



Arizona's Adult Protective Services Annual Report



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DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Division of Aging and Adult Services

Adult Protective Services

Annual Report

July 1, 2016 – June 30, 2017

Michael Traylor, Director

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EXECUTIVE SUMMARY

The Arizona Department of Economic Security (“the Department”) is pleased to present the Arizona Adult Protective Services (APS) Annual Report for State Fiscal Year (SFY) 2017, which covers the period of July 1, 2016 – June 30, 2017. The APS Annual Report is produced to inform state government officials, community stakeholders, and the general public about program statistics and progress made to strengthen the program to best serve the vulnerable adults and their families in Arizona.

In SFY 2017, the APS program continued to focus on completing investigations and safely closing cases, while laying the foundation for program improvements that will be implemented in SFY 2018.

A few highlights from this year’s report include the following:

- Received and investigated 13,056 reports of vulnerable adult abuse, neglect, self-neglect, or financial exploitation, representing a 12 percent increase from SFY 2016.
- Maintained momentum with case closures, closing 12,799 cases.
- Maintained a high call answer rate at the Central Intake Hotline of 94 percent.
- Received federal funding from the Administration for Community Living (ACL) to enhance the APS program through the development of objective decision-making tools for Central Intake Unit and field investigations.

Vulnerable adults have the right to live a life free from abuse, neglect, and exploitation. When they lack the capacity to meet their basic needs, they should be provided assistance to ensure their safety and well-being. It takes collaborative partnerships between APS, families, and community stakeholders to ensure vulnerable adults are protected and their needs are met. The Department is thankful for the continued support and partnerships to improve outcomes for vulnerable adults and their families.

PROGRAM BACKGROUND AND SERVICE DELIVERY

The Department’s Adult Protective Services is part of the Division of Aging and Adult Services (DAAS). DAAS supports at-risk Arizonans to meet basic needs and to live safely, with dignity and independence. APS is required by law to receive and evaluate reports of abuse, neglect, and exploitation of vulnerable adults and to offer appropriate services based on their individual needs and acceptance. APS assists vulnerable adults in alleviating maltreatment, preventing further harm, and seeking community resources.

Arizona’s APS program is state-administered and includes a statewide Central Intake Hotline, a Financial Exploitation Unit, and an Administrative Appeals process. The program is currently managed through five districts in the respective counties as outlined in Figures 1 and 2, with APS colleagues in 22 offices across the state. Through a data-driven process, APS evaluated the reports and staffing needs of the program to realign from six districts to five districts in SFY 2017.

Arizona Adult Protective Services Districts and Counties	
District	Counties
District I	Maricopa
District II	Pima, Cochise, and Santa Cruz
District III	Apache, Coconino, Navajo, and Yavapai
District IV	La Paz, Mojave, and Yuma
District V	Gila, Pinal, Graham, and Greenlee

Figure 1: Arizona APS Service Districts

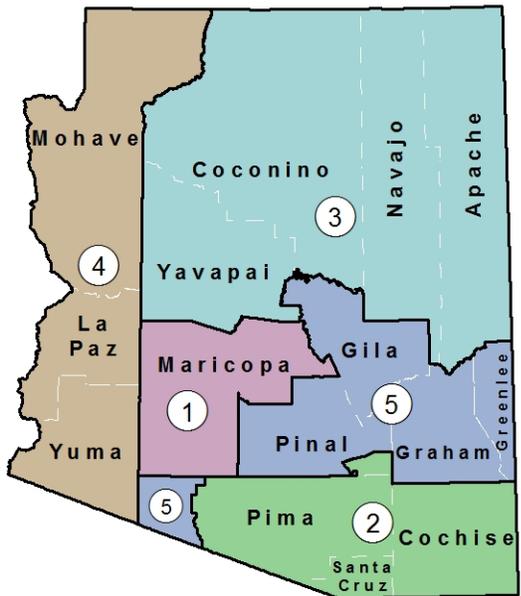


Figure 2: District Boundary Map

APS has more than 200 full-time positions as outlined in Figure 3.

Arizona Adult Protective Services Positions	
Role	Quantity
Program Administration	2
Central Intake Unit <ul style="list-style-type: none"> ▪ Supervisors ▪ Intake Specialists 	2 14
District Program Managers	5
Assistant Program Managers	2
Supervisors	16
Investigators <ul style="list-style-type: none"> ▪ Senior Level ▪ Entry Level 	104 16
Case Aides	22
Administrative Support Staff	8
Appeals Specialist	1
Financial Exploitation Unit <ul style="list-style-type: none"> ▪ Manager ▪ Investigators ▪ Accountant Specialist 	1 5 1
Continuous Quality Improvement Team <ul style="list-style-type: none"> ▪ Managers ▪ Quality Assurance Specialists ▪ Registered Nurse ▪ Program and Policy Development Specialist 	2 3 1 1

Figure 3: APS Service Positions

The APS case management system is the Arizona Adult Protective Services System (AZAPSS), a web-based program that provides information management and tracking of APS client cases from intake to closure, including data needed for the APS Registry. AZAPSS has been utilized by APS for ten years, and technological enhancements have been identified as a need for the program moving forward. To improve AZAPSS functionality, APS is working to integrate a document management system.

AZAPSS provides the majority of data contained within this report. Additional data is provided by the Central Intake Hotline’s phone system, Cisco Unified Intelligence Center.

Statutory Authority

In 1980, the Arizona Legislature enacted laws to provide protections of vulnerable adults aged 18 and older by passing the Adult Protective Services Act in 1980. Arizona Revised Statutes (A.R.S.) § 46-451 and § 46-452 established the roles and responsibilities of an APS professional. The Department was given the authority to receive and assess reports of abuse, neglect, and exploitation of vulnerable or incapacitated adults. Investigations

are conducted in both private residences and in facilities. APS staff evaluate an alleged victim's need for services and offer protective services when needed.

To be eligible for APS program services, individuals must:

- Be 18 years of age or older;
- Meet the definition of a vulnerable adult;
- Reside within the State of Arizona (excluding Native American reservation land unless a written request is made by the Tribal Council); and
- Be the victim or alleged victim of abuse, neglect (including self-neglect), or exploitation.

Under state law, a *vulnerable adult* is an individual who is 18 years of age or older and who is unable to protect him/herself from abuse, neglect, or exploitation by others because of a physical or mental impairment. A vulnerable adult also includes an incapacitated person, as defined in A.R.S. § 14-5101. An *incapacitated person* is any person who is impaired by reason of mental illness, mental deficiency, mental disorder, physical illness or disability, chronic use of drugs, chronic intoxication or other cause, to the extent that the person lacks sufficient understanding or capacity to make or communicate responsible decisions concerning his/her person.

In 2006, Arizona's legislature passed a bill to create the Adult Protective Services Registry (APS Registry) that took effect July 1, 2007, and applies to reports received by APS on or after that date. Alleged perpetrators are provided due process through administrative appeals prior to having their name added to the APS Registry. When APS proposes to substantiate allegations of abuse, neglect, or exploitation, statute requires APS to notify the alleged perpetrator of the proposed finding and inform him/her of the right to an administrative hearing before an administrative law judge. If the alleged perpetrator declines his/her right to an administrative hearing, his/her name is placed on the APS Registry.

If a hearing is requested, the administrative law judge makes a recommended finding using the preponderance of evidence burden of proof, per A.R.S. § 46-458. That recommended finding may be upheld, amended, or rejected by the Director of the Department. When the proposed substantiation is upheld through the hearing process, the perpetrator's name is placed on the APS Registry.

When another court or administrative law judge has already made findings regarding the alleged abuse, neglect, or exploitation, a perpetrator is ineligible for an administrative hearing from APS. Once those findings are made, the perpetrator is placed on the APS Registry.

If the perpetrator's name was placed on the APS Registry prior to July 3, 2015, his/her name will remain on the registry for 10 years. If the perpetrator's name was placed on the registry after July 3, 2015, his/her name will remain on the APS Registry for 25 years. The APS Registry is posted and updated weekly on the [Department's website](#).

To address financial exploitation, in 2009, the legislature clarified that a person in a position of trust and confidence to a vulnerable adult must use the adult's assets solely for the benefit of the vulnerable adult, with some exceptions [A.R.S. § 46-456].

As of July 2015, reports alleging abuse, neglect, or exploitation concerning a person who is incarcerated in any jail, prison, detention center or correctional facility or concerning a person who is a patient at the Arizona State Hospital are not reports that require evaluation by an APS investigator. At present, APS continues to investigate allegations at the Arizona State Hospital through an agreement with the Arizona Department of Health Services (ADHS).

Reporting Process

To report the abuse, neglect (including self-neglect), or exploitation of vulnerable adults, the public may contact the toll-free APS Central Intake Hotline at 1-877-SOS-Adult (1-877-767-2385). The Central Intake Hotline is available Monday through Friday from 7:00 a.m. to 7:00 p.m., Saturday and Sunday from 10:00 a.m. to 6:00 p.m., and State service holidays from 10:00 a.m. to 6:00 p.m. Concerns can also be submitted [on-line 24 hours a day](#), seven days a week.

An APS intake specialist assesses the information provided by the reporting source and determines whether the information meets the criteria necessary to accept an APS report. The reporting source will be asked a series of questions to include:

- The vulnerable adult's identifying information, such as date of birth, address, and telephone number;
- Family members living in the home and their identifying information;
- The adult's vulnerability factors, including physical, functional, and cognitive status, and ability to protect himself/herself from abuse, neglect, or exploitation;
- Concern regarding the adult, including details of the maltreatment or self-neglect, when and where the alleged incident occurred, and witnesses; and
- Potential health and safety concerns in the living environment.

Once it is determined that the information gathered meets report criteria, the APS intake specialist determines the response time priority level, and the report is then routed to the field for investigation. The APS Central Intake Hotline also provides information on statewide community resources to individuals contacting its general information line.

Investigation Process

Upon receipt of a report from the APS Central Intake Hotline, a field APS supervisor reviews and evaluates the report and assigns it to an investigator. Based on the response time determined by the APS Central Intake Hotline, the investigator makes diligent efforts to locate and meet with the vulnerable adult within one, two, or five business days.

When successful contact is made, an interview with and assessment of the vulnerable adult is completed. The investigator uses his/her observations and evaluation of the vulnerable adult, as well as additional information gathered (e.g., medical records), to establish vulnerability and assess whether there is a factual basis for the allegation(s).

Diligent efforts are also made to locate and interview the alleged perpetrator, if applicable. The Investigator then completes a risk assessment and develops a case plan to provide protective services based on the vulnerable adult's need and acceptance, provided the individual has the capacity to make or communicate informed decisions. APS does not have the authority to remove an adult against his/her will or take control of the vulnerable adult's finances.

If it is determined, through coordination with the vulnerable adult's medical provider(s), that he/she can no longer make decisions, APS will file or facilitate filing for the appointment of a guardian/conservator if one has not already been appointed and if there is no one else who is willing or able to serve in that capacity. A public or private fiduciary may be appointed by the court. Per statute, APS professionals are not allowed to serve as guardians for APS clients [A.R.S. § 46-452 (B)].

After the allegations of abuse, neglect (including self-neglect), or exploitation are investigated, and the necessary services for the vulnerable adult (if accepted) are in place, the APS investigator submits the case for closure. The APS supervisor reviews the case for completeness and quality before approving the case for closure.

Financial Exploitation Unit

APS has a Financial Exploitation Unit that is responsible for providing consultation services to field investigators and investigating the most complex financial exploitation allegations across the state. This unit is comprised of investigators that are specifically trained to conduct financial analysis. They work closely with local law enforcement, the Attorney General's Office (AGO), and the Department's Office of Inspector General (OIG).

Administrative Appeals

The appeals specialist is responsible for the review and coordination of cases in which at least one allegation of abuse, neglect, or exploitation is being proposed for substantiation. The appeals specialist completes a quality review of the case and coordinates with the APS investigator, the Attorney General's Office (AGO), and the alleged perpetrator. Three hundred and forty-nine (349) proposed substantiation cases were reviewed and submitted to the AGO in SFY 2017. The appeals specialist also manages the APS Registry. In SFY 2017, 278 perpetrators were listed on the APS Registry after being provided due process.

In addition, the appeals specialist provides substantiation and appeals training to new APS investigators during New Investigator Training and statewide training to APS supervisors and investigators throughout the year.

PARTNERSHIPS

Through active collaboration with a variety of agencies and stakeholders across the state and at the federal level, APS and its partners serve and protect Arizona's vulnerable and incapacitated adults and provide community awareness through education to prevent vulnerable adult maltreatment.

Administration for Community Living (ACL), U.S. Department of Health and Human Services (DHHS)

In September 2016, APS entered into a two-year cooperative agreement with the Administration for Community Living (ACL) to strengthen objective decision-making in the APS program. The funding is being utilized to strengthen objective decision-making through the development and implementation of (1) an intake screening tool for Central Intake; (2) a safety assessment tool; and (3) a risk assessment tool for field investigations. Further detail is provided in the Strategic Planning and Continuous Improvement section of this report.

Area Agencies on Aging (AAA)

APS is a partner with the Area Agencies on Aging (AAA) established in each county across eight regions in Arizona to promote the safety and well-being of mutual individuals served. Each AAA provides Home and Community-Based Services (HCBS) programs and services through the Long-Term Care Ombudsman Program.

Home and Community-Based Services are provided to individuals who are functionally impaired and unable to perform activities of daily living. The intended purpose of the services is to provide assistance to individuals in maintaining their independence and remaining in the least restrictive setting for as long as possible.

The Long-Term Care Ombudsman visits long term care facilities, investigates complaints, and assists in ensuring quality of life and quality of care for the residents of long-term care facilities. Complaints of abuse, neglect, or exploitation are cross-reported to APS, and APS and the Long-Term Care Ombudsman work collaboratively to investigate and to find solutions based on each program's statutory and regulatory responsibilities. As partners, APS works with the Long-term Care Ombudsman to relocate residents whenever a facility closes.

Arizona Attorney General's Office (AGO)

The AGO provides legal counsel for the APS program as it pertains to casework activities that require legal advice or intervention, such as requesting a special visitation warrant or petitioning for the appointment of guardians and conservators for vulnerable adults served by APS. The AGO represents the APS program in cases that go before an administrative law judge as part of the APS appeals process.

Arizona Department of Economic Security, Division of Developmental Disabilities (DDD)

APS has a written agreement with the Department's Division of Developmental Disabilities (DDD) to jointly advocate, assist, and protect vulnerable adults with developmental disabilities. The agreement outlines the roles and responsibilities of each Division as it pertains to incidents of maltreatment of vulnerable adults receiving DDD services and establishes open communication and information sharing between the Divisions. To ensure these vulnerable adults receive the best possible service to meet their unique needs, both Divisions participate in joint case-staffing meetings and quality assurance reviews. DDD also provides funding that supports investigators specializing in conducting maltreatment investigations involving individuals who have developmental disabilities.

Arizona Department of Health Services (ADHS)

The Department has an Agreement of Cooperation with the Arizona Department of Health Services (ADHS) that outlines the roles and responsibilities of each agency pertaining to incidents of maltreatment of residents in facilities licensed by ADHS. There is also a Memorandum of Understanding between the Department and ADHS that states the Department/APS will continue to evaluate and investigate reports concerning patients at the Arizona State Hospital. APS works closely with ADHS in sharing information about residents of long-term care facilities and patients at the Arizona State Hospital.

Arizona State University (ASU)

Arizona State University (ASU) School of Social Work faculty will be contracted to evaluate the tools developed by APS through the funding partnership of the Administration for Community Living. APS is committed to ensuring that the intake screening, safety assessment, and risk assessment tools that will be implemented in SFY 2018 are consistent, reliable, and effective in promoting improved outcomes for individuals served. The evaluation conducted by ASU will help to identify areas for continuous improvement after implementation.

Elder Abuse Coalitions and Taskforces

APS professionals participate in a variety of elder-abuse coalitions and taskforces to share information and knowledge, to create awareness and provide training, and to assist in the prosecution of crimes against vulnerable adults. Membership in these groups also include the AGO, local law enforcement agencies, AAA, county public fiduciaries, county prosecutors, healthcare professionals, and local Bar Association attorneys.

Law Enforcement Agencies

APS and law enforcement agencies across the state investigate allegations of abuse, neglect, and exploitation of vulnerable adults. Using a coordinated approach, each agency conducts an investigation and makes findings according to the agency's identified

roles and responsibilities. When abuse, neglect, and exploitation are found to be present, the legal system may pursue prosecution of the alleged perpetrator, and APS may propose substantiation of the allegations. APS also participates in the AGO's Taskforce Against Senior Abuse (TASA) and refers criminal cases and cases involving allegations of Medicaid fraud by providers to the taskforce for review for possible prosecution.

Maricopa Association of Governments (MAG)

APS is a member of the Maricopa Association of Governments (MAG), and participates in the Regional Domestic Violence Council, Vulnerable Adult Protocol workgroup in an effort to review, update, and recommend revisions to the Maricopa County Attorney's Office (MCAO) Vulnerable Adult Abuse and Exploitation Protocol. Once this protocol is finalized, APS will partner with MCAO to provide training.

National Adult Protective Services Association (NAPSA)

APS is a member of the National Adult Protective Services Association (NAPSA). NAPSA provides a national forum for information sharing across all fifty states on best practices for APS, conducts and disseminates research on topics of importance to APS, and hosts an annual conference featuring national experts in the field.

National Council on Crime and Delinquency (NCCD)

APS has entered into contract with the National Council on Crime and Delinquency (NCCD) for the development of both a safety assessment tool and a risk assessment tool, through the funding partnership of the Administration for Community Living. NCCD has developed and implemented Structured Decision Making® (SDM) tools for Adult Protective Services programs around the country. The tools will be developed with input from a statewide workgroup, and the risk assessment tool will be data-driven based on predictive characteristics of maltreatment recurrence in Arizona's vulnerable adult population.

Tribal Partnerships

Written agreements have been established between APS and the Fort Mojave Indian Tribe and the Salt River Pima-Maricopa Indian Community to investigate reports of vulnerable adult maltreatment on tribal land. APS welcomes partnerships with additional tribal communities.

CONTINUOUS IMPROVEMENT

The Department's long-term goal is for the APS program to be one of the best adult protection programs in the nation. The guiding framework for continuous improvement is the Arizona Management System. APS uses an array of resources, both federal and state, in its continuous improvement activities.

Arizona Management System (AMS) Implementation

In 2016, the Department and its divisions began implementation of the Arizona Management System (AMS), based on lean management principles. Implementing AMS supports the APS program's goal to improve the program. APS values data-driven decision-making and collaborative problem-solving, core tenets of AMS, to develop more effective and efficient work processes to serve vulnerable adults.

Beginning in SFY 2018, each APS office across the state will receive training from the Department's Office of Continuous Improvement (OCI) to build the foundation and support implementation of AMS. This training will include support and coaching in the following areas:

- Standardized work;
- Visual management;
- Tiered accountability;
- Leader behaviors and standard work; and
- Problem solving.

DES Office of Inspector General Internal Audit Services (OIG/IAS)

APS actively engaged in an internal audit by the DES Office of Inspector General (OIG) in SFY 2017. Final recommendations by the auditors will be made in SFY 2018, at which time the program will begin to implement the recommendations.

Voluntary Consensus Guidelines for State Adult Protective Services Systems

Several years of research, stakeholder engagement, and data analysis culminated in the Administration for Community Living's (ACL) release of its Final Voluntary Consensus Guidelines for State Adult Protective Services Systems (Voluntary Guidelines) in SFY 2017. The Voluntary Guidelines aim to provide APS programs across the country with recommendations for best practice as they seek to strengthen their programs and ultimately improve outcomes for vulnerable adults. The Department's APS program has referred back to the Voluntary Guidelines while engaging in continuous improvement efforts and will continue to do so into SFY 2018 and beyond.

National Adult Maltreatment Reporting System (NAMRS)

During this reporting period, Arizona was one of 48 states that volunteered to participate in the National Adult Maltreatment Reporting System (NAMRS). NAMRS is the first comprehensive, national reporting system for APS programs through the collection of

quantitative and qualitative data on APS practices and policies, as well as data on the outcomes of investigations into the maltreatment of older adults and adults with disabilities. Arizona provided data for Federal Fiscal Year (FFY) 2016 (October 1, 2015 – September 30, 2016). As data reports become available through NAMRS, it is important to note that the data shared with NAMRS is different from the data presented in this Annual Report due to two primary reasons. First, this APS Annual Report presents information based on the date the report was received; whereas, the NAMRS data is based on the date the case was closed. Second, this APS Annual Report presents data based on the State Fiscal Year (July 1 – June 30); whereas, the NAMRS data reflects the Federal Fiscal Year (October 1 – September 30).

The APS program remains committed to providing data to NAMRS on an annual basis to strengthen the collective understanding of vulnerable adult maltreatment nationwide. As continuous improvement efforts are underway, all changes will be evaluated to ensure consistency with NAMRS data collection whenever possible.

Continuous Improvement Priorities in SFY 2017

Strategic Planning

In SFY 2017, APS engaged APS staff and community partners for input and feedback on its draft strategic priorities through site visits and webinars. The APS Vision and Mission were finalized through this process and provide guideposts for the program's work moving forward:

APS Vision: Arizona's vulnerable adults thriving free from abuse, neglect, and exploitation

APS Mission: Inspire hope with vulnerable adults by engaging and partnering with the individual, family, and community to ensure their self-determination, safety, independence, and highest quality of life

The next step is to align and prioritize the APS goals identified with the priorities of the Division of Aging and Adult Services and the Department as a whole through the Department's strategic planning process, which will continue into SFY 2018.

Safe Closure of Cases

During SFY 2016 and 2017, APS worked towards the goal of safely closing cases receiving APS services for longer than one year. Through monitoring data, making weekly commitments focused on these cases, and using the Aging Case Review Guide to identify and complete needed investigative and service-planning activities, the APS program made significant strides towards this goal this fiscal year. The number of cases open for more than one year decreased from 807 at the end of July 2016 to 281 at the end of June 2017.

To further promote safe closure of cases, a workgroup of APS colleagues from across the state was formed to create a standard work process used by supervisors for APS

case closure. The APS Case Closure Review Instrument is used to ensure all necessary investigative steps have been completed prior to case closure.

Consistent Decision Making

In August 2016, Arizona was one of 13 states to be awarded federal funding through a cooperative agreement with the Administration for Community Living (ACL) to enhance its APS program. The project's goal is to provide APS staff with the tools to make consistent decisions and to identify the vulnerable adults who are unsafe and who are most at risk, in order to provide effective protective services. Three tools will be developed:

- *Screening tool* to support central intake specialists in making consistent screening decisions guided by statutory requirements;
- *Safety assessment tool* to be used by investigators during initial contact to identify and address immediate safety threats; and
- *Risk assessment tool* to be used by investigators to identify individuals most at risk for future maltreatment and to guide service planning.

During SFY 2017, the APS program began the first step of the Plan-Do-Check-Adjust (PDCA) Cycle. APS benchmarked other state's APS programs regarding intake, online reporting, safety assessment, and risk assessment. In addition, APS conducted focus groups with stakeholders such as APS professionals, community partners, healthcare professionals, and family caregivers to gather information regarding safety and risk factors. Common themes identified from these sources are being used in the development of these three tools.

A partnership with the National Council on Crime and Delinquency (NCCD) has been established to create safety and risk assessment tools. APS continues to coordinate with Arizona State University School of Public Programs to develop an agreement and plan for the evaluation of the three tools.

Quality Assurance

The APS Quality Assurance (QA) team is responsible for the review and support of the Central Intake Hotline and investigation activities with a focus on ensuring the safety of the vulnerable adults served, strengthening APS practices, and improving efficiencies.

The QA specialists review a sampling of communications at the Central Intake Hotline to assess quality, accuracy, and compliance with Arizona's state statutes, administrative rules, and the Department's policies and procedures. The Information and Referral (I&R) communications are reviewed utilizing an instrument that contains 12 compliance measures. The QA team also performed targeted review of cases to assess practice as it related to recent policy changes.

In SFY 2017, the QA team provided direct feedback and reflective coaching to the central intake unit specialists, APS investigators, and supervisors on an individual basis, and also

during regularly scheduled critical incident review consultations. During these meetings, cases are reviewed and strengths are identified, along with systemic problems and possible solutions to improve practice.

In SFY 2017, the QA team expanded with the addition of the QA nurse position. The QA nurse will be responsible for acting as a consultant to APS colleagues regarding client diagnoses, treatment and rehabilitation needs, and preventative care. The QA nurse will assess client healthcare needs and conduct fact-finding activities related to APS clients' medical needs and concerns. This will include on-site visits with APS clients.

In SFY 2018, the QA team will continue to provide real-time guidance, coaching, and mentoring of APS professionals, with a focus on supporting statewide implementation of objective decision-making tools developed through APS's partnership with the Administration for Community Living. This will entail expanded QA reviews of activities conducted at Central Intake and during investigations to ensure fidelity of implementation and to identify areas for continued training and support.

Training

In SFY 2017, the Department maintained two full-time training positions for APS: a trainer and curriculum designer. The training team has focused on strengthening and delivering standardized training for new APS investigators; this training is now offered monthly to ensure timely development of new team members. Further, a group of APS professionals was convened to strengthen the process for onboarding new APS investigators. This group's recommendations will lead to improvements to the training and onboarding process in SFY 2018, which will be further enhanced through the adaptation and incorporation of training materials developed by San Diego State University School of Social Work's Multi-disciplinary Adult Services Training and Evaluation for Results (MASTER) program, as well as materials from the National Adult Protective Services Association (NAPSA).

In addition to developing professional training curricula for new APS investigators, the APS program is committed to utilizing the curriculum designer to also develop professional training curricula to support the implementation of policy and practice changes. In tandem with policy development, training curricula on financial exploitation investigations and safety of APS professionals are in development for implementation in SFY 2018. Further, training will be developed to support the successful implementation of the Central Intake screening tool, and NCCD will support the training of investigators, supervisors, and managers in the use of the safety and risk assessment tools. Finally, the APS program recognizes the need to improve initial training and provide continuing education for professional development.

SUMMARY OF APS STATISTICS

Arizona has seen a significant upward trend in inquiries received through the APS Central Intake Hotline involving concerns of vulnerable adults in Arizona over the past five years. The upward trend has resulted in a corresponding increase in the number of APS reports of vulnerable adult abuse, neglect, self-neglect, or exploitation in four of the last five years.

Despite the rise in APS reports received in SFY 2017, statewide average caseloads decreased from 49 cases to 47 cases per APS investigator from SFY 2016 to SFY 2017. Investigators in rural settings had an average of 48 cases, and investigators in urban settings had an average of 46 cases. For cases closed during SFY 2017, the average number of days a case was open was 184, with a median of 119 days open.

Details of the APS program statistics are outlined below. County-specific activity summaries and client demographics for SFY 2017 are located in the Appendix.

Inquiries, Reports, and Allegations

The Central Intake Hotline has three phone queues for receiving inquiries from the public:

- **General Line:** Individuals who:
 - Have general questions about the APS program,
 - May need community resources,
 - Want to verify receipt of an online submission, or
 - Want to provide updates, including location, about an adult from a previous inquiry;
- **Report Line:** Mandated reporters and other individuals who have concerns regarding the suspected abuse, neglect, self-neglect, or financial exploitation of a vulnerable adult; and
- **Law Enforcement Line:** Law enforcement officers who have concerns regarding the suspected abuse, neglect, self-neglect, or financial exploitation of a vulnerable adult.

Between July 2016 and June 2017, there were 31,027 incoming inquiries to these three Central Intake Hotline phone queues. Of those, 29,200 calls (94 percent) were answered by an intake specialist. During this same time period, APS received 13,637 written inquiries (i.e., online, mail, and fax inquiries) regarding suspected maltreatment of a vulnerable adult. Figure 4 illustrates the volume of inquiries by type and month for this fiscal year.

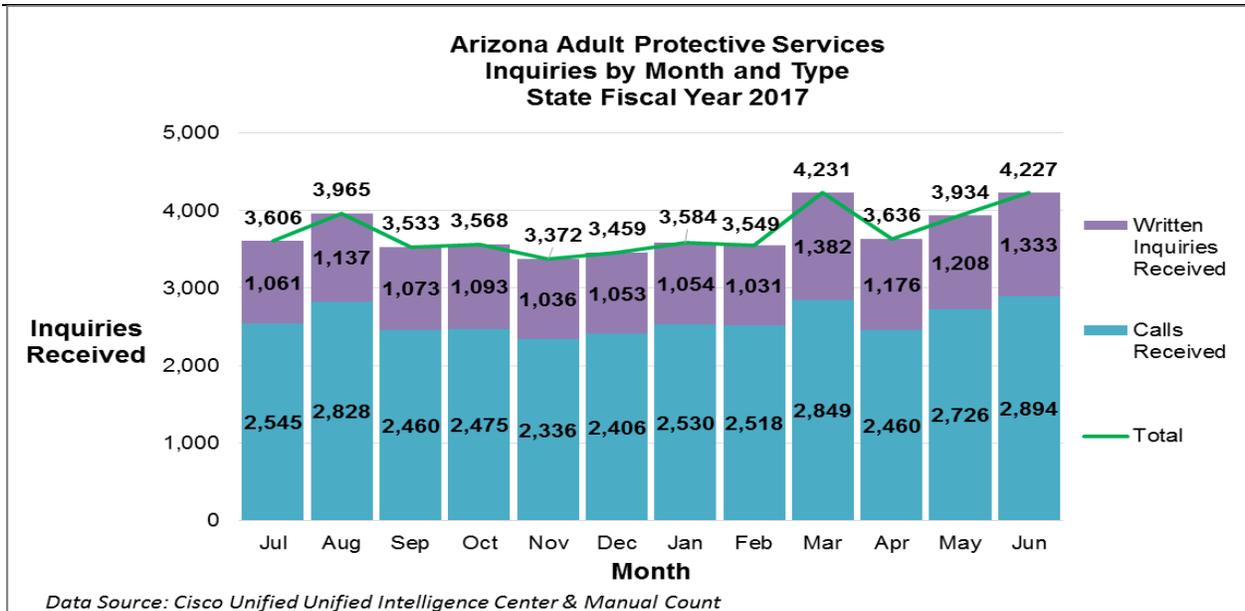


Figure 4: Inquiries by Month and Type

Phone and written inquiries concerning allegations of maltreatment of a vulnerable adult are documented as one of five communication types in AZAPSS. Three of the five communication types were tracked for the first time beginning in December 2016: Additional Source, Status Communication, and New APS Report.

- **Information and Referral (I&R):** Information that (1) does not meet the criteria for a report, and (2) concerns an individual who does not have an open APS case. For these inquiries, assistance is provided to enable individuals or their representatives to locate services through the provision of information and referral to appropriate resources. A directory-assistance type call does not constitute an I&R;
- **Report:** Information that meets the statutory criteria of an APS report;
- **New APS Report:** Information received by the Central Intake Hotline that meets the statutory criteria of an APS report regarding a vulnerable adult who has an open APS case;
- **Additional Source:** Information from an additional reporting source pertaining to the same allegation or incident already under investigation in an open APS case; and
- **Status Communication:** Information that does not meet the criteria of an APS report but pertains to an open case.

For the period of July 1, 2016, to June 30, 2017, the number of communications entered into AZAPSS involving concerns of vulnerable adults reached an all-time high of 26,785. While this increase is due in part to the addition of new communication types tracked in AZAPSS, the number of communications has consistently increased in each of the last five years. Of the communications received in SFY 2017, 13,056 or 49 percent were accepted as reports (including new reports on open APS cases). The total number of communications and reports received over the past five years is displayed in Figure 5.

Non-report communications, including I&Rs, status communications, and additional sources, received in SFY 2017 are displayed in Figure 6.

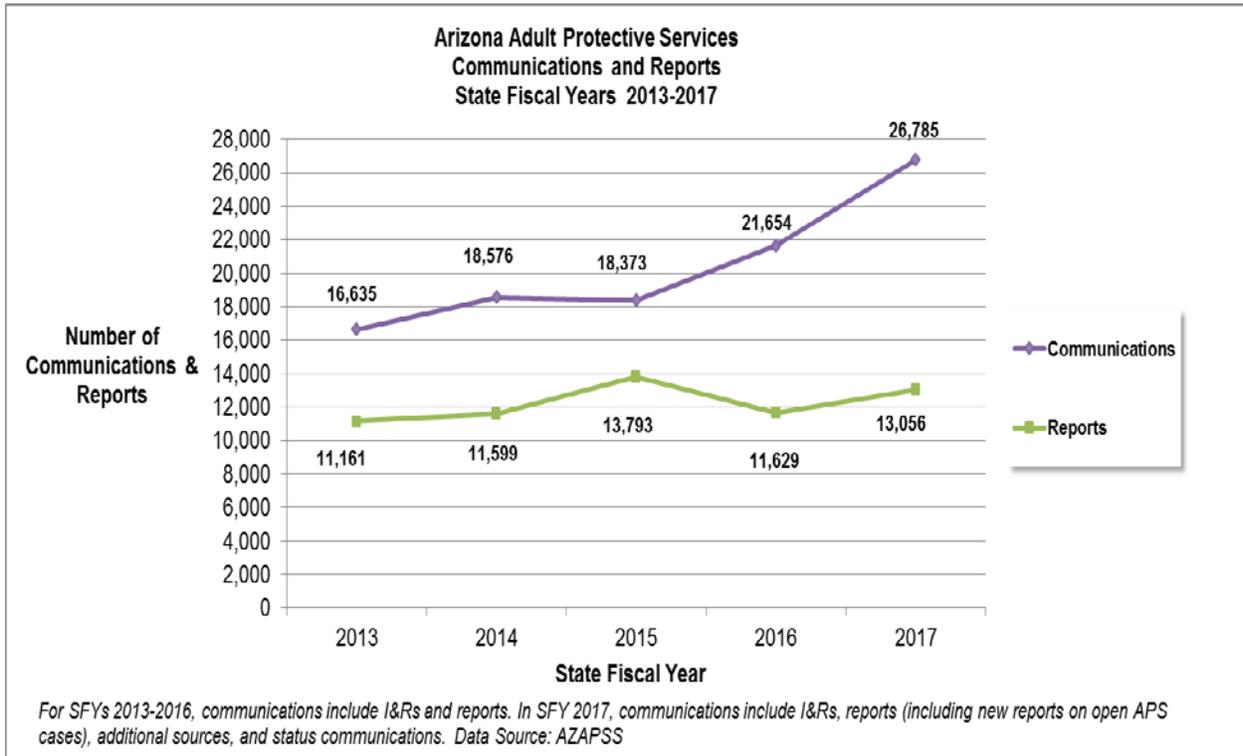


Figure 5: Communications and Reports

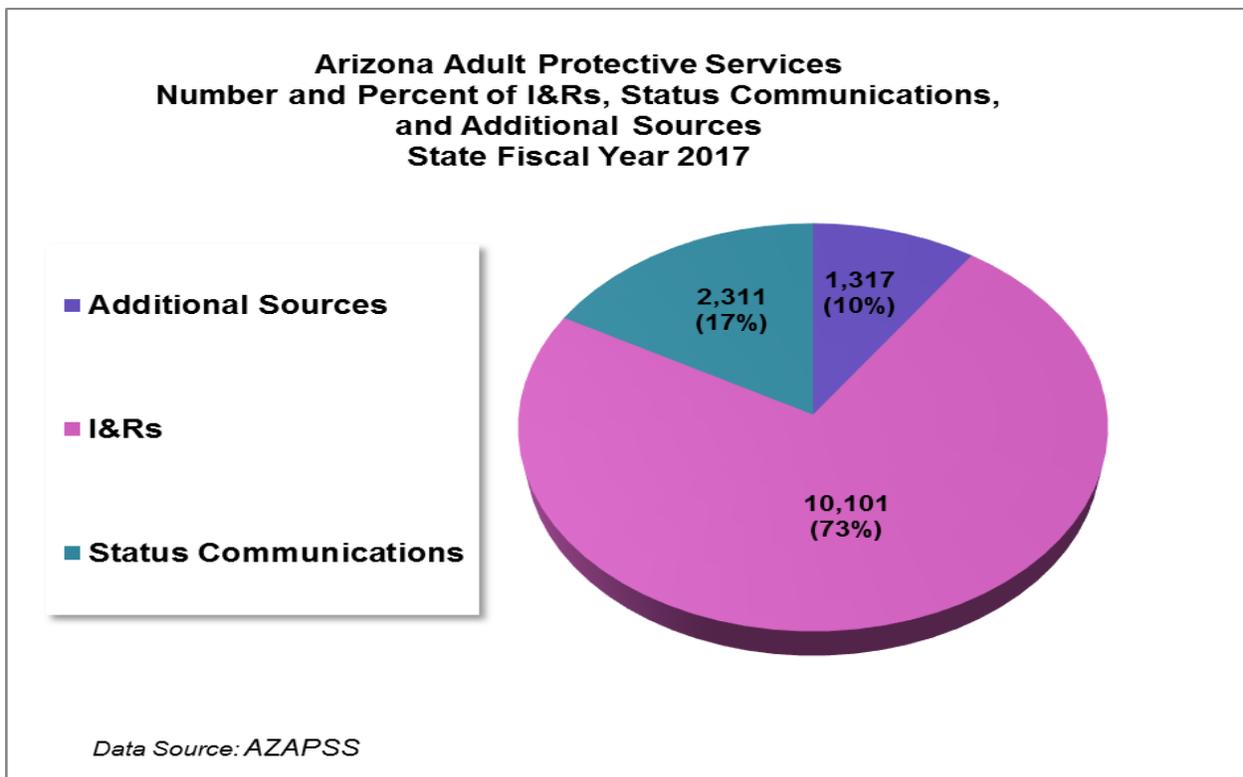


Figure 6: I&Rs, Status Communications, and Additional Sources

In SFY 2017, there were 13,056 reports made alleging abuse, neglect, self-neglect, or exploitation of vulnerable adults. These reports contained one or more allegations. There are four allegation types designated for APS reports: abuse, neglect, exploitation, and self-neglect. As indicated in Figure 7, over 60 percent of allegations investigated by APS in SFY 2017 involved self-neglect (5,848 allegations, or 40.8 percent) or neglect (3,132 allegations, or 21.9 percent). Abuse totaled 19.8 percent of allegations, and allegations of exploitation totaled 17.5 percent.

Self-neglect occurs when a vulnerable adult is unable to perform essential self-care tasks due to his/her vulnerability. Self-neglect was reported as a stand-alone category of maltreatment for the first time in SFY 2017 and is included in Figure 8. Self-neglect was previously reported under the general category of neglect.

Arizona Adult Protective Services Allegations Received by District SFY 2017				
District	Allegations Reported			
	Abuse	Neglect	Exploitation	Self-Neglect
I	1,741	1,762	1,279	2,804
II	623	741	671	1,547
III	165	223	226	593
IV	167	225	196	540
V	140	181	138	364
Statewide	2,836	3,132	2,510	5,848

*Allegations by District are approximated based on the client's county. Allegations received by District 6 prior to realignment are reflected in the Districts 2 and 5 totals.
Data Source: AZAPSS

Figure 7: Allegations Received by District

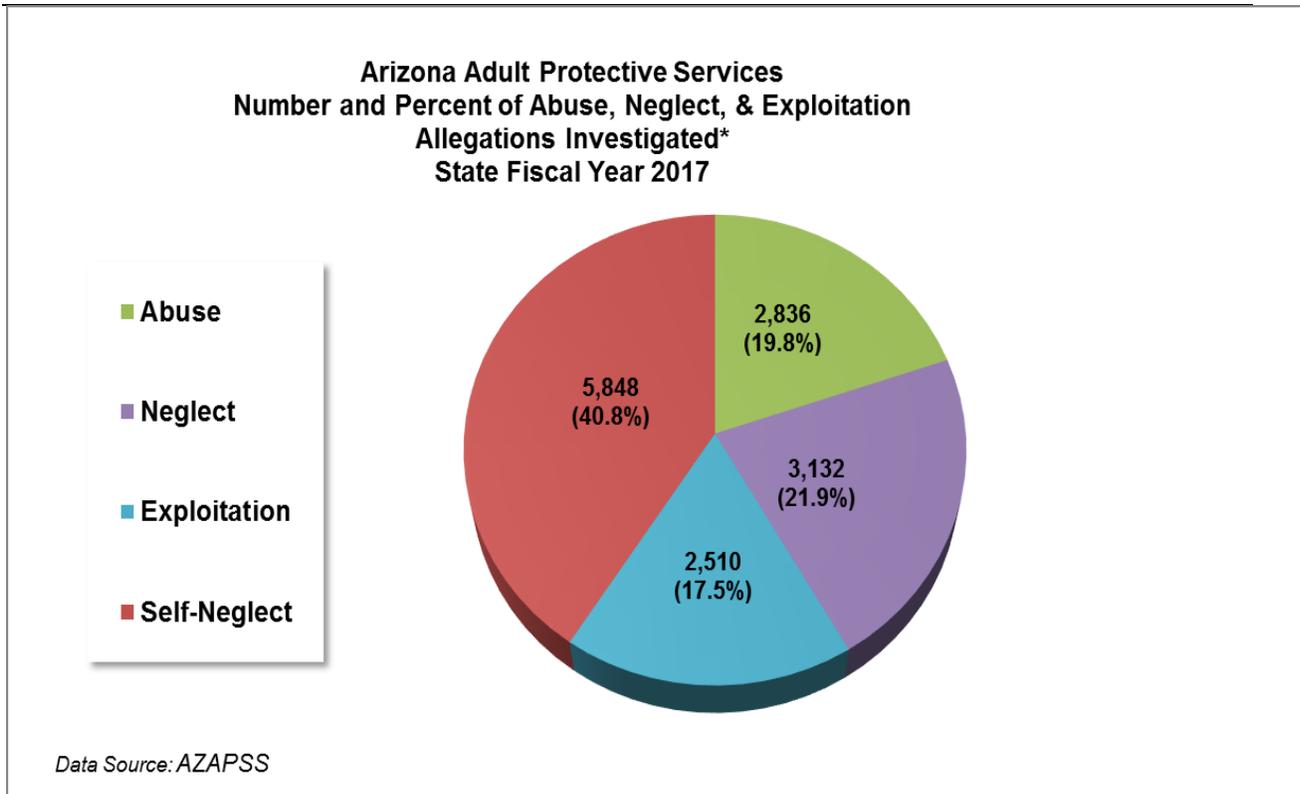


Figure 8: Number and Percent of Abuse, Neglect, Self-Neglect, & Exploitation Allegations Investigated in SFY 2017

**Arizona Adult Protective Services
Number and Percent of Abuse, Neglect, & Exploitation Allegations Investigated*
State Fiscal Years 2013-2017**

SFY	Abuse		Neglect		Exploitation		Self-Neglect	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
2013	2,734	24.5%	7,728	69.2%	3,138	28.1%	-	-
2014	3,308	28.5%	8,185	70.6%	3,426	29.5%	-	-
2015	3,661	26.5%	9,408	68.2%	4,243	30.8%	-	-
2016	3,138	27.0%	7,596	65.3%	2,460	21.2%	-	-
2017	2,836	19.8%	3,132	21.9%	2,510	17.5%	5,848	40.8%

* In SFY 2013 - 2016 totals exceed 100 percent as a case may have multiple allegations. Beginning in SFY 2017, percentages are calculated based on the number of total allegations. Data Source: AZAPSS

Figure 9: Number and Percent of Abuse, Neglect, Self-Neglect, & Exploitation Allegations Investigated for SFYs 2013-2017

Client Demographics

The following graphs depict the trends in age, gender, race, and living arrangements for the APS clients between SFYs 2013 and 2017. Client demographic characteristics have remained fairly consistent over the years.

Age

Although APS serves individuals 18 years of age or older, the majority of APS services are provided to individuals 60 and older. As indicated in Figure 10, 73 percent of APS clients were over the age of 60, while 37 percent were 18 to 59 years of age in SFY 2017.

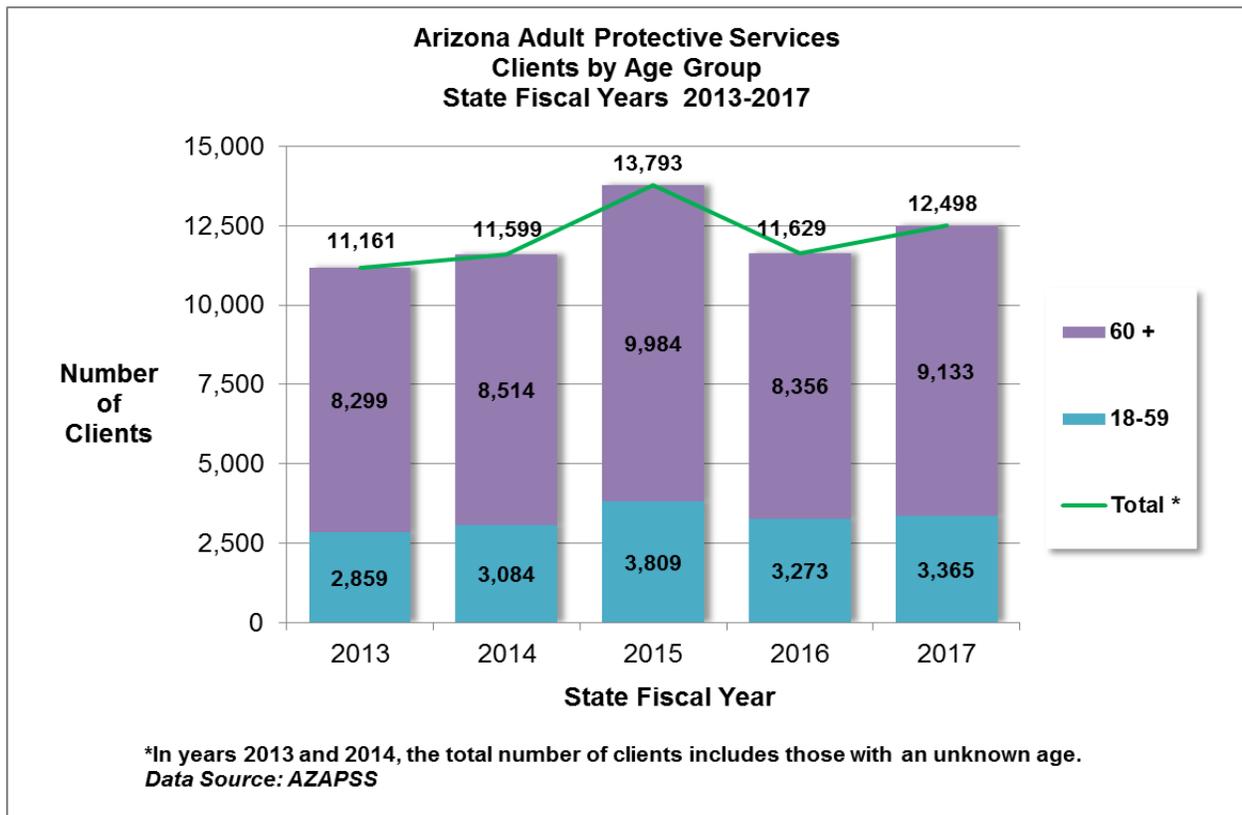


Figure 10: Total Number of Clients by Age Group

In analyzing percentages of the clients ages 60 and over, the different age categories have also remained fairly consistent over the past five years. As indicated in Figure 11, the largest age group over 60 is 75 to 84 years of age, which is 23 percent of the total clients. The age group of those 65 to 74 accounts for 21.7 percent, and those over the age of 85 account for 19.5 percent of clients.

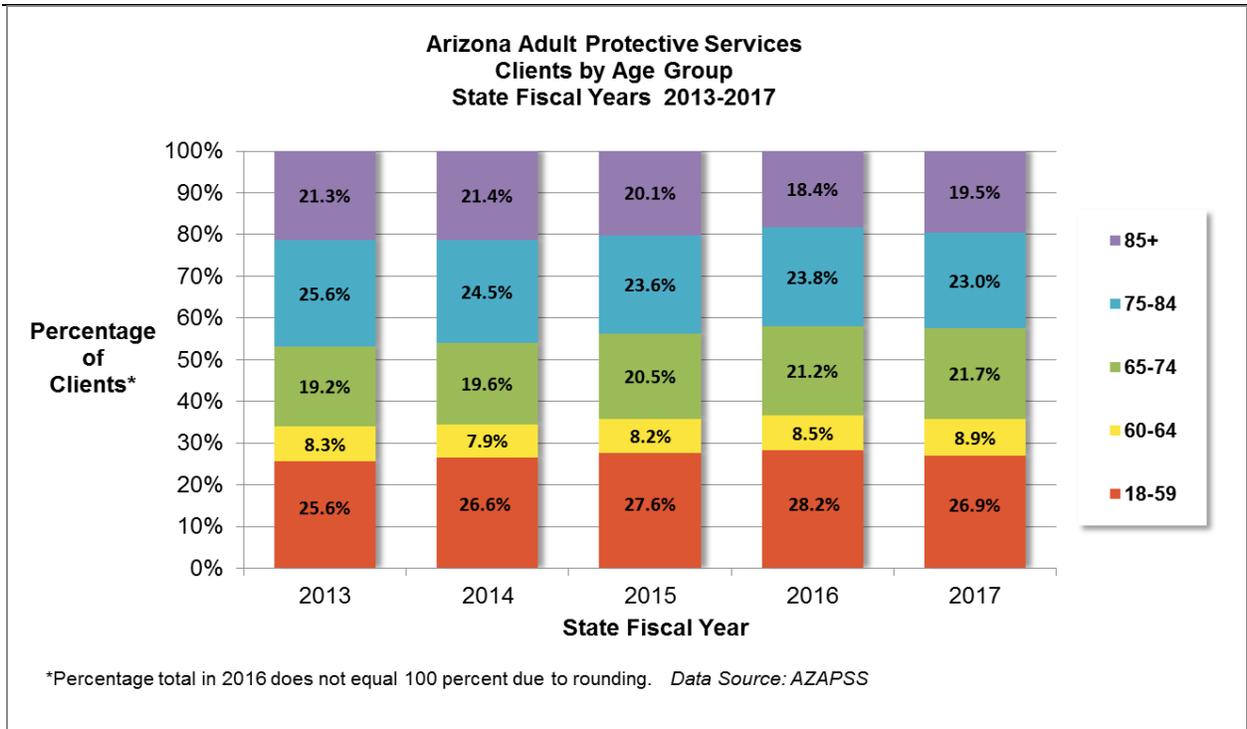


Figure 11: Percentage of Clients by Age Group

Gender

As indicated in Figure 12, between SFYs 2013 and 2017, approximately six out of every ten clients have been female.

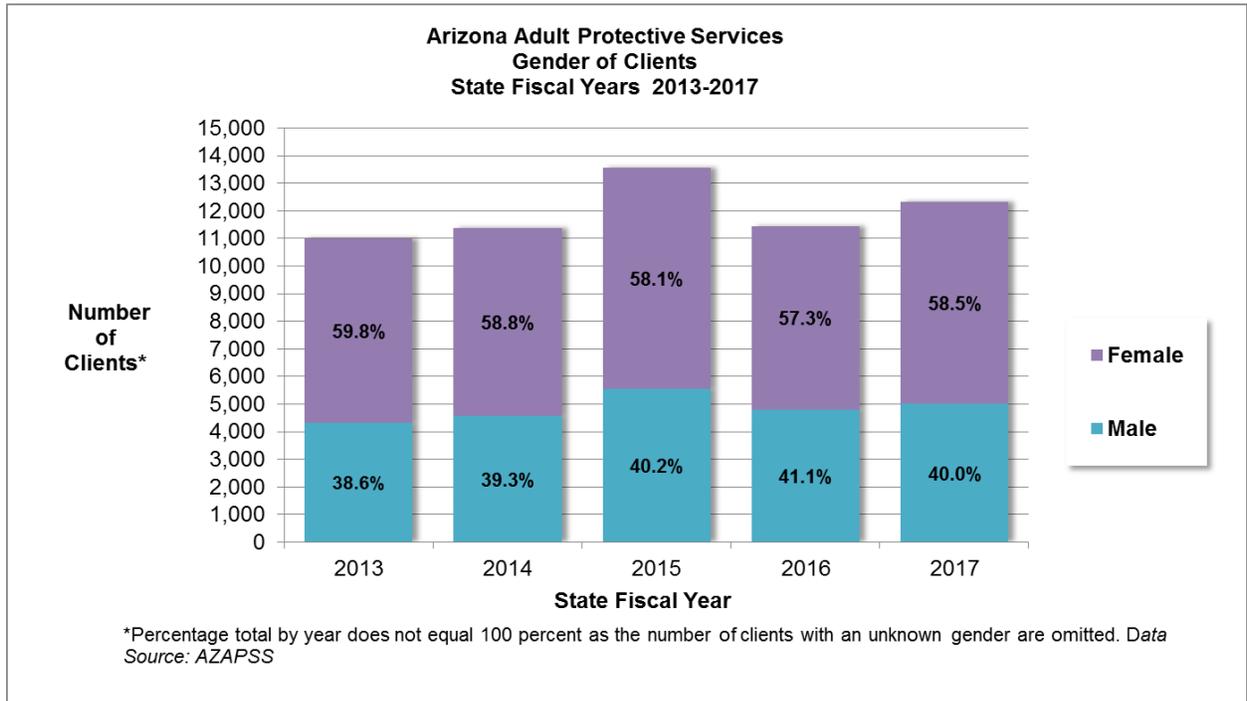


Figure 12: Gender of Clients

Race and Ethnicity

In SFY 2017, 68 percent of APS clients self-identified as Caucasian, 13 percent as Hispanic, and 5 percent as African American, as displayed in Figures 13 and 14 below. APS clients self-identifying as American Indian or Alaskan Native are clients who primarily reside off the reservation. APS participates in a very small number of on-reservation cases and will only do so at the invitation of the Tribal Council.

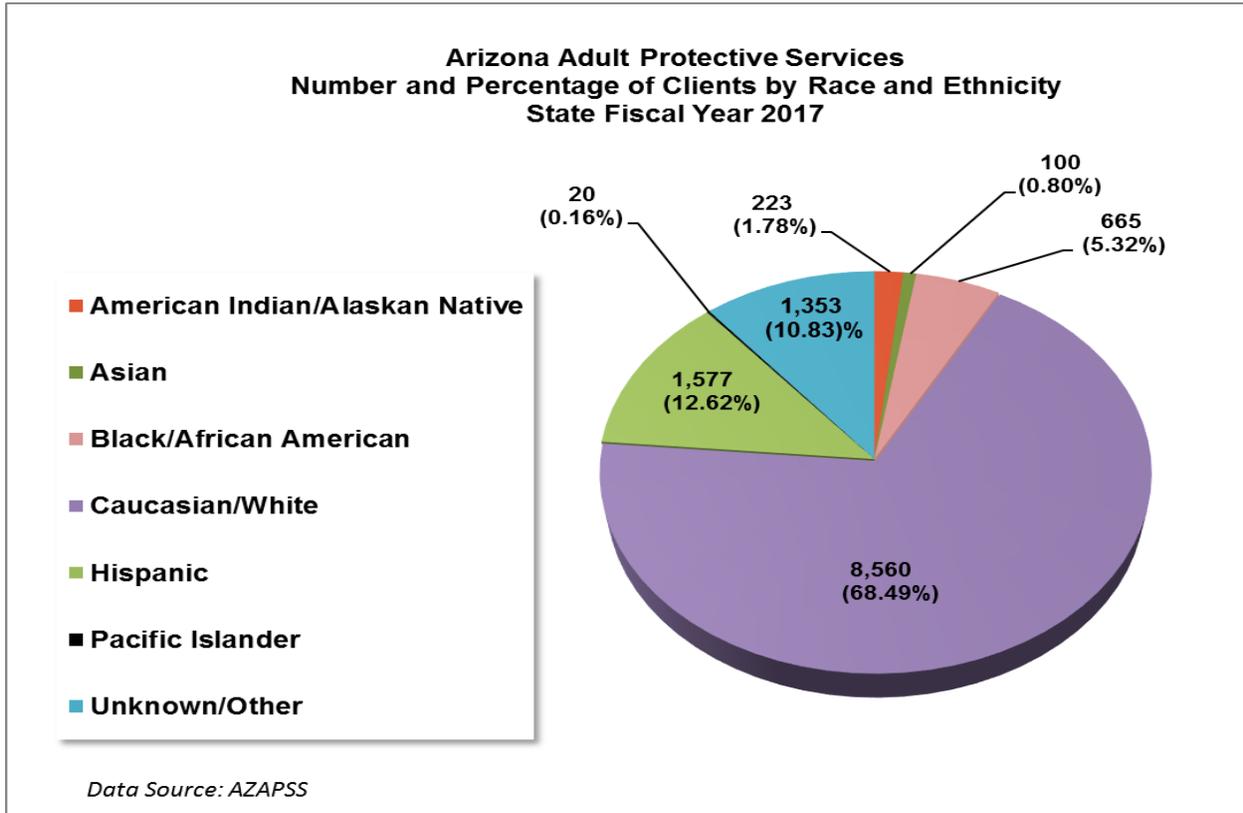


Figure 13: Number and Percentage of Clients by Race and Ethnicity for SFY17

Race/Ethnicity	State Fiscal Year				
	2013	2014	2015	2016	2017
American Indian/Alaskan Native	198	211	272	221	223
Asian	107	81	115	93	100
Black/African American	464	485	649	591	665
Caucasian/White	7,129	7,342	9,106	8,048	8,560
Hispanic	1,318	1,412	1,706	1,456	1,577
Pacific Islander	12	17	38	20	20
Unknown/Other	1,933	2,051	1,907	1,200	1,353

Figure 14: Number of Clients by Race and Ethnicity for SFYs 2013-2017

Cultural norms may also contribute to the smaller number of cases for the majority of racial minority groups. Familial obligations, religious beliefs, and various perceptions on the kinds of information to be shared with non-family members, as well as a lack of awareness, may lead to the reluctance to contact APS.

Living Arrangements

The trends in APS client living arrangements between SFYs 2013 and 2017 are indicated in Figure 15 below. In SFY 2017, the top three categories of living arrangements and dwelling types are (1) those who reside with family or others, (2) clients who live alone, and (3) clients in care facilities. In SFY 2017, 41 percent of APS clients lived with family, while 28 percent of APS clients lived alone with little to no assistance.

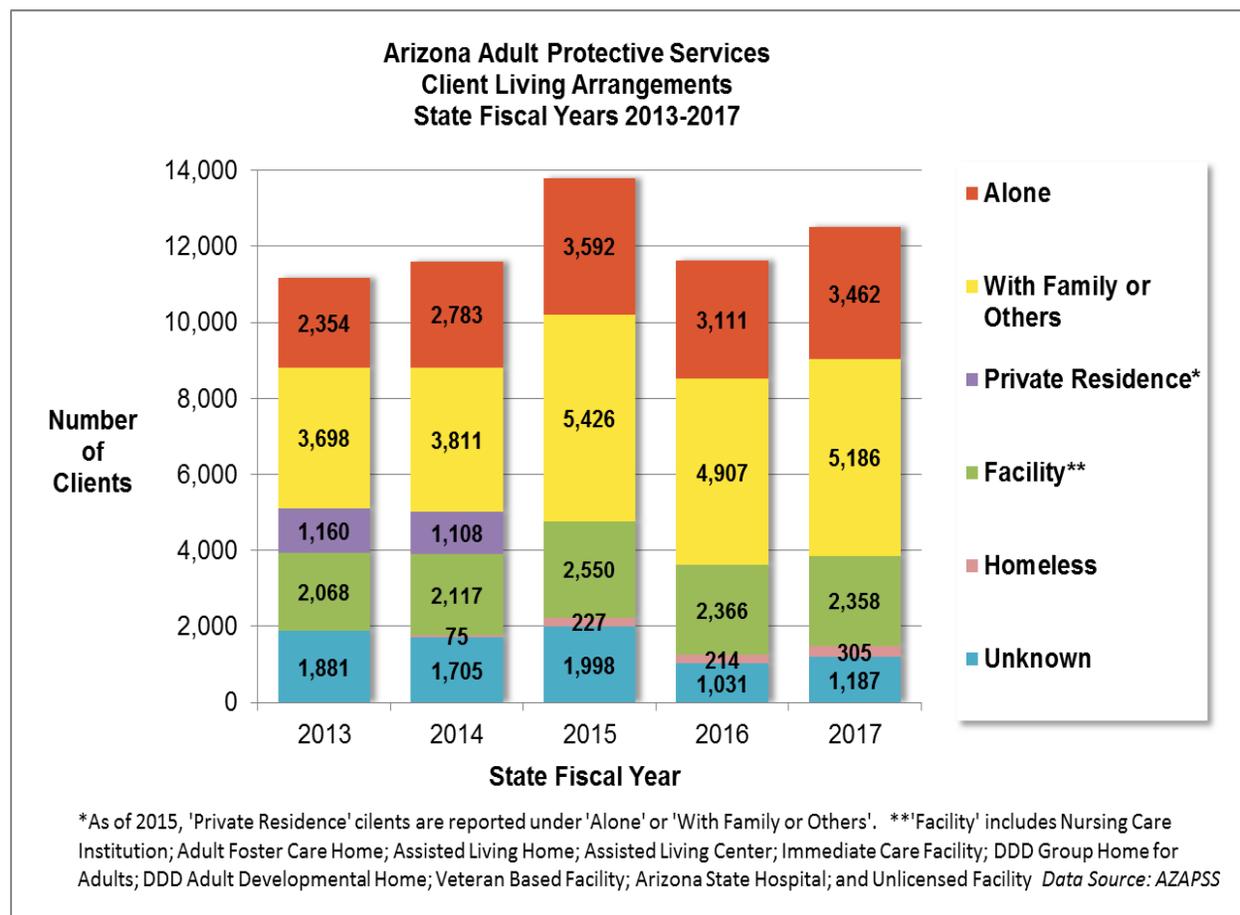


Figure 15: Client Living Arrangements

Alleged Perpetrators

In SFY 2017, family members accounted for 45 percent of alleged perpetrators, and paid caregivers or residential management accounted for 28 percent. The trends of alleged perpetrators and their relationships with clients between SFYs 2013 and 2017 are indicated in Figures 16 and 17 below. These figures exclude individuals reported for self-neglect. The percentages in Figure 16, therefore, differ from those included in the Appendix.

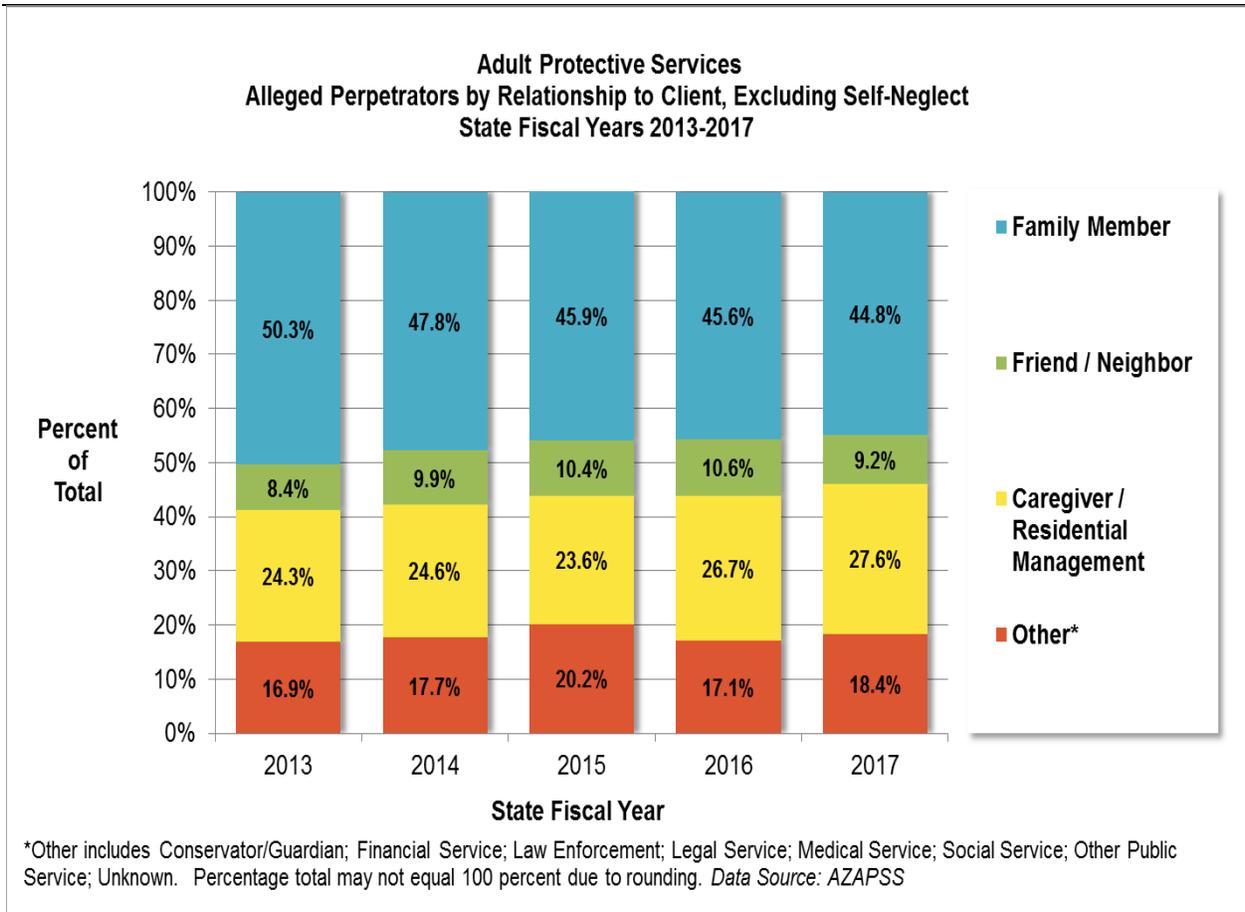


Figure 16: Alleged Perpetrators by Relationship to Client, Excluding Self-Neglect

Arizona Adult Protective Services Number of Alleged Perpetrators by Relationship to Client, Excluding Self-Neglect State Fiscal Years 2013-2017					
Relationship of Alleged Perpetrator to Client	State Fiscal Year				
	2013	2014	2015	2016	2017
Family Member	3,952	4,037	4,602	3,520	3,351
Friend/Neighbor	663	837	1,041	821	685
Caregiver/Residential Management	1,909	2,082	2,370	2,059	2,067
Other/Unknown	1,326	1,493	2,024	1,321	1,376

Figure 17: Number of Alleged Perpetrators by Relationship to Client, Excluding Self-Neglect

Substantiation Rates

Beginning with this year’s Annual Report, APS is now measuring substantiation rates based on the date the allegation was reported, not the date the APS case was closed. This is consistent with how substantiation data is reported for child maltreatment in Arizona. The data presented below is based on the outcomes for all allegations of abuse,

neglect, or exploitation perpetrated by others, excluding self-neglect, reported in the respective State Fiscal Years.

It is important to note that some investigations of abuse, neglect, or exploitation are ongoing or are in the administrative appeals process, and therefore have not reached a final disposition. Final dispositions are pending for 29 percent of allegations reported in SFY 2017, two percent of allegations reported in SFY 2016, and less than one percent for allegations reported in SFY 2013 through SFY 2015. These numbers are therefore preliminary and will be updated in the next APS Annual Report.

In SFY 2016, 2.61 percent of exploitation allegations, 1.00 percent of abuse allegations, and 0.03 percent of neglect allegations were substantiated. As of August 1, 2017, 0.52 percent of exploitation allegations, 0.35 percent of abuse allegations, and 0.06 percent of neglect allegations reported in SFY 2017 were substantiated. It is expected that the substantiation rates presented in Figure 18 for SFY 2017 will increase as investigations are completed and decisions are made through the administrative appeals process.

As illustrated in Figure 18, exploitation allegations have historically been substantiated at a higher rate than those of abuse and neglect. Several factors may impact the Department's ability to substantiate allegations of vulnerable adult maltreatment. For example, to substantiate neglect by another individual, a clear and definite pattern of neglect needs to be established, which may not be evident in the information gathered during the investigation. Further, excluding self-neglect, in SFY 2017, 44.8 percent of alleged perpetrators were found to be family members. The investigations may reveal that the family member was not trying to mistreat or harm the vulnerable adult but was providing the level of care they were able to with the resources available to them. These cases would not be proposed for substantiation. The APS program recognizes its substantiation rates as an area for further exploration to better understand the barriers to substantiation and characteristics of substantiated vs. unsubstantiated allegations.

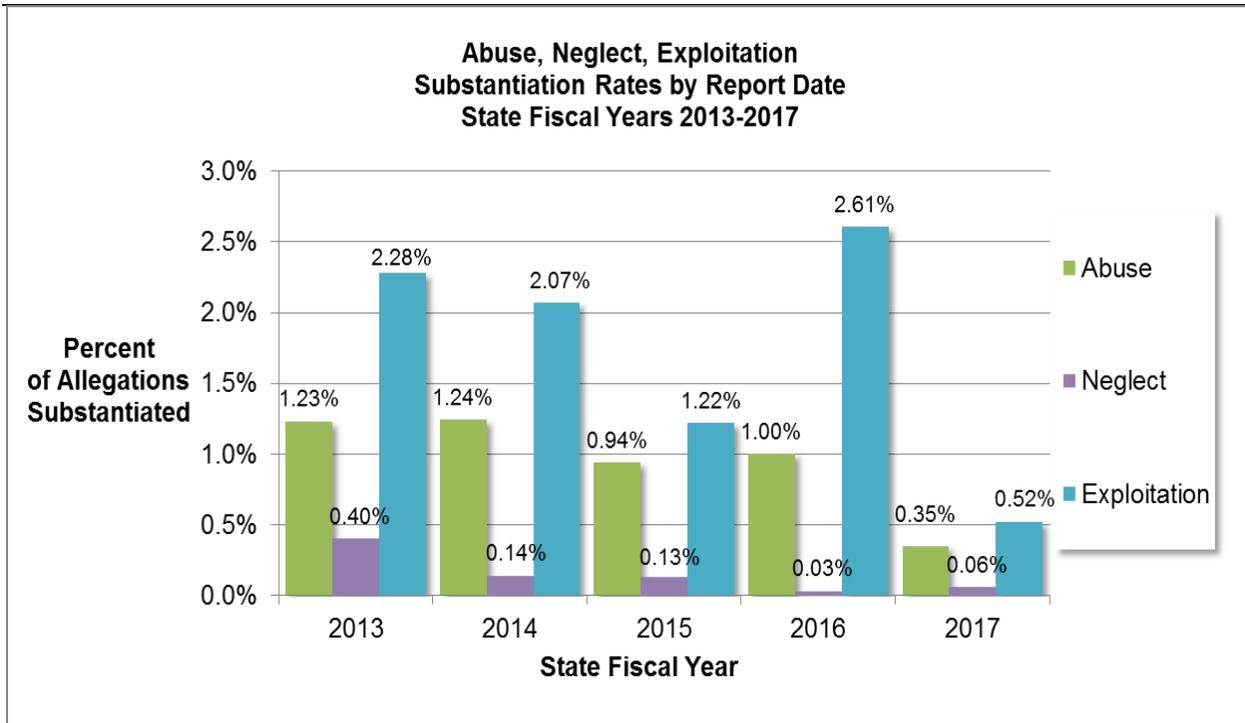


Figure 18: Abuse, Neglect, and Exploitation Substantiation Rates by Report Date

Verified Rates

Over 40 percent of allegations reported in SFY 2017 concerned self-neglect. When there is evidence to indicate self-neglect, the report is verified. Over 17 percent of self-neglect allegations received in SFY 2017 were verified, and it is expected that this percentage will continue to increase as the remaining evaluations of these allegations are concluded. Between SFY 2013 and 2016, the percentage of self-neglect allegations that were verified ranged from 20.29 percent to 33.90 percent.

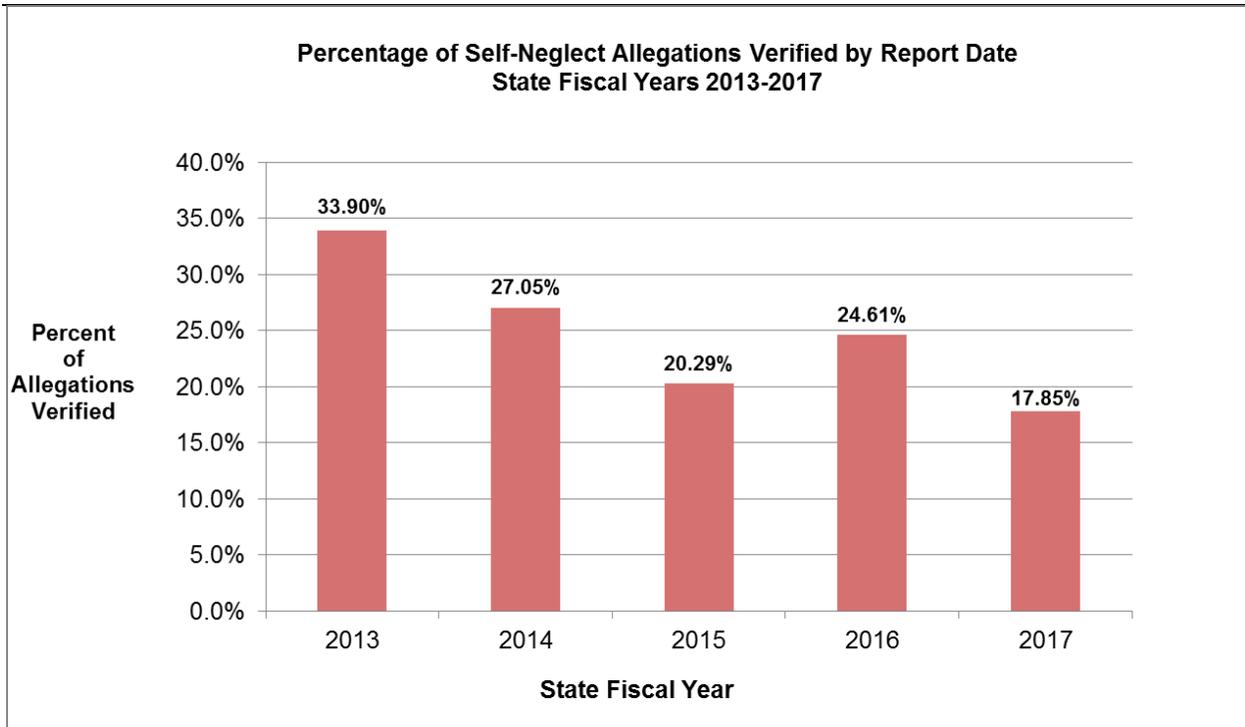


Figure 19: Self-Neglect Allegations Verified by Report Date

Reporting Sources

The trends in reporting sources between SFY 2013 and 2017 are indicated in Figures 20 and 21. Mandatory reporters, medical services, social services, and other public services consistently make up the largest number of reporting sources. In SFY 2017, 49 percent of the reporting sources were professionals from medical services, social services, and other public services. Also in SFY 2017, family members were the reporting sources 14 percent of the time.

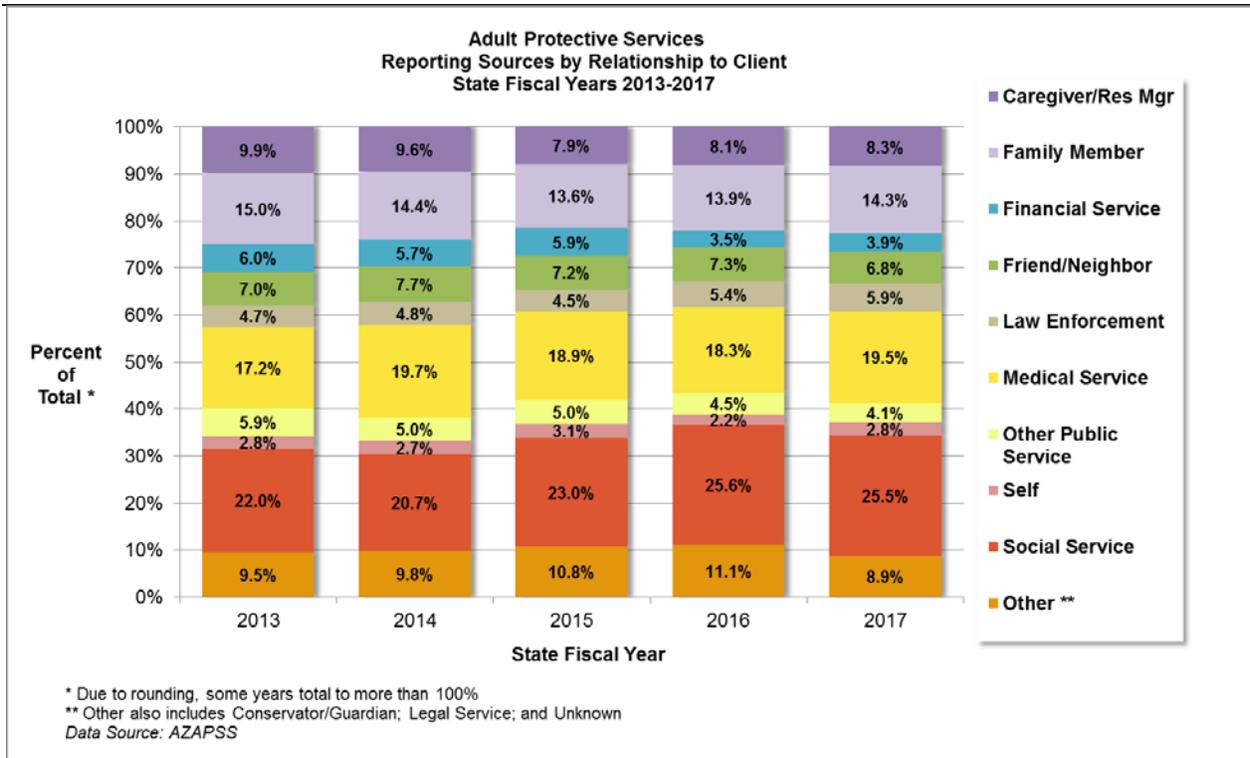


Figure 20: Percentages of Reporting Sources by Relationship to Client

Arizona Adult Protective Services Number of Reporting Sources by Relationship to Client State Fiscal Years 2013-2017					
Relationship of Reporting Source to Client	State Fiscal Year				
	2013	2014	2015	2016	2017
Caregiver/Residential Manager	1,293	1,384	1,338	1,150	1,326
Family Member	1,966	2,089	2,296	1,971	2,280
Financial Service	788	824	1,001	489	616
Friend or Neighbor	914	1,119	1,223	1,037	1,088
Law Enforcement	621	700	768	760	942
Medical Service	2,256	2,853	3,199	2,593	3,117
Other Public Service	773	717	848	639	656
Self	360	390	521	314	438
Social Service	2,879	3,004	3,896	3,612	4,068
Other	1,247	1,412	1,827	1,572	1,424

*Other also includes Conservator/Guardian; Legal Service; and Unknown Data source: AZAPSS

Figure 21: Number of Reporting Sources by Relationship to Client

CONCLUSION AND ACKNOWLEDGEMENTS

During this past State Fiscal Year, the APS program increased its focus on improving the quality of services provided to vulnerable adults. In addition to policy and practice changes implemented this year, APS engaged in planning activities to support the future development and implementation of standard work and tools to support APS professionals in identifying and responding to the needs of vulnerable adults at all stages of APS involvement. Partnerships were developed and strengthened at the local, state, and national level, and APS professionals from across the state were engaged in continuous improvement efforts.

Through the strategic planning process and with the tools in the Arizona Management System, the APS program remains confident that continuous process improvement will strengthen the program to provide the best possible service to vulnerable adults. In addition, ongoing collaboration among APS, partners and stakeholders, individuals served, their families, and the community working cooperatively will support achieving mutually beneficial goals and outcomes. The Department shares heartfelt gratitude for the sustained support of partners, especially the AAAs, to ensure vulnerable adults are protected and their needs are met.

APPENDIX



Arizona Department of Economic Security
Adult Protective Services Investigations 7/1/2016 thru 6/30/2017

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ACTIVITY SUMMARY - ARIZONA

REPORTED ALLEGATIONS

ABUSE		2,836	19.80%	EXPLOITATION		2,510	17.52%
Unsubstantiated	1,874	66.08%	Unsubstantiated	1,584	63.11%		
Verified	200	7.05%	Verified	28	1.12%		
Substantiated	10	0.35%	Substantiated	13	0.52%		
Proposed to Substantiate	25	0.88%	Proposed to Substantiate	38	1.51%		
Open Investigations	727	25.63%	Open Investigations	847	33.75%		
NEGLECT		3,132	21.86%	SELF-NEGLECT		5,848	40.82%
Unsubstantiated	2,272	72.54%	Unsubstantiated	3,497	59.80%		
Verified	47	1.50%	Verified	1,044	17.85%		
Substantiated	2	0.06%	Open Investigations	1,307	22.35%		
Proposed to Substantiate	4	0.13%					
Open Investigations	807	25.77%					
TOTAL ALLEGATIONS REPORTED	14,326		TOTAL CASES OPENED	12,498			
TOTAL REPORTS RECEIVED	13,056		TOTAL CASES CLOSED	12,799			

Definitions for the above data are located on the last page of the report.

DEMOGRAPHICS FOR CASES OPENED

CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE					
18 - 29 years	802	6.42%	Alone - Little or No Assistance	3,035	24.28%			
30 - 39 years	560	4.48%	Alone - Some Family Assistance	427	3.42%			
40 - 49 years	589	4.71%	With Family	4,359	34.88%			
50 - 59 years	1,414	11.31%	With Non-Family	827	6.62%			
60 - 64 years	1,109	8.87%	CLIENT DWELLING / FACILITY TYPE					
65 - 69 years	1,291	10.33%	Nursing Care Institution	671	5.37%			
70 - 74 years	1,423	11.39%	Adult Foster Care Home (4 or less residents)	24	0.19%			
75 - 79 years	1,467	11.74%	Assisted Living Home (10 or less residents)	650	5.20%			
80 - 84 years	1,402	11.22%	Assisted Living Center (11 or more residents)	506	4.05%			
85 years and older	2,441	19.53%	Immediate Care Facility (Intellectual Disability)	6	0.05%			
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	301	2.41%			
CLIENT RACE			DDD Adult Dev Home (up to 3 adults in family home)	67	0.54%			
Amer Indian/AK Native	223	1.78%	Veteran Based Facility	24	0.19%			
Asian	100	0.80%	Arizona State Hospital	74	0.59%			
Black/African Amer	665	5.32%	Unlicensed Facility	35	0.28%			
Caucasian/White	8,560	68.49%	Homeless	305	2.44%			
Hispanic	1,577	12.62%	Unknown/Other	1,187	9.50%			
Pacific Islander	20	0.16%	RELATION TO CLIENT		Reporting Source		Perpetrator	
Unknown/Other	1,353	10.83%	Caregiver/Resident Mgr	1,326	8.31%	2,067	15.55%	
CLIENT MONTHLY INCOME			Conservator/Guardian	123	0.77%	244	1.84%	
\$300 or Less	35	0.28%	Family Member	2,280	14.29%	3,351	25.21%	
\$301 - \$500	67	0.54%	Financial Service	616	3.86%	65	0.49%	
\$501 - \$750	518	4.14%	Friend/Neighbor	1,088	6.82%	685	5.15%	
\$751 - \$1,000	531	4.25%	Law Enforcement	942	5.90%	3	0.02%	
Over \$1,000	1,603	12.83%	Legal Service	37	0.23%	7	0.05%	
Unknown	9,744	77.96%	Medical Service	3,117	19.54%	84	0.63%	
CLIENT GENDER			Other	1,136	7.12%	872	6.56%	
Female	7,316	58.54%	Other Public Service	656	4.11%	20	0.15%	
Male	5,002	40.02%	Self	438	2.75%	5,811	43.72%	
Unknown	180	1.44%	Social Service	4,068	25.50%	19	0.14%	
			Unknown	128	0.80%	62	0.47%	
			TOTAL	15,955	100.00%	13,290	100.00%	



Arizona Department of Economic Security
Adult Protective Services Investigations 7/1/2016 thru 6/30/2017

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ACTIVITY SUMMARY - APACHE

REPORTED ALLEGATIONS

ABUSE		9	18.37%	EXPLOITATION		12	24.49%
Unsubstantiated		7	77.78%	Unsubstantiated		10	83.33%
Verified		0	0.00%	Verified		1	8.33%
Substantiated		0	0.00%	Substantiated		0	0.00%
Proposed to Substantiate		1	11.11%	Proposed to Substantiate		1	8.33%
Open Investigations		1	11.11%	Open Investigations		0	0.00%
NEGLECT		8	16.33%	SELF-NEGLECT		20	40.82%
Unsubstantiated		6	75.00%	Unsubstantiated		13	65.00%
Verified		0	0.00%	Verified		3	15.00%
Substantiated		0	0.00%	Open Investigations		4	20.00%
Proposed to Substantiate		0	0.00%				
Open Investigations		2	25.00%				
TOTAL ALLEGATIONS REPORTED		49		TOTAL CASES OPENED		43	
TOTAL REPORTS RECEIVED		44		TOTAL CASES CLOSED		44	

Definitions for the above data are located on the last page of the report.

DEMOGRAPHICS FOR CASES OPENED

CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE		
18 - 29 years	3	6.98%	Alone - Little or No Assistance	14	32.56%
30 - 39 years	3	6.98%	Alone - Some Family Assistance	2	4.65%
40 - 49 years	0	0.00%	With Family	14	32.56%
50 - 59 years	2	4.65%	With Non-Family	1	2.33%
60 - 64 years	5	11.63%	CLIENT DWELLING / FACILITY TYPE		
65 - 69 years	5	11.63%	Nursing Care Institution	0	0.00%
70 - 74 years	10	23.26%	Adult Foster Care Home (4 or less residents)	0	0.00%
75 - 79 years	7	16.28%	Assisted Living Home (10 or less residents)	1	2.33%
80 - 84 years	2	4.65%	Assisted Living Center (11 or more residents)	3	6.98%
85 years and older	6	13.95%	Immediate Care Facility (Intellectual Disability)	0	0.00%
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	1	2.33%
CLIENT RACE			DDD Adult Dev Home (up to 3 adults in family home)	0	0.00%
Amer Indian/AK Native	1	2.33%	Veteran Based Facility	0	0.00%
Asian	1	2.33%	Arizona State Hospital	0	0.00%
Black/African Amer	0	0.00%	Unlicensed Facility	1	2.33%
Caucasian/White	30	69.77%	Homeless	0	0.00%
Hispanic	3	6.98%	Unknown/Other	6	13.95%
Pacific Islander	0	0.00%	RELATION TO CLIENT		
Unknown/Other	8	18.60%	Caregiver/Resident Mgr	4	8.33%
CLIENT MONTHLY INCOME			Conservator/Guardian	0	0.00%
\$300 or Less	0	0.00%	Family Member	5	10.42%
\$301 - \$500	2	4.65%	Financial Service	5	10.42%
\$501 - \$750	5	11.63%	Friend/Neighbor	2	4.17%
\$751 - \$1,000	0	0.00%	Law Enforcement	4	8.33%
Over \$1,000	17	39.53%	Legal Service	0	0.00%
Unknown	19	44.19%	Medical Service	7	14.58%
CLIENT GENDER			Other	5	10.42%
Female	24	55.81%	Other Public Service	1	2.08%
Male	18	41.86%	Self	2	4.17%
Unknown	1	2.33%	Social Service	13	27.08%
			Unknown	0	0.00%
			TOTAL	48	100.00%
				45	100.00%



Arizona Department of Economic Security
Adult Protective Services Investigations 7/1/2016 thru 6/30/2017

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ACTIVITY SUMMARY - COCHISE

REPORTED ALLEGATIONS

ABUSE		48	12.24%	EXPLOITATION		84	21.43%
Unsubstantiated		22	45.83%	Unsubstantiated		36	42.86%
Verified		1	2.08%	Verified		0	0.00%
Substantiated		1	2.08%	Substantiated		1	1.19%
Proposed to Substantiate		0	0.00%	Proposed to Substantiate		4	4.76%
Open Investigations		24	50.00%	Open Investigations		43	51.19%
NEGLECT		68	17.35%	SELF-NEGLECT		192	48.98%
Unsubstantiated		36	52.94%	Unsubstantiated		46	23.96%
Verified		4	5.88%	Verified		58	30.21%
Substantiated		0	0.00%	Open Investigations		88	45.83%
Proposed to Substantiate		0	0.00%				
Open Investigations		28	41.18%				
TOTAL ALLEGATIONS REPORTED		392		TOTAL CASES OPENED		340	
TOTAL REPORTS RECEIVED		361		TOTAL CASES CLOSED		283	

Definitions for the above data are located on the last page of the report.

DEMOGRAPHICS FOR CASES OPENED

CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE				
18 - 29 years	16	4.71%	Alone - Little or No Assistance	121	35.59%		
30 - 39 years	9	2.65%	Alone - Some Family Assistance	18	5.29%		
40 - 49 years	17	5.00%	With Family	120	35.29%		
50 - 59 years	40	11.76%	With Non-Family	26	7.65%		
60 - 64 years	27	7.94%	CLIENT DWELLING / FACILITY TYPE				
65 - 69 years	35	10.29%	Nursing Care Institution	11	3.24%		
70 - 74 years	35	10.29%	Adult Foster Care Home (4 or less residents)	1	0.29%		
75 - 79 years	39	11.47%	Assisted Living Home (10 or less residents)	4	1.18%		
80 - 84 years	43	12.65%	Assisted Living Center (11 or more residents)	8	2.35%		
85 years and older	79	23.24%	Immediate Care Facility (Intellectual Disability)	0	0.00%		
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	3	0.88%		
CLIENT RACE			DDD Adult Dev Home (up to 3 adults in family home)	1	0.29%		
Amer Indian/AK Native	3	0.88%	Veteran Based Facility	1	0.29%		
Asian	2	0.59%	Arizona State Hospital	0	0.00%		
Black/African Amer	9	2.65%	Unlicensed Facility	1	0.29%		
Caucasian/White	248	72.94%	Homeless	4	1.18%		
Hispanic	54	15.88%	Unknown/Other	21	6.18%		
Pacific Islander	2	0.59%	RELATION TO CLIENT		Reporting Source	Perpetrator	
Unknown/Other	22	6.47%	Caregiver/Resident Mgr	30	6.68%	32	8.74%
CLIENT MONTHLY INCOME			Conservator/Guardian	1	0.22%	10	2.73%
\$300 or Less	0	0.00%	Family Member	59	13.14%	81	22.13%
\$301 - \$500	0	0.00%	Financial Service	11	2.45%	8	2.19%
\$501 - \$750	5	1.47%	Friend/Neighbor	57	12.69%	19	5.19%
\$751 - \$1,000	11	3.24%	Law Enforcement	27	6.01%	0	0.00%
Over \$1,000	24	7.06%	Legal Service	3	0.67%	0	0.00%
Unknown	300	88.24%	Medical Service	93	20.71%	0	0.00%
CLIENT GENDER			Other	30	6.68%	21	5.74%
Female	196	57.65%	Other Public Service	30	6.68%	0	0.00%
Male	134	39.41%	Self	11	2.45%	194	53.01%
Unknown	10	2.94%	Social Service	94	20.94%	0	0.00%
			Unknown	3	0.67%	1	0.27%
			TOTAL	449	100.00%	366	100.00%



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ACTIVITY SUMMARY - COCONINO

REPORTED ALLEGATIONS

ABUSE		27	18.88%	EXPLOITATION		26	18.18%
Unsubstantiated		17	62.96%	Unsubstantiated		20	76.92%
Verified		1	3.70%	Verified		0	0.00%
Substantiated		0	0.00%	Substantiated		0	0.00%
Proposed to Substantiate		0	0.00%	Proposed to Substantiate		1	3.85%
Open Investigations		9	33.33%	Open Investigations		5	19.23%
NEGLECT		29	20.28%	SELF-NEGLECT		61	42.66%
Unsubstantiated		25	86.21%	Unsubstantiated		42	68.85%
Verified		0	0.00%	Verified		6	9.84%
Substantiated		0	0.00%	Open Investigations		13	21.31%
Proposed to Substantiate		0	0.00%				
Open Investigations		4	13.79%				
TOTAL ALLEGATIONS REPORTED		143		TOTAL CASES OPENED		133	
TOTAL REPORTS RECEIVED		136		TOTAL CASES CLOSED		141	

Definitions for the above data are located on the last page of the report.

DEMOGRAPHICS FOR CASES OPENED

CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE				
18 - 29 years	13	9.77%	Alone - Little or No Assistance	30	22.56%		
30 - 39 years	10	7.52%	Alone - Some Family Assistance	3	2.26%		
40 - 49 years	7	5.26%	With Family	45	33.83%		
50 - 59 years	22	16.54%	With Non-Family	5	3.76%		
60 - 64 years	12	9.02%	CLIENT DWELLING / FACILITY TYPE				
65 - 69 years	5	3.76%	Nursing Care Institution	3	2.26%		
70 - 74 years	11	8.27%	Adult Foster Care Home (4 or less residents)	0	0.00%		
75 - 79 years	16	12.03%	Assisted Living Home (10 or less residents)	2	1.50%		
80 - 84 years	17	12.78%	Assisted Living Center (11 or more residents)	1	0.75%		
85 years and older	20	15.04%	Immediate Care Facility (Intellectual Disability)	0	0.00%		
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	10	7.52%		
CLIENT RACE			DDD Adult Dev Home (up to 3 adults in family home)	1	0.75%		
Amer Indian/AK Native	16	12.03%	Veteran Based Facility	0	0.00%		
Asian	2	1.50%	Arizona State Hospital	0	0.00%		
Black/African Amer	3	2.26%	Unlicensed Facility	0	0.00%		
Caucasian/White	78	58.65%	Homeless	9	6.77%		
Hispanic	7	5.26%	Unknown/Other	24	18.05%		
Pacific Islander	0	0.00%	RELATION TO CLIENT		Reporting Source	Perpetrator	
Unknown/Other	27	20.30%	Caregiver/Resident Mgr	20	12.50%	16	11.68%
CLIENT MONTHLY INCOME			Conservator/Guardian	1	0.63%	5	3.65%
\$300 or Less	0	0.00%	Family Member	25	15.63%	37	27.01%
\$301 - \$500	0	0.00%	Financial Service	7	4.38%	0	0.00%
\$501 - \$750	0	0.00%	Friend/Neighbor	9	5.63%	6	4.38%
\$751 - \$1,000	0	0.00%	Law Enforcement	9	5.63%	0	0.00%
Over \$1,000	3	2.26%	Legal Service	0	0.00%	0	0.00%
Unknown	130	97.74%	Medical Service	32	20.00%	0	0.00%
CLIENT GENDER			Other	10	6.25%	13	9.49%
Female	77	57.89%	Other Public Service	6	3.75%	0	0.00%
Male	54	40.60%	Self	4	2.50%	60	43.80%
Unknown	2	1.50%	Social Service	35	21.88%	0	0.00%
			Unknown	2	1.25%	0	0.00%
			TOTAL	160	100.00%	137	100.00%



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ACTIVITY SUMMARY - GILA					
REPORTED ALLEGATIONS					
ABUSE	20	14.49%	EXPLOITATION	20	14.49%
Unsubstantiated	15	75.00%	Unsubstantiated	18	90.00%
Verified	2	10.00%	Verified	0	0.00%
Substantiated	0	0.00%	Substantiated	0	0.00%
Proposed to Substantiate	1	5.00%	Proposed to Substantiate	0	0.00%
Open Investigations	2	10.00%	Open Investigations	2	10.00%
NEGLECT	37	26.81%	SELF-NEGLECT	61	44.20%
Unsubstantiated	31	83.78%	Unsubstantiated	44	72.13%
Verified	0	0.00%	Verified	11	18.03%
Substantiated	0	0.00%	Open Investigations	6	9.84%
Proposed to Substantiate	0	0.00%			
Open Investigations	6	16.22%			
TOTAL ALLEGATIONS REPORTED	138		TOTAL CASES OPENED	118	
TOTAL REPORTS RECEIVED	121		TOTAL CASES CLOSED	207	

Definitions for the above data are located on the last page of the report.

DEMOGRAPHICS FOR CASES OPENED					
CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE		
18 - 29 years	1	0.85%	Alone - Little or No Assistance	30	25.42%
30 - 39 years	3	2.54%	Alone - Some Family Assistance	4	3.39%
40 - 49 years	10	8.47%	With Family	41	34.75%
50 - 59 years	5	4.24%	With Non-Family	9	7.63%
60 - 64 years	11	9.32%	CLIENT DWELLING / FACILITY TYPE		
65 - 69 years	11	9.32%	Nursing Care Institution	5	4.24%
70 - 74 years	18	15.25%	Adult Foster Care Home (4 or less residents)	1	0.85%
75 - 79 years	15	12.71%	Assisted Living Home (10 or less residents)	3	2.54%
80 - 84 years	13	11.02%	Assisted Living Center (11 or more residents)	2	1.69%
85 years and older	31	26.27%	Immediate Care Facility (Intellectual Disability)	0	0.00%
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	4	3.39%
CLIENT RACE			DDD Adult Dev Home (up to 3 adults in family home)	0	0.00%
Amer Indian/AK Native	5	4.24%	Veteran Based Facility	0	0.00%
Asian	0	0.00%	Arizona State Hospital	0	0.00%
Black/African Amer	1	0.85%	Unlicensed Facility	1	0.85%
Caucasian/White	87	73.73%	Homeless	4	3.39%
Hispanic	10	8.47%	Unknown/Other	14	11.86%
Pacific Islander	0	0.00%	RELATION TO CLIENT		Reporting Source
Unknown/Other	15	12.71%	Caregiver/Resident Mgr	13	8.23%
			Conservator/Guardian	2	1.27%
			Family Member	29	18.35%
			Financial Service	4	2.53%
			Friend/Neighbor	12	7.59%
			Law Enforcement	15	9.49%
			Legal Service	1	0.63%
			Medical Service	28	17.72%
			Other	4	2.53%
			Other Public Service	11	6.96%
			Self	6	3.80%
			Social Service	31	19.62%
			Unknown	2	1.27%
			TOTAL	158	100.00%
					123
					100.00%



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ACTIVITY SUMMARY - GRAHAM

REPORTED ALLEGATIONS

ABUSE	8	17.02%	EXPLOITATION	6	12.77%
Unsubstantiated	6	75.00%	Unsubstantiated	4	66.67%
Verified	0	0.00%	Verified	0	0.00%
Substantiated	0	0.00%	Substantiated	0	0.00%
Proposed to Substantiate	1	12.50%	Proposed to Substantiate	0	0.00%
Open Investigations	1	12.50%	Open Investigations	2	33.33%
NEGLECT	8	17.02%	SELF-NEGLECT	25	53.19%
Unsubstantiated	8	100.00%	Unsubstantiated	6	24.00%
Verified	0	0.00%	Verified	12	48.00%
Substantiated	0	0.00%	Open Investigations	7	28.00%
Proposed to Substantiate	0	0.00%			
Open Investigations	0	0.00%			

TOTAL ALLEGATIONS REPORTED	47	TOTAL CASES OPENED	40
TOTAL REPORTS RECEIVED	47	TOTAL CASES CLOSED	44

Definitions for the above data are located on the last page of the report.

DEMOGRAPHICS FOR CASES OPENED

CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE				
18 - 29 years	5	12.50%	Alone - Little or No Assistance	10	25.00%		
30 - 39 years	3	7.50%	Alone - Some Family Assistance	3	7.50%		
40 - 49 years	3	7.50%	With Family	9	22.50%		
50 - 59 years	4	10.00%	With Non-Family	2	5.00%		
60 - 64 years	1	2.50%	CLIENT DWELLING / FACILITY TYPE				
65 - 69 years	6	15.00%	Nursing Care Institution	2	5.00%		
70 - 74 years	7	17.50%	Adult Foster Care Home (4 or less residents)	0	0.00%		
75 - 79 years	1	2.50%	Assisted Living Home (10 or less residents)	0	0.00%		
80 - 84 years	5	12.50%	Assisted Living Center (11 or more residents)	0	0.00%		
85 years and older	5	12.50%	Immediate Care Facility (Intellectual Disability)	0	0.00%		
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	1	2.50%		
			DDD Adult Dev Home (up to 3 adults in family home)	2	5.00%		
CLIENT RACE			Veteran Based Facility	0	0.00%		
Amer Indian/AK Native	4	10.00%	Arizona State Hospital	0	0.00%		
Asian	0	0.00%	Unlicensed Facility	0	0.00%		
Black/African Amer	0	0.00%	Homeless	5	12.50%		
Caucasian/White	23	57.50%	Unknown/Other	6	15.00%		
Hispanic	10	25.00%	RELATION TO CLIENT Reporting Source Perpetrator				
Pacific Islander	1	2.50%	Caregiver/Resident Mgr	5	8.93%	3	6.52%
Unknown/Other	2	5.00%	Conservator/Guardian	0	0.00%	2	4.35%
			Family Member	11	19.64%	13	28.26%
			Financial Service	2	3.57%	0	0.00%
			Friend/Neighbor	6	10.71%	1	2.17%
			Law Enforcement	5	8.93%	0	0.00%
			Legal Service	0	0.00%	0	0.00%
			Medical Service	9	16.07%	0	0.00%
			Other	5	8.93%	1	2.17%
			Other Public Service	0	0.00%	0	0.00%
			Self	0	0.00%	24	52.17%
			Social Service	11	19.64%	1	2.17%
			Unknown	2	3.57%	1	2.17%
			TOTAL	56	100.00%	46	100.00%



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ACTIVITY SUMMARY - GREENLEE

REPORTED ALLEGATIONS

Category	Count	Percentage	Category	Count	Percentage
ABUSE	2	18.18%	EXPLOITATION	1	9.09%
Unsubstantiated	1	50.00%	Unsubstantiated	1	100.00%
Verified	0	0.00%	Verified	0	0.00%
Substantiated	0	0.00%	Substantiated	0	0.00%
Proposed to Substantiate	0	0.00%	Proposed to Substantiate	0	0.00%
Open Investigations	1	50.00%	Open Investigations	0	0.00%
NEGLECT	1	9.09%	SELF-NEGLECT	7	63.64%
Unsubstantiated	1	100.00%	Unsubstantiated	2	28.57%
Verified	0	0.00%	Verified	4	57.14%
Substantiated	0	0.00%	Open Investigations	1	14.29%
Proposed to Substantiate	0	0.00%			
Open Investigations	0	0.00%			
TOTAL ALLEGATIONS REPORTED	11		TOTAL CASES OPENED	10	
TOTAL REPORTS RECEIVED	11		TOTAL CASES CLOSED	8	

Definitions for the above data are located on the last page of the report.

DEMOGRAPHICS FOR CASES OPENED

CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE		
18 - 29 years	2	20.00%	Alone - Little or No Assistance	3	30.00%
30 - 39 years	0	0.00%	Alone - Some Family Assistance	3	30.00%
40 - 49 years	1	10.00%	With Family	3	30.00%
50 - 59 years	1	10.00%	With Non-Family	1	10.00%
60 - 64 years	2	20.00%	CLIENT DWELLING / FACILITY TYPE		
65 - 69 years	1	10.00%	Nursing Care Institution	0	0.00%
70 - 74 years	0	0.00%	Adult Foster Care Home (4 or less residents)	0	0.00%
75 - 79 years	0	0.00%	Assisted Living Home (10 or less residents)	0	0.00%
80 - 84 years	1	10.00%	Assisted Living Center (11 or more residents)	0	0.00%
85 years and older	2	20.00%	Immediate Care Facility (Intellectual Disability)	0	0.00%
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	0	0.00%
			DDD Adult Dev Home (up to 3 adults in family home)	0	0.00%
CLIENT RACE			Veteran Based Facility	0	0.00%
Amer Indian/AK Native	0	0.00%	Arizona State Hospital	0	0.00%
Asian	0	0.00%	Unlicensed Facility	0	0.00%
Black/African Amer	0	0.00%	Homeless	0	0.00%
Caucasian/White	10	100.00%	Unknown/Other	0	0.00%
Hispanic	0	0.00%	RELATION TO CLIENT		
Pacific Islander	0	0.00%	Reporting Source		Perpetrator
Unknown/Other	0	0.00%	Caregiver/Resident Mgr	2 15.38%	0 0.00%
			Conservator/Guardian	0 0.00%	1 9.09%
			Family Member	2 15.38%	2 18.18%
			Financial Service	0 0.00%	0 0.00%
			Friend/Neighbor	1 7.69%	0 0.00%
			Law Enforcement	3 23.08%	0 0.00%
			Legal Service	0 0.00%	0 0.00%
			Medical Service	1 7.69%	0 0.00%
			Other	0 0.00%	1 9.09%
			Other Public Service	2 15.38%	0 0.00%
			Self	0 0.00%	7 63.64%
			Social Service	2 15.38%	0 0.00%
			Unknown	0 0.00%	0 0.00%
			TOTAL	13 100.00%	11 100.00%



Arizona Department of Economic Security
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ACTIVITY SUMMARY - LA PAZ

REPORTED ALLEGATIONS

ABUSE		8	13.33%	EXPLOITATION		10	16.67%
Unsubstantiated		3	37.50%	Unsubstantiated		3	30.00%
Verified		0	0.00%	Verified		0	0.00%
Substantiated		0	0.00%	Substantiated		0	0.00%
Proposed to Substantiate		0	0.00%	Proposed to Substantiate		0	0.00%
Open Investigations		5	62.50%	Open Investigations		7	70.00%
NEGLECT		7	11.67%	SELF-NEGLECT		35	58.33%
Unsubstantiated		1	14.29%	Unsubstantiated		7	20.00%
Verified		0	0.00%	Verified		8	22.86%
Substantiated		0	0.00%	Open Investigations		20	57.14%
Proposed to Substantiate		0	0.00%				
Open Investigations		6	85.71%				
TOTAL ALLEGATIONS REPORTED		60		TOTAL CASES OPENED		51	
TOTAL REPORTS RECEIVED		57		TOTAL CASES CLOSED		29	

Definitions for the above data are located on the last page of the report.

DEMOGRAPHICS FOR CASES OPENED

CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE				
18 - 29 years	2	3.92%	Alone - Little or No Assistance	15	29.41%		
30 - 39 years	2	3.92%	Alone - Some Family Assistance	1	1.96%		
40 - 49 years	2	3.92%	With Family	20	39.22%		
50 - 59 years	7	13.73%	With Non-Family	3	5.88%		
60 - 64 years	5	9.80%	CLIENT DWELLING / FACILITY TYPE				
65 - 69 years	4	7.84%	Nursing Care Institution	1	1.96%		
70 - 74 years	4	7.84%	Adult Foster Care Home (4 or less residents)	0	0.00%		
75 - 79 years	11	21.57%	Assisted Living Home (10 or less residents)	0	0.00%		
80 - 84 years	4	7.84%	Assisted Living Center (11 or more residents)	0	0.00%		
85 years and older	10	19.61%	Immediate Care Facility (Intellectual Disability)	0	0.00%		
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	0	0.00%		
CLIENT RACE			DDD Adult Dev Home (up to 3 adults in family home)	0	0.00%		
Amer Indian/AK Native	0	0.00%	Veteran Based Facility	1	1.96%		
Asian	0	0.00%	Arizona State Hospital	0	0.00%		
Black/African Amer	1	1.96%	Unlicensed Facility	0	0.00%		
Caucasian/White	43	84.31%	Homeless	2	3.92%		
Hispanic	1	1.96%	Unknown/Other	8	15.69%		
Pacific Islander	0	0.00%	RELATION TO CLIENT				
Unknown/Other	6	11.76%	Caregiver/Resident Mgr	4	5.26%	2	3.45%
CLIENT MONTHLY INCOME			Conservator/Guardian	0	0.00%	0	0.00%
\$300 or Less	1	1.96%	Family Member	6	7.89%	10	17.24%
\$301 - \$500	0	0.00%	Financial Service	7	9.21%	0	0.00%
\$501 - \$750	2	3.92%	Friend/Neighbor	10	13.16%	6	10.34%
\$751 - \$1,000	3	5.88%	Law Enforcement	9	11.84%	0	0.00%
Over \$1,000	2	3.92%	Legal Service	0	0.00%	0	0.00%
Unknown	43	84.31%	Medical Service	12	15.79%	0	0.00%
CLIENT GENDER			Other	4	5.26%	5	8.62%
Female	26	50.98%	Other Public Service	4	5.26%	0	0.00%
Male	24	47.06%	Self	3	3.95%	35	60.34%
Unknown	1	1.96%	Social Service	15	19.74%	0	0.00%
			Unknown	2	2.63%	0	0.00%
			TOTAL	76	100.00%	58	100.00%



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ACTIVITY SUMMARY - MARICOPA					
REPORTED ALLEGATIONS					
ABUSE	1,741	22.95%	EXPLOITATION	1,279	16.86%
Unsubstantiated	1,106	63.53%	Unsubstantiated	850	66.46%
Verified	151	8.67%	Verified	17	1.33%
Substantiated	4	0.23%	Substantiated	5	0.39%
Proposed to Substantiate	13	0.75%	Proposed to Substantiate	12	0.94%
Open Investigations	467	26.82%	Open Investigations	395	30.88%
NEGLECT	1,762	23.23%	SELF-NEGLECT	2,804	36.96%
Unsubstantiated	1,283	72.81%	Unsubstantiated	2,015	71.86%
Verified	30	1.70%	Verified	278	9.91%
Substantiated	0	0.00%	Open Investigations	511	18.22%
Proposed to Substantiate	2	0.11%			
Open Investigations	447	25.37%			
TOTAL ALLEGATIONS REPORTED	7,586		TOTAL CASES OPENED	6,644	
TOTAL REPORTS RECEIVED	6,902		TOTAL CASES CLOSED	6,655	

Definitions for the above data are located on the last page of the report.

DEMOGRAPHICS FOR CASES OPENED					
CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE		
18 - 29 years	485	7.30%	Alone - Little or No Assistance	1,406	21.16%
30 - 39 years	350	5.27%	Alone - Some Family Assistance	231	3.48%
40 - 49 years	317	4.77%	With Family	2,304	34.68%
50 - 59 years	795	11.97%	With Non-Family	394	5.93%
60 - 64 years	561	8.44%	CLIENT DWELLING / FACILITY TYPE		
65 - 69 years	689	10.37%	Nursing Care Institution	411	6.19%
70 - 74 years	731	11.00%	Adult Foster Care Home (4 or less residents)	13	0.20%
75 - 79 years	748	11.26%	Assisted Living Home (10 or less residents)	436	6.56%
80 - 84 years	729	10.97%	Assisted Living Center (11 or more residents)	315	4.74%
85 years and older	1,239	18.65%	Immediate Care Facility (Intellectual Disability)	1	0.02%
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	199	3.00%
CLIENT RACE			DDD Adult Dev Home (up to 3 adults in family home)	49	0.74%
Amer Indian/AK Native	111	1.67%	Veteran Based Facility	16	0.24%
Asian	60	0.90%	Arizona State Hospital	72	1.08%
Black/African Amer	479	7.21%	Unlicensed Facility	24	0.36%
Caucasian/White	4,466	67.22%	Homeless	165	2.48%
Hispanic	815	12.27%	Unknown/Other	608	9.15%
Pacific Islander	8	0.12%	RELATION TO CLIENT		Reporting Source
Unknown/Other	705	10.61%	Caregiver/Resident Mgr	708	8.47%
			Conservator/Guardian	77	0.92%
			Family Member	1,200	14.36%
			Financial Service	309	3.70%
			Friend/Neighbor	492	5.89%
			Law Enforcement	351	4.20%
			Legal Service	18	0.22%
			Medical Service	1,636	19.58%
			Other	579	6.93%
			Other Public Service	327	3.91%
			Self	259	3.10%
			Social Service	2,335	27.95%
			Unknown	64	0.77%
			TOTAL	8,355	100.00%
				7,025	100.00%



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ACTIVITY SUMMARY - MOHAVE

REPORTED ALLEGATIONS

ABUSE		109	14.19%	EXPLOITATION		134	17.45%
Unsubstantiated		59	54.13%	Unsubstantiated		62	46.27%
Verified		6	5.50%	Verified		1	0.75%
Substantiated		0	0.00%	Substantiated		0	0.00%
Proposed to Substantiate		0	0.00%	Proposed to Substantiate		0	0.00%
Open Investigations		44	40.37%	Open Investigations		71	52.99%
NEGLECT		155	20.18%	SELF-NEGLECT		370	48.18%
Unsubstantiated		95	61.29%	Unsubstantiated		149	40.27%
Verified		3	1.94%	Verified		66	17.84%
Substantiated		0	0.00%	Open Investigations		155	41.89%
Proposed to Substantiate		0	0.00%				
Open Investigations		57	36.77%				
TOTAL ALLEGATIONS REPORTED		768		TOTAL CASES OPENED		669	
TOTAL REPORTS RECEIVED		706		TOTAL CASES CLOSED		547	

Definitions for the above data are located on the last page of the report.

DEMOGRAPHICS FOR CASES OPENED

CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE				
18 - 29 years	33	4.93%	Alone - Little or No Assistance	173	25.86%		
30 - 39 years	14	2.09%	Alone - Some Family Assistance	17	2.54%		
40 - 49 years	32	4.78%	With Family	268	40.06%		
50 - 59 years	69	10.31%	With Non-Family	74	11.06%		
60 - 64 years	60	8.97%	CLIENT DWELLING / FACILITY TYPE				
65 - 69 years	63	9.42%	Nursing Care Institution	28	4.19%		
70 - 74 years	87	13.00%	Adult Foster Care Home (4 or less residents)	0	0.00%		
75 - 79 years	94	14.05%	Assisted Living Home (10 or less residents)	16	2.39%		
80 - 84 years	83	12.41%	Assisted Living Center (11 or more residents)	25	3.74%		
85 years and older	134	20.03%	Immediate Care Facility (Intellectual Disability)	0	0.00%		
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	8	1.20%		
CLIENT RACE			DDD Adult Dev Home (up to 3 adults in family home)	1	0.15%		
Amer Indian/AK Native	4	0.60%	Veteran Based Facility	1	0.15%		
Asian	5	0.75%	Arizona State Hospital	0	0.00%		
Black/African Amer	3	0.45%	Unlicensed Facility	1	0.15%		
Caucasian/White	584	87.29%	Homeless	19	2.84%		
Hispanic	24	3.59%	Unknown/Other	38	5.68%		
Pacific Islander	1	0.15%	RELATION TO CLIENT		Reporting Source	Perpetrator	
Unknown/Other	48	7.17%	Caregiver/Resident Mgr	72	7.93%	67	9.40%
CLIENT MONTHLY INCOME			Conservator/Guardian	4	0.44%	8	1.12%
\$300 or Less	4	0.60%	Family Member	131	14.43%	175	24.54%
\$301 - \$500	5	0.75%	Financial Service	43	4.74%	2	0.28%
\$501 - \$750	57	8.52%	Friend/Neighbor	96	10.57%	30	4.21%
\$751 - \$1,000	44	6.58%	Law Enforcement	44	4.85%	0	0.00%
Over \$1,000	135	20.18%	Legal Service	2	0.22%	1	0.14%
Unknown	424	63.38%	Medical Service	177	19.49%	4	0.56%
CLIENT GENDER			Other	65	7.16%	54	7.57%
Female	384	57.40%	Other Public Service	43	4.74%	0	0.00%
Male	273	40.81%	Self	17	1.87%	370	51.89%
Unknown	12	1.79%	Social Service	207	22.80%	1	0.14%
			Unknown	7	0.77%	1	0.14%
			TOTAL	908	100.00%	713	100.00%



Arizona Department of Economic Security
Adult Protective Services Investigations 7/1/2016 thru 6/30/2017

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ACTIVITY SUMMARY - NAVAJO

REPORTED ALLEGATIONS

ABUSE		22	12.22%	EXPLOITATION		26	14.44%
Unsubstantiated		16	72.73%	Unsubstantiated		23	88.46%
Verified		1	4.55%	Verified		0	0.00%
Substantiated		0	0.00%	Substantiated		0	0.00%
Proposed to Substantiate		1	4.55%	Proposed to Substantiate		0	0.00%
Open Investigations		4	18.18%	Open Investigations		3	11.54%
NEGLECT		39	21.67%	SELF-NEGLECT		93	51.67%
Unsubstantiated		35	89.74%	Unsubstantiated		50	53.76%
Verified		0	0.00%	Verified		22	23.66%
Substantiated		0	0.00%	Open Investigations		21	22.58%
Proposed to Substantiate		0	0.00%				
Open Investigations		4	10.26%				
TOTAL ALLEGATIONS REPORTED		180		TOTAL CASES OPENED		158	
TOTAL REPORTS RECEIVED		167		TOTAL CASES CLOSED		163	

Definitions for the above data are located on the last page of the report.

DEMOGRAPHICS FOR CASES OPENED

CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE		
18 - 29 years	11	6.96%	Alone - Little or No Assistance	48	30.38%
30 - 39 years	8	5.06%	Alone - Some Family Assistance	5	3.16%
40 - 49 years	4	2.53%	With Family	58	36.71%
50 - 59 years	13	8.23%	With Non-Family	6	3.80%
60 - 64 years	21	13.29%	CLIENT DWELLING / FACILITY TYPE		
65 - 69 years	14	8.86%	Nursing Care Institution	10	6.33%
70 - 74 years	17	10.76%	Adult Foster Care Home (4 or less residents)	0	0.00%
75 - 79 years	24	15.19%	Assisted Living Home (10 or less residents)	3	1.90%
80 - 84 years	12	7.59%	Assisted Living Center (11 or more residents)	3	1.90%
85 years and older	34	21.52%	Immediate Care Facility (Intellectual Disability)	0	0.00%
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	7	4.43%
CLIENT RACE			DDD Adult Dev Home (up to 3 adults in family home)	1	0.63%
Amer Indian/AK Native	16	10.13%	Veteran Based Facility	0	0.00%
Asian	0	0.00%	Arizona State Hospital	0	0.00%
Black/African Amer	4	2.53%	Unlicensed Facility	0	0.00%
Caucasian/White	111	70.25%	Homeless	8	5.06%
Hispanic	14	8.86%	Unknown/Other	9	5.70%
Pacific Islander	0	0.00%	RELATION TO CLIENT		
Unknown/Other	13	8.23%	Caregiver/Resident Mgr	10	5.05%
CLIENT MONTHLY INCOME			Conservator/Guardian	1	0.51%
\$300 or Less	0	0.00%	Family Member	32	16.16%
\$301 - \$500	1	0.63%	Financial Service	8	4.04%
\$501 - \$750	18	11.39%	Friend/Neighbor	15	7.58%
\$751 - \$1,000	12	7.59%	Law Enforcement	10	5.05%
Over \$1,000	42	26.58%	Legal Service	1	0.51%
Unknown	85	53.80%	Medical Service	36	18.18%
CLIENT GENDER			Other	14	7.07%
Female	89	56.33%	Other Public Service	11	5.56%
Male	65	41.14%	Self	5	2.53%
Unknown	4	2.53%	Social Service	54	27.27%
			Unknown	1	0.51%
			TOTAL	198	100.00%
				170	100.00%



Arizona Department of Economic Security
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ACTIVITY SUMMARY - PIMA					
REPORTED ALLEGATIONS					
ABUSE	564	18.08%	EXPLOITATION	578	18.53%
Unsubstantiated	427	75.71%	Unsubstantiated	346	59.86%
Verified	28	4.96%	Verified	6	1.04%
Substantiated	4	0.71%	Substantiated	6	1.04%
Proposed to Substantiate	4	0.71%	Proposed to Substantiate	15	2.60%
Open Investigations	101	17.91%	Open Investigations	205	35.47%
NEGLECT	659	21.12%	SELF-NEGLECT	1,319	42.28%
Unsubstantiated	486	73.75%	Unsubstantiated	588	44.58%
Verified	7	1.06%	Verified	471	35.71%
Substantiated	1	0.15%	Open Investigations	260	19.71%
Proposed to Substantiate	0	0.00%			
Open Investigations	165	25.04%			
TOTAL ALLEGATIONS REPORTED	3,120		TOTAL CASES OPENED	2,699	
TOTAL REPORTS RECEIVED	2,842		TOTAL CASES CLOSED	2,859	

Definitions for the above data are located on the last page of the report.

DEMOGRAPHICS FOR CASES OPENED					
CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE		
18 - 29 years	145	5.37%	Alone - Little or No Assistance	719	26.64%
30 - 39 years	105	3.89%	Alone - Some Family Assistance	85	3.15%
40 - 49 years	137	5.08%	With Family	856	31.72%
50 - 59 years	302	11.19%	With Non-Family	183	6.78%
60 - 64 years	283	10.49%	CLIENT DWELLING / FACILITY TYPE		
65 - 69 years	270	10.00%	Nursing Care Institution	132	4.89%
70 - 74 years	298	11.04%	Adult Foster Care Home (4 or less residents)	6	0.22%
75 - 79 years	309	11.45%	Assisted Living Home (10 or less residents)	140	5.19%
80 - 84 years	300	11.12%	Assisted Living Center (11 or more residents)	109	4.04%
85 years and older	550	20.38%	Immediate Care Facility (Intellectual Disability)	1	0.04%
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	45	1.67%
CLIENT RACE			DDD Adult Dev Home (up to 3 adults in family home)	10	0.37%
Amer Indian/AK Native	42	1.56%	Veteran Based Facility	2	0.07%
Asian	26	0.96%	Arizona State Hospital	2	0.07%
Black/African Amer	130	4.82%	Unlicensed Facility	6	0.22%
Caucasian/White	1,692	62.69%	Homeless	58	2.15%
Hispanic	428	15.86%	Unknown/Other	345	12.78%
Pacific Islander	6	0.22%	RELATION TO CLIENT		Reporting Source
Unknown/Other	375	13.89%	Caregiver/Resident Mgr	308	8.90%
			Conservator/Guardian	21	0.61%
			Family Member	478	13.82%
			Financial Service	148	4.28%
			Friend/Neighbor	240	6.94%
			Law Enforcement	297	8.58%
			Legal Service	6	0.17%
			Medical Service	650	18.79%
			Other	257	7.43%
			Other Public Service	124	3.58%
			Self	86	2.49%
			Social Service	819	23.67%
			Unknown	26	0.75%
			TOTAL	3,460	100.00%
				2,901	100.00%



Arizona Department of Economic Security
Adult Protective Services Investigations 7/1/2016 thru 6/30/2017

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ACTIVITY SUMMARY - PINAL

REPORTED ALLEGATIONS

ABUSE		110	17.54%	EXPLOITATION		111	17.70%
Unsubstantiated		77	70.00%	Unsubstantiated		71	63.96%
Verified		4	3.64%	Verified		2	1.80%
Substantiated		1	0.91%	Substantiated		0	0.00%
Proposed to Substantiate		3	2.73%	Proposed to Substantiate		1	0.90%
Open Investigations		25	22.73%	Open Investigations		37	33.33%
NEGLECT		135	21.53%	SELF-NEGLECT		271	43.22%
Unsubstantiated		94	69.63%	Unsubstantiated		171	63.10%
Verified		1	0.74%	Verified		49	18.08%
Substantiated		0	0.00%	Open Investigations		51	18.82%
Proposed to Substantiate		2	1.48%				
Open Investigations		38	28.15%				
TOTAL ALLEGATIONS REPORTED		627		TOTAL CASES OPENED		529	
TOTAL REPORTS RECEIVED		556		TOTAL CASES CLOSED		790	

Definitions for the above data are located on the last page of the report.

DEMOGRAPHICS FOR CASES OPENED

CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE				
18 - 29 years	33	6.24%	Alone - Little or No Assistance	129	24.39%		
30 - 39 years	18	3.40%	Alone - Some Family Assistance	17	3.21%		
40 - 49 years	25	4.73%	With Family	235	44.42%		
50 - 59 years	59	11.15%	With Non-Family	41	7.75%		
60 - 64 years	43	8.13%	CLIENT DWELLING / FACILITY TYPE				
65 - 69 years	78	14.74%	Nursing Care Institution	25	4.73%		
70 - 74 years	67	12.67%	Adult Foster Care Home (4 or less residents)	0	0.00%		
75 - 79 years	67	12.67%	Assisted Living Home (10 or less residents)	15	2.84%		
80 - 84 years	59	11.15%	Assisted Living Center (11 or more residents)	8	1.51%		
85 years and older	80	15.12%	Immediate Care Facility (Intellectual Disability)	3	0.57%		
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	8	1.51%		
CLIENT RACE			DDD Adult Dev Home (up to 3 adults in family home)	0	0.00%		
Amer Indian/AK Native	9	1.70%	Veteran Based Facility	0	0.00%		
Asian	2	0.38%	Arizona State Hospital	0	0.00%		
Black/African Amer	27	5.10%	Unlicensed Facility	0	0.00%		
Caucasian/White	382	72.21%	Homeless	9	1.70%		
Hispanic	61	11.53%	Unknown/Other	39	7.37%		
Pacific Islander	1	0.19%	RELATION TO CLIENT		Reporting Source	Perpetrator	
Unknown/Other	47	8.88%	Caregiver/Resident Mgr	48	6.69%	79	13.69%
CLIENT MONTHLY INCOME			Conservator/Guardian	9	1.25%	11	1.91%
\$300 or Less	1	0.19%	Family Member	104	14.48%	159	27.56%
\$301 - \$500	2	0.38%	Financial Service	20	2.79%	5	0.87%
\$501 - \$750	43	8.13%	Friend/Neighbor	56	7.80%	24	4.16%
\$751 - \$1,000	33	6.24%	Law Enforcement	55	7.66%	0	0.00%
Over \$1,000	89	16.82%	Legal Service	0	0.00%	0	0.00%
Unknown	361	68.24%	Medical Service	143	19.92%	3	0.52%
CLIENT GENDER			Other	56	7.80%	24	4.16%
Female	319	60.30%	Other Public Service	39	5.43%	1	0.17%
Male	199	37.62%	Self	15	2.09%	266	46.10%
Unknown	11	2.08%	Social Service	163	22.70%	0	0.00%
			Unknown	10	1.39%	5	0.87%
			TOTAL	718	100.00%	577	100.00%



Arizona Department of Economic Security
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ACTIVITY SUMMARY - SANTA CRUZ

REPORTED ALLEGATIONS

ABUSE	11	15.71%	EXPLOITATION	9	12.86%
Unsubstantiated	8	72.73%	Unsubstantiated	2	22.22%
Verified	0	0.00%	Verified	0	0.00%
Substantiated	0	0.00%	Substantiated	0	0.00%
Proposed to Substantiate	0	0.00%	Proposed to Substantiate	0	0.00%
Open Investigations	3	27.27%	Open Investigations	7	77.78%
NEGLECT	14	20.00%	SELF-NEGLECT	36	51.43%
Unsubstantiated	8	57.14%	Unsubstantiated	11	30.56%
Verified	1	7.14%	Verified	8	22.22%
Substantiated	1	7.14%	Open Investigations	17	47.22%
Proposed to Substantiate	0	0.00%			
Open Investigations	4	28.57%			
TOTAL ALLEGATIONS REPORTED	70		TOTAL CASES OPENED	60	
TOTAL REPORTS RECEIVED	65		TOTAL CASES CLOSED	46	

Definitions for the above data are located on the last page of the report.

DEMOGRAPHICS FOR CASES OPENED

CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE		
18 - 29 years	1	1.67%	Alone - Little or No Assistance	19	31.67%
30 - 39 years	3	5.00%	Alone - Some Family Assistance	5	8.33%
40 - 49 years	0	0.00%	With Family	26	43.33%
50 - 59 years	10	16.67%	With Non-Family	2	3.33%
60 - 64 years	2	3.33%	CLIENT DWELLING / FACILITY TYPE		
65 - 69 years	6	10.00%	Nursing Care Institution	4	6.67%
70 - 74 years	6	10.00%	Adult Foster Care Home (4 or less residents)	0	0.00%
75 - 79 years	8	13.33%	Assisted Living Home (10 or less residents)	1	1.67%
80 - 84 years	9	15.00%	Assisted Living Center (11 or more residents)	1	1.67%
85 years and older	15	25.00%	Immediate Care Facility (Intellectual Disability)	0	0.00%
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	0	0.00%
CLIENT RACE			DDD Adult Dev Home (up to 3 adults in family home)	0	0.00%
Amer Indian/AK Native	0	0.00%	Veteran Based Facility	0	0.00%
Asian	0	0.00%	Arizona State Hospital	0	0.00%
Black/African Amer	0	0.00%	Unlicensed Facility	0	0.00%
Caucasian/White	15	25.00%	Homeless	2	3.33%
Hispanic	43	71.67%	Unknown/Other	0	0.00%
Pacific Islander	0	0.00%	RELATION TO CLIENT		
Unknown/Other	2	3.33%	Reporting Source		Perpetrator
			Caregiver/Resident Mgr	4 5.33%	5 7.58%
			Conservator/Guardian	1 1.33%	1 1.52%
			Family Member	10 13.33%	20 30.30%
			Financial Service	1 1.33%	0 0.00%
			Friend/Neighbor	5 6.67%	1 1.52%
			Law Enforcement	3 4.00%	0 0.00%
			Legal Service	0 0.00%	0 0.00%
			Medical Service	18 24.00%	0 0.00%
			Other	12 16.00%	2 3.03%
			Other Public Service	3 4.00%	0 0.00%
			Self	0 0.00%	36 54.55%
			Social Service	17 22.67%	0 0.00%
			Unknown	1 1.33%	1 1.52%
			TOTAL	75 100.00%	66 100.00%



Arizona Department of Economic Security
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ACTIVITY SUMMARY - YAVAPAI

REPORTED ALLEGATIONS

ABUSE		107	12.81%	EXPLOITATION		162	19.40%
Unsubstantiated		78	72.90%	Unsubstantiated		113	69.75%
Verified		1	0.93%	Verified		1	0.62%
Substantiated		0	0.00%	Substantiated		1	0.62%
Proposed to Substantiate		1	0.93%	Proposed to Substantiate		4	2.47%
Open Investigations		27	25.23%	Open Investigations		43	26.54%
NEGLECT		147	17.60%	SELF-NEGLECT		419	50.18%
Unsubstantiated		119	80.95%	Unsubstantiated		293	69.93%
Verified		0	0.00%	Verified		23	5.49%
Substantiated		0	0.00%	Open Investigations		103	24.58%
Proposed to Substantiate		0	0.00%				
Open Investigations		28	19.05%				
TOTAL ALLEGATIONS REPORTED		835		TOTAL CASES OPENED		745	
TOTAL REPORTS RECEIVED		773		TOTAL CASES CLOSED		708	

Definitions for the above data are located on the last page of the report.

DEMOGRAPHICS FOR CASES OPENED

CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE				
18 - 29 years	33	4.43%	Alone - Little or No Assistance	245	32.89%		
30 - 39 years	27	3.62%	Alone - Some Family Assistance	19	2.55%		
40 - 49 years	22	2.95%	With Family	246	33.02%		
50 - 59 years	62	8.32%	With Non-Family	66	8.86%		
60 - 64 years	59	7.92%	CLIENT DWELLING / FACILITY TYPE				
65 - 69 years	91	12.21%	Nursing Care Institution	25	3.36%		
70 - 74 years	99	13.29%	Adult Foster Care Home (4 or less residents)	3	0.40%		
75 - 79 years	84	11.28%	Assisted Living Home (10 or less residents)	21	2.82%		
80 - 84 years	88	11.81%	Assisted Living Center (11 or more residents)	26	3.49%		
85 years and older	180	24.16%	Immediate Care Facility (Intellectual Disability)	1	0.13%		
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	11	1.48%		
CLIENT RACE			DDD Adult Dev Home (up to 3 adults in family home)	2	0.27%		
Amer Indian/AK Native	9	1.21%	Veteran Based Facility	2	0.27%		
Asian	1	0.13%	Arizona State Hospital	0	0.00%		
Black/African Amer	1	0.13%	Unlicensed Facility	1	0.13%		
Caucasian/White	635	85.23%	Homeless	19	2.55%		
Hispanic	26	3.49%	Unknown/Other	58	7.79%		
Pacific Islander	0	0.00%	RELATION TO CLIENT		Reporting Source	Perpetrator	
Unknown/Other	73	9.80%	Caregiver/Resident Mgr	70	7.28%	84	10.74%
CLIENT MONTHLY INCOME			Conservator/Guardian	3	0.31%	12	1.53%
\$300 or Less	2	0.27%	Family Member	134	13.94%	183	23.40%
\$301 - \$500	5	0.67%	Financial Service	37	3.85%	0	0.00%
\$501 - \$750	26	3.49%	Friend/Neighbor	73	7.60%	34	4.35%
\$751 - \$1,000	33	4.43%	Law Enforcement	87	9.05%	0	0.00%
Over \$1,000	121	16.24%	Legal Service	4	0.42%	0	0.00%
Unknown	558	74.90%	Medical Service	203	21.12%	6	0.77%
CLIENT GENDER			Other	74	7.70%	39	4.99%
Female	415	55.70%	Other Public Service	40	4.16%	1	0.13%
Male	322	43.22%	Self	26	2.71%	419	53.58%
Unknown	8	1.07%	Social Service	203	21.12%	2	0.26%
			Unknown	7	0.73%	2	0.26%
			TOTAL	961	100.00%	782	100.00%



Arizona Department of Economic Security
Adult Protective Services Investigations 7/1/2016 thru 6/30/2017

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ACTIVITY SUMMARY - YUMA

REPORTED ALLEGATIONS

ABUSE		50	16.67%	EXPLOITATION		52	17.33%
Unsubstantiated		32	64.00%	Unsubstantiated		25	48.08%
Verified		5	10.00%	Verified		0	0.00%
Substantiated		0	0.00%	Substantiated		0	0.00%
Proposed to Substantiate		0	0.00%	Proposed to Substantiate		0	0.00%
Open Investigations		13	26.00%	Open Investigations		27	51.92%
NEGLECT		63	21.00%	SELF-NEGLECT		135	45.00%
Unsubstantiated		44	69.84%	Unsubstantiated		60	44.44%
Verified		1	1.59%	Verified		25	18.52%
Substantiated		0	0.00%	Open Investigations		50	37.04%
Proposed to Substantiate		0	0.00%				
Open Investigations		18	28.57%				
TOTAL ALLEGATIONS REPORTED		300		TOTAL CASES OPENED		259	
TOTAL REPORTS RECEIVED		268		TOTAL CASES CLOSED		275	

Definitions for the above data are located on the last page of the report.

DEMOGRAPHICS FOR CASES OPENED

CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE		
18 - 29 years	19	7.34%	Alone - Little or No Assistance	73	28.19%
30 - 39 years	5	1.93%	Alone - Some Family Assistance	14	5.41%
40 - 49 years	12	4.63%	With Family	114	44.02%
50 - 59 years	23	8.88%	With Non-Family	14	5.41%
60 - 64 years	17	6.56%	CLIENT DWELLING / FACILITY TYPE		
65 - 69 years	13	5.02%	Nursing Care Institution	14	5.41%
70 - 74 years	33	12.74%	Adult Foster Care Home (4 or less residents)	0	0.00%
75 - 79 years	44	16.99%	Assisted Living Home (10 or less residents)	8	3.09%
80 - 84 years	37	14.29%	Assisted Living Center (11 or more residents)	5	1.93%
85 years and older	56	21.62%	Immediate Care Facility (Intellectual Disability)	0	0.00%
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	4	1.54%
CLIENT RACE			DDD Adult Dev Home (up to 3 adults in family home)	0	0.00%
Amer Indian/AK Native	3	1.16%	Veteran Based Facility	1	0.39%
Asian	1	0.39%	Arizona State Hospital	0	0.00%
Black/African Amer	7	2.70%	Unlicensed Facility	0	0.00%
Caucasian/White	156	60.23%	Homeless	1	0.39%
Hispanic	81	31.27%	Unknown/Other	11	4.25%
Pacific Islander	1	0.39%	RELATION TO CLIENT Reporting Source Perpetrator		
Unknown/Other	10	3.86%	Caregiver/Resident Mgr	28 8.75%	25 9.26%
CLIENT MONTHLY INCOME			Conservator/Guardian	3 0.94%	1 0.37%
\$300 or Less	3	1.16%	Family Member	54 16.88%	89 32.96%
\$301 - \$500	5	1.93%	Financial Service	14 4.38%	1 0.37%
\$501 - \$750	10	3.86%	Friend/Neighbor	14 4.38%	9 3.33%
\$751 - \$1,000	25	9.65%	Law Enforcement	23 7.19%	0 0.00%
Over \$1,000	51	19.69%	Legal Service	2 0.63%	0 0.00%
Unknown	165	63.71%	Medical Service	72 22.50%	0 0.00%
CLIENT GENDER			Other	21 6.56%	11 4.07%
Female	134	51.74%	Other Public Service	15 4.69%	0 0.00%
Male	117	45.17%	Self	4 1.25%	134 49.63%
Unknown	8	3.09%	Social Service	69 21.56%	0 0.00%
			Unknown	1 0.31%	0 0.00%
			TOTAL	320 100.00%	270 100.00%



Definitions

Unsubstantiated: Of the allegations reported during the date range for which investigations have been completed, the number of allegations that were not substantiated or verified.

Verified: Of the allegations reported during the date range for which investigations have been completed, the number of allegations that were verified. A verified finding is a determination that evidence exists to support the allegation(s), but the alleged perpetrator is a vulnerable adult or unknown, the allegations are self-neglect, or both the vulnerable adult and alleged perpetrator reside on tribal land.

Substantiated: Of the allegations reported during the date range for which investigations have been completed, the number of allegations that were substantiated. A substantiated finding is a determination that an incident of abuse, neglect, or exploitation occurred based on a preponderance of evidence burden of proof.

Proposed to Substantiate: At the time this report was generated, the number of allegations reported during the date range for which the alleged perpetrator has been proposed for substantiation and the administrative appeals process is ongoing.

Open Investigations: At the time this report was generated, the number of allegations reported during the date range for which the investigation is ongoing and the case is not yet closed.

Total Allegations Reported: The number of allegations reported during the date range. An APS Report may include multiple allegations, and additional allegations may be added during the course of the investigation.

Total Reports Received: The number of reports received by APS Central Intake Hotline during the date range. This includes new reports received regarding individuals with open APS cases.

Total Cases Opened: The number of APS cases opened during the date range.

Total Cases Closed: The number of APS cases closed during the date range.