



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Adult Protective Services Annual Activity Report

for

State Fiscal Year 2014

Division of Aging and Adult Services

Clarence H. Carter, Director
(September 2014)

**Arizona Department of Economic Security
Division of Aging and Adult Services
Adult Protective Services
Annual Activity Report for State Fiscal Year 2014**

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EXECUTIVE SUMMARY

We are pleased to present you with the Arizona Adult Protective Services (APS) Annual Report for State Fiscal Year (SFY) 2014, which covers the period of July 1, 2013 – June 30, 2014. The APS Annual Report is produced to inform state government officials, the general public, and other agencies and organizations about the various types of abuse experienced by vulnerable adults in Arizona.

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

- There were 11,599 reports of vulnerable adult mistreatment investigated. This represents an all-time historic high for the program and a 79 percent increase since SFY 2010;
- Family members make up 31 percent of the alleged perpetrators;
- Females make up six out of every ten clients who are mistreated;
- A “typical” APS client is a Caucasian female, 85 years of age or older;
- Neglect by self (35 percent) and abuse, neglect, and/or exploitation by family members (31 percent) continue to be the leading causes for protective services investigations; and
- The top two reporting sources are professionals from social services (21 percent) and medical services (20 percent).

To report the neglect, abuse, or exploitation of a vulnerable adult,

Call 1-877-SOS-ADULT
(1-877-767-2385)

FAX 602-277-4984

On-line at www.azdes.gov/reportadultabuse

As always, APS stands ready to assist vulnerable adults. Thank you for your interest in Arizona Adult Protective Services.

PROGRAM BACKGROUND AND SERVICE DELIVERY

Adult Protective Services (APS) is part of the Division of Aging and Adult Services (DAAS) within the Arizona Department of Economic Security (DES). APS is required by law to receive and evaluate reports of abuse, neglect, or exploitation of vulnerable adults and to offer those vulnerable adults services based on need and acceptance. APS assists clients in alleviating mistreatment, preventing further harm, and seeking community resources.

APS conducts investigations throughout the state; however, reports of allegations of abuse, neglect, and exploitation are made to one central location. Reports are received through the APS Central Intake Hotline at 1-877-767-2385 (1-877-SOS-ADULT) or via fax at (602) 277- 4984. The Central Intake Hotline is available Monday through Friday from 7:00 a.m. to 7:00 p.m. and Saturday and Sunday from 10:00 a.m. to 6:00 p.m. Reports can also be submitted on-line 24 hours per day, 7 days a week at www.azdes.gov/reportadultabuse.

Statutory Authority – The first APS statutes were enacted in 1980, giving APS the authority to receive and investigate reports of abuse, neglect, and exploitation of vulnerable or incapacitated adults. A.R.S. § 46-451 and § 46-452 established the roles and responsibilities of an APS worker. Investigations are conducted in both private residences and in facilities. All staff working in APS are issued a Level 1 Fingerprint Clearance Card after successfully clearing both state and federal background checks.

To be eligible for the APS program services, clients must be:

- Eighteen years of age or older;
- Vulnerable;
- Abused, neglected, or exploited; and
- Residing within the State of Arizona (excluding Tribal Communities).

Under state law, a “vulnerable” adult has a physical or mental impairment and is unable to protect him/herself. An “incapacitated” adult is considered unable to make or communicate informed decisions. Many of these individuals are elderly or have disabilities and many may simply be neglecting themselves. Others are being abused, neglected, or financially exploited by others in a position of trust.

Reporting and Investigation Process – When contact is made from any community source through the toll-free APS Hotline, an APS Hotline professional is responsible for assessing the information provided by the caller and determining whether the information meets the criteria necessary to file a report. APS Hotline staff will ask the caller for the vulnerable adult’s basic information, such as date of birth, address, and telephone number. In addition to this information, the Hotline staff will ask for information about the type of mistreatment, the time the alleged incident occurred, the adult’s physical, functional, and cognitive status, potential health and safety concerns, and any known information on the individuals involved.

Once it is determined that a report needs to be investigated, an APS case is established. The case is routed to the appropriate district office for assignment to an investigator and a field evaluation is subsequently conducted. The investigator assesses whether or not there is a factual basis for the allegation(s) of abuse, neglect, or exploitation, and then they work to ameliorate the condition of the client and remedy the situation according to the case plan.

During the evaluation process, APS staff has the authority to obtain medical and financial records without consent from the client. APS staff work to develop a plan of action and then offer appropriate services based on individual need and acceptance provided the client has the capacity to make or communicate informed decisions. If the client has been evaluated by a physician and determined that he/she can no longer make decisions, APS will file 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. A public or a private fiduciary may be appointed by the court. APS staff are not allowed to serve as guardians for APS clients.

While APS will attempt to assist the client to alleviate mistreatment, prevent further harm, and seek community resources, APS does not have the authority to take custody of an adult or his/her finances, remove the adult from his/her home against his/her will, or require the adult to accept services, including Adult Protective Services. After a case is investigated and certain conditions are met, the case is closed. All cases are reviewed to evaluate the quality of the casework.

Caseload Growth – Every year, APS assesses thousands of reports of abuse, neglect, and exploitation of vulnerable adults. From SFY 2012 to SFY 2013, the number of reports of vulnerable adult abuse, neglect, or financial exploitation to APS increased by 27 percent. Although the growth in APS reports has slowed in SFY 2014, increasing by four percent above SFY 2013, the previous and continued growth in the number of reports has made it difficult for APS to manage the increased investigative workload within caseload and timeliness standards. Specifically, in July 2014, the statewide average caseload was 149. The National Adult Protective Services Association found that, in 2012, the national average was 41 cases per investigator, with a median of 31 cases per investigator. In SFY 2015 APS was appropriated 31 additional staff. These staff are projected to reduce cases to 109 cases per investigator in SFY 2015. For SFY 2016, DES has requested an additional 28 FTE. The addition of these staff will reduce caseloads to an average of 64 per investigator.

Quality Assurance – The method of determining if staff are conforming to APS policies and procedures (DES 5-56) consists of reviewing closed APS cases. Random case samples are selected for review throughout the year. Fifty-two criterion pertaining to work functions are used to assess compliance in the areas of intake, case management, and supervision. At the end of the SFY, a particular function is considered to be in need of improvement if deficient scores total ten percent or more. Six APS District Program Managers are responsible for conducting the case reviews for their respective service area by confirming that protocols were followed, action completed, information included, or steps were documented to address the allegation(s). The intake function is conducted by the APS Central Intake Unit Supervisor. The Quality Assurance Specialist collects the reviews, processes the data, and compiles the results. Regular monitoring of performance standards statewide will

continue to ensure that the program remains at acceptable levels of compliance. Technical assistance and training are developed and provided to field staff as needed.

Substantiation and Appeals Rights – The rights of APS clients are protected by statutes and policies that ensure and guarantee competent adults their personal choices concerning their independence and lifestyle. Strict laws are in effect requiring respect for confidentiality of names and details surrounding all APS investigations.

Beginning July 1, 2007, aside from criminal and civil penalties, any perpetrator with a substantiated case of mistreatment of a vulnerable adult may have their name placed on the state's APS Registry. The law requires that APS notify the accused that APS is proposing to substantiate the allegations against them and provide due process for the accused. This means the case may go before an Administrative Law Judge for a final determination.

As per A.R.S. § 46-458 Hearing Process, APS must meet the Preponderance of Evidence burden of proof when submitting a case for an Administrative Hearing. If the substantiation is affirmed, the accused person's name will be placed on the APS Registry for ten years. The APS Registry is open to the general public upon written request for the information. Potential employers may also request information about an individual they are considering for hire. Written requests may be submitted to the Arizona Department of Economic Security, Public Information Office or directly to APS by letter, fax, or email.

PARTNERSHIPS

APS works closely with a variety of agencies statewide to conduct investigations, make referrals for services, and to provide community awareness and education.

Attorney General's (AG's) Office– The APS program works closely with the Attorney General's Office as legal counsel for the APS program as it pertains to casework activities that require legal advice/intervention, such as petitioning for appointment of guardians and conservators for APS clients. The AG's office also represents the APS program in cases that go before an Administrative Law Judge as part of the APS Appeals Process.

Law Enforcement – APS works jointly with law enforcement by referring cases to them for investigation into the criminal activity of the alleged perpetrators. When required, APS and law enforcement will conduct joint investigations.

Arizona Department of Health Services (ADHS) – The Department of Economic Security (DES) has an Agreement of Cooperation (AOC) with ADHS which outlines the roles and responsibilities of each agency as it pertains to incidents of mistreatment of residents in facilities licensed by ADHS.

Arizona Department of Economic Security, Division of Developmental Disabilities (DDD) – The Division of Aging and Adult Services (DAAS) has an agreement with DDD that outlines the roles and responsibilities of each division as it pertains to incidents of mistreatment of vulnerable adults receiving DDD services or eligible for DDD services.

The Agreement also outlines the process for information sharing. Joint investigations are conducted when necessary.

Area Agencies on Aging (AAA) – DAAS/APS works jointly with the AAAs to promote the safety and well-being of mutual clients. Each AAA provides services through the Long Term Care Ombudsman Program and the Home and Community Based Services Programs.

The primary purpose of the Long Term Care Ombudsman Program is to identify, investigate, and resolve complaints made by, or on behalf of residents of long-term care facilities. APS refers cases to the Long Term Care Ombudsman Program when resident situations do not rise to the level of an APS investigation and when the situation deals with resident rights issues. APS and the Long Term Care Ombudsman Program also work closely during facility closures when residents need to be relocated. 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 to maintain their independence and remain in the least restrictive setting for as long as possible.

Close coordination between APS and the Area Agency on Aging for Home and Community Based Services has significantly decreased the APS recidivism rate in Maricopa County.

Elder Abuse Coalitions and Task Forces – The Arizona Elder Abuse Coalition is an organization of state and local governmental and non-profit agencies working cooperatively to increase awareness, recognition, and prosecution of elder abuse and fraud through coordination, advocacy, education, and support of local elder abuse task forces. Members of the coalitions and task forces include representatives of Adult Protective Services, the local police department and/or sheriff's department, the county public fiduciary, the county attorney's office, health care professionals, Area Agencies on Aging, as well as the local Bar Associations. APS, will continue to be an active participant in the Arizona Elder Abuse Coalition as caseloads and time allow.

Disaster Preparedness – APS created the Client Identification Program, also known as the Medallion Program, which allows at-risk and older adults to obtain a client identification pendant that helps ensure their safety and protection in case of an emergency or disaster. At-risk and older adults can voluntarily receive a client identification pendant from APS that contains non-personally identifiable information which helps first responders in emergencies or situations that require evacuations. The client identification pendant contains the individual's APS case number so that first responders can call the APS Hotline to quickly obtain information about the individual and instructions about any special needs or medical conditions. Individuals can wear the identification pendant on a neck chain. Individuals will also be provided an identification card for their wallet and a magnetic card to place on their refrigerator. Participation in the Medallion Program is voluntary.

SUMMARY OF DATA

The Arizona Adult Protective Services System, or AZAPSS, is a web-based computerized system that provides information management and tracking of APS client

cases from intake to closure. AZAPSS provides for a consistent retrieval of APS records and data for statistical reports. The system is also structured to meet the legislative mandate of a central APS registry. Equally important, AZAPSS is used to track vulnerable APS clients during local or statewide emergencies.

APS received 18,576 inquiries for SFY 2014 (July 1, 2013 through June 30, 2014). Of those inquiries, 6,977 were information and referral inquiries and 11,599 were reports. The following table identifies the number of reports received by district and the type of allegation for the reports:

Arizona Adult Protective Services Reports Received by District SFY 2014				
District*	Number of Reports**	Allegations		
		Abuse	Neglect	Exploitation
I	5,976	1,968	4,049	1,725
II	2,412	619	1,749	713
III	975	216	743	271
IV	1,069	220	782	348
V	696	191	496	234
VI	471	94	366	135
Statewide	11,599	3,308	8,185	3,426

**District I - Maricopa County; District II - Pima County; District III - Coconino, Yavapai, Apache, Navajo Counties; District IV - Yuma, La Paz, Mojave Counties; District V - Gila, Pinal Counties; District VI - Cochise, Graham, Greenlee, Santa Cruz Counties **A report may have more than one type of allegation.*

STATEWIDE REPORT STATISTICS

In SFY 2014, substantiation rates for the allegations were two percent for abuse, eight percent for neglect, and one percent for exploitation.

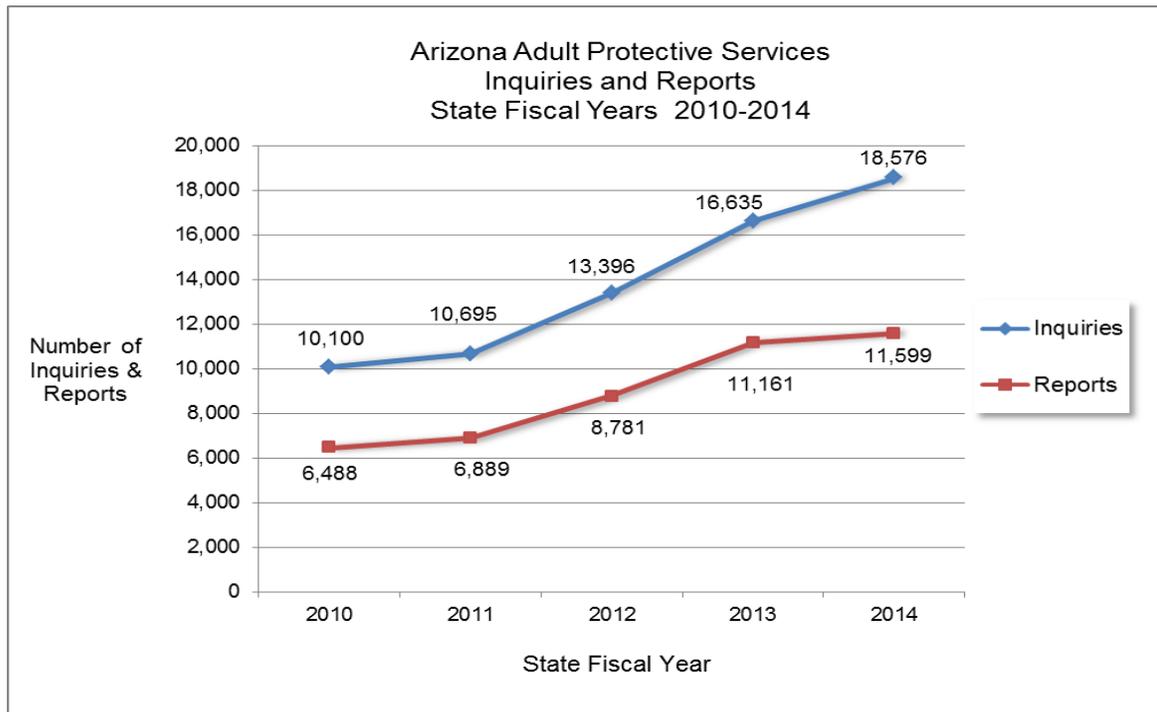
- Seventy-four percent of APS clients were over the age of 60, while 26 percent are clients 18-59 years of age;
- Sixty-three percent of APS clients identified themselves as Caucasian and 12 percent identified themselves as Hispanic;
- Nearly six out of ten APS clients were female;
- Twenty-nine percent of APS clients lived with family, while 22 percent of APS clients lived alone with little to no assistance;
- Alleged perpetrators who were family members accounted for 31 percent; self neglect accounted for 35 percent; and paid caregivers/residential management accounted for 16 percent;
- Forty-five percent of the reporting sources were personnel from social services, medical services, and other public services; and
- Family members were reporting sources 14 percent of the time.

County specific activity summaries and client demographics for SFY 2014 are located in the Appendix.

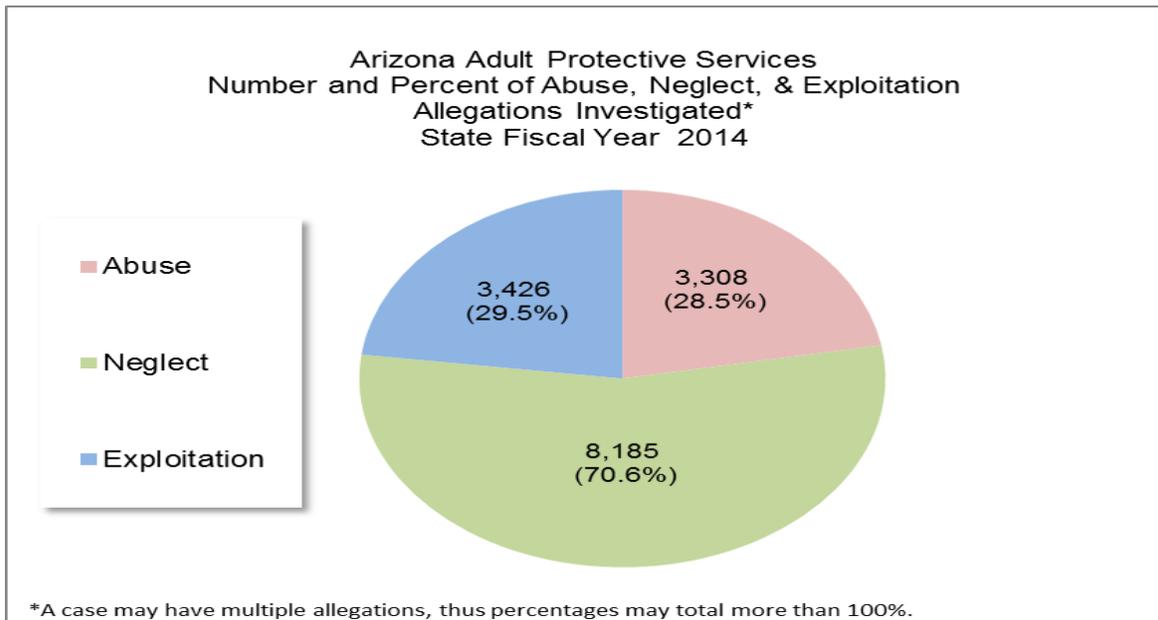
INQUIRIES, REPORTS, AND ALLEGATIONS

This section of the report provides information on APS statistics and trends from SFYs 2010 through 2014.

The graph below displays the multi-year trend in the number of inquiries and investigated reports.



The graph below and the chart on the following page display the multi-year trend in the types of allegations being reported: abuse, neglect, and/or exploitation.



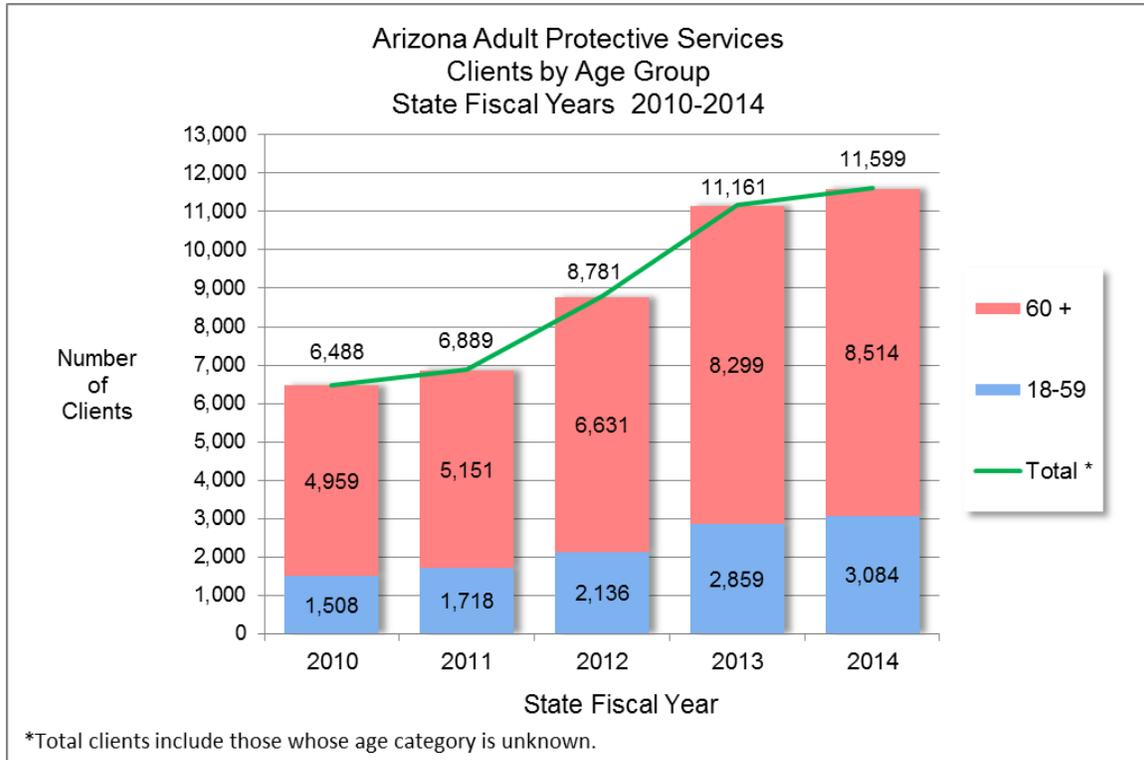
Arizona Adult Protective Services Types of Allegations Number and Percent of Abuse, Neglect, & Exploitation* SFYs 2010-2014						
State Fiscal Year	Abuse		Neglect		Exploitation	
	Number	Percent	Number	Percent	Number	Percent
2010	1,699	26.2%	4,881	75.2%	1,839	28.4%
2011	1,755	25.5%	4,964	72.1%	1,931	28.0%
2012	2,049	23.3%	6,060	69.0%	2,486	28.3%
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%

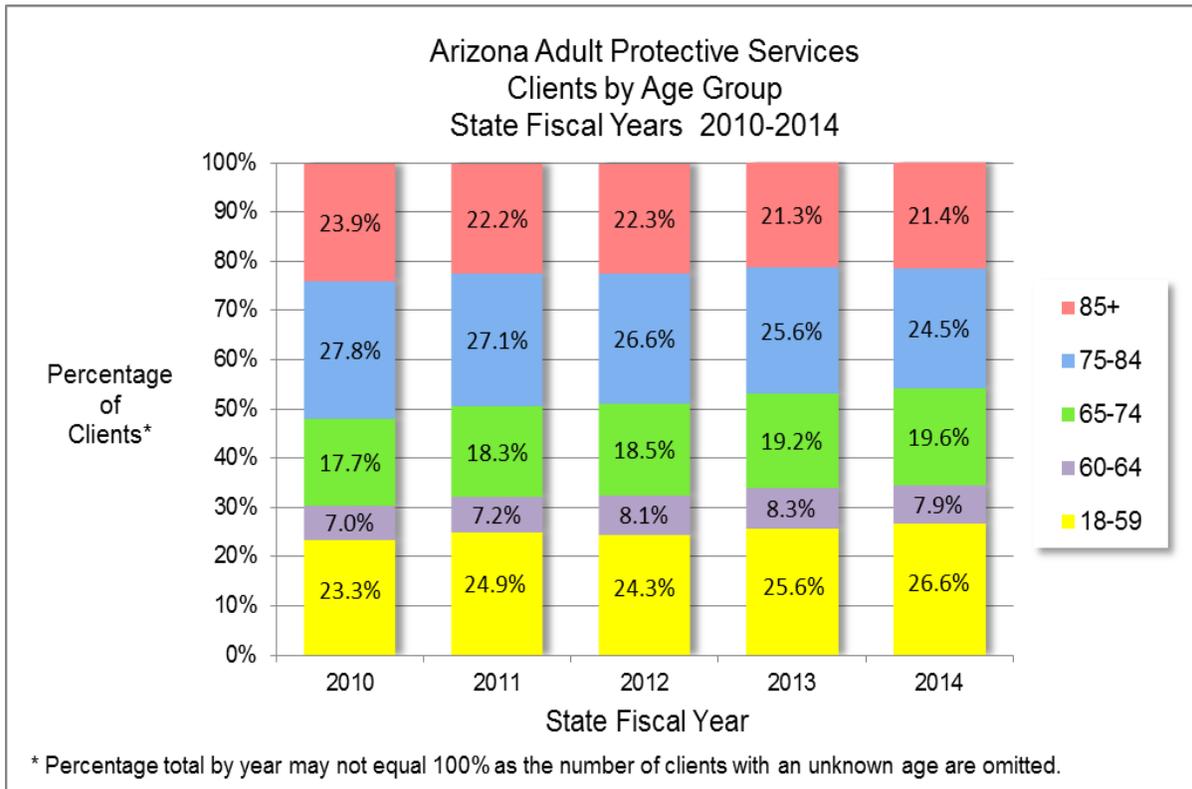
* Yearly totals exceed 100 percent as a case may have multiple allegations.

CLIENTS

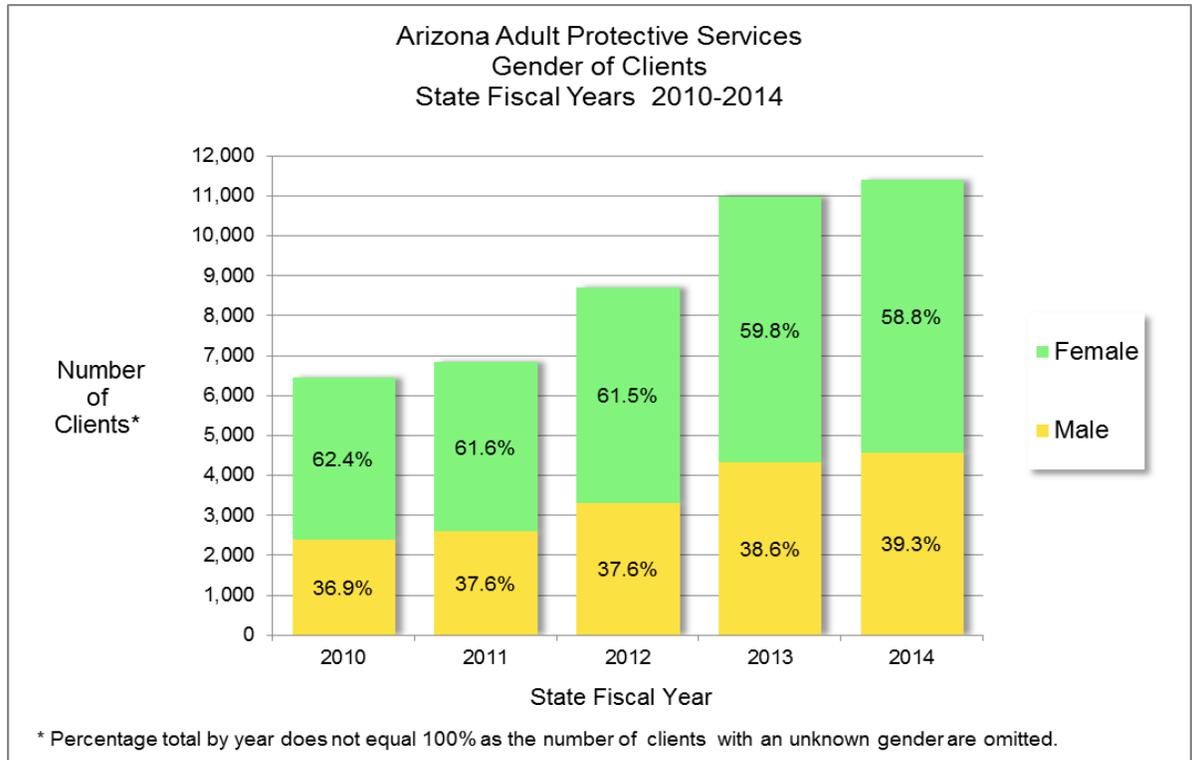
The following graphs depict the trends in age, gender, race, and living arrangements for the APS clients between SFYs 2010-2014.

Client demographic characteristics have remained fairly consistent over the years. Although APS serves individuals 18 years of age or older, the majority of APS services are provided to individuals 60 and above.





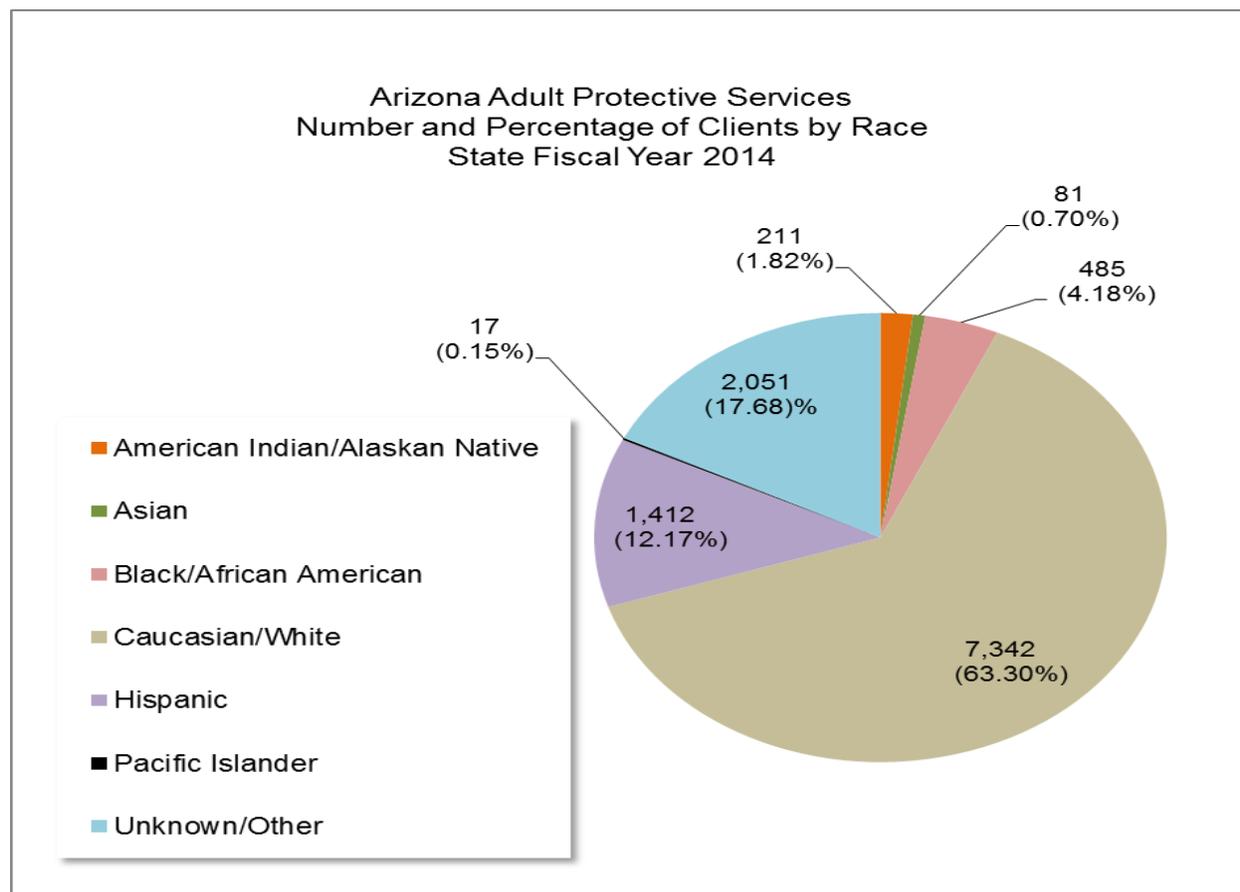
Between SFYs 2010 and 2014, approximately six out of every ten clients have been female. Females have a longer life expectancy than males which may contribute to this particular statistic.



APS clients that identified their ethnicity as Hispanic or Latino totaled 1,412, or 12.17 percent of those served in SFY 2014. APS clients identifying themselves as American Indian or Alaska 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.

The racial composition of APS clients is similar to the overall Arizona population. The other/unknown category makes up 18 percent of the APS clients in 2014, whereas in 2010 the category constituted 11 percent of APS clients.

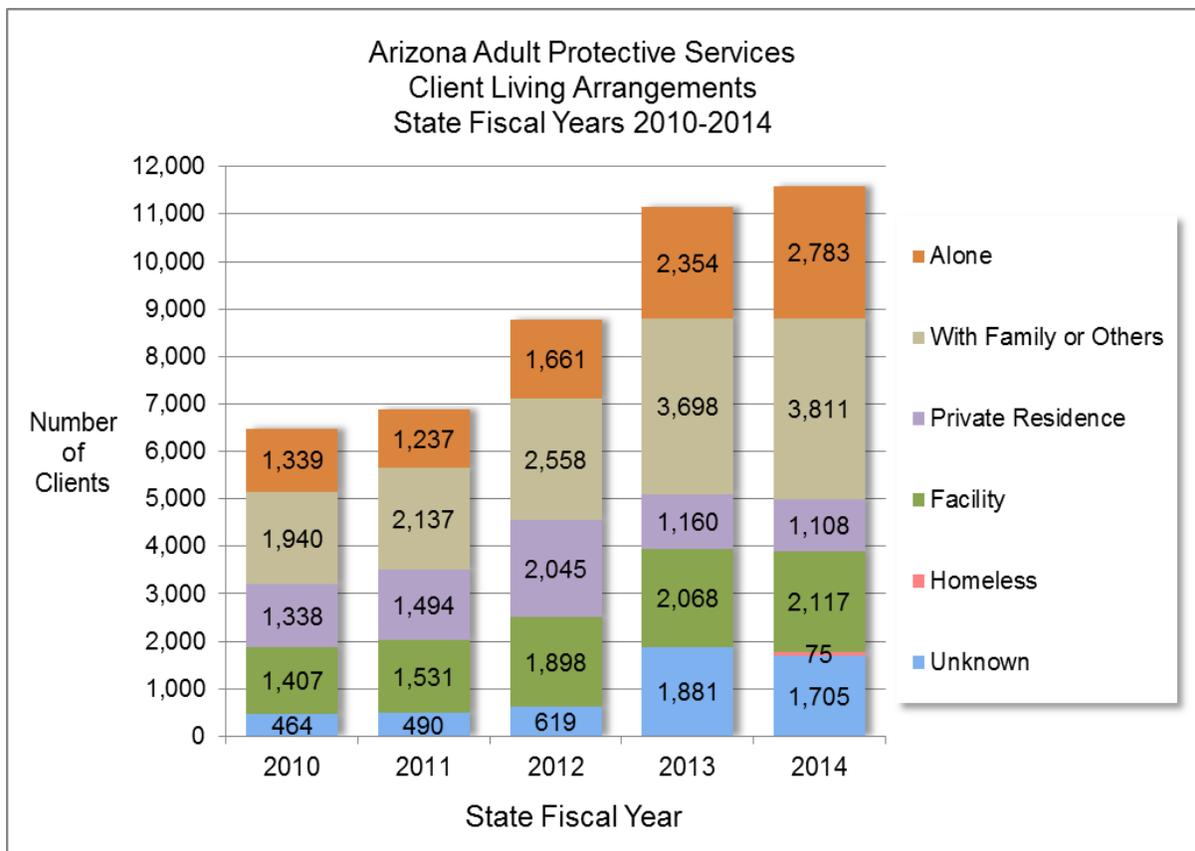
Arizona Adult Protective Services Number of Clients by Race State Fiscal Years 2010-2014					
Race / Ethnicity	State Fiscal Year				
	2010	2011	2012	2013	2014
Am Indian/Alaskan Native	97	135	136	198	211
Asian	41	45	72	107	81
Black/African American	306	304	446	464	485
Caucasian/White	4,500	4,713	6,035	7,129	7,342
Hispanic	787	803	1,074	1,318	1,412
Pacific Islander	13	8	11	12	17
Unknown / Other	744	881	1,007	1,933	2,051



Cultural diversity 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 of certain minority groups to make contact with APS.

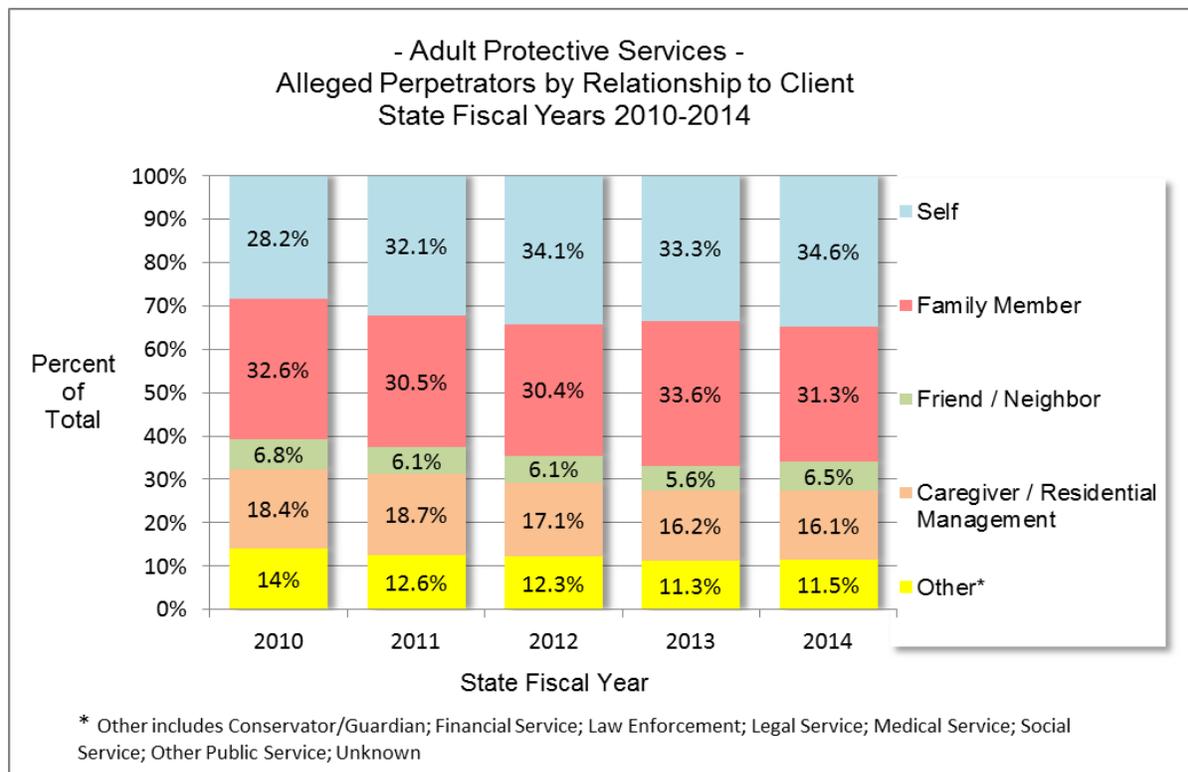
The graphs below depict the trends in APS client living arrangements for State Fiscal Years 2010-2014.

In SFY 2014, the top three categories of living arrangements and dwelling type in numbers of clients are those who reside with family or others, clients who live alone, and clients in care facilities respectively. The number of homeless clients is a category that was tracked for the first time in SFY 2014.



ALLEGED PERPETRATORS

The following graph and chart depicts the trend of alleged perpetrators and their relationships with clients between SFYs 2010 and 2014.

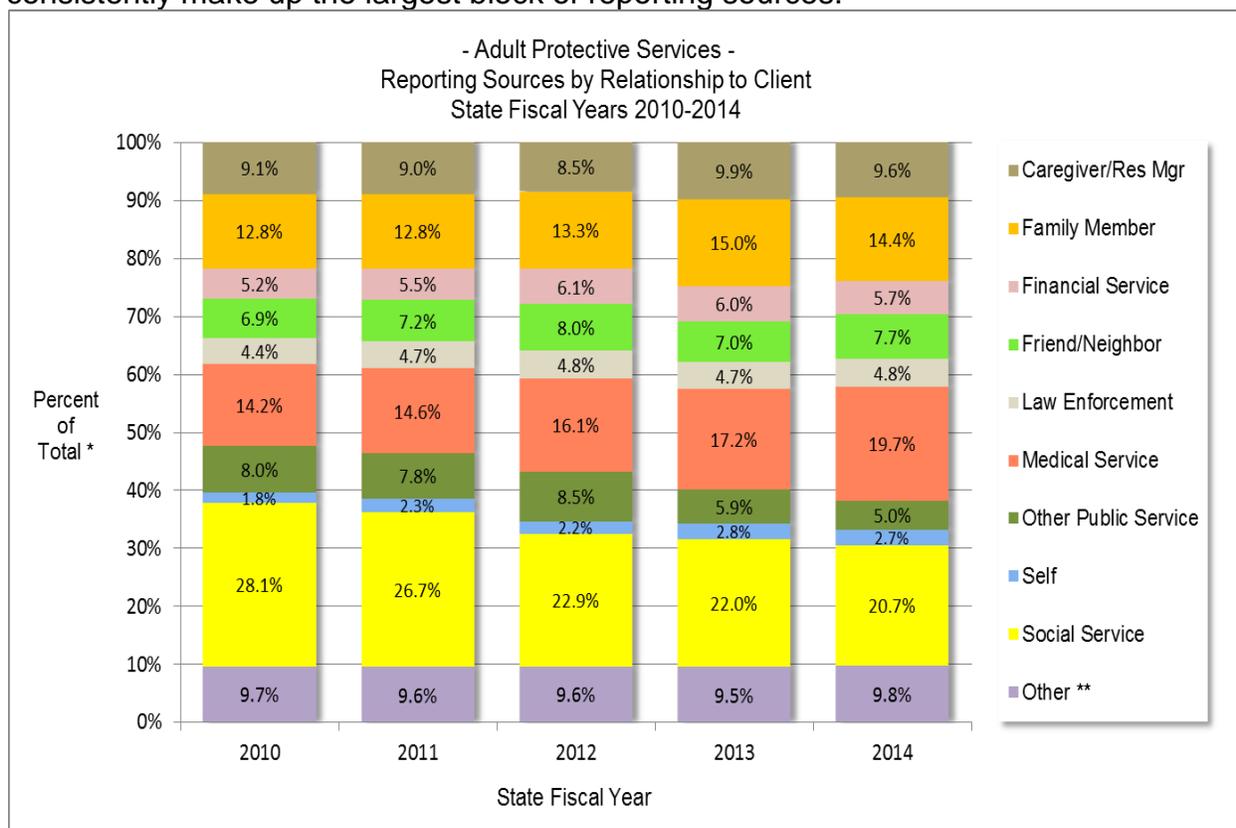


Relationship of Alleged Perpetrator to Client	State Fiscal Year				
	2010	2011	2012	2013	2014
Self	2,096	2,351	3,106	3,918	4,460
Family Member	2,420	2,236	2,770	3,952	4,037
Friend / Neighbor	501	448	552	663	837
Caregiver / Residential Management	1,367	1,370	1,560	1,909	2,082
Other	1,039	921	1,126	1,326	1,493

In SFY 2014, the clients themselves are reported as the alleged perpetrator in 35 percent of cases which are self-neglect. This represents an increase of two percent compared to the proportion reported in SFY 2013. A family member is the second most common perpetrator category reported in 31 percent of cases. In comparison to SFY 2013, there has been a 3 percent decrease in the proportion of reported cases where a family member is the alleged perpetrator.

REPORTING SOURCES

The following graph depicts the trend in reporting sources between SFYs 2010-2014. As mandatory reporters, medical services, social services, and other public services consistently make up the largest block of reporting sources.



* Due to rounding, some years total more than 100%

** Other also includes Conservator/Guardian; Legal Service; and Unknown.

The relationship to client/reporting source category totaling 14,493 includes one Representative of Record for Maricopa County and is included in the statewide count. Future reports will reflect Representative of Record in Conservator/Guardian count.

Relationship of Reporting Source to Client	State Fiscal Year				
	2010	2011	2012	2013	2014
Caregiver/Res Mgr.	632	671	832	1,293	1,384
Family Member	891	954	1,303	1,966	2,089
Financial Service	361	406	598	788	824
Friend or Neighbor	482	532	779	914	1,119
Law Enforcement	304	346	472	621	700
Medical Service	988	1,089	1,577	2,256	2,853
Other Public Service	561	583	828	773	717
Self	128	170	211	360	390
Social Service	1,962	1,987	2,239	2,879	3,004
Other*	671	707	940	1,247	1,412

*Other also includes Conservator/Guardian; Legal Service; and Unknown

CONCLUSION

Thank you for your interest in Arizona Adult Protective Services and the report of APS clients and service trends from 2010-2014. For SFY 2014 county-level data for the information presented throughout this report please see the Appendix.

We hope you found the report useful and will turn to it as a reference when in need of statistical information about APS in Arizona.

To report the neglect, abuse, or exploitation of a vulnerable adult

Call 1-877-SOS-ADULT
(1-877-767-2385)

FAX 602-277-4984

On-line at www.azdes.gov/reportadultabuse

Appendix



ADULT PROTECTIVE SERVICES

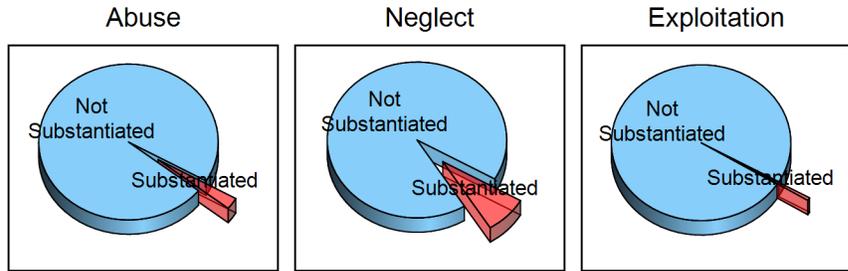
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ACTIVITY SUMMARY - ARIZONA

ALLEGATIONS INVESTIGATED - a case may have multiple allegations

ABUSE	3,308	28.52%
Not Substantiated	3,228	97.58%
Substantiated	80	2.42%
NEGLECT	8,185	70.57%
Not Substantiated	7,546	92.19%
Substantiated	639	7.81%
EXPLOITATION	3,426	29.54%
Not Substantiated	3,405	99.39%
Substantiated	21	0.61%
TOTAL CASES	11,599	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29 years	728	6.28%
30 - 39 years	414	3.57%
40 - 49 years	645	5.56%
50 - 59 years	1,297	11.18%
60 - 64 years	911	7.85%
65 - 69 years	1,069	9.22%
70 - 74 years	1,205	10.39%
75 - 79 years	1,331	11.48%
80 - 84 years	1,514	13.05%
85 years and older	2,484	21.42%
Unknown	1	0.01%

CLIENT RACE

Amer Ind/AK Native	211	1.82%
Asian	81	0.70%
Black/African Amer	485	4.18%
Caucasian/White	7,342	63.30%
Hispanic	1,412	12.17%
Pacific Islander	17	0.15%
Unknown/Other	2,051	17.68%

CLIENT MONTHLY INCOME

\$300 or Less	6	0.05%
\$301 - \$500	13	0.11%
\$501 - \$750	158	1.36%
\$751 - \$1,000	107	0.92%
Over \$1,000	359	3.10%
Unknown	10,956	94.46%

CLIENT GENDER

Female	6,824	58.83%
Male	4,563	39.34%
Unknown	212	1.83%

CLIENT LIVING ARRANGEMENT

Alone - No Assistance	2,595	22.37%
Alone - Some Asst	188	1.62%
With Family	3,311	28.55%
With Non-Family	500	4.31%

CLIENT DWELLING / FACILITY TYPE

Private Residence	1,108	9.55%
Adult Foster Care	19	0.16%
Assisted Living	734	6.33%
AZ State Hospital	88	0.76%
Board & Care	46	0.40%
DDD Placement	117	1.01%
Homeless	75	0.65%
Nursing Facility	658	5.67%
Residential Care	346	2.98%
Supervisory Care	85	0.73%
Unlicensed	7	0.06%
VA	17	0.15%
Unknown	1,705	14.70%

RELATION TO CLIENT	Reporting Source	Perpetrator
Caregiver/Res Mgr	1,384 9.55%	2,082 16.13%
Conserv/Guardian	104 0.72%	207 1.60%
Family Member	2,089 14.41%	4,037 31.27%
Financial Service	824 5.69%	68 0.53%
Friend/Neighbor	1,119 7.72%	837 6.48%
Law Enforcement	700 4.83%	1 0.01%
Legal Service	41 0.28%	2 0.02%
Medical Service	2,853 19.69%	136 1.05%
Other	1,199 8.27%	1,007 7.80%
Other Public Service	717 4.95%	15 0.12%
Self	390 2.69%	4,460 34.55%
Social Service	3,004 20.73%	26 0.20%
Unknown	68 0.47%	31 0.24%
TOTAL	14,493 100.00%	12,909 100.00%



ADULT PROTECTIVE SERVICES

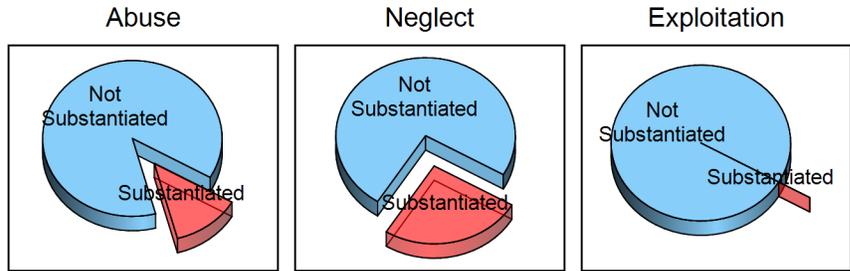
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ACTIVITY SUMMARY - APACHE

ALLEGATIONS INVESTIGATED - a case may have multiple allegations

ABUSE	8	16.00%
Not Substantiated	7	87.50%
Substantiated	1	12.50%
NEGLECT	39	78.00%
Not Substantiated	29	74.36%
Substantiated	10	25.64%
EXPLOITATION	15	30.00%
Not Substantiated	15	100.00%
Substantiated	0	0.00%
TOTAL CASES	50	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29 years	2	4.00%
30 - 39 years	2	4.00%
40 - 49 years	3	6.00%
50 - 59 years	4	8.00%
60 - 64 years	7	14.00%
65 - 69 years	2	4.00%
70 - 74 years	11	22.00%
75 - 79 years	8	16.00%
80 - 84 years	5	10.00%
85 years and older	6	12.00%
Unknown	0	0.00%

CLIENT RACE

Amer Ind/AK Native	1	2.00%
Asian	0	0.00%
Black/African Amer	0	0.00%
Caucasian/White	36	72.00%
Hispanic	2	4.00%
Pacific Islander	0	0.00%
Unknown/Other	11	22.00%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	0	0.00%
\$751 - \$1,000	0	0.00%
Over \$1,000	1	2.00%
Unknown	49	98.00%

CLIENT GENDER

Female	25	50.00%
Male	24	48.00%
Unknown	1	2.00%

CLIENT LIVING ARRANGEMENT

Alone - No Assistance	18	36.00%
Alone - Some Asst	1	2.00%
With Family	6	12.00%
With Non-Family	1	2.00%

CLIENT DWELLING / FACILITY TYPE

Private Residence	9	18.00%
Adult Foster Care	0	0.00%
Assisted Living	5	10.00%
AZ State Hospital	0	0.00%
Board & Care	0	0.00%
DDD Placement	0	0.00%
Homeless	0	0.00%
Nursing Facility	0	0.00%
Residential Care	0	0.00%
Supervisory Care	0	0.00%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	10	20.00%

RELATION TO CLIENT	Reporting Source	Perpetrator
Caregiver/Res Mgr	5 7.94%	6 11.32%
Conserv/Guardian	0 0.00%	3 5.66%
Family Member	9 14.29%	13 24.53%
Financial Service	3 4.76%	0 0.00%
Friend/Neighbor	7 11.11%	1 1.89%
Law Enforcement	8 12.70%	0 0.00%
Legal Service	1 1.59%	0 0.00%
Medical Service	10 15.87%	0 0.00%
Other	1 1.59%	2 3.77%
Other Public Service	8 12.70%	0 0.00%
Self	3 4.76%	27 50.94%
Social Service	8 12.70%	0 0.00%
Unknown	0 0.00%	1 1.89%
TOTAL	63 100.00%	53 100.00%



ADULT PROTECTIVE SERVICES

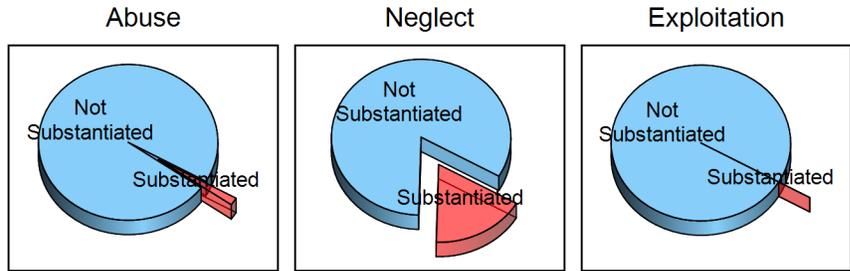
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ACTIVITY SUMMARY - COCHISE

ALLEGATIONS INVESTIGATED - a case may have multiple allegations

ABUSE	63	19.33%
Not Substantiated	62	98.41%
Substantiated	1	1.59%
NEGLECT	257	78.83%
Not Substantiated	213	82.88%
Substantiated	44	17.12%
EXPLOITATION	94	28.83%
Not Substantiated	94	100.00%
Substantiated	0	0.00%
TOTAL CASES	326	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29 years	9	2.76%
30 - 39 years	6	1.84%
40 - 49 years	16	4.91%
50 - 59 years	37	11.35%
60 - 64 years	36	11.04%
65 - 69 years	29	8.90%
70 - 74 years	38	11.66%
75 - 79 years	40	12.27%
80 - 84 years	48	14.72%
85 years and older	66	20.25%
Unknown	1	0.31%

CLIENT LIVING ARRANGEMENT

Alone - No Assistance	109	33.44%
Alone - Some Asst	10	3.07%
With Family	85	26.07%
With Non-Family	14	4.29%

CLIENT DWELLING / FACILITY TYPE

Private Residence	31	9.51%
Adult Foster Care	0	0.00%
Assisted Living	21	6.44%
AZ State Hospital	0	0.00%
Board & Care	1	0.31%
DDD Placement	2	0.61%
Homeless	1	0.31%
Nursing Facility	19	5.83%
Residential Care	1	0.31%
Supervisory Care	2	0.61%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	30	9.20%

CLIENT RACE

Amer Ind/AK Native	2	0.61%
Asian	2	0.61%
Black/African Amer	4	1.23%
Caucasian/White	207	63.50%
Hispanic	61	18.71%
Pacific Islander	0	0.00%
Unknown/Other	50	15.34%

CLIENT MONTHLY INCOME

\$300 or Less	1	0.31%
\$301 - \$500	3	0.92%
\$501 - \$750	25	7.67%
\$751 - \$1,000	18	5.52%
Over \$1,000	61	18.71%
Unknown	218	66.87%

CLIENT GENDER

Female	192	58.90%
Male	132	40.49%
Unknown	2	0.61%

RELATION TO CLIENT

Caregiver/Res Mgr	34	8.61%
Conserv/Guardian	3	0.76%
Family Member	65	16.46%
Financial Service	21	5.32%
Friend/Neighbor	44	11.14%
Law Enforcement	19	4.81%
Legal Service	2	0.51%
Medical Service	81	20.51%
Other	31	7.85%
Other Public Service	17	4.30%
Self	14	3.54%
Social Service	62	15.70%
Unknown	2	0.51%
TOTAL	395	100.00%

Reporting Source

Caregiver/Res Mgr	30	8.50%
Conserv/Guardian	5	1.42%
Family Member	92	26.06%
Financial Service	1	0.28%
Friend/Neighbor	17	4.82%
Law Enforcement	0	0.00%
Legal Service	0	0.00%
Medical Service	2	0.57%
Other	35	9.92%
Other Public Service	0	0.00%
Self	170	48.16%
Social Service	0	0.00%
Unknown	1	0.28%
TOTAL	353	100.00%

Perpetrator

Caregiver/Res Mgr	30	8.50%
Conserv/Guardian	5	1.42%
Family Member	92	26.06%
Financial Service	1	0.28%
Friend/Neighbor	17	4.82%
Law Enforcement	0	0.00%
Legal Service	0	0.00%
Medical Service	2	0.57%
Other	35	9.92%
Other Public Service	0	0.00%
Self	170	48.16%
Social Service	0	0.00%
Unknown	1	0.28%
TOTAL	353	100.00%



ADULT PROTECTIVE SERVICES

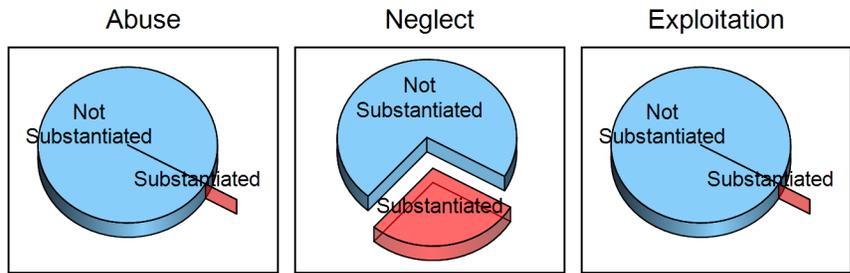
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ACTIVITY SUMMARY - COCONINO

ALLEGATIONS INVESTIGATED - a case may have multiple allegations

ABUSE	33	27.50%
Not Substantiated	33	100.00%
Substantiated	0	0.00%
NEGLECT	82	68.33%
Not Substantiated	59	71.95%
Substantiated	23	28.05%
EXPLOITATION	30	25.00%
Not Substantiated	30	100.00%
Substantiated	0	0.00%
TOTAL CASES	120	



DEMOGRAPHICS

CLIENT AGE GROUP		
18 - 29 years	15	12.50%
30 - 39 years	2	1.67%
40 - 49 years	10	8.33%
50 - 59 years	15	12.50%
60 - 64 years	11	9.17%
65 - 69 years	10	8.33%
70 - 74 years	16	13.33%
75 - 79 years	7	5.83%
80 - 84 years	15	12.50%
85 years and older	19	15.83%
Unknown	0	0.00%

CLIENT LIVING ARRANGEMENT		
Alone - No Assistance	43	35.83%
Alone - Some Asst	0	0.00%
With Family	26	21.67%
With Non-Family	2	1.67%

CLIENT RACE		
Amer Ind/AK Native	17	14.17%
Asian	0	0.00%
Black/African Amer	5	4.17%
Caucasian/White	76	63.33%
Hispanic	9	7.50%
Pacific Islander	0	0.00%
Unknown/Other	13	10.83%

CLIENT DWELLING / FACILITY TYPE		
Private Residence	9	7.50%
Adult Foster Care	0	0.00%
Assisted Living	6	5.00%
AZ State Hospital	0	0.00%
Board & Care	0	0.00%
DDD Placement	1	0.83%
Homeless	3	2.50%
Nursing Facility	1	0.83%
Residential Care	8	6.67%
Supervisory Care	2	1.67%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	19	15.83%

CLIENT MONTHLY INCOME		
\$300 or Less	1	0.83%
\$301 - \$500	0	0.00%
\$501 - \$750	3	2.50%
\$751 - \$1,000	1	0.83%
Over \$1,000	5	4.17%
Unknown	110	91.67%

RELATION TO CLIENT	Reporting Source	Perpetrator
Caregiver/Res Mgr	14 9.79%	21 16.15%
Conserv/Guardian	1 0.70%	1 0.77%
Family Member	14 9.79%	34 26.15%
Financial Service	8 5.59%	1 0.77%
Friend/Neighbor	10 6.99%	3 2.31%
Law Enforcement	2 1.40%	0 0.00%
Legal Service	0 0.00%	0 0.00%
Medical Service	34 23.78%	0 0.00%
Other	12 8.39%	15 11.54%
Other Public Service	5 3.50%	1 0.77%
Self	3 2.10%	54 41.54%
Social Service	39 27.27%	0 0.00%
Unknown	1 0.70%	0 0.00%
TOTAL	143 100.00%	130 100.00%

CLIENT GENDER		
Female	66	55.00%
Male	51	42.50%
Unknown	3	2.50%



ADULT PROTECTIVE SERVICES

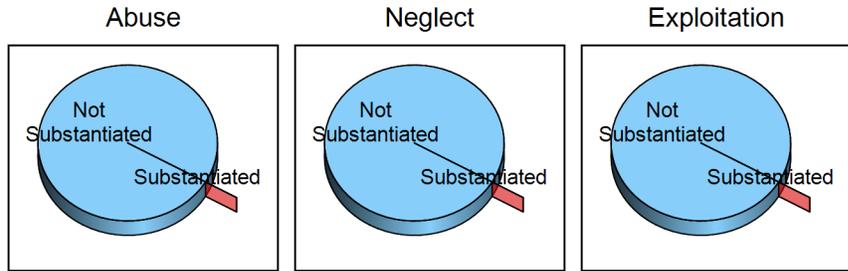
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ACTIVITY SUMMARY - GILA

ALLEGATIONS INVESTIGATED - a case may have multiple allegations

ABUSE	37	27.82%
Not Substantiated	37	100.00%
Substantiated	0	0.00%
NEGLECT	89	66.92%
Not Substantiated	89	100.00%
Substantiated	0	0.00%
EXPLOITATION	35	26.32%
Not Substantiated	35	100.00%
Substantiated	0	0.00%
TOTAL CASES	133	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29 years	10	7.52%
30 - 39 years	3	2.26%
40 - 49 years	6	4.51%
50 - 59 years	15	11.28%
60 - 64 years	8	6.02%
65 - 69 years	20	15.04%
70 - 74 years	16	12.03%
75 - 79 years	15	11.28%
80 - 84 years	17	12.78%
85 years and older	23	17.29%
Unknown	0	0.00%

CLIENT RACE

Amer Ind/AK Native	5	3.76%
Asian	0	0.00%
Black/African Amer	1	0.75%
Caucasian/White	83	62.41%
Hispanic	21	15.79%
Pacific Islander	0	0.00%
Unknown/Other	23	17.29%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	0	0.00%
\$751 - \$1,000	0	0.00%
Over \$1,000	0	0.00%
Unknown	133	100.00%

CLIENT GENDER

Female	77	57.90%
Male	54	40.60%
Unknown	2	1.50%

CLIENT LIVING ARRANGEMENT

Alone - No Assistance	42	31.58%
Alone - Some Asst	0	0.00%
With Family	28	21.05%
With Non-Family	5	3.76%

CLIENT DWELLING / FACILITY TYPE

Private Residence	17	12.78%
Adult Foster Care	0	0.00%
Assisted Living	4	3.01%
AZ State Hospital	0	0.00%
Board & Care	1	0.75%
DDD Placement	3	2.26%
Homeless	2	1.50%
Nursing Facility	6	4.51%
Residential Care	0	0.00%
Supervisory Care	2	1.50%
Unlicensed	1	0.75%
VA	0	0.00%
Unknown	22	16.54%

RELATION TO CLIENT	Reporting Source	Perpetrator
Caregiver/Res Mgr	15 8.29%	12 8.39%
Conserv/Guardian	1 0.55%	2 1.40%
Family Member	21 11.60%	40 27.97%
Financial Service	13 7.18%	1 0.70%
Friend/Neighbor	20 11.05%	7 4.90%
Law Enforcement	16 8.84%	0 0.00%
Legal Service	0 0.00%	0 0.00%
Medical Service	33 18.23%	3 2.10%
Other	18 9.95%	14 9.79%
Other Public Service	13 7.18%	0 0.00%
Self	3 1.66%	63 44.06%
Social Service	28 15.47%	0 0.00%
Unknown	0 0.00%	1 0.70%
TOTAL	181 100.00%	143 100.00%



ADULT PROTECTIVE SERVICES

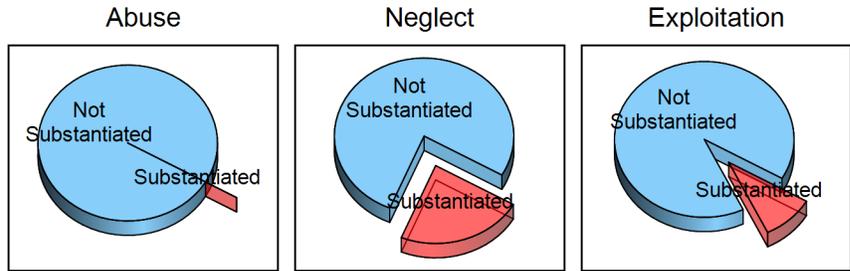
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ACTIVITY SUMMARY - GRAHAM

ALLEGATIONS INVESTIGATED - a case may have multiple allegations

ABUSE	17	25.00%
Not Substantiated	17	100.00%
Substantiated	0	0.00%
NEGLECT	48	70.59%
Not Substantiated	37	77.08%
Substantiated	11	22.92%
EXPLOITATION	21	30.88%
Not Substantiated	19	90.48%
Substantiated	2	9.52%
TOTAL CASES	68	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29 years	3	4.41%
30 - 39 years	2	2.94%
40 - 49 years	9	13.24%
50 - 59 years	9	13.24%
60 - 64 years	6	8.82%
65 - 69 years	5	7.35%
70 - 74 years	2	2.94%
75 - 79 years	7	10.29%
80 - 84 years	9	13.24%
85 years and older	16	23.53%
Unknown	0	0.00%

CLIENT RACE

Amer Ind/AK Native	1	1.47%
Asian	0	0.00%
Black/African Amer	2	2.94%
Caucasian/White	40	58.82%
Hispanic	15	22.06%
Pacific Islander	0	0.00%
Unknown/Other	10	14.71%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	3	4.41%
\$751 - \$1,000	1	1.47%
Over \$1,000	4	5.88%
Unknown	60	88.24%

CLIENT GENDER

Female	42	61.77%
Male	26	38.24%
Unknown	0	0.00%

CLIENT LIVING ARRANGEMENT

Alone - No Assistance	18	26.47%
Alone - Some Asst	2	2.94%
With Family	19	27.94%
With Non-Family	3	4.41%

CLIENT DWELLING / FACILITY TYPE

Private Residence	12	17.65%
Adult Foster Care	0	0.00%
Assisted Living	2	2.94%
AZ State Hospital	0	0.00%
Board & Care	0	0.00%
DDD Placement	0	0.00%
Homeless	0	0.00%
Nursing Facility	2	2.94%
Residential Care	1	1.47%
Supervisory Care	1	1.47%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	8	11.77%

RELATION TO CLIENT	Reporting Source	Perpetrator
Caregiver/Res Mgr	14 16.28%	11 14.87%
Conserv/Guardian	0 0.00%	0 0.00%
Family Member	13 15.12%	22 29.73%
Financial Service	4 4.65%	1 1.35%
Friend/Neighbor	6 6.98%	1 1.35%
Law Enforcement	6 6.98%	0 0.00%
Legal Service	0 0.00%	0 0.00%
Medical Service	14 16.28%	0 0.00%
Other	7 8.14%	7 9.46%
Other Public Service	5 5.81%	0 0.00%
Self	1 1.16%	32 43.24%
Social Service	16 18.61%	0 0.00%
Unknown	0 0.00%	0 0.00%
TOTAL	86 100.00%	74 100.00%



ADULT PROTECTIVE SERVICES

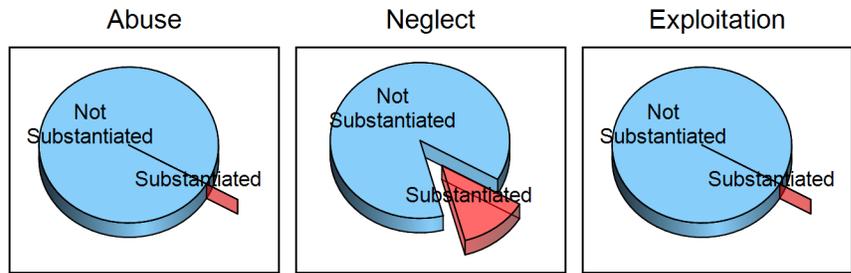
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ACTIVITY SUMMARY - GREENLEE

ALLEGATIONS INVESTIGATED - a case may have multiple allegations

ABUSE	5	45.46%
Not Substantiated	5	100.00%
Substantiated	0	0.00%
NEGLECT	8	72.73%
Not Substantiated	7	87.50%
Substantiated	1	12.50%
EXPLOITATION	1	9.09%
Not Substantiated	1	100.00%
Substantiated	0	0.00%
TOTAL CASES	11	



DEMOGRAPHICS

CLIENT AGE GROUP		
18 - 29 years	1	9.09%
30 - 39 years	0	0.00%
40 - 49 years	1	9.09%
50 - 59 years	3	27.27%
60 - 64 years	0	0.00%
65 - 69 years	1	9.09%
70 - 74 years	1	9.09%
75 - 79 years	1	9.09%
80 - 84 years	0	0.00%
85 years and older	3	27.27%
Unknown	0	0.00%

CLIENT LIVING ARRANGEMENT		
Alone - No Assistance	4	36.36%
Alone - Some Asst	0	0.00%
With Family	6	54.55%
With Non-Family	1	9.09%

CLIENT RACE		
Amer Ind/AK Native	0	0.00%
Asian	0	0.00%
Black/African Amer	0	0.00%
Caucasian/White	7	63.64%
Hispanic	3	27.27%
Pacific Islander	0	0.00%
Unknown/Other	1	9.09%

CLIENT DWELLING / FACILITY TYPE		
Private Residence	0	0.00%
Adult Foster Care	0	0.00%
Assisted Living	0	0.00%
AZ State Hospital	0	0.00%
Board & Care	0	0.00%
DDD Placement	0	0.00%
Homeless	0	0.00%
Nursing Facility	0	0.00%
Residential Care	0	0.00%
Supervisory Care	0	0.00%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	0	0.00%

CLIENT MONTHLY INCOME		
\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	0	0.00%
\$751 - \$1,000	0	0.00%
Over \$1,000	1	9.09%
Unknown	10	90.91%

RELATION TO CLIENT	Reporting Source	Perpetrator
Caregiver/Res Mgr	1 7.14%	3 25.00%
Conserv/Guardian	0 0.00%	0 0.00%
Family Member	2 14.29%	3 25.00%
Financial Service	0 0.00%	0 0.00%
Friend/Neighbor	0 0.00%	0 0.00%
Law Enforcement	0 0.00%	0 0.00%
Legal Service	0 0.00%	0 0.00%
Medical Service	5 35.71%	0 0.00%
Other	0 0.00%	1 8.33%
Other Public Service	3 21.43%	0 0.00%
Self	0 0.00%	5 41.67%
Social Service	3 21.43%	0 0.00%
Unknown	0 0.00%	0 0.00%
TOTAL	14 100.00%	12 100.00%

CLIENT GENDER		
Female	7	63.64%
Male	4	36.36%
Unknown	0	0.00%



ADULT PROTECTIVE SERVICES

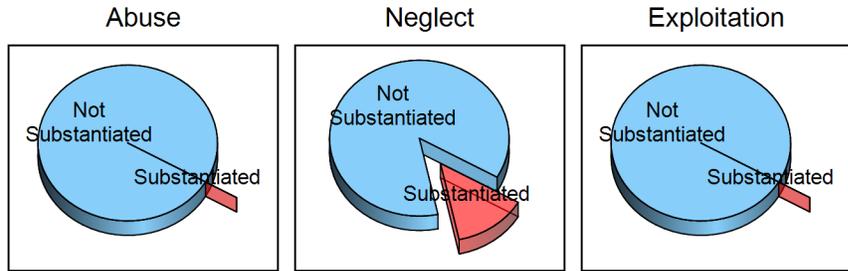
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ACTIVITY SUMMARY - LA PAZ

ALLEGATIONS INVESTIGATED - a case may have multiple allegations

ABUSE	10	17.86%
Not Substantiated	10	100.00%
Substantiated	0	0.00%
NEGLECT	45	80.36%
Not Substantiated	39	86.67%
Substantiated	6	13.33%
EXPLOITATION	18	32.14%
Not Substantiated	18	100.00%
Substantiated	0	0.00%
TOTAL CASES	56	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29 years	3	5.36%
30 - 39 years	1	1.79%
40 - 49 years	3	5.36%
50 - 59 years	2	3.57%
60 - 64 years	6	10.71%
65 - 69 years	9	16.07%
70 - 74 years	5	8.93%
75 - 79 years	5	8.93%
80 - 84 years	10	17.86%
85 years and older	12	21.43%
Unknown	0	0.00%

CLIENT RACE

Amer Ind/AK Native	0	0.00%
Asian	0	0.00%
Black/African Amer	0	0.00%
Caucasian/White	45	80.36%
Hispanic	2	3.57%
Pacific Islander	0	0.00%
Unknown/Other	9	16.07%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	0	0.00%
\$751 - \$1,000	0	0.00%
Over \$1,000	0	0.00%
Unknown	56	100.00%

CLIENT GENDER

Female	31	55.36%
Male	25	44.64%
Unknown	0	0.00%

CLIENT LIVING ARRANGEMENT

Alone - No Assistance	26	46.43%
Alone - Some Asst	0	0.00%
With Family	5	8.93%
With Non-Family	5	8.93%

CLIENT DWELLING / FACILITY TYPE

Private Residence	8	14.29%
Adult Foster Care	0	0.00%
Assisted Living	0	0.00%
AZ State Hospital	0	0.00%
Board & Care	0	0.00%
DDD Placement	0	0.00%
Homeless	0	0.00%
Nursing Facility	0	0.00%
Residential Care	1	1.79%
Supervisory Care	0	0.00%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	11	19.64%

RELATION TO CLIENT	Reporting Source	Perpetrator
Caregiver/Res Mgr	5 6.49%	8 12.31%
Conserv/Guardian	0 0.00%	1 1.54%
Family Member	10 12.99%	8 12.31%
Financial Service	4 5.20%	0 0.00%
Friend/Neighbor	8 10.39%	6 9.23%
Law Enforcement	10 12.99%	0 0.00%
Legal Service	0 0.00%	0 0.00%
Medical Service	20 25.97%	1 1.54%
Other	4 5.20%	6 9.23%
Other Public Service	4 5.20%	0 0.00%
Self	1 1.30%	35 53.85%
Social Service	9 11.69%	0 0.00%
Unknown	2 2.60%	0 0.00%
TOTAL	77 100.00%	65 100.00%



ADULT PROTECTIVE SERVICES

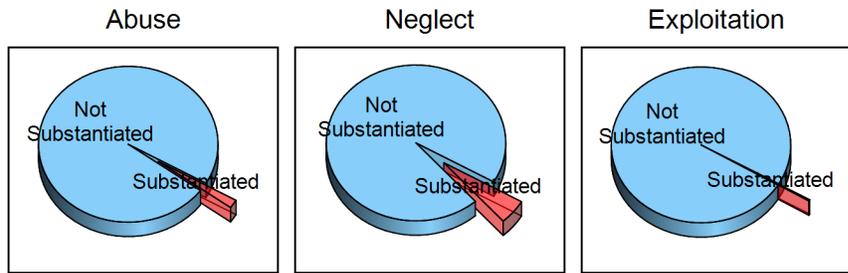
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ACTIVITY SUMMARY - MARICOPA

ALLEGATIONS INVESTIGATED - a case may have multiple allegations

ABUSE	1,968	32.93%
Not Substantiated	1,933	98.22%
Substantiated	35	1.78%
NEGLECT	4,049	67.75%
Not Substantiated	3,840	94.84%
Substantiated	209	5.16%
EXPLOITATION	1,725	28.87%
Not Substantiated	1,720	99.71%
Substantiated	5	0.29%
TOTAL CASES	5,976	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29 years	440	7.36%
30 - 39 years	281	4.70%
40 - 49 years	369	6.18%
50 - 59 years	665	11.13%
60 - 64 years	436	7.30%
65 - 69 years	534	8.94%
70 - 74 years	578	9.67%
75 - 79 years	665	11.13%
80 - 84 years	734	12.28%
85 years and older	1,274	21.32%
Unknown	0	0.00%

CLIENT RACE

Amer Ind/AK Native	103	1.72%
Asian	45	0.75%
Black/African Amer	352	5.89%
Caucasian/White	3,815	63.84%
Hispanic	684	11.45%
Pacific Islander	10	0.17%
Unknown/Other	967	16.18%

CLIENT MONTHLY INCOME

\$300 or Less	2	0.03%
\$301 - \$500	3	0.05%
\$501 - \$750	67	1.12%
\$751 - \$1,000	45	0.75%
Over \$1,000	126	2.11%
Unknown	5,733	95.93%

CLIENT GENDER

Female	3,559	59.56%
Male	2,304	38.55%
Unknown	113	1.89%

CLIENT LIVING ARRANGEMENT

Alone - No Assistance	1,155	19.33%
Alone - Some Asst	99	1.66%
With Family	1,728	28.92%
With Non-Family	244	4.08%

CLIENT DWELLING / FACILITY TYPE

Private Residence	581	9.72%
Adult Foster Care	12	0.20%
Assisted Living	462	7.73%
AZ State Hospital	87	1.46%
Board & Care	18	0.30%
DDD Placement	72	1.21%
Homeless	32	0.54%
Nursing Facility	386	6.46%
Residential Care	230	3.85%
Supervisory Care	59	0.99%
Unlicensed	3	0.05%
VA	11	0.18%
Unknown	797	13.34%

RELATION TO CLIENT	Reporting Source	Perpetrator
Caregiver/Res Mgr	737 9.87%	1,247 18.57%
Conserv/Guardian	60 0.80%	117 1.74%
Family Member	1,073 14.37%	2,113 31.46%
Financial Service	412 5.52%	31 0.46%
Friend/Neighbor	524 7.02%	533 7.94%
Law Enforcement	225 3.01%	1 0.02%
Legal Service	21 0.28%	2 0.03%
Medical Service	1,568 21.00%	82 1.22%
Other	557 7.46%	511 7.61%
Other Public Service	345 4.62%	5 0.07%
Self	207 2.77%	2,045 30.45%
Social Service	1,701 22.78%	18 0.27%
Unknown	35 0.47%	11 0.16%
TOTAL	7,466 100.00%	6,716 100.00%



ADULT PROTECTIVE SERVICES

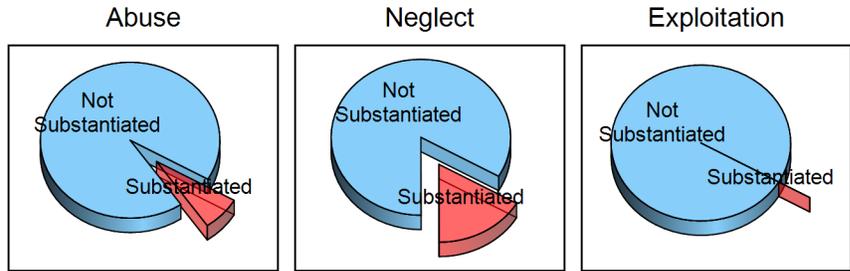
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ACTIVITY SUMMARY - MOHAVE

ALLEGATIONS INVESTIGATED - a case may have multiple allegations

ABUSE	141	19.78%
Not Substantiated	131	92.91%
Substantiated	10	7.09%
NEGLECT	535	75.04%
Not Substantiated	446	83.36%
Substantiated	89	16.64%
EXPLOITATION	223	31.28%
Not Substantiated	223	100.00%
Substantiated	0	0.00%
TOTAL CASES	713	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29 years	18	2.53%
30 - 39 years	19	2.67%
40 - 49 years	28	3.93%
50 - 59 years	89	12.48%
60 - 64 years	58	8.14%
65 - 69 years	69	9.68%
70 - 74 years	86	12.06%
75 - 79 years	109	15.29%
80 - 84 years	81	11.36%
85 years and older	156	21.88%
Unknown	0	0.00%

CLIENT RACE

Amer Ind/AK Native	2	0.28%
Asian	2	0.28%
Black/African Amer	4	0.56%
Caucasian/White	554	77.70%
Hispanic	25	3.51%
Pacific Islander	3	0.42%
Unknown/Other	123	17.25%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	1	0.14%
\$501 - \$750	2	0.28%
\$751 - \$1,000	0	0.00%
Over \$1,000	1	0.14%
Unknown	709	99.44%

CLIENT GENDER

Female	393	55.12%
Male	312	43.76%
Unknown	8	1.12%

CLIENT LIVING ARRANGEMENT

Alone - No Assistance	204	28.61%
Alone - Some Asst	14	1.96%
With Family	202	28.33%
With Non-Family	41	5.75%

CLIENT DWELLING / FACILITY TYPE

Private Residence	69	9.68%
Adult Foster Care	0	0.00%
Assisted Living	21	2.95%
AZ State Hospital	0	0.00%
Board & Care	0	0.00%
DDD Placement	6	0.84%
Homeless	7	0.98%
Nursing Facility	46	6.45%
Residential Care	6	0.84%
Supervisory Care	3	0.42%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	94	13.18%

RELATION TO CLIENT	Reporting Source	Perpetrator
Caregiver/Res Mgr	88 9.99%	88 11.21%
Conserv/Guardian	4 0.45%	8 1.02%
Family Member	134 15.21%	222 28.28%
Financial Service	56 6.36%	5 0.64%
Friend/Neighbor	86 9.76%	54 6.88%
Law Enforcement	46 5.22%	0 0.00%
Legal Service	1 0.11%	0 0.00%
Medical Service	184 20.89%	4 0.51%
Other	88 9.99%	70 8.92%
Other Public Service	45 5.11%	0 0.00%
Self	25 2.84%	333 42.42%
Social Service	117 13.28%	1 0.13%
Unknown	7 0.80%	0 0.00%
TOTAL	881 100.00%	785 100.00%



ADULT PROTECTIVE SERVICES

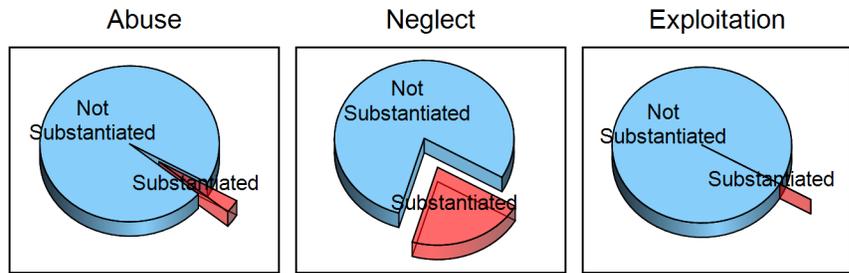
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ACTIVITY SUMMARY - NAVAJO

ALLEGATIONS INVESTIGATED - a case may have multiple allegations

ABUSE	36	20.34%
Not Substantiated	35	97.22%
Substantiated	1	2.78%
NEGLECT	146	82.49%
Not Substantiated	115	78.77%
Substantiated	31	21.23%
EXPLOITATION	48	27.12%
Not Substantiated	48	100.00%
Substantiated	0	0.00%
TOTAL CASES	177	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29 years	6	3.39%
30 - 39 years	3	1.70%
40 - 49 years	8	4.52%
50 - 59 years	24	13.56%
60 - 64 years	12	6.78%
65 - 69 years	18	10.17%
70 - 74 years	31	17.51%
75 - 79 years	24	13.56%
80 - 84 years	20	11.30%
85 years and older	31	17.51%
Unknown	0	0.00%

CLIENT RACE

Amer Ind/AK Native	14	7.91%
Asian	0	0.00%
Black/African Amer	4	2.26%
Caucasian/White	111	62.71%
Hispanic	12	6.78%
Pacific Islander	0	0.00%
Unknown/Other	36	20.34%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	2	1.13%
\$751 - \$1,000	1	0.57%
Over \$1,000	0	0.00%
Unknown	174	98.31%

CLIENT GENDER

Female	99	55.93%
Male	71	40.11%
Unknown	7	3.96%

CLIENT LIVING ARRANGEMENT

Alone - No Assistance	53	29.94%
Alone - Some Asst	1	0.57%
With Family	51	28.81%
With Non-Family	8	4.52%

CLIENT DWELLING / FACILITY TYPE

Private Residence	17	9.61%
Adult Foster Care	0	0.00%
Assisted Living	5	2.83%
AZ State Hospital	0	0.00%
Board & Care	1	0.57%
DDD Placement	0	0.00%
Homeless	2	1.13%
Nursing Facility	3	1.70%
Residential Care	1	0.57%
Supervisory Care	0	0.00%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	35	19.77%

RELATION TO CLIENT	Reporting Source	Perpetrator
Caregiver/Res Mgr	15 6.88%	20 10.47%
Conserv/Guardian	1 0.46%	2 1.05%
Family Member	25 11.47%	60 31.41%
Financial Service	12 5.51%	1 0.52%
Friend/Neighbor	18 8.26%	4 2.09%
Law Enforcement	15 6.88%	0 0.00%
Legal Service	0 0.00%	0 0.00%
Medical Service	40 18.35%	0 0.00%
Other	24 11.01%	10 5.24%
Other Public Service	25 11.47%	0 0.00%
Self	3 1.38%	94 49.22%
Social Service	40 18.35%	0 0.00%
Unknown	0 0.00%	0 0.00%
TOTAL	218 100.00%	191 100.00%



ADULT PROTECTIVE SERVICES

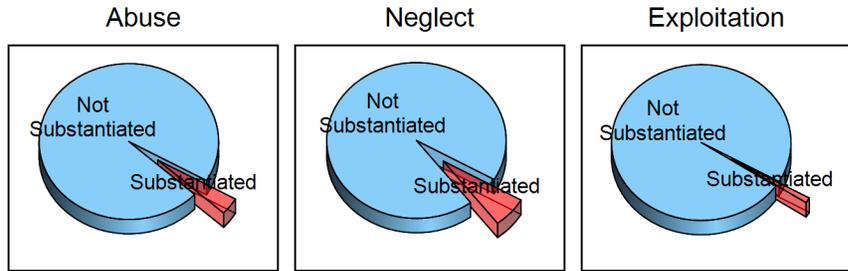
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ACTIVITY SUMMARY - PIMA

ALLEGATIONS INVESTIGATED - a case may have multiple allegations

ABUSE	619	25.66%
Not Substantiated	597	96.45%
Substantiated	22	3.55%
NEGLECT	1,749	72.51%
Not Substantiated	1,638	93.65%
Substantiated	111	6.35%
EXPLOITATION	713	29.56%
Not Substantiated	705	98.88%
Substantiated	8	1.12%
TOTAL CASES	2,412	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29 years	139	5.76%
30 - 39 years	64	2.65%
40 - 49 years	122	5.06%
50 - 59 years	282	11.69%
60 - 64 years	205	8.50%
65 - 69 years	232	9.62%
70 - 74 years	239	9.91%
75 - 79 years	257	10.66%
80 - 84 years	337	13.97%
85 years and older	535	22.18%
Unknown	0	0.00%

CLIENT RACE

Amer Ind/AK Native	45	1.87%
Asian	26	1.08%
Black/African Amer	83	3.44%
Caucasian/White	1,370	56.80%
Hispanic	372	15.42%
Pacific Islander	1	0.04%
Unknown/Other	515	21.35%

CLIENT MONTHLY INCOME

\$300 or Less	1	0.04%
\$301 - \$500	4	0.17%
\$501 - \$750	40	1.66%
\$751 - \$1,000	32	1.33%
Over \$1,000	131	5.43%
Unknown	2,204	91.38%

CLIENT GENDER

Female	1,411	58.50%
Male	956	39.64%
Unknown	45	1.87%

CLIENT LIVING ARRANGEMENT

Alone - No Assistance	538	22.31%
Alone - Some Asst	30	1.24%
With Family	648	26.87%
With Non-Family	111	4.60%

CLIENT DWELLING / FACILITY TYPE

Private Residence	205	8.50%
Adult Foster Care	4	0.17%
Assisted Living	155	6.43%
AZ State Hospital	1	0.04%
Board & Care	21	0.87%
DDD Placement	26	1.08%
Homeless	18	0.75%
Nursing Facility	125	5.18%
Residential Care	62	2.57%
Supervisory Care	13	0.54%
Unlicensed	2	0.08%
VA	3	0.12%
Unknown	450	18.66%

RELATION TO CLIENT	Reporting Source	Perpetrator
Caregiver/Res Mgr	280 9.31%	435 16.33%
Conserv/Guardian	22 0.73%	47 1.76%
Family Member	415 13.80%	829 31.12%
Financial Service	156 5.19%	14 0.53%
Friend/Neighbor	208 6.92%	131 4.92%
Law Enforcement	240 7.98%	0 0.00%
Legal Service	6 0.20%	0 0.00%
Medical Service	507 16.86%	28 1.05%
Other	255 8.48%	201 7.55%
Other Public Service	167 5.55%	7 0.26%
Self	75 2.49%	962 36.11%
Social Service	664 22.07%	2 0.08%
Unknown	13 0.43%	8 0.30%
TOTAL	3,008 100.00%	2,664 100.00%



ADULT PROTECTIVE SERVICES

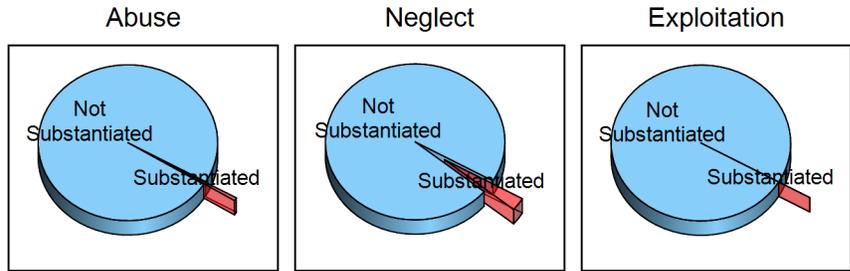
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ACTIVITY SUMMARY - PINAL

ALLEGATIONS INVESTIGATED - a case may have multiple allegations

ABUSE	154	27.35%
Not Substantiated	153	99.35%
Substantiated	1	0.65%
NEGLECT	407	72.29%
Not Substantiated	396	97.30%
Substantiated	11	2.70%
EXPLOITATION	199	35.35%
Not Substantiated	199	100.00%
Substantiated	0	0.00%
TOTAL CASES	563	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29 years	37	6.57%
30 - 39 years	14	2.49%
40 - 49 years	34	6.04%
50 - 59 years	65	11.55%
60 - 64 years	40	7.11%
65 - 69 years	51	9.06%
70 - 74 years	61	10.84%
75 - 79 years	69	12.26%
80 - 84 years	76	13.50%
85 years and older	116	20.60%
Unknown	0	0.00%

CLIENT RACE

Amer Ind/AK Native	10	1.78%
Asian	3	0.53%
Black/African Amer	19	3.38%
Caucasian/White	361	64.12%
Hispanic	69	12.26%
Pacific Islander	1	0.18%
Unknown/Other	100	17.76%

CLIENT MONTHLY INCOME

\$300 or Less	1	0.18%
\$301 - \$500	0	0.00%
\$501 - \$750	2	0.36%
\$751 - \$1,000	1	0.18%
Over \$1,000	9	1.60%
Unknown	550	97.69%

CLIENT GENDER

Female	318	56.48%
Male	237	42.10%
Unknown	8	1.42%

CLIENT LIVING ARRANGEMENT

Alone - No Assistance	121	21.49%
Alone - Some Asst	13	2.31%
With Family	208	36.95%
With Non-Family	24	4.26%

CLIENT DWELLING / FACILITY TYPE

Private Residence	61	10.84%
Adult Foster Care	1	0.18%
Assisted Living	15	2.66%
AZ State Hospital	0	0.00%
Board & Care	2	0.36%
DDD Placement	4	0.71%
Homeless	5	0.89%
Nursing Facility	8	1.42%
Residential Care	20	3.55%
Supervisory Care	3	0.53%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	78	13.85%

RELATION TO CLIENT	Reporting Source	Perpetrator
Caregiver/Res Mgr	42 5.71%	68 10.56%
Conserv/Guardian	3 0.41%	8 1.24%
Family Member	142 19.29%	247 38.35%
Financial Service	58 7.88%	6 0.93%
Friend/Neighbor	62 8.42%	29 4.50%
Law Enforcement	32 4.35%	0 0.00%
Legal Service	2 0.27%	0 0.00%
Medical Service	133 18.07%	7 1.09%
Other	72 9.78%	57 8.85%
Other Public Service	36 4.89%	0 0.00%
Self	21 2.85%	218 33.85%
Social Service	131 17.80%	1 0.16%
Unknown	2 0.27%	3 0.47%
TOTAL	736 100.00%	644 100.00%



ADULT PROTECTIVE SERVICES

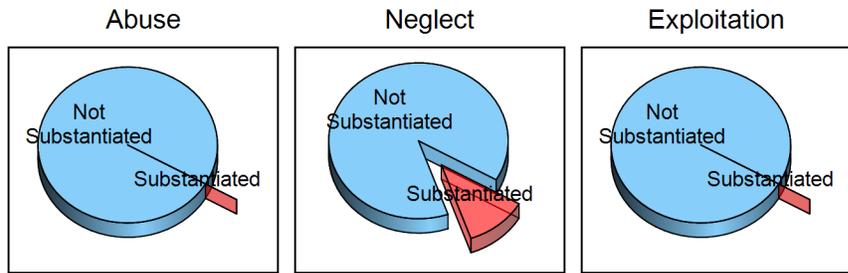
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ACTIVITY SUMMARY - SANTA CRUZ

ALLEGATIONS INVESTIGATED - a case may have multiple allegations

ABUSE	9	13.64%
Not Substantiated	9	100.00%
Substantiated	0	0.00%
NEGLECT	53	80.30%
Not Substantiated	47	88.68%
Substantiated	6	11.32%
EXPLOITATION	19	28.79%
Not Substantiated	19	100.00%
Substantiated	0	0.00%
TOTAL CASES	66	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29 years	1	1.52%
30 - 39 years	1	1.52%
40 - 49 years	1	1.52%
50 - 59 years	6	9.09%
60 - 64 years	6	9.09%
65 - 69 years	5	7.58%
70 - 74 years	9	13.64%
75 - 79 years	8	12.12%
80 - 84 years	12	18.18%
85 years and older	17	25.76%
Unknown	0	0.00%

CLIENT RACE

Amer Ind/AK Native	0	0.00%
Asian	0	0.00%
Black/African Amer	0	0.00%
Caucasian/White	15	22.73%
Hispanic	47	71.21%
Pacific Islander	0	0.00%
Unknown/Other	4	6.06%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	1	1.52%
\$751 - \$1,000	0	0.00%
Over \$1,000	2	3.03%
Unknown	63	95.46%

CLIENT GENDER

Female	39	59.09%
Male	25	37.88%
Unknown	2	3.03%

CLIENT LIVING ARRANGEMENT

Alone - No Assistance	9	13.64%
Alone - Some Asst	3	4.55%
With Family	34	51.52%
With Non-Family	2	3.03%

CLIENT DWELLING / FACILITY TYPE

Private Residence	9	13.64%
Adult Foster Care	0	0.00%
Assisted Living	0	0.00%
AZ State Hospital	0	0.00%
Board & Care	0	0.00%
DDD Placement	0	0.00%
Homeless	0	0.00%
Nursing Facility	2	3.03%
Residential Care	0	0.00%
Supervisory Care	0	0.00%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	7	10.61%

RELATION TO CLIENT Reporting Source Perpetrator

Caregiver/Res Mgr	3	3.61%	8	11.11%
Conserv/Guardian	0	0.00%	0	0.00%
Family Member	9	10.84%	34	47.22%
Financial Service	6	7.23%	0	0.00%
Friend/Neighbor	5	6.02%	1	1.39%
Law Enforcement	11	13.25%	0	0.00%
Legal Service	2	2.41%	0	0.00%
Medical Service	20	24.10%	0	0.00%
Other	10	12.05%	3	4.17%
Other Public Service	2	2.41%	0	0.00%
Self	1	1.21%	25	34.72%
Social Service	13	15.66%	1	1.39%
Unknown	1	1.21%	0	0.00%

TOTAL	83	100.00%	72	100.00%
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ADULT PROTECTIVE SERVICES

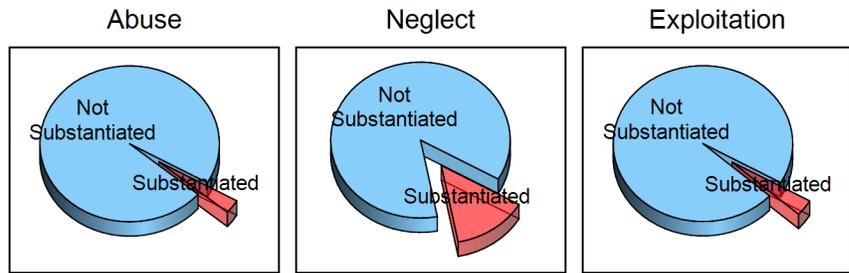
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ACTIVITY SUMMARY - YAVAPAI

ALLEGATIONS INVESTIGATED - a case may have multiple allegations

ABUSE	139	22.13%
Not Substantiated	135	97.12%
Substantiated	4	2.88%
NEGLECT	476	75.80%
Not Substantiated	411	86.35%
Substantiated	65	13.66%
EXPLOITATION	178	28.34%
Not Substantiated	172	96.63%
Substantiated	6	3.37%
TOTAL CASES	628	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29 years	23	3.66%
30 - 39 years	13	2.07%
40 - 49 years	28	4.46%
50 - 59 years	60	9.55%
60 - 64 years	54	8.60%
65 - 69 years	65	10.35%
70 - 74 years	77	12.26%
75 - 79 years	79	12.58%
80 - 84 years	88	14.01%
85 years and older	141	22.45%
Unknown	0	0.00%

CLIENT RACE

Amer Ind/AK Native	9	1.43%
Asian	1	0.16%
Black/African Amer	1	0.16%
Caucasian/White	446	71.02%
Hispanic	17	2.71%
Pacific Islander	0	0.00%
Unknown/Other	154	24.52%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	2	0.32%
\$751 - \$1,000	2	0.32%
Over \$1,000	3	0.48%
Unknown	621	98.89%

CLIENT GENDER

Female	377	60.03%
Male	240	38.22%
Unknown	11	1.75%

CLIENT LIVING ARRANGEMENT

Alone - No Assistance	177	28.19%
Alone - Some Asst	6	0.96%
With Family	180	28.66%
With Non-Family	26	4.14%

CLIENT DWELLING / FACILITY TYPE

Private Residence	46	7.33%
Adult Foster Care	0	0.00%
Assisted Living	27	4.30%
AZ State Hospital	0	0.00%
Board & Care	2	0.32%
DDD Placement	3	0.48%
Homeless	4	0.64%
Nursing Facility	26	4.14%
Residential Care	11	1.75%
Supervisory Care	0	0.00%
Unlicensed	1	0.16%
VA	2	0.32%
Unknown	117	18.63%

RELATION TO CLIENT

Reporting Source	Perpetrator
Caregiver/Res Mgr	89 13.07%
Conserv/Guardian	9 1.32%
Family Member	211 30.98%
Financial Service	5 0.73%
Friend/Neighbor	29 4.26%
Law Enforcement	0 0.00%
Legal Service	0 0.00%
Medical Service	4 0.59%
Other	46 6.76%
Other Public Service	1 0.15%
Self	280 41.12%
Social Service	2 0.29%
Unknown	5 0.73%

TOTAL 790 100.00%

681 100.00%



ADULT PROTECTIVE SERVICES

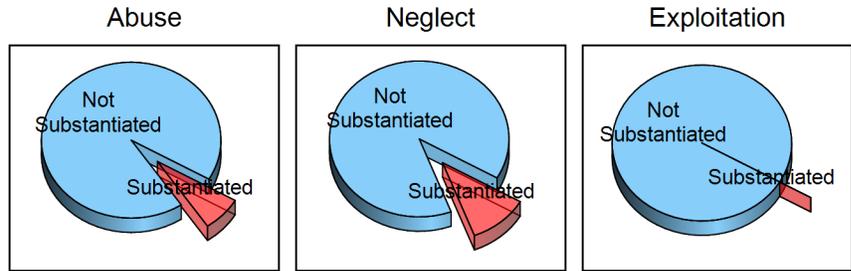
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ACTIVITY SUMMARY - YUMA

ALLEGATIONS INVESTIGATED - a case may have multiple allegations

ABUSE	69	23.00%
Not Substantiated	64	92.75%
Substantiated	5	7.25%
NEGLECT	202	67.33%
Not Substantiated	180	89.11%
Substantiated	22	10.89%
EXPLOITATION	107	35.67%
Not Substantiated	107	100.00%
Substantiated	0	0.00%
TOTAL CASES	300	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29 years	21	7.00%
30 - 39 years	3	1.00%
40 - 49 years	7	2.33%
50 - 59 years	21	7.00%
60 - 64 years	26	8.67%
65 - 69 years	19	6.33%
70 - 74 years	35	11.67%
75 - 79 years	37	12.33%
80 - 84 years	62	20.67%
85 years and older	69	23.00%
Unknown	0	0.00%

CLIENT LIVING ARRANGEMENT

Alone - No Assistance	78	26.00%
Alone - Some Asst	9	3.00%
With Family	85	28.33%
With Non-Family	13	4.33%

CLIENT DWELLING / FACILITY TYPE

Private Residence	34	11.33%
Adult Foster Care	2	0.67%
Assisted Living	11	3.67%
AZ State Hospital	0	0.00%
Board & Care	0	0.00%
DDD Placement	0	0.00%
Homeless	1	0.33%
Nursing Facility	34	11.33%
Residential Care	5	1.67%
Supervisory Care	0	0.00%
Unlicensed	0	0.00%
VA	1	0.33%
Unknown	27	9.00%

CLIENT RACE

Amer Ind/AK Native	2	0.67%
Asian	2	0.67%
Black/African Amer	10	3.33%
Caucasian/White	176	58.67%
Hispanic	73	24.33%
Pacific Islander	2	0.67%
Unknown/Other	35	11.67%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	2	0.67%
\$501 - \$750	11	3.67%
\$751 - \$1,000	6	2.00%
Over \$1,000	15	5.00%
Unknown	266	88.67%

CLIENT GENDER

Female	188	62.67%
Male	102	34.00%
Unknown	10	3.33%

RELATION TO CLIENT

Caregiver/Res Mgr	37	10.51%
Conserv/Guardian	5	1.42%
Family Member	46	13.07%
Financial Service	23	6.53%
Friend/Neighbor	36	10.23%
Law Enforcement	17	4.83%
Legal Service	0	0.00%
Medical Service	64	18.18%
Other	39	11.08%
Other Public Service	23	6.53%
Self	9	2.56%
Social Service	52	14.77%
Unknown	1	0.28%
TOTAL	352	100.00%

Reporting Source

Perpetrator	36	11.04%
	4	1.23%
	109	33.44%
	2	0.61%
	21	6.44%
	0	0.00%
	0	0.00%
	5	1.53%
	29	8.90%
	1	0.31%
	117	35.89%
	1	0.31%
	1	0.31%
TOTAL	326	100.00%