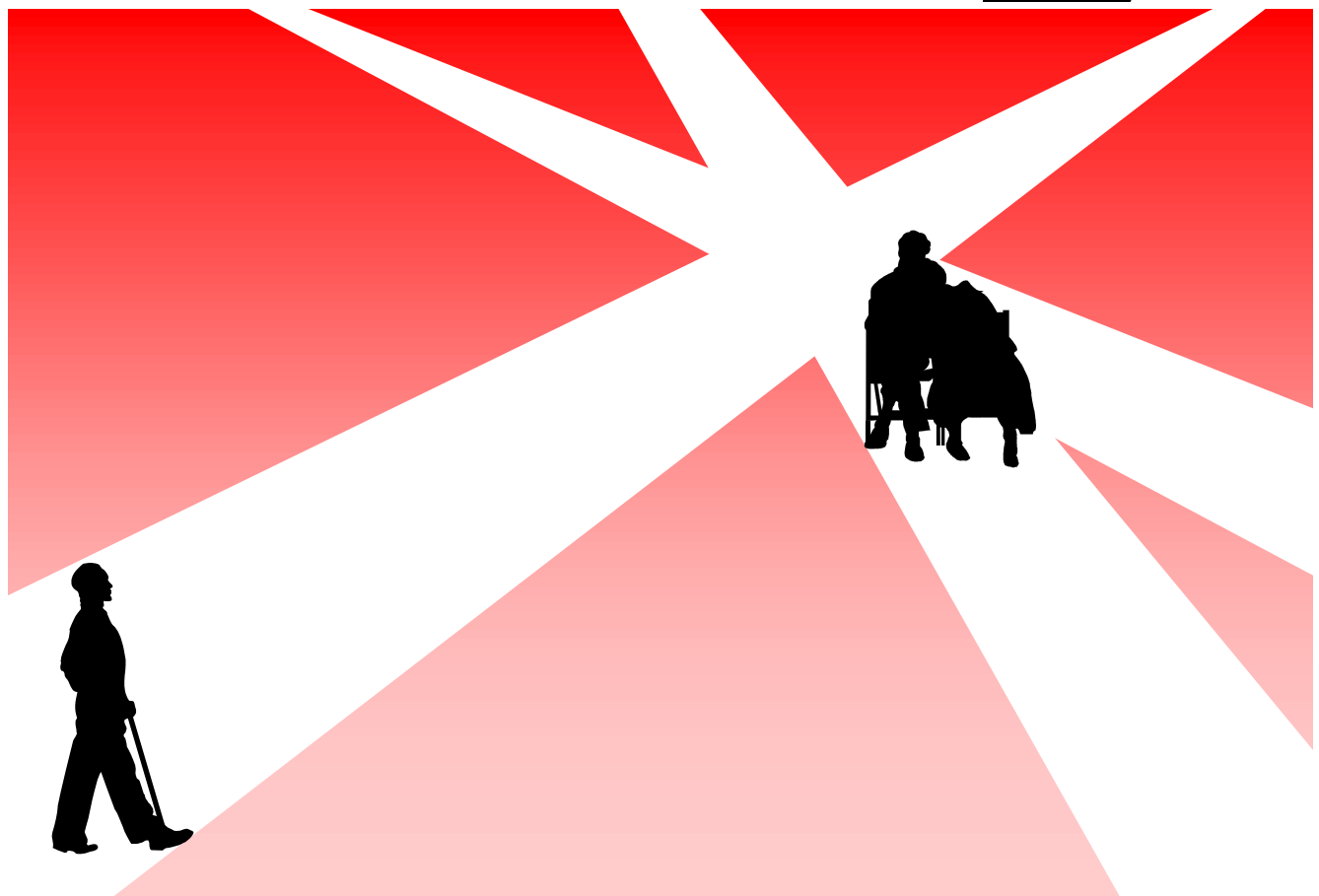


New Directions *for*

Elder and Dependent Adult Abuse and Adult Protective Services in California: A 6-Month Review

September 1999 to February 2000



Research and Development Division
Adult Programs Analysis Team
September 2000



New Directions

**Elder and Dependent Adult Abuse
& Adult Protective Services in California:
A 6-Month Review**

September 1999 - February 2000

Prepared by:

Research and Development Division
Adult Programs Analysis Team

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Program Overview

The Adult Protective Services (APS) Program provides assistance to elders and dependent adults who are functionally impaired, unable to meet their own needs, or who are victims of abuse, neglect or exploitation. Counties are responsible for investigating allegations of abuse of an elder or dependent adult residing in other than a long-term care facility. Abuse that occurs in a long-term care facility is reported to and investigated by the Ombudsman's Office within the Department of Aging.

Senate Bill 2199 (Chapter 946, Statutes of 1998) created a statewide APS program with minimum standards for all counties. Reporting mandates were implemented, in part, in January 1999 and complete bill provisions were applied in May 1999. As a result:

- The definition of mandated reporters was expanded. As of January 1999, mandated reporters include *any person* who has assumed full or intermittent responsibility for the care or custody of an elder or dependent adult.
- APS agencies are required to respond to and investigate all reports of physical abuse, financial abuse, neglect (including self-neglect), abandonment, isolation, and abduction. Prior to January 1999, mandated reporters were only required to report physical abuse of elders and dependent adults. APS agencies were authorized, but not required, to provide protective activities, such as investigations and needs assessment.
- APS agencies now operate a 24-hour emergency response system which provides in-person responses, 24 hours per day, seven days per week. The 24-hour system allows counties to provide immediate intake or intervention for new reports involving immediate life-threats and to respond to crisis situations.
- APS agencies are required to provide case management services which include investigation, assessment of individual limitations, strategies for stabilization, linkage to community services, monitoring, and reassessment. Prior to May 1999, APS agencies would respond, at a minimum, to allegations of physical abuse, stabilize the situation, and utilize available social services and community resources.

This publication represents the first six months of Adult Protective Services (APS) data collected from the revised Adult Protective Services and County Services Block Grant Monthly Statistical Report (SOC 242). The data was collected for the six-month time period of September 1999 through February 2000, and is described in terms of independent and combined elder and dependent adult cases, reports, and investigations.

The Adult Programs Analysis Team, in consultation with the Adult Programs Branch, produced this analysis of the first six months of data provided on the new reporting

form. However, because of changed definitions and new reporting requirements, most of the data elements are not comparable to the old forms.

Counties faced challenges in reporting due to data processing system and form revisions. Some month-to-month fluctuations during these early months of reporting on the new form may be due to changes in automated systems at the county level. All data used in this report are based upon county reports submitted as of September 1, 2000. Some counties may have subsequently updated some data and submitted revised figures. These counts will be included in future APS reports.

Despite this, county data is a powerful tool in understanding the overall state of elder and dependent adult abuse in California.

Background and Trends

- Caseload has been steadily increasing in recent years.

Data from previous APS reports show that the number of active cases increased by almost 6 percent between 1996 and 1997¹, and the number of active cases increased by slightly more than 8 percent between 1997 and 1998². Since the implementation of SB 2199, the number of active cases has risen even more significantly; the eight-month period of January through August of 1999 showed a 17 percent rise in caseload². During the six-month time frame of our analysis, September 1999 to February 2000, the data show that the number of active cases increased by 14 percent.

Although the actual number of cases appears to have dropped after the implementation of SB 2199 (from 21,825 in August 1999 to 16,543 in September 1999), the decline is artificially induced by the changed definition of a 'case'. Prior to SB 2199, a report was counted as a case at the point that APS received the report of alleged abuse. After SB 2199, a report could not be considered a case until an in-person investigation had been conducted or attempted.

- The percentage of reports investigated and confirmed compared to all reports received remains steady.

In 1997, about 47 percent of elder and 58 percent of dependent adult reports of abuse were confirmed¹. In 1999, about 47 percent of elder and 55 percent of dependent adult reports of abuse were investigated and confirmed². This report supports the historical trends, as approximately 45 percent of elder and 57 percent of dependent adult reports of abuse were confirmed upon investigation in the six-month time frame of our analysis.

- Cases of self-neglect are making up a larger proportion of total types of abuse than in the past.

Between 1997 and 1999, the proportion of confirmed elder reports of self-neglect to the total confirmed reports of elder abuse hovered around 40 percent. For dependent adults this proportion hovered around 60 percent during the same period^{1,2}.

This report indicates that self-neglect has become a larger percentage of confirmed reports of abuse. Self-neglect in the elder population rose to almost 60 percent of all types of abuse, and to 73 percent of abuse in the dependent adult population.

¹ Elder and Dependent Adult Abuse and Adult Protective Services in California: Annual Statistical Report, Calendar Year 1997, pages 22, 24, 25, 46

² Early Impact of Senate Bill 2199: Opening the Door for Adult Protective Services Program, May 2000, pages 8, 10, 12

This may be due, in part, to an enhanced definition of self-abuse – the number of distinct categories of self-abuse were expanded from three to five under SB 2199. In addition, the pool of mandated reporters has also increased. Outreach efforts, such as the effort explained on page 22, may also have contributed to the overall rise in confirmed cases of self-neglect.

- The most frequent types of abuse perpetrated by others have remained constant in recent years.

In order of prevalence for the time period of 1997 to the present, the most frequent types of elder abuse perpetrated by others are:

- 1) Financial (formerly referred to as Fiduciary)
- 2) Neglect
- 3) Psychological/Mental (referred to as mental suffering in the California Welfare and Institutions Codes)

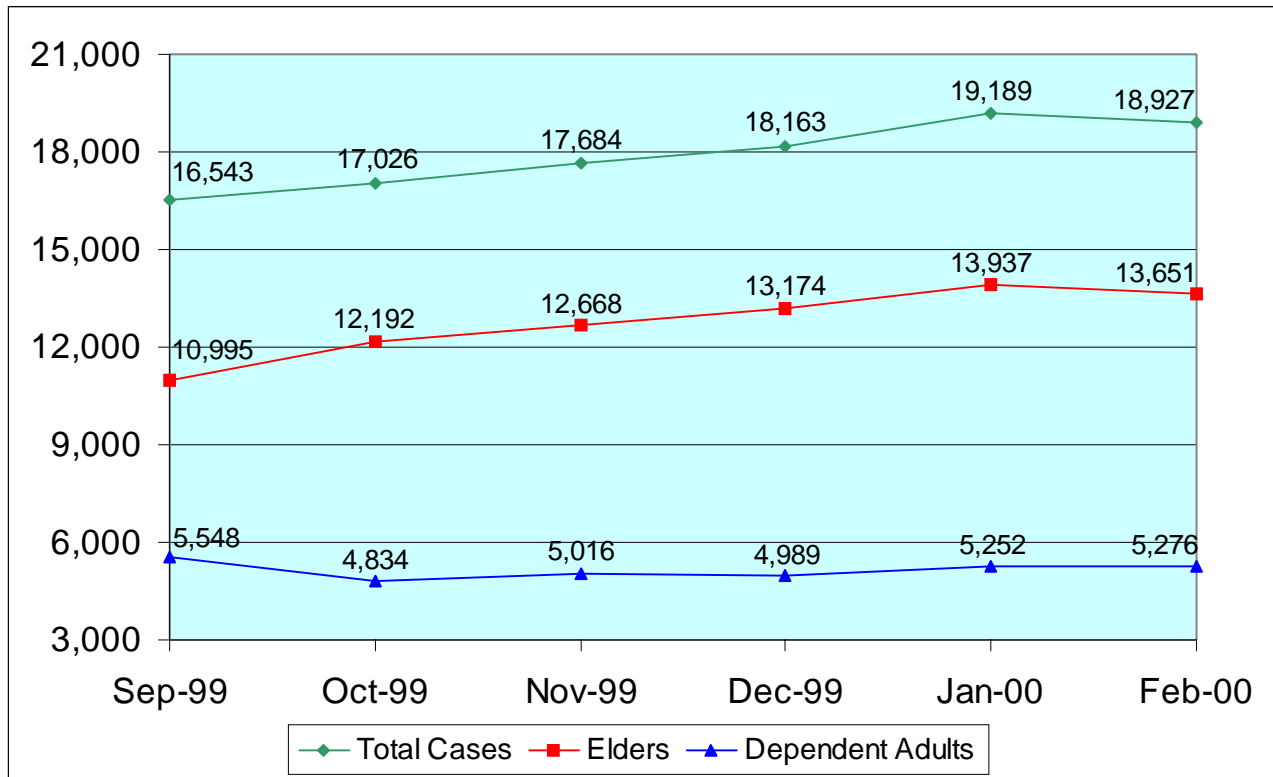
In order of prevalence for the time period of 1997 to the present, the most frequent types of dependent adult abuse perpetrated by others are:

- 1) Physical
- 2) Neglect
- 3) Psychological/Mental (referred to as mental suffering in the California Welfare and Institutions Codes)
- 4) Financial (formerly referred to as Fiduciary)

**APS
Six-Month
Caseload
Trends**

TOTAL STATEWIDE ACTIVE CASES PER MONTH ELDERS AND DEPENDENT ADULTS

Active APS cases represent a county's ongoing workload. Over the six-month period, cases of elder abuse averaged 71 percent of the total active APS caseload. The number of active cases has been increasing, in part, because of the more intensive and comprehensive case management activities being implemented by counties.



Source: Department of Social Services, SOC 242, Part A, Line 3

Total Statewide Active Cases						
	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00
Total statewide active caseload	16,543	17,026	17,684	18,163	19,189	18,927
Change		483	658	479	1,026	-262
Overall % change from previous month		2.9%	3.9%	2.7%	5.6%	-1.4%
Elders statewide active caseload	10,995	12,192	12,668	13,174	13,937	13,651
Change		1,197	476	506	763	-286
% change from previous month		10.9%	3.9%	4.0%	5.8%	-2.1%
Dependent Adults statewide active caseload	5,548	4,834	5,016	4,989	5,252	5,276
Change		-714	182	-27	263	24
% change from previous month		-12.9%	3.8%	-0.5%	5.3%	0.5%

Note: The number of active cases is an unduplicated count, referring to only one case per person. Each case may or may not contain more than one report and/or type of abuse.

AVERAGE MONTHLY ACTIVE CASES SEPTEMBER 1999 TO FEBRUARY 2000

	Elders		Dependent Adults		Total
	Cases	Percent to Total	Cases	Percent to Total	Cases
Statewide	12,770	71%	5,153	29%	17,922
Alameda	504	86%	85	14%	589
Alpine	2	48%	3	52%	5
Amador	11	84%	2	16%	13
Butte	136	76%	44	24%	180
Calaveras	106	78%	30	22%	136
Colusa	7	66%	3	34%	10
Contra Costa	202	77%	60	23%	261
Del Norte	67	85%	12	15%	78
El Dorado	24	79%	6	21%	30
Fresno	172	73%	62	27%	235
Glenn	6	71%	3	29%	9
Humboldt	82	76%	26	24%	108
Imperial	12	97%	0	3%	13
Inyo	16	64%	9	36%	25
Kern	107	68%	51	32%	158
Kings	37	66%	19	34%	56
Lake	19	72%	7	28%	27
Lassen	22	82%	5	18%	26
Los Angeles	2,726	67%	1,333	33%	4,059
Madera	43	75%	14	25%	56
Marin	67	76%	21	24%	88
Mariposa	9	49%	9	51%	18
Mendocino	90	64%	51	36%	140
Merced	291	60%	193	40%	484
Modoc	13	72%	5	28%	18
Mono	1	100%	0	0%	1
Monterey	143	82%	32	18%	174
Napa	102	86%	16	14%	118
Nevada	64	75%	21	25%	86
Orange	615	82%	135	18%	749
Placer	53	73%	20	27%	73
Plumas	16	65%	9	35%	25
Riverside	454	85%	81	15%	535
Sacramento	1,922	68%	914	32%	2,835
San Benito	7	65%	4	35%	10
San Bernardino	761	65%	408	35%	1,169
San Diego	588	71%	237	29%	824
San Francisco	1,029	74%	359	26%	1,388
San Joaquin	158	75%	53	25%	212
San Luis Obispo	96	77%	28	23%	124
San Mateo	225	70%	98	30%	322
Santa Barbara	168	73%	63	27%	231
Santa Clara	479	70%	205	30%	683
Santa Cruz	74	75%	24	25%	99
Shasta	49	70%	21	30%	70
Sierra	1	40%	2	60%	3
Siskiyou	11	74%	4	26%	14
Solano	113	73%	41	27%	154
Sonoma	196	77%	59	23%	256
Stanislaus	104	64%	58	36%	162
Sutter	29	63%	17	37%	46
Tehama	50	68%	24	32%	74
Trinity	6	60%	4	40%	10
Tulare	122	83%	25	17%	147
Tuolumne	37	60%	25	40%	62
Ventura	201	76%	62	24%	263
Yolo	68	76%	22	24%	90
Yuba	64	65%	35	35%	98

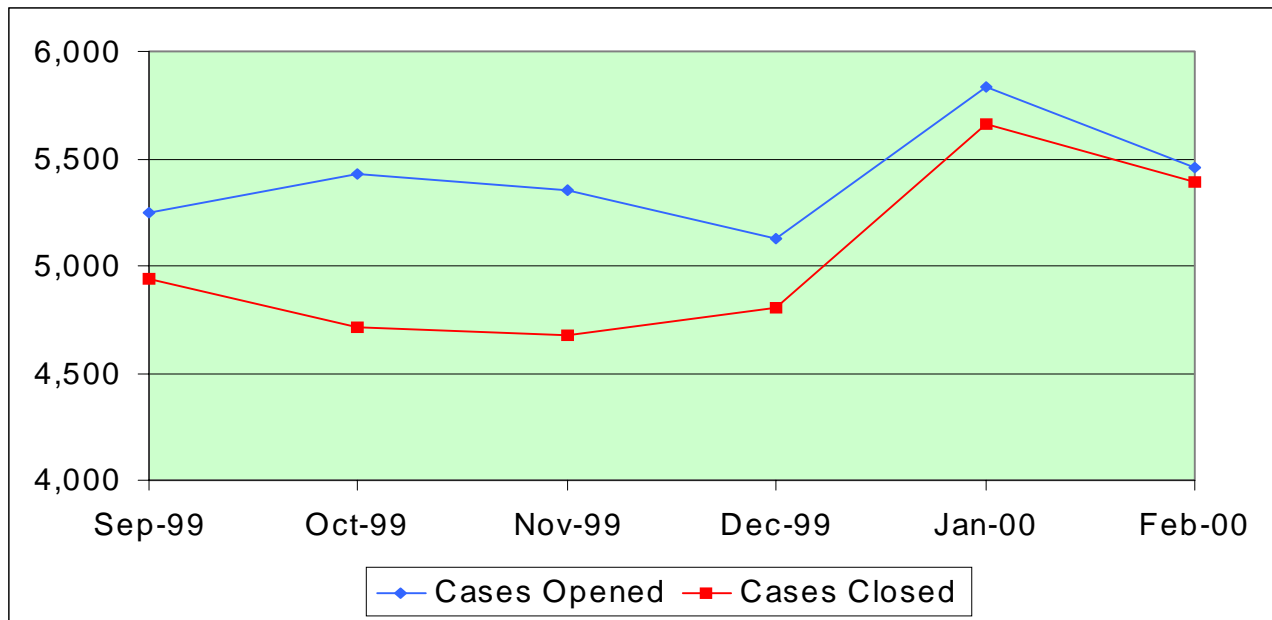
Source: Department of Social Services, SOC 242, Part A, Line 3

Note: Active caseload averages and percentages are rounded independently and may not add to 100%.

TOTAL APS CASES OPENED COMPARED TO CASES CLOSED PER MONTH

Between September 1999 and February 2000, there was an average of 7.5 percent more cases opened than closed for combined elder and dependent adult APS cases. In part, this can be attributed to county outreach efforts and the broadened definition of mandated reporters required by SB 2199.

Experienced APS workers suggest that the almost 14 percent increase in cases opened between December 1999 and January 2000 can be attributed to normal seasonal fluctuation. Historically, there has been an increase in cases opened each January. Friends and relatives may be more likely to discover and report maltreatment of elder and dependent adults upon spending time with them during the holidays. In addition, holiday stress can increase the likelihood of abuse.



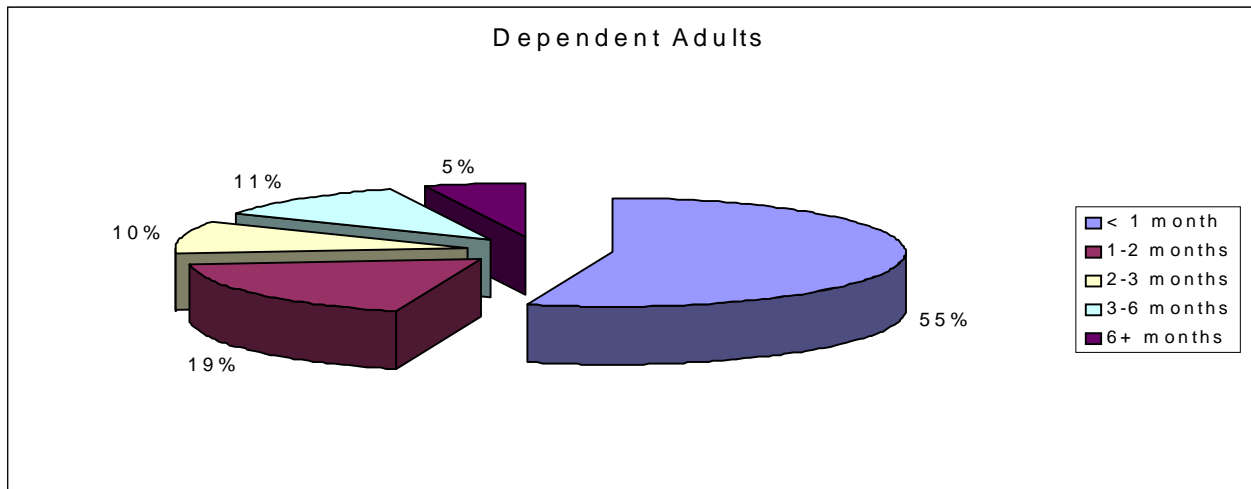
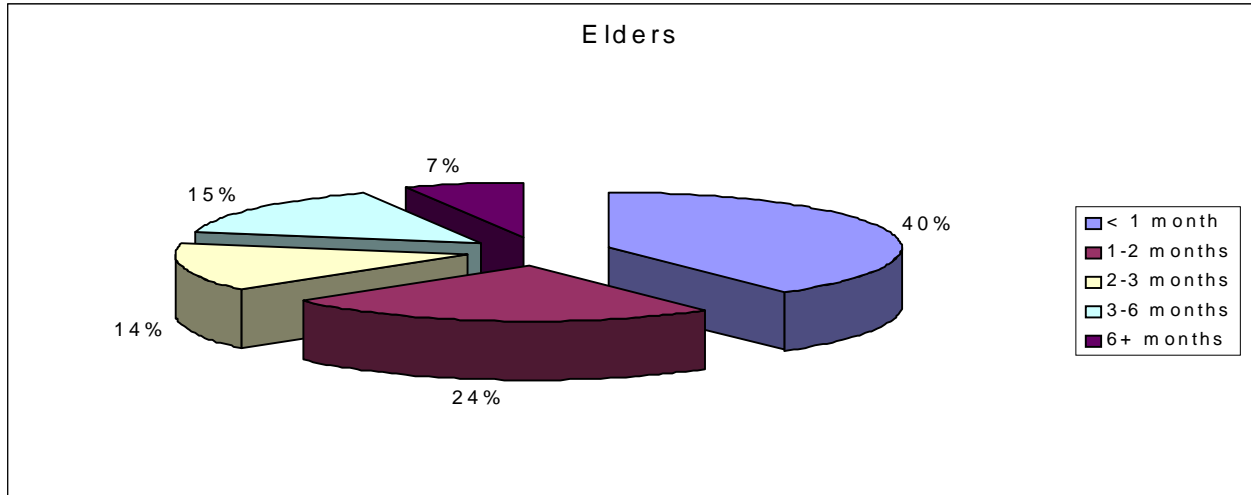
Source: Department of Social Services, SOC 242, Part A, Line 2 and 4

Total APS Cases Opened Compared to Cases Closed				
	Cases Opened	% Change from Prior Month	Cases Closed	% Change from Prior Month
Sep-99	5,245		4,941	
Oct-99	5,426	3.5%	4,714	-4.6%
Nov-99	5,354	-1.3%	4,680	-0.7%
Dec-99	5,127	-4.2%	4,805	2.7%
Jan-00	5,836	13.8%	5,659	17.8%
Feb-00	5,456	-6.5%	5,389	-4.8%
6-Month Total	32,444		30,188	

Note: The number of cases opened and cases closed are unduplicated counts, referring to only one case per person. Each case may or may not contain more than one report and/or type of abuse.

AVERAGE LENGTH OF TIME A CASE REMAINED OPEN AND RECEIVED SERVICES

Approximately 67 percent of all elder and dependent adult APS cases are closed within 60 days. Dependent adult abuse cases often require briefer assessments, shorter investigations, and less involved case management services than elder abuse cases. As a result, 40 percent of the elder abuse cases are closed within 30 days, while 55 percent of dependent adult cases are closed within this time period.



Source: Department of Social Services, SOC 242, Part A, Line 4 a-e

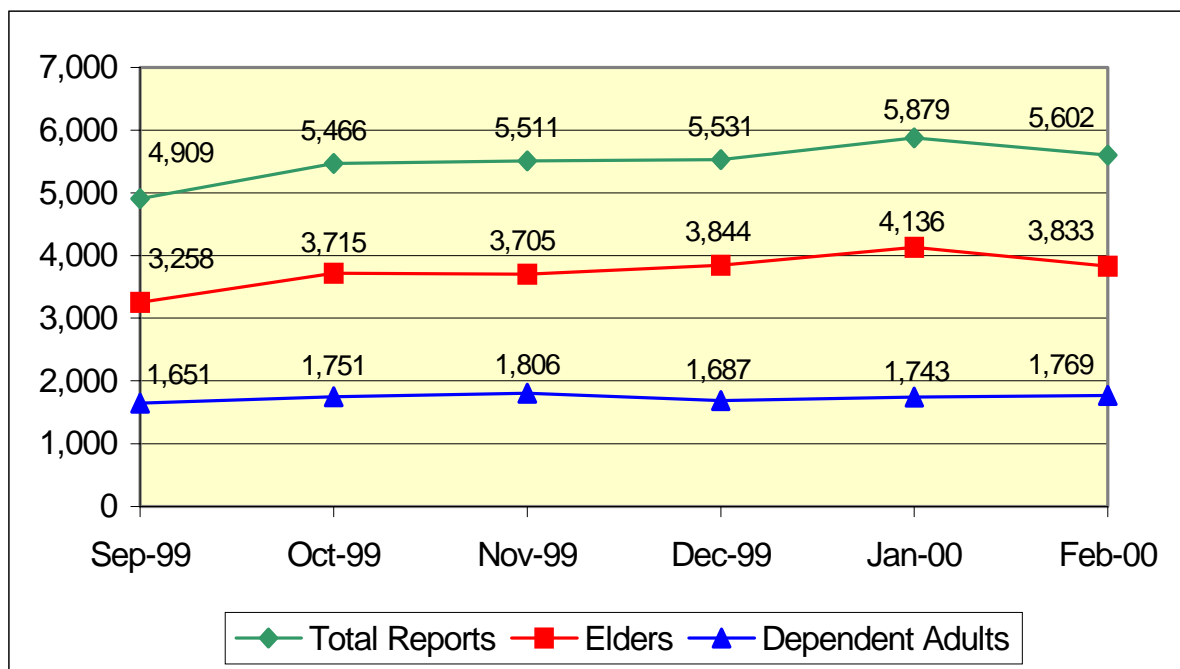
Number of Months a Case Remained Open and Received Services Statewide Average		
	Elders	Dependent Adults
<i>Less than 1 month</i>	1,356	887
<i>1-2 months</i>	834	307
<i>2-3 months</i>	484	156
<i>3-6 months</i>	510	186
<i>6 months or more</i>	224	88
Total Cases Closed	3,408	1,624

Note: The number of cases is an unduplicated count, referring to only one case per person. Each case may or may not contain more than one report and/or type of abuse.

TOTAL REPORTS OF ALLEGED ABUSE PER MONTH RECEIVED WITHIN APS JURISDICTION ELDERS AND DEPENDENT ADULTS

County APS agencies receive calls of reports of alleged abuse 24 hours a day, 7 days a week. This chart displays those reports that are within jurisdiction of the agency. Approximately 8 percent of monthly reports received are within the jurisdiction of another agency, such as law enforcement, the Long Term Care Ombudsman, the state Department of Mental Health or the state Department of Developmental Services.

Reports of alleged abuse against elders averages 68 percent of all reports, similar to their proportion of active cases.



Source: Department of Social Services, SOC 242, Part B, Line 8

Note: The number of reports of alleged abuse is an unduplicated count of new reports received, including new reports on open cases and separate new reports of different incidences or types of abuse for the same individual.

AVERAGE MONTHLY REPORTS OF ALLEGED ABUSE RECEIVED WITHIN APS JURISDICTION SEPTEMBER 1999 TO FEBRUARY 2000

	Elders		Dependent Adults		Total
	Reports	Percent to Total	Reports	Percent to Total	Total Reports
Statewide	3,743	68%	1,734	32%	5,477
Alameda	164	82%	35	18%	199
Alpine	3	86%	1	14%	4
Amador	5	76%	2	24%	6
Butte	61	70%	26	30%	87
Calaveras	17	80%	4	20%	21
Colusa	2	56%	1	44%	3
Contra Costa	69	83%	14	17%	84
Del Norte	9	72%	4	28%	12
El Dorado	25	80%	6	20%	32
Fresno	55	71%	23	29%	78
Glenn	3	67%	2	33%	5
Humboldt	14	62%	8	38%	22
Imperial	12	97%	0	3%	13
Inyo	6	66%	3	34%	9
Kern	71	72%	27	28%	98
Kings	24	61%	16	39%	40
Lake	19	75%	6	25%	25
Lassen	5	74%	2	26%	6
Los Angeles	610	52%	562	48%	1,172
Madera	13	78%	4	22%	17
Marin	30	78%	8	22%	39
Mariposa	5	51%	4	49%	9
Mendocino	17	60%	11	40%	27
Merced	15	56%	11	44%	26
Modoc	0	17%	1	83%	1
Mono	1	86%	0	14%	1
Monterey	27	84%	5	16%	32
Napa	20	86%	3	14%	23
Nevada	31	74%	11	26%	43
Orange	235	79%	64	21%	299
Placer	28	72%	11	28%	39
Plumas	9	65%	5	35%	13
Riverside	219	79%	59	21%	278
Sacramento	440	69%	194	31%	634
San Benito	6	73%	2	27%	8
San Bernardino	224	64%	124	36%	348
San Diego	352	75%	120	25%	472
San Francisco	163	76%	53	24%	216
San Joaquin	64	68%	30	32%	94
San Luis Obispo	40	79%	11	21%	50
San Mateo	31	76%	10	24%	40
Santa Barbara	104	67%	50	33%	154
Santa Clara	103	69%	46	31%	148
Santa Cruz	30	73%	11	27%	41
Shasta	8	68%	4	32%	12
Sierra	1	31%	2	69%	2
Siskiyou	10	81%	2	19%	12
Solano	42	70%	18	30%	60
Sonoma	61	72%	23	28%	85
Stanislaus	62	67%	31	33%	94
Sutter	12	69%	6	31%	18
Tehama	11	63%	6	37%	17
Trinity	4	59%	3	41%	7
Tulare	49	82%	11	18%	59
Tuolumne	10	54%	9	46%	19
Ventura	47	75%	16	25%	62
Yolo	20	75%	7	25%	27
Yuba	28	75%	10	25%	38

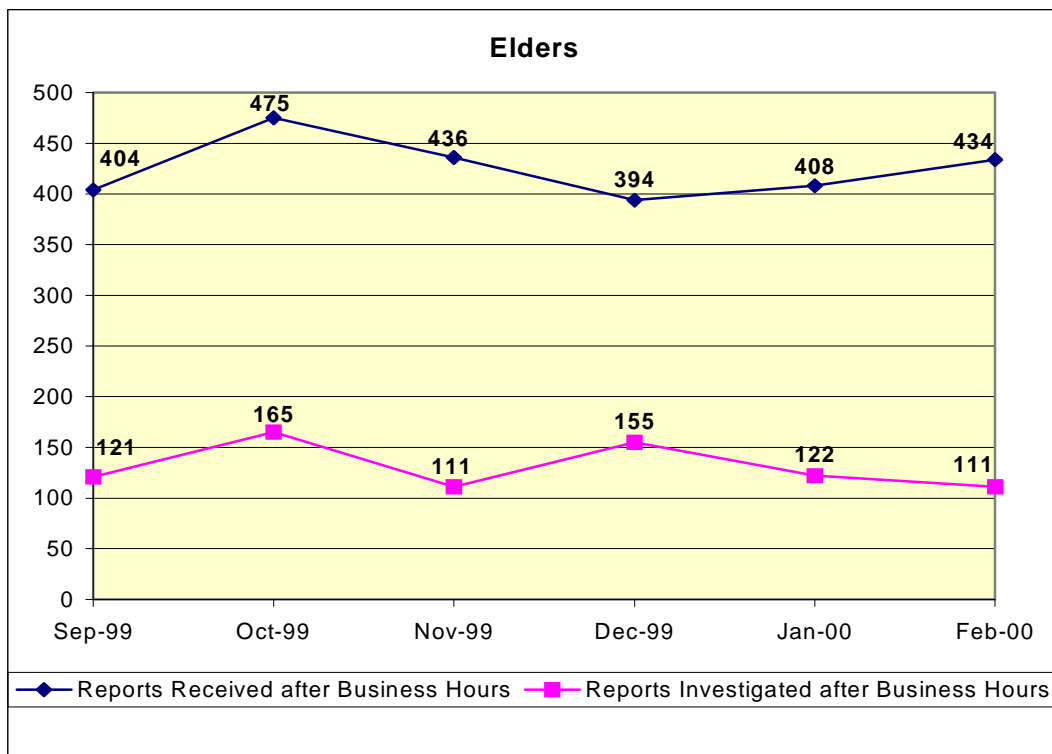
Source: Department of Social Services, SOC 242, Part B, Line 8

Note: Averages and percentages are rounded independently and may not add to 100%.

TOTAL ELDER REPORTS RECEIVED AND TOTAL REPORTS INVESTIGATED AFTER BUSINESS HOURS

This graph, and the one on the following page, depicts the monthly number of reports received and investigated statewide after normal business hours. Similar to reports received during business hours, between 5 to 10 percent of reports received after business hours are outside the jurisdiction of APS agencies. Those reports received outside of APS jurisdiction are referred to the appropriate investigative agency.

About 80 percent of the reports received after business hours are reports of alleged elder abuse. This compares with an average of about 68 percent for all reports of alleged abuse received.



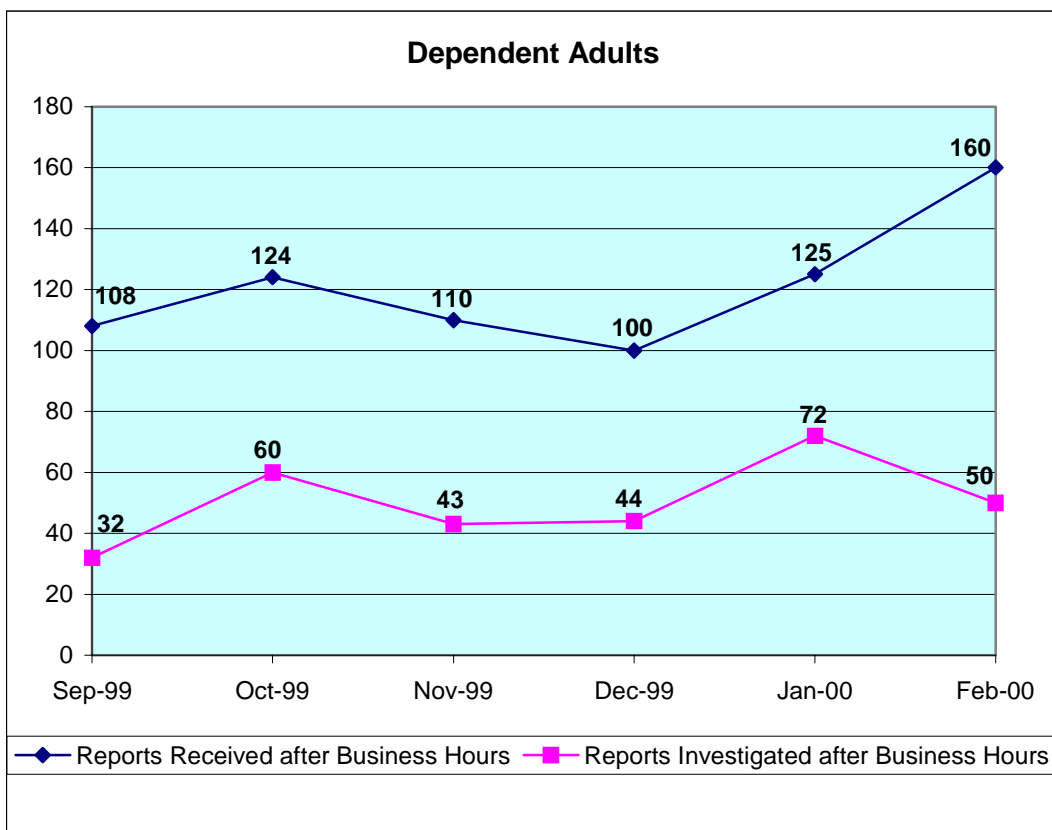
Source: Department of Social Services, SOC 242, Part B, Line 7a and Part C, Line 12

Note: The number of reports of alleged abuse represented in this graph are unduplicated counts of new reports received after business hours, including new reports on open cases, and separate new reports of different incidences or types of abuse for the same individual.

TOTAL DEPENDENT ADULT REPORTS RECEIVED AND TOTAL REPORTS INVESTIGATED AFTER BUSINESS HOURS

An average of about 20 percent of the reports received after business hours are reports of alleged dependent adult abuse. This compares with an average of about 32 percent for all reports received (as shown on page 11).

Reports investigated after hours are done so because they have been judged to be situations involving an immediate life threat, imminent danger, or crisis in an existing case.



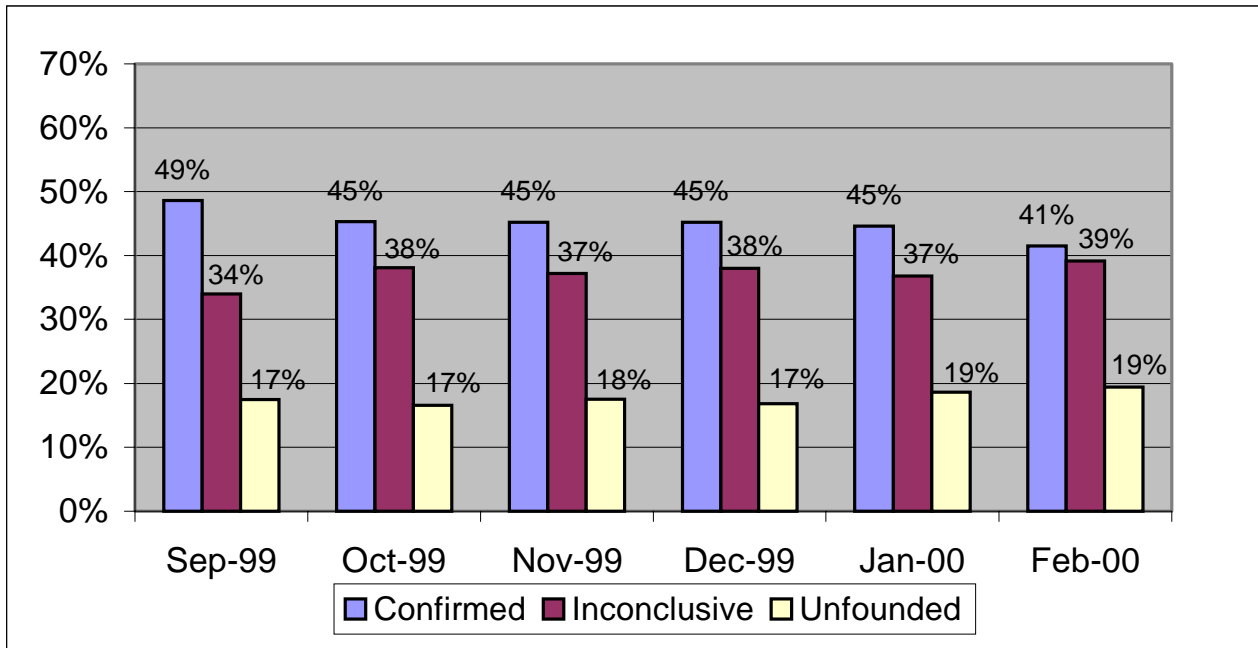
Source: Department of Social Services, SOC 242, Part B, Line 7a and Part C, Line 12

Note: The number of reports of alleged abuse represented in this graph are unduplicated counts of new reports received after business hours, including new reports on open cases, and separate new reports of different incidences or types of abuse for the same individual.

**Results of Completed
Investigations of Alleged Abuse
and
Types of Abuse Confirmed**

RESULTS OF COMPLETED INVESTIGATIONS ON REPORTS OF ALLEGED ELDER ABUSE

The number of reports found inconclusive rose approximately 5 percent between September 1999 and February 2000, while the number of reports confirmed decreased by 8 percent. This may be due to a reluctance to “confirm” a report when there is any doubt as to the credibility or sufficiency of the evidence.



Source: Department of Social Services, SOC 242, Part C, Line 10a, 10b and 10c

Results of Completed Investigations on Reports of Alleged Elder Abuse				
	Confirmed	Inconclusive	Unfounded	Total
Sep-99	1,571	1,098	564	3,233
Oct-99	1,316	1,107	481	2,904
Nov-99	1,435	1,180	557	3,172
Dec-99	1,449	1,218	539	3,206
Jan-00	1,605	1,326	670	3,601
Feb-00	1,485	1,402	694	3,581
6 Month Total	8,861	7,331	3,505	19,697

Note: The number of cases of abuse investigated is based upon an unduplicated count of reports.

**RESULTS OF COMPLETED INVESTIGATIONS
ON REPORTS OF ALLEGED ELDER ABUSE
AVERAGE MONTHLY TOTAL
SEPTEMBER 1999 – FEBRUARY 2000**

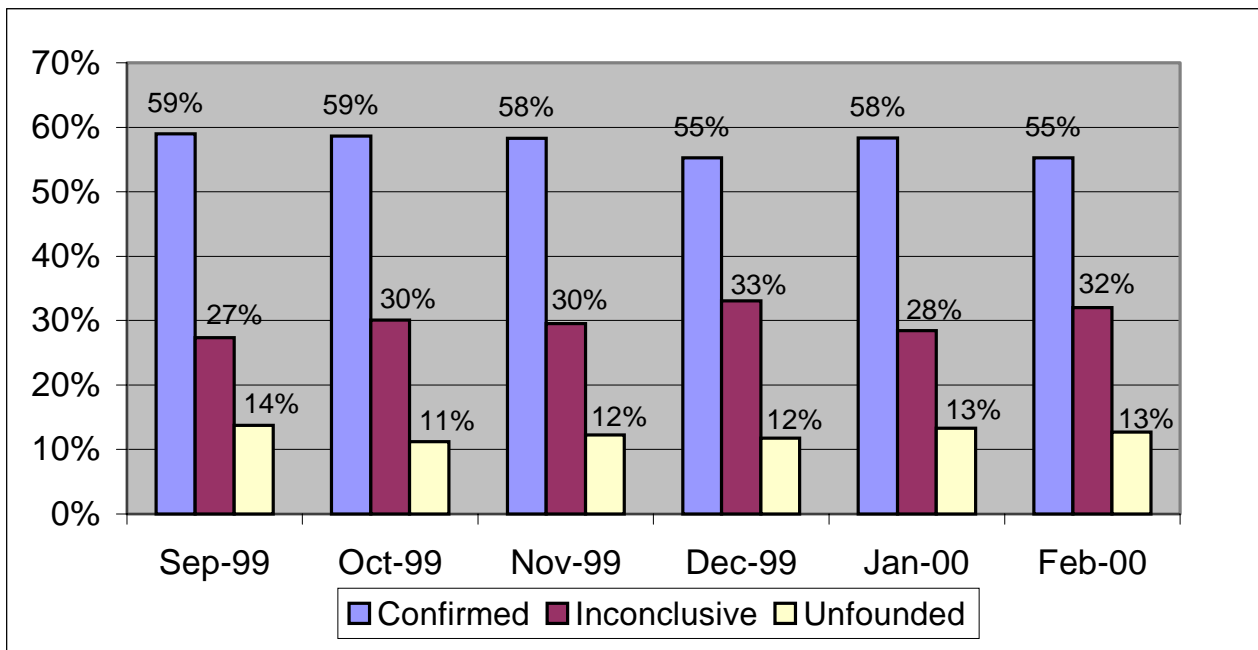
	Confirmed	Inconclusive	Unfounded	Total
Statewide	1,477	1,222	584	3,283
Alameda	83	39	18	140
Alpine	2	0	0	2
Amador	2	2	1	5
Butte	17	22	6	45
Calaveras	6	5	1	12
Colusa	1	0	1	2
Contra Costa	27	49	4	79
Del Norte	3	3	3	8
El Dorado	10	4	0	15
Fresno	19	24	18	62
Glenn	1	1	1	4
Humboldt	6	3	2	10
Imperial	0	12	1	13
Inyo	1	2	1	4
Kern	40	18	12	70
Kings	4	8	8	21
Lake	5	2	10	17
Lassen	3	2	0	4
Los Angeles	279	258	57	593
Madera	2	0	10	12
Marin	13	5	3	21
Mariposa	3	1	0	4
Mendocino	8	5	1	14
Merced	9	10	11	31
Modoc	0	0	0	0
Mono	0	0	0	1
Monterey	14	6	5	25
Napa	9	8	4	20
Nevada	5	20	5	30
Orange	107	72	38	216
Placer	9	14	5	28
Plumas	6	2	0	8
Riverside	62	104	55	221
Sacramento	39	72	51	162
San Benito	0	2	2	4
San Bernardino	118	55	46	219
San Diego	140	94	69	302
San Francisco	100	52	15	167
San Joaquin	32	35	4	70
San Luis Obispo	19	5	16	40
San Mateo	11	10	8	29
Santa Barbara	48	14	4	66
Santa Clara	48	26	16	89
Santa Cruz	14	8	3	24
Shasta	21	28	0	49
Sierra	0	0	0	1
Siskiyou	6	3	1	10
Solano	26	9	8	43
Sonoma	11	32	6	49
Stanislaus	19	20	15	54
Sutter	4	8	1	13
Tehama	6	2	1	8
Trinity	2	1	0	3
Tulare	26	13	9	47
Tuolumne	2	3	2	7
Ventura	16	14	15	45
Yolo	8	8	4	20
Yuba	11	7	10	28

Source: Department of Social Services, SOC 242, Part C, Line 10a, 10b, and 10c

Note: The number of cases of abuse investigated is based upon an unduplicated count of reports.

RESULTS OF COMPLETED INVESTIGATIONS ON REPORTS OF ALLEGED DEPENDENT ADULT ABUSE

Approximately 12 percent more of the reports of alleged dependent adult abuse are confirmed than are reports of alleged elder abuse. This may be due, in part, to two conditions: dependent adults may be better able to communicate an incidence of abuse, and dependent adults may have more resources available to them (service providers, advocates, and/or agencies qualified to aid in investigations).



Source: Department of Social Services, SOC 242, Part C, Line 10a, 10b, and 10c

Results of Completed Investigations on Reports of Alleged Dependent Adult Abuse				
	Confirmed	Inconclusive	Unfounded	Total
Sep-99	847	393	197	1,437
Oct-99	886	454	170	1,510
Nov-99	928	470	195	1,593
Dec-99	815	488	173	1,476
Jan-00	958	467	218	1,643
Feb-00	950	551	219	1,720
6 Month Total	5,384	2,823	1,172	9,379

Note: The number of cases of abuse investigated is based upon an unduplicated count of reports.

**RESULTS OF COMPLETED INVESTIGATIONS
ON REPORTS OF ALLEGED DEPENDENT ADULT ABUSE
AVERAGE MONTHLY TOTAL
SEPTEMBER 1999 – FEBRUARY 2000**

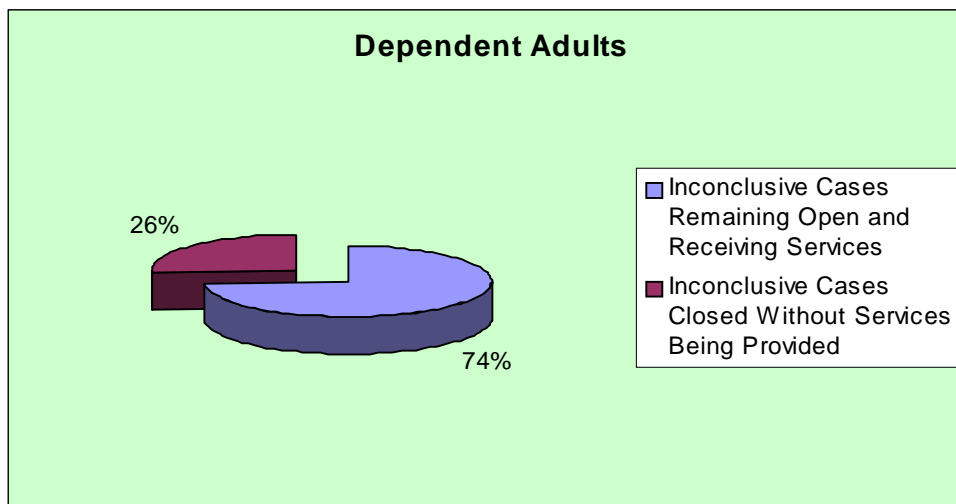
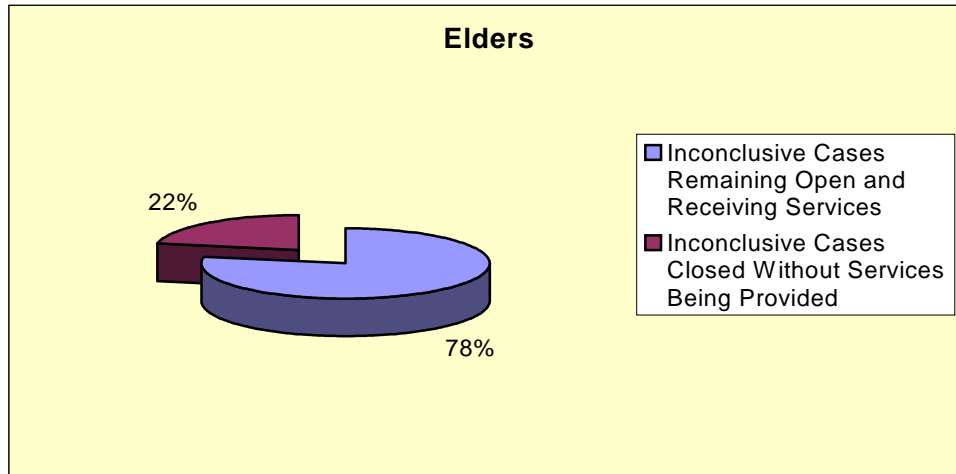
	Confirmed	Inconclusive	Unfounded	Total
Statewide	897	471	195	1,563
Alameda	25	12	13	49
Alpine	0	0	0	1
Amador	1	1	0	2
Butte	7	8	2	16
Calaveras	3	2	0	4
Colusa	1	0	1	1
Contra Costa	9	13	1	22
Del Norte	1	1	1	4
El Dorado	1	2	1	3
Fresno	19	10	4	33
Glenn	1	0	0	2
Humboldt	4	2	1	6
Imperial	0	0	0	0
Inyo	1	1	0	1
Kern	15	9	5	29
Kings	5	5	4	14
Lake	1	1	3	5
Lassen	0	1	0	1
Los Angeles	440	102	22	563
Madera	0	0	3	3
Marin	4	1	0	5
Mariposa	3	1	0	4
Mendocino	4	3	1	8
Merced	5	6	4	15
Modoc	1	0	0	1
Mono	0	0	0	0
Monterey	3	2	1	5
Napa	4	2	1	7
Nevada	3	5	2	10
Orange	31	16	9	56
Placer	4	6	0	10
Plumas	3	1	0	4
Riverside	20	30	15	64
Sacramento	23	56	25	105
San Benito	0	1	0	1
San Bernardino	61	31	22	113
San Diego	35	25	13	73
San Francisco	34	15	4	53
San Joaquin	11	17	1	29
San Luis Obispo	5	2	4	10
San Mateo	2	4	4	9
Santa Barbara	18	4	2	24
Santa Clara	20	15	8	43
Santa Cruz	3	3	1	7
Shasta	10	10	0	21
Sierra	1	1	0	1
Siskiyou	1	1	1	3
Solano	10	5	3	17
Sonoma	3	10	2	15
Stanislaus	12	10	5	27
Sutter	3	3	0	6
Tehama	4	1	0	5
Trinity	1	1	0	2
Tulare	7	2	1	10
Tuolumne	4	1	0	6
Ventura	6	8	4	18
Yolo	3	4	1	8
Yuba	4	3	3	10

Source: Department of Social Services, SOC 242, Part C, Line 10a, 10b, and 10c

Note: The number of cases of abuse investigated is based upon an unduplicated count of reports.

INCONCLUSIVE CASES RECEIVING SERVICES STATEWIDE AVERAGE SEPTEMBER 1999 – FEBRUARY 2000

Inconclusive cases are reports APS has investigated and found insufficient evidence to determine that abuse occurred, but the report was not unfounded. In the majority of these instances, where the report of abuse was found to be inconclusive, the individual receives services from APS. The services offered by APS include ongoing case management services including preventive measures or remedial services, such as counseling, money management, advocacy, and coordination of support services.



Source: Department of Social Services, SOC 242, Part C, Line 10b and 10b(i)

Inconclusive Cases Receiving Services					
	Elders	% of Total	Dependent Adults	% of Total	Total
<i>Inconclusive Cases Closed Without Services Provided</i>	264	22%	124	26%	388
<i>Inconclusive Cases With Services Provided</i>	958	78%	346	74%	1,304
<i>Reports Investigated Abuse Inconclusive</i>	1,222	100%	470	100%	1,692

Note: The number of inconclusive cases receiving services is based upon an unduplicated count of reports.

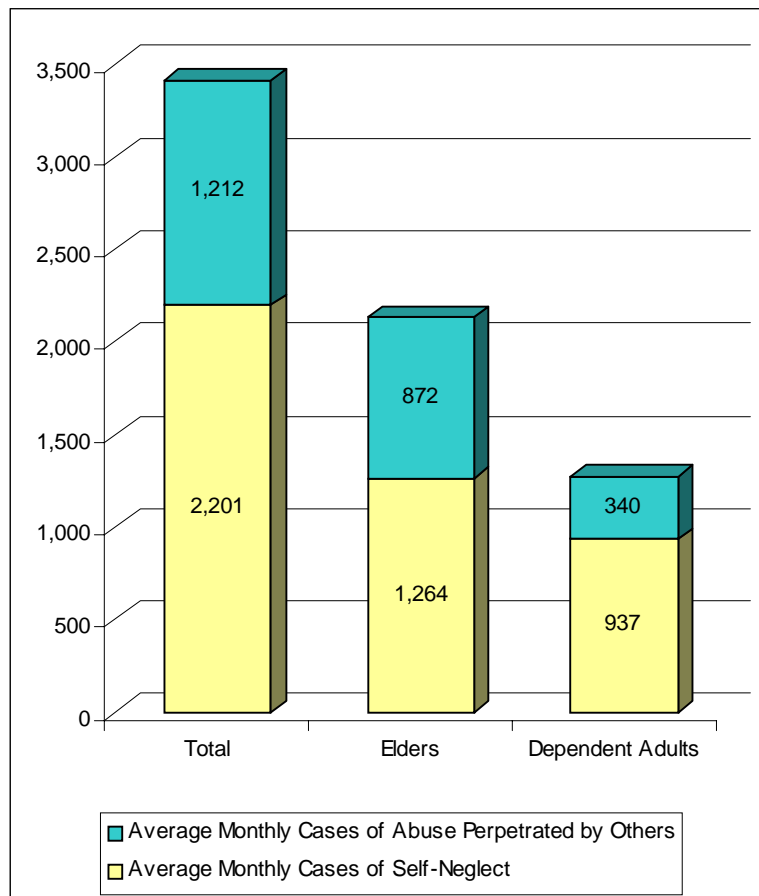
CONFIRMED CASES OF SELF-NEGLECT AND ABUSE PERPETRATED BY OTHERS SEPTEMBER 1999 – FEBRUARY 2000

Cases of self-neglect constitute approximately 64 percent of the total confirmed cases of abuse. Self-neglect constitutes approximately 59 percent of all confirmed cases of elder abuse while self-neglect in the dependent adult population makes up 73 percent of all confirmed cases of abuse.

In the elder population, nearly 62 percent of confirmed cases of self-neglect are in the physical care and health and safety standards categories.

In the dependent adult subgroup, over 66 percent of confirmed cases of self-neglect are in the financial and physical care categories.

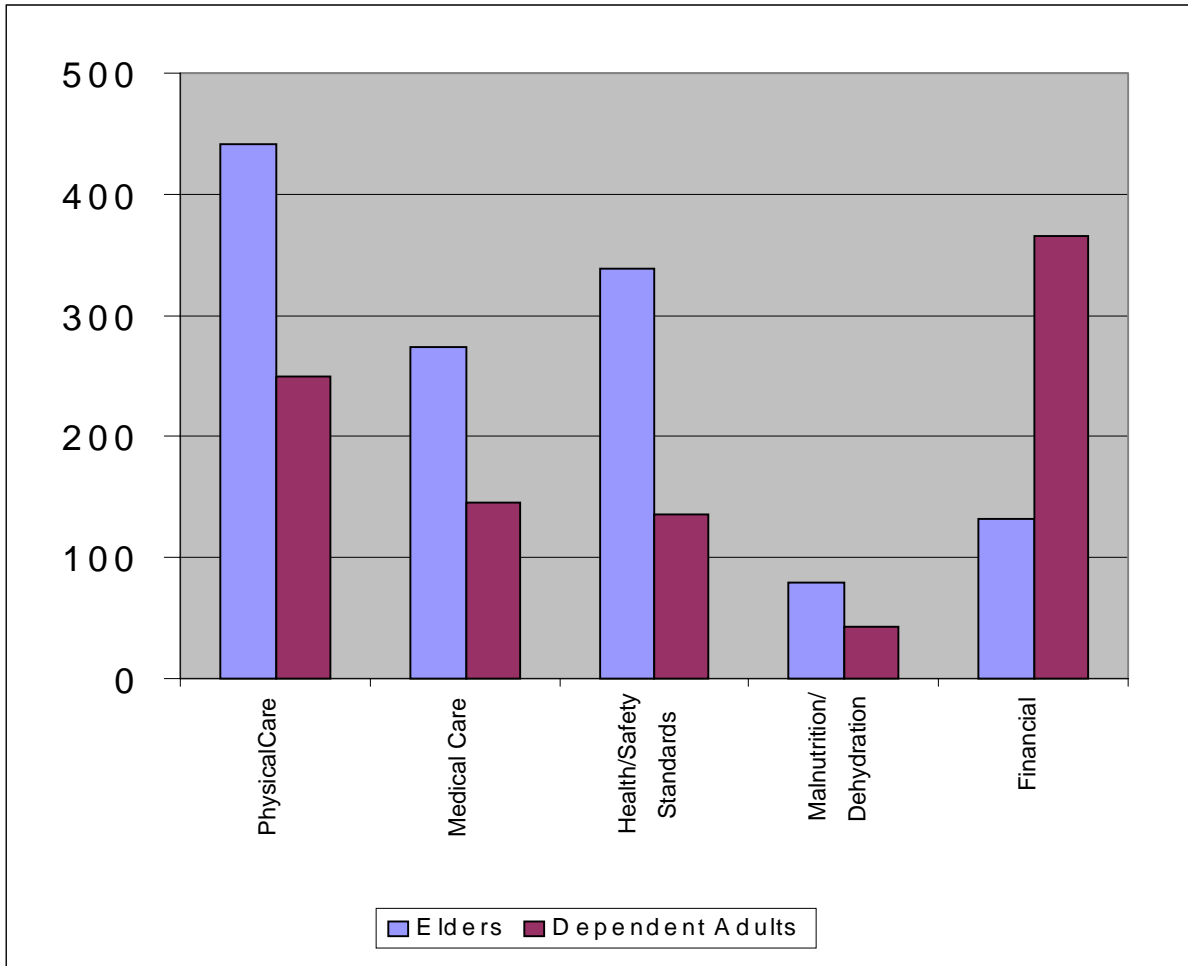
For confirmed cases of abuse perpetrated by others, nearly 94 percent of elder cases and 89 percent of dependent adult cases are in the categories of physical, financial, neglect, and psychological/mental.



Source: Department of Social Services, SOC 242, Lines 14 and 16

Note: The number of types of abuse is a duplicated count, where one case may have more than one incident and/or type of abuse. Averages are rounded independently and may not add to total.

**CONFIRMED CASES OF SELF-NEGLECT
ELDERS AND DEPENDENT ADULTS
STATEWIDE MONTHLY AVERAGE
SEPTEMBER 1999 – FEBRUARY 2000**



Source: Department of Social Services, SOC 242, Part D, Line 14, 14a, 14b, 14c, 14d, and 14e

Monthly Average of Confirmed Cases of Self-Neglect			
	Elders	Dependent Adults	Total
<i>Total Types of Self-Neglect</i>	1,264	937	2,201
<i>Physical Care</i>	441	249	691
<i>Medical Care</i>	274	145	419
<i>Health and Safety Standards</i>	338	135	473
<i>Malnutrition/Dehydration</i>	79	42	122
<i>Financial</i>	132	365	497

The Civic Center Homeless Demonstration Project, conducted by the Los Angeles County APS agency, generates over 85 percent of the total reports of financial self-neglect involving elders and dependent adults. This demonstration project conducts outreach to educate the homeless population on services available to them.

Note: The number of types of self-neglect is a **duplicated** count, where one case may have more than one incident and/or type of self-neglect. Averages are rounded independently and may not add to total.

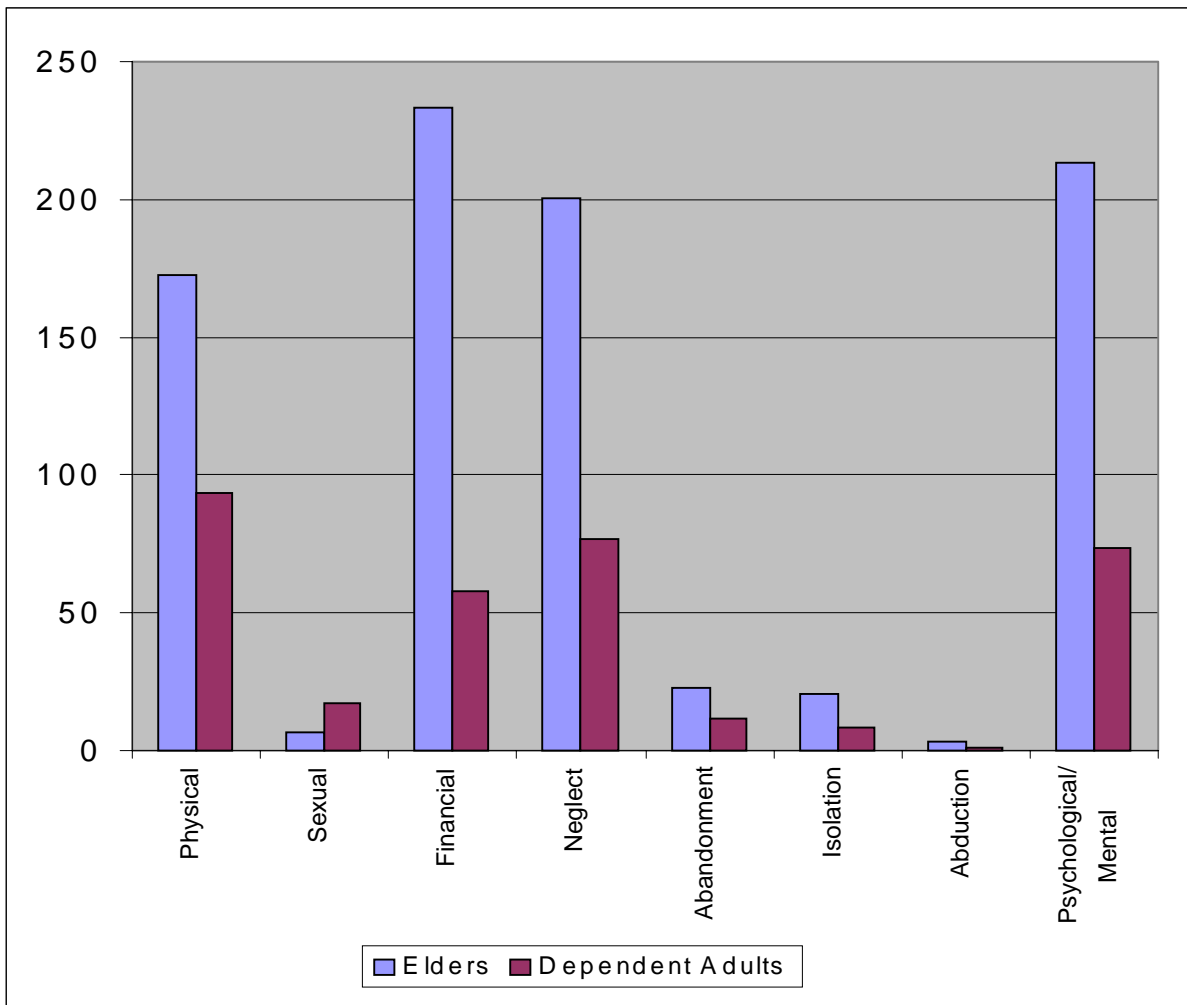
AVERAGE MONTHLY INVESTIGATED REPORTS OF SELF-NEGLECT UNDUPLICATED COUNT

	Elders			Dependent Adults		
	Inconclusive	Confirmed	Total	Inconclusive	Confirmed	Total
Statewide	499	833	1,332	188	659	847
<i>Alameda</i>	13	43	56	5	14	19
<i>Alpine</i>	0	4	4	0	0	0
<i>Amador</i>	2	1	4	1	1	1
<i>Butte</i>	8	9	17	2	4	6
<i>Calaveras</i>	3	2	5	1	1	2
<i>Colusa</i>	0	1	1	0	1	1
<i>Contra Costa</i>	18	13	31	2	4	6
<i>Del Norte</i>	1	3	4	1	1	2
<i>El Dorado</i>	3	6	9	1	1	2
<i>Fresno</i>	14	9	23	4	14	18
<i>Glenn</i>	1	1	2	0	0	0
<i>Humboldt</i>	2	4	6	1	3	4
<i>Imperial</i>	10	0	10	0	0	0
<i>Inyo</i>	0	1	1	1	1	1
<i>Kern</i>	7	24	30	3	8	11
<i>Kings</i>	7	3	10	5	4	9
<i>Lake</i>	1	4	4	0	1	1
<i>Lassen</i>	1	2	3	0	1	1
<i>Los Angeles</i>	116	182	298	45	401	446
<i>Madera</i>	0	2	2	0	0	0
<i>Marin</i>	2	7	9	0	2	2
<i>Mariposa</i>	1	2	2	1	2	3
<i>Mendocino</i>	2	5	7	2	3	5
<i>Merced</i>	5	5	10	2	4	6
<i>Modoc</i>	0	0	0	0	0	0
<i>Mono</i>	0	0	0	0	0	0
<i>Monterey</i>	3	9	13	1	1	2
<i>Napa</i>	3	6	9	1	3	4
<i>Nevada</i>	9	3	12	4	2	6
<i>Orange</i>	24	62	87	7	15	22
<i>Placer</i>	6	6	13	3	3	6
<i>Plumas</i>	2	5	7	2	2	4
<i>Riverside</i>	28	31	58	10	9	19
<i>Sacramento</i>	18	17	36	15	7	22
<i>San Benito</i>	1	0	1	1	0	1
<i>San Bernardino</i>	28	71	99	15	41	56
<i>San Diego</i>	33	63	95	9	17	25
<i>San Francisco</i>	28	53	80	9	23	32
<i>San Joaquin</i>	16	17	33	8	6	14
<i>San Luis Obispo</i>	1	11	12	0	3	3
<i>San Mateo</i>	3	3	6	1	0	1
<i>Santa Barbara</i>	8	30	38	2	11	14
<i>Santa Clara</i>	9	17	25	5	10	15
<i>Santa Cruz</i>	3	8	11	1	2	3
<i>Shasta</i>	8	9	17	3	3	5
<i>Sierra</i>	0	0	0	0	1	1
<i>Siskiyou</i>	3	4	7	0	1	1
<i>Solano</i>	5	23	28	4	7	10
<i>Sonoma</i>	11	7	17	2	1	3
<i>Stanislaus</i>	12	11	23	3	7	10
<i>Sutter</i>	2	3	4	1	2	2
<i>Tehama</i>	2	4	5	0	2	2
<i>Trinity</i>	1	2	2	1	0	1
<i>Tulare</i>	7	12	19	2	3	6
<i>Tuolumne</i>	1	2	3	1	4	5
<i>Ventura</i>	5	7	13	2	3	5
<i>Yolo</i>	5	3	8	2	1	3
<i>Yuba</i>	3	6	9	1	2	3

Source: Department of Social Services, SOC 242, Part D, Line 13

Note: This count of reports is an unduplicated count.

**CONFIRMED CASES OF ABUSE PERPETRATED BY OTHERS
 ELDERS AND DEPENDENT ADULTS
 STATEWIDE MONTHLY AVERAGE
 SEPTEMBER 1999 – FEBRUARY 2000**



Source: Department of Social Services, SOC 242, Part D, Line 16, 16a, 16b, 16c, 16d, 16e, 16f, 16g, and 16h

Monthly Average of Confirmed Cases of Abuse Perpetrated by Others			
	Elders	Dependent Adults	Total
<i>Total Types of Abuse Perpetrated by Others</i>	872	340	1,212
<i>Physical</i>	172	93	266
<i>Sexual</i>	7	17	24
<i>Financial</i>	234	58	292
<i>Neglect</i>	200	77	277
<i>Abandonment</i>	23	12	34
<i>Isolation</i>	20	8	29
<i>Abduction</i>	3	1	4
<i>Psychological/Mental</i>	213	73	286

Note: The number of types of abuse perpetrated by others is a **duplicated** count, where one case may have more than one incident and/or type of abuse. Averages are rounded independently and may not add to total.

**AVERAGE MONTHLY INVESTIGATED REPORTS OF ABUSE
PERPETUATED BY OTHERS
UNDUPLICATED COUNT**

	Elders			Dependent Adults		
	Inconclusive	Confirmed	Total	Inconclusive	Confirmed	Total
Statewide	736	299	1,036	664	257	921
Alameda	25	7	32	40	11	51
Alpine	0	0	0	1	0	1
Amador	0	0	0	1	0	1
Butte	15	6	20	8	3	11
Calaveras	2	1	3	3	1	3
Colusa	0	0	0	0	0	1
Contra Costa	28	10	38	15	6	21
Del Norte	1	0	1	1	0	1
El Dorado	1	1	2	4	0	4
Fresno	15	6	21	8	7	14
Glenn	1	0	1	0	1	1
Humboldt	1	1	2	2	1	3
Imperial	0	0	0	0	0	0
Inyo	1	0	1	0	0	0
Kern	12	6	18	17	7	24
Kings	1	0	1	2	1	2
Lake	1	1	2	1	1	2
Lassen	0	0	1	2	0	2
Los Angeles	150	65	215	108	46	154
Madera	0	0	1	0	0	0
Marin	3	1	3	6	1	7
Mariposa	1	0	1	1	1	2
Mendocino	3	1	5	3	2	5
Merced	5	3	8	3	1	4
Modoc	0	0	0	0	0	1
Mono	0	0	1	0	0	0
Monterey	3	1	4	4	1	5
Napa	5	2	7	3	1	3
Nevada	12	2	14	2	1	3
Orange	46	12	58	45	15	59
Placer	9	3	11	3	2	5
Plumas	1	0	1	1	0	2
Riverside	30	13	44	26	9	35
Sacramento	57	41	99	21	17	38
San Benito	1	0	1	0	0	0
San Bernardino	33	19	52	46	21	67
San Diego	76	20	96	65	19	84
San Francisco	42	10	52	73	22	95
San Joaquin	20	10	30	14	5	19
San Luis Obispo	4	1	6	8	2	10
San Mateo	7	3	10	8	2	10
Santa Barbara	10	3	12	20	8	29
Santa Clara	15	9	24	26	9	35
Santa Cruz	6	3	8	5	1	6
Shasta	22	8	30	11	6	17
Sierra	0	0	1	0	0	0
Siskiyou	2	1	2	3	1	4
Solano	7	3	10	8	3	11
Sonoma	23	6	29	8	3	10
Stanislaus	9	6	16	9	7	15
Sutter	4	1	5	1	1	2
Tehama	2	1	3	1	2	3
Trinity	0	1	1	0	0	0
Tulare	7	2	9	11	3	14
Tuolumne	3	1	3	1	1	1
Ventura	8	5	14	9	4	13
Yolo	5	3	8	5	2	6
Yuba	4	2	6	5	2	7

Source: Department of Social Services, SOC 242, Part D, Line 15

Note: This count of reports is an unduplicated count.

Definitions of Terms:

“Abuse of an Elder or Dependent Adult” means (a) physical abuse, neglect, financial abuse, abandonment, isolation, abduction or other treatment with resulting physical harm, pain or mental suffering, or (b) the deprivation by a care custodian of goods or services that are necessary to avoid physical harm or mental suffering.

Types of abuse perpetrated by others:

- a. **Physical** abuse means assault, battery, assault with a deadly weapon or force likely to produce great bodily injury, or unreasonable physical constraint, or prolonged or continual deprivation of food or water. Physical abuse also means use of a physical or chemical restraint or psychotropic medication for punishment, for a period beyond that for which the medication was ordered, or for any purpose not authorized by the physician.
- b. **Sexual** abuse (assault) means sexual battery, rape, rape in concert, spousal rape, incest, sodomy, oral copulation, penetration of a genital or anal opening by a foreign object.
- c. **Financial** abuse means a person who has the care or custody of an elder or dependent adult, or who is in a position of trust to an elder or dependent adult, takes, secretes or appropriates their money or property for a wrongful use or with the intent to defraud.
- d. **Neglect** means the negligent failure of any person having care or custody of an elder or dependent adult to exercise that degree of care that a reasonable person in a like position would exercise with regard to personal hygiene, health and safety, medical care, food, clothing, and shelter.
- e. **Abandonment** means the desertion or willful forsaking of an elder or dependent adult by anyone having care or custody of that person under circumstances in which a reasonable person would continue to provide care and custody.
- f. **Isolation** means acts intentionally committed that prevent an elder or dependent adult from receiving mail, telephone calls, or preventing the elder or dependent adult from having contact with family, friends or concerned persons. This includes physical restraint for the purpose of preventing meetings with visitors. Such acts do not constitute isolation if they are performed pursuant to the instructions of a physician as part of the medical care or if they are performed in response to a reasonably perceived threat of danger to property or physical safety.
- g. **Abduction** means the removal from the state, and/or the restraint from returning to the state, of any elder or dependent adult who does not have the capacity to consent to the removal or restraint, as well as the removal from the state or the restraint from returning to the state, of any conservatee without the consent of the conservator or the court.
- h. **Psychological/Mental** abuse means fear, agitation, confusion, severe depression, or other forms of serious emotional distress that is brought about by

threats, harassment, or other forms of intimidating behavior. (Referred to as “mental suffering” in Welfare and Institutions Code.)

“**Case**” means a report that has been investigated or for which an investigation has been attempted, even if it is determined that services are not necessary. New allegations on an open case are included in a case and are not double-counted. A case is equal to a person.

“**Confirmed**” means the APS worker investigated and, based upon some credible evidence, concluded that abuse occurred or most likely occurred.

“**Dependent Adult**” means any person residing in California, between the ages of 18 and 64, who has physical or mental limitations which restrict his or her ability to carry out normal activities or to protect his or her rights, including but not limited to, persons who have physical or developmental disabilities or whose physical or mental abilities have diminished because of age.

“**Elder**” means any person residing in California who is 65 years of age or older.

“**Emergency Response Program**” means the SB 2199 mandated program to respond 24 hours per day, seven days per week, to reports of abuse of an elder or dependent adult, for the purpose of providing immediate intake or intervention, or both, to new reports involving immediate life threats and to crises in existing cases.

“**Evaluation**” means the preliminary investigation activity performed on a report of abuse to determine if an in-person investigation is required.

“**Inconclusive**” means the APS worker investigated and determined there is insufficient evidence that abuse occurred, but the report is not unfounded.

“**Investigation**” means the APS worker conducted or attempted to conduct an in-person, face-to-face response with the client to determine the validity of a report of elder or dependent adult abuse.

“**Report**” means either a verbal or written account of the incident of suspected elder and dependent adult abuse that is received by the county.

“**Self-Neglect**” is the failure of an elder or dependent adult to provide the following needs for him or herself due to ignorance, illiteracy, incompetence, mental limitation, substance abuse, or poor health.

Types of Self Neglect:

a. **Physical Care** means failure to conduct or provide personal hygiene, or to provide clothing, or shelter for oneself.

b. **Medical Care** means failure to obtain medical care for oneself for physical and mental health needs. No person shall be deemed neglected or abused for the sole reason that he or she voluntarily relies on treatment by spiritual means through prayer alone in lieu of medical treatment.

c. **Health and Safety Hazards** means failure to protect oneself from risk, danger or harm, thus causing a threat to one's health or safety, including at risk of suicide or unsafe environment.

d. **Malnutrition/Dehydration** means depriving oneself of adequate nutrition or nourishment.

e. **Financial** means failure to protect one's money or property.

“Unduplicated” means if more than one report of the same incident is received concerning a specific elder or dependent adult, then only one report is counted. If another report of an incident of abuse is received on the same individual but is a separate incident that occurred at a different time, or the report is of another type of abuse received on the same individual during the reporting period, then each separate report is counted.

“Unfounded” means that APS has investigated and concluded abuse did not occur.

Note: Complete definitions related to the APS program are contained in the California Welfare and Institutions Code, Section 15610.