribution of Q4 Investigations

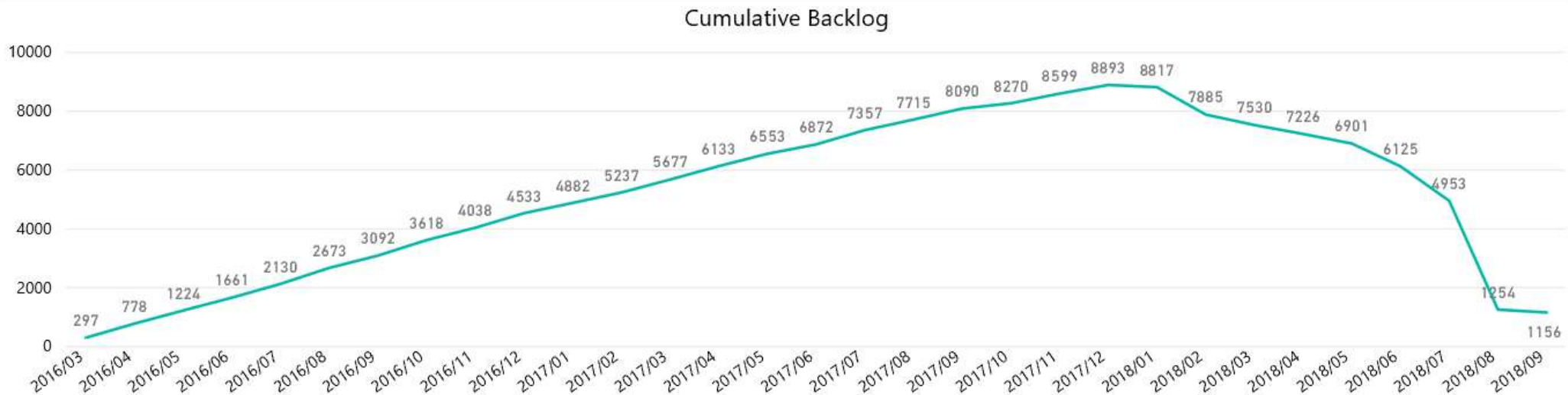
Top 15 Investigations by County



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# Cumulative Backlog



The 1,156 investigations reported as cumulative backlog have been screened by HCBS RNs and have undergone secondary review by a DAABH licensed social worker, APS RN, and APS Leadership. The 1,156 investigations will remain on the dashboard until Deloitte applies the updates and closes the investigations from the system.

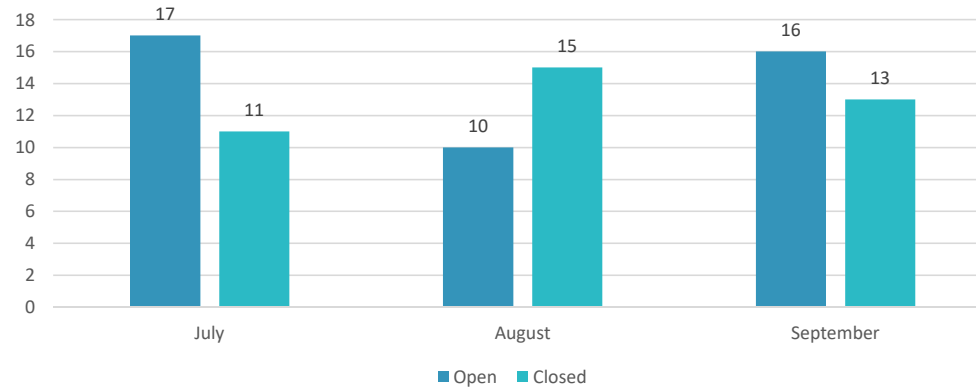


## Quick Facts

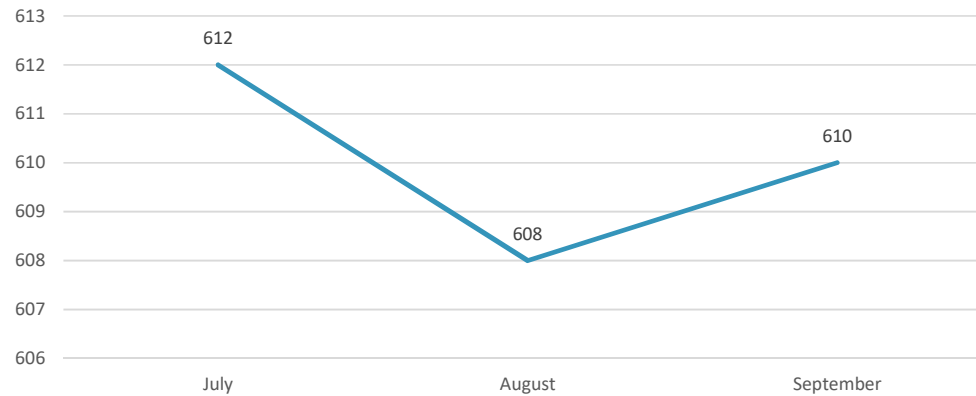
APS will acquire services, including custody, for the shortest duration and to the minimum extent necessary to remedy or prevent maltreatment. For example, APS will attempt to acquire services that keep clients in their homes, if it is safe to do so. Placement in an assisted living or other long-term care facility would only be considered if the client's needs were too great to remain safely in his/her home.



Nuber of Custody Cases Opened and Closed by Month



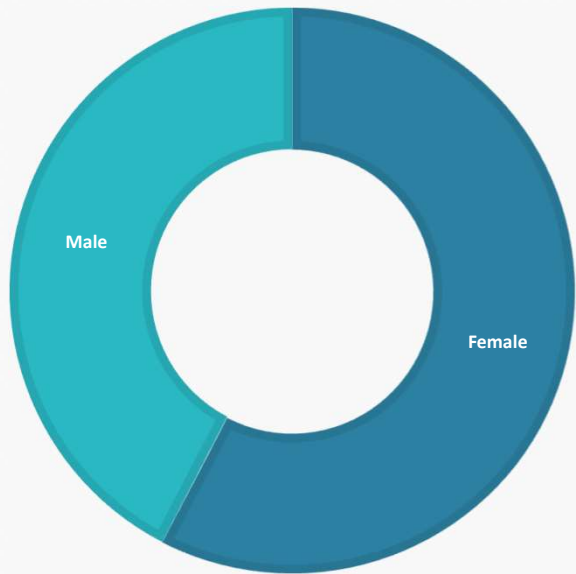
Number of Custody Clients at Month-End



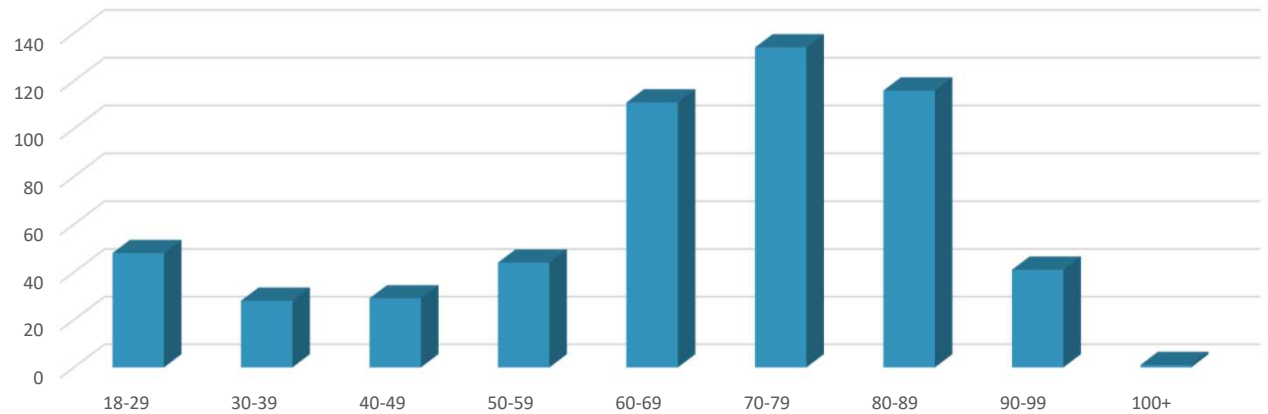




### GENDER DISTRIBUTION OF CUSTODY CLIENTS IN Q4



### Age Group Distribution of Custody Clients in Q1





## References

Gunther, J. (2011). The Utah cost of financial exploitation. Utah Division of Aging and Adult Services.

Gunther, J. (2012). The 2011 Utah economic cost of elder financial exploitation. Utah Division of Aging and Adult Services.

Laumann, E., Leitsch, S., & Waite, L. (2008). Elder mistreatment in the United States: prevalence estimates from a nationally representative study. *The Journals of Gerontology Series B, Psychological Sciences and Social Sciences*, 63(4), S248–S254.

Thomas, D.E. (2014). The Wyoming cost of financial exploitation 2011, 2012, and 2013. Utah Adult Protection Services.

National Adult Protective Services Resource Center & National Association of States United for Aging and Disabilities (2012). *Adult protective services in 2012: Increasingly vulnerable.*

