



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Adult Protective Services Annual Activity Report

for

State Fiscal Year 2013

Division of Aging and Adult Services

Clarence H. Carter, Director
March 2014

**Arizona Department of Economic Security
Division of Aging and Adult Services
Adult Protective Services
Annual Activity Report for State Fiscal Year 2013**

Table of Contents

	Page
Executive Summary.....	2
Program Background and Service Delivery.....	3
Partnerships.....	5
Summary of Data.....	6
Statewide Report Statistics.....	7
Inquiries, Reports, and Allegations	8
Clients.....	9
Alleged Perpetrators.....	13
Reporting Sources.....	15
Conclusion.....	16
Appendix.....	17
SFY Activity Summary/Statistics by County	

EXECUTIVE SUMMARY

We are pleased to present you with the Arizona Adult Protective Services (APS) Annual Report for State Fiscal Year 2013, which covers the period of July 1, 2012 – June 30, 2013. 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 11,161 reports of vulnerable adult mistreatment investigated. This represents an all-time historic high for the program;
- Family members make up 34 percent of the alleged perpetrators;
- Females make up 60 percent of clients who are mistreated;
- A “typical” APS client is a Caucasian female, 85 years of age or older;
- Neglect by self (33 percent) and neglect by family members (34 percent) continue to be the leading causes for protective services investigations; and
- The top two reporting sources are professionals from social services (22 percent) and medical services (17 percent).

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

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

Fax at (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 have a Level 1 Fingerprint Clearance Card issued 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.

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, Adult Protective Services (APS) assesses thousands of reports of abuse, neglect, and exploitation of vulnerable adults. In State Fiscal Year (SFY) 2013, there has been a 27 percent increase in the total number of cases and a 24 percent increase in the number of APS inquiries over the same time last year. This has led to significantly higher than recommended caseloads for APS investigators.

In SFY 2013, APS created the Financial Exploitation Unit (FEU) to focus specifically on the financial exploitation cases. The unit, which commenced in July 2012, consists of one supervisor and four investigators, who provide specialized analysis and focus for more complex financial exploitation cases.

Quality Assurance – The method of determining if staff are conforming to APS policies and procedures (DES 5-56) consists of reviewing closed APS cases, with a focus on intake, case management, and supervisory functions. Ongoing supervisory and random case reviews are conducted throughout the year. In addition, annual comparisons are made to the baseline data. For an investigated report to be considered a quality report it must meet at least 18 of 20 criteria. Two quality assurance instruments are used to obtain raw data. One instrument measures the intake function and the other measures the casework and supervisory functions of APS workers. The five APS District Program Managers are responsible for conducting the reviews, excluding the intake function, which is conducted by the APS Operations Manager. 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 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 Office (AG's) – 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 AAA 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 more 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.

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. The simplicity of AZAPSS allows for ease in navigating case information and program reports.

APS received 16,635 inquiries for the period of July 1, 2012 – June 30, 2013 State Fiscal Year (SFY 2013). Of those inquiries, 5,474 were information and referral inquiries and 11,161 were reports. The APS investigation rate remains at 100 percent for this period. 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 State Fiscal Year 2013				
District	Number of Reports*	Allegations		
		Abuse	Neglect	Exploitation
I	5,650	1,577	3,802	1,531
II	2,248	493	1,575	644
III	989	192	709	273
IV	947	193	691	302
V	720	166	513	213
VI	607	113	438	175
Statewide	11,161	2,734	7,728	3,138

(*Note: Reports may have more than one allegation.)

STATEWIDE REPORT STATISTICS

In SFY 2013, substantiation rates for the allegations were three percent for abuse, ten percent for neglect, and one percent for exploitation.

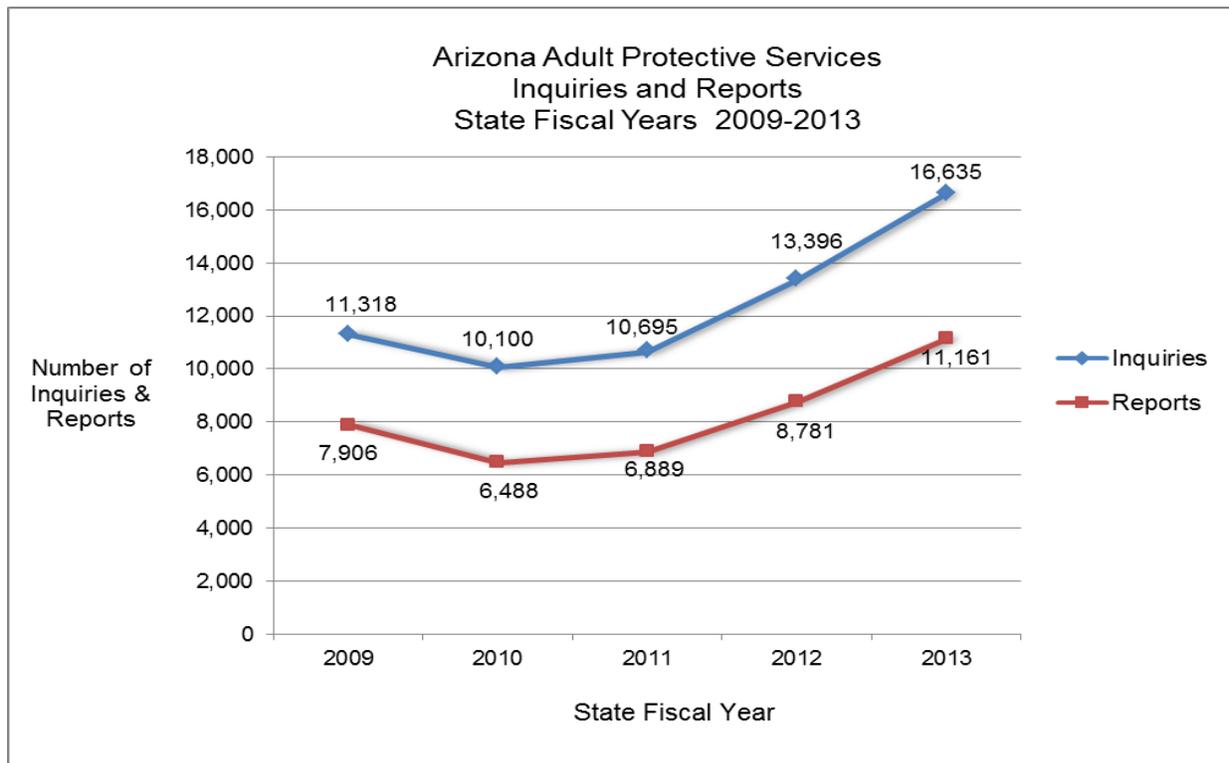
- Seventy-four percent of APS clients were over the age of 60, while 26 percent are clients 18-59 years of age.
- Sixty-four percent of APS clients identified themselves as Caucasian and 12 percent identified themselves as Hispanic.
- Nearly two-thirds of the APS clients were female, while just over one-third were male.
- Twenty-nine percent of APS clients live with family, while 21 percent of APS clients live alone with little to no assistance.
- Alleged perpetrators who are family members accounted for 34 percent; self neglect accounted for 33 percent; and paid caregivers/residential management accounted for 16 percent.
- Forty-five percent of the reporting sources are personnel from social services, medical services, and other public services.
- Family members are reporting sources 15 percent of the time.

County specific activity summaries and client demographics for SFY 2013 are located in the Appendix (*Note: the activity summaries totals may not total to 100 percent due to rounding.*)

INQUIRIES, REPORTS, AND ALLEGATIONS

This section of the report provides information on APS statistics and trends from SFYs 2009 through 2013.

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

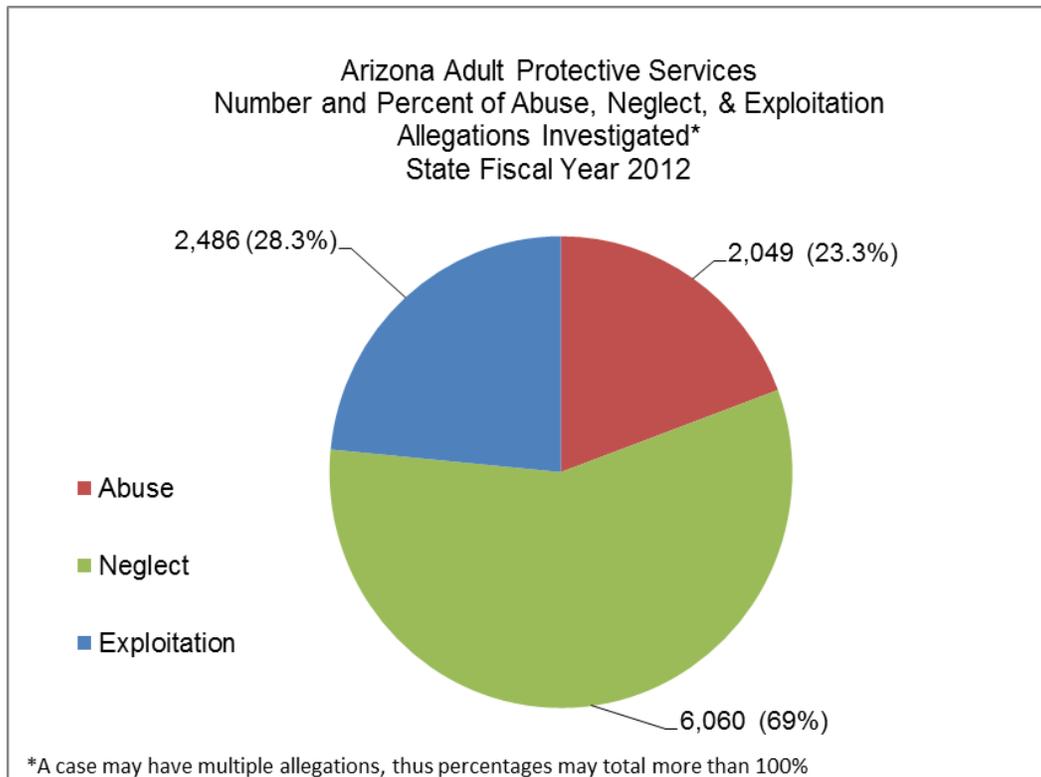
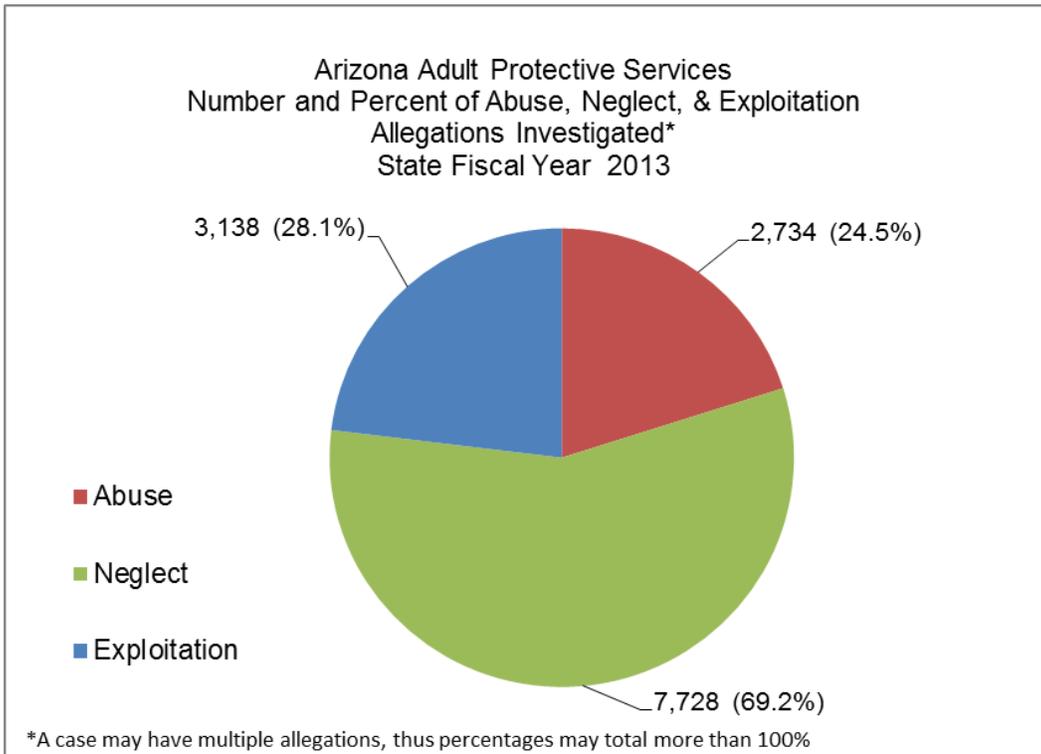


The chart below and the graphs on the following page display the multi-year trend in the types of allegations being reported: abuse, neglect, and/or exploitation.

**Arizona Adult Protective Services
Types of Allegations
Number and Percent of Abuse, Neglect, & Exploitation*
State Fiscal Years 2009-2013**

State Fiscal Year	Abuse		Neglect		Exploitation	
	Number	Percent	Number	Percent	Number	Percent
2009	2,000	25.3%	5,902	74.7%	1,804	22.9%
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%
2012	2,049	23.3%	6,060	69%	2,486	28.3%
2013	2,734	24.5%	7,728	69.2%	3,138	28.1%

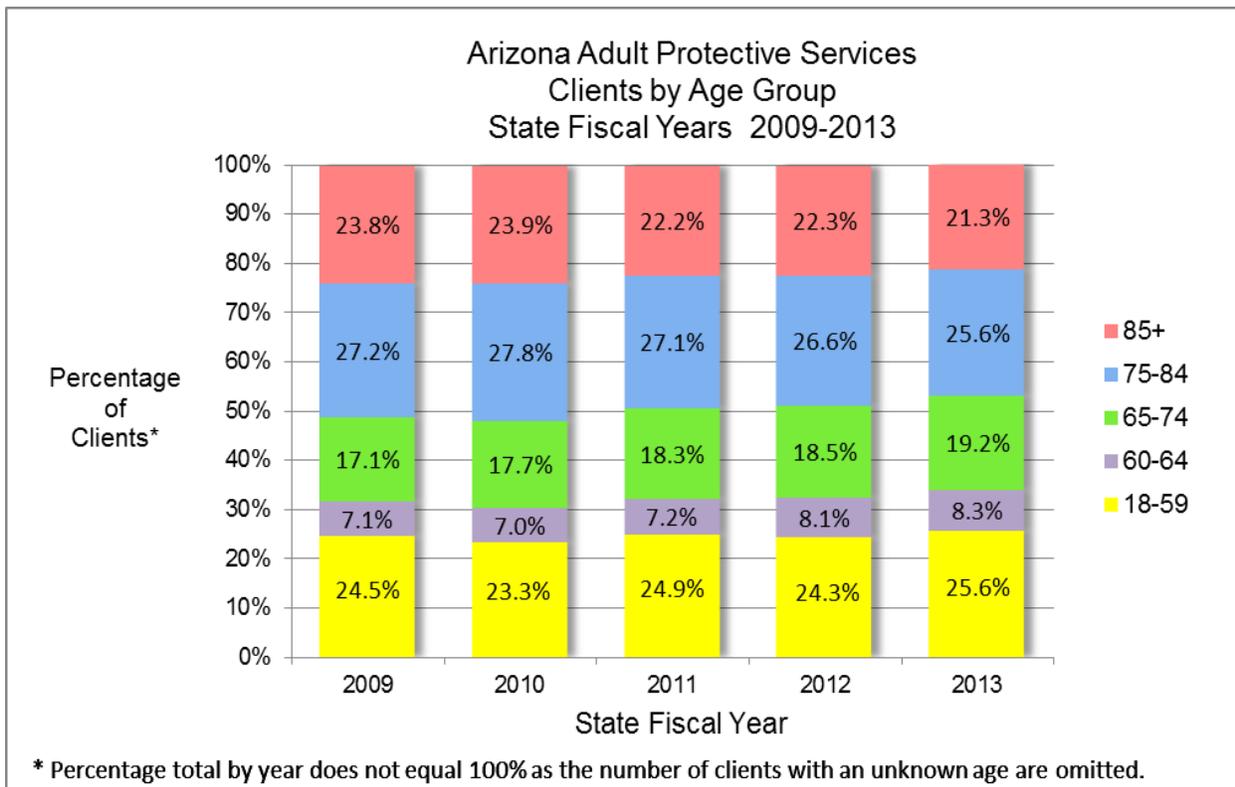
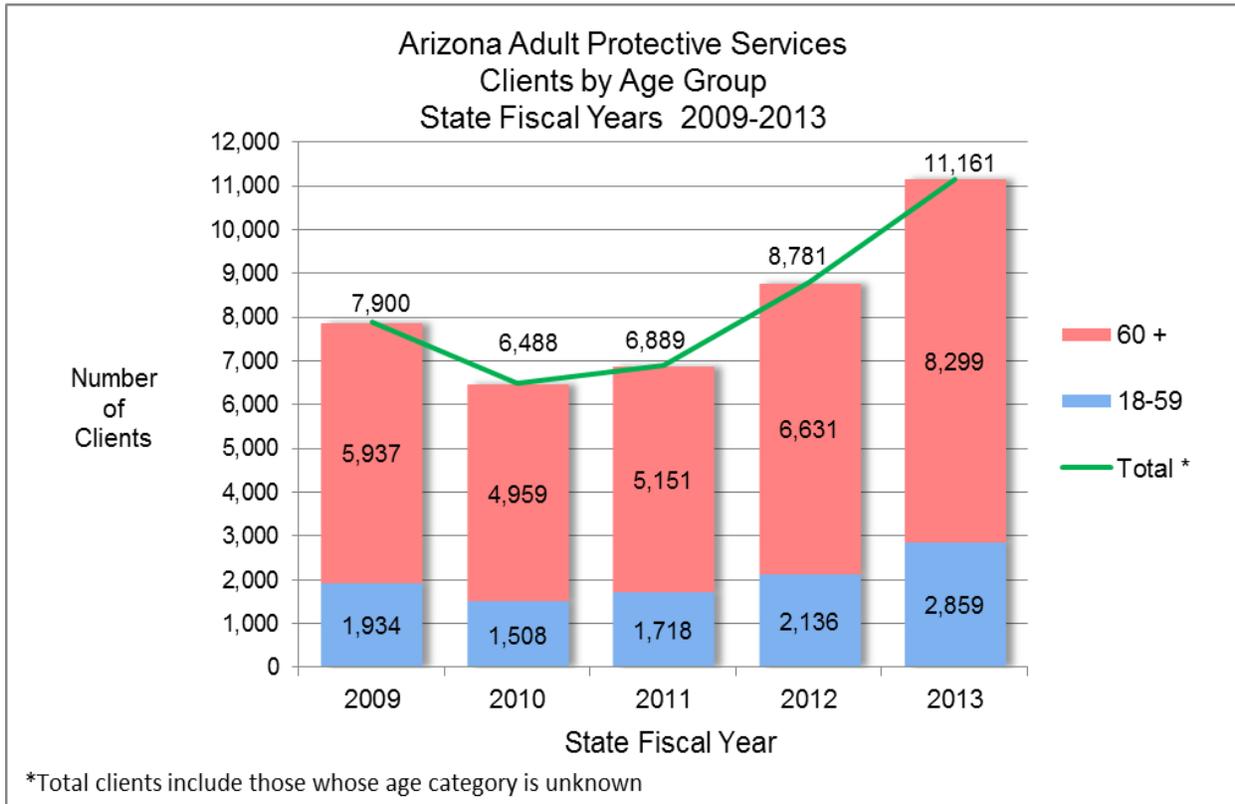
* Yearly totals exceed 100% as a case may have multiple allegations



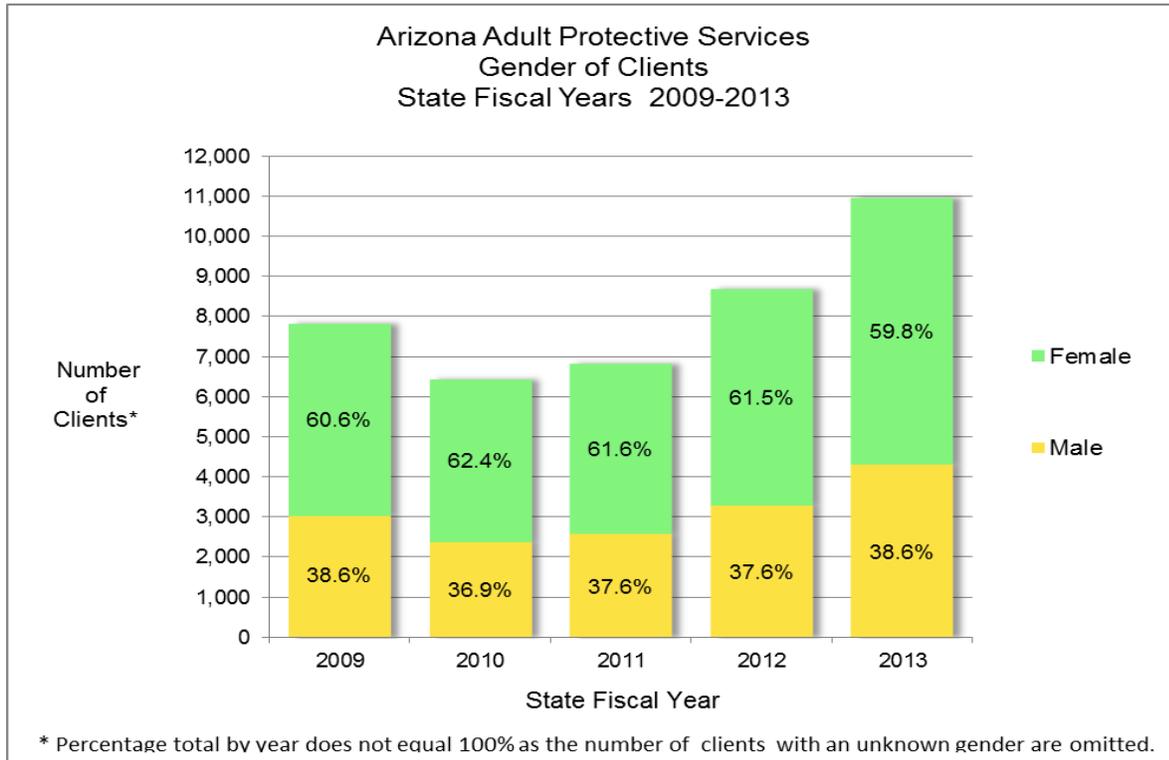
CLIENTS

The following graphs depict the trends in age, gender, race, and living arrangements for the APS clients between SFYs 2009-2013.

Client demographics have remained fairly consistent over the years, with a slow, steady growth in the number of 60-64 year old clients. Although APS serves individuals 18 years of age or older, the majority of APS services are provided to individuals 65 and above.



Between SFYs 2009 and 2013, females have remained the majority of APS clients by approximately a two to one margin. Females have a longer life expectancy than males which may contribute to this particular statistic.

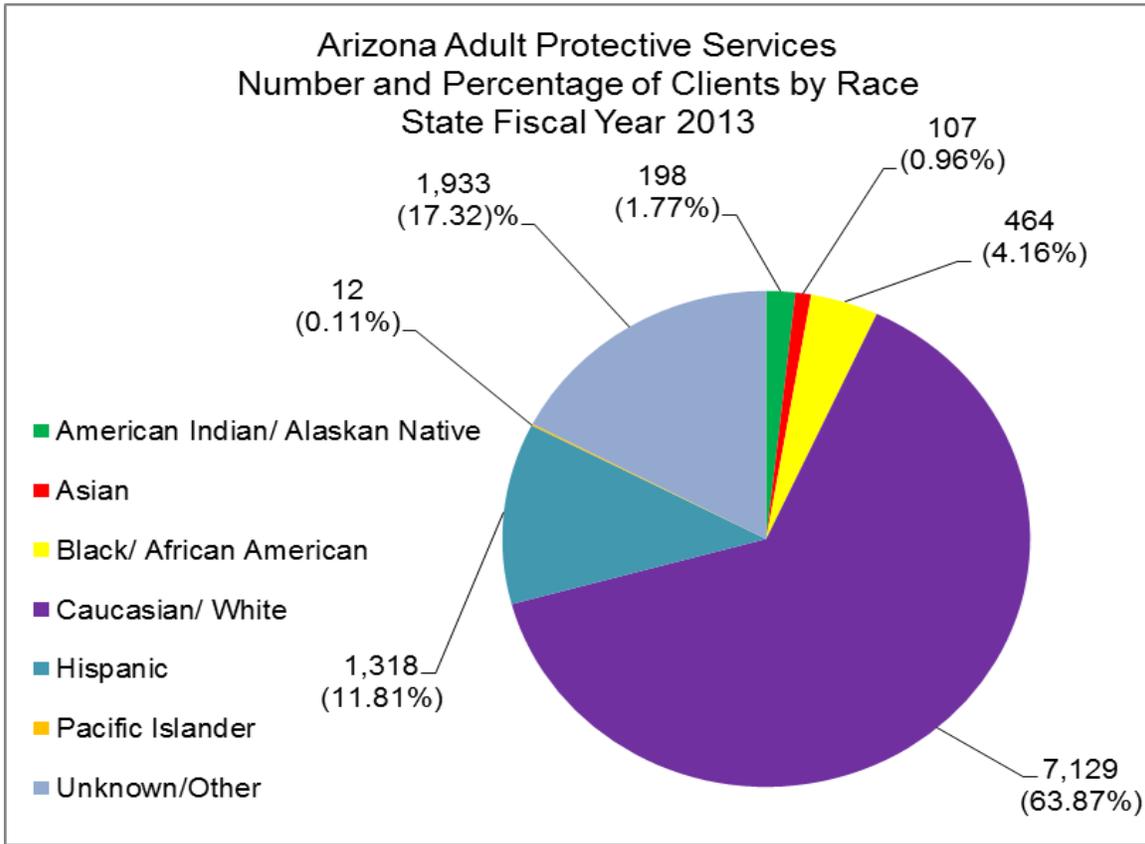


APS clients that identified their ethnicity as Hispanic or Latino totaled 1,318, or 11.8 percent of those served in SFY 2013. APS clients identifying themselves as American Indian or Alaska Native are clients who primarily reside off the reservation. APS participates in a very small number of on-reservation 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. There has been a 29 percent increase in the number of APS clients identifying themselves as White since SFY 2009. APS clients identifying themselves as black or African American account for nearly five percent of all APS clients in SFY 2013.

**Arizona Adult Protective Services
Number of Clients by Race
State Fiscal Years 2009-2013**

Race/ Ethnicity	State Fiscal Year				
	2009	2010	2011	2012	2013
Am Indian/Alaskan Native	126	97	135	136	198
Asian	59	41	45	72	107
Black/African American	297	306	304	446	464
Caucasian/White	5,517	4,500	4,713	6,035	7,129
Hispanic	845	787	803	1,074	1,318
Pacific Islander	5	13	8	11	12
Unknown / Other	1,051	744	881	1,007	1,933

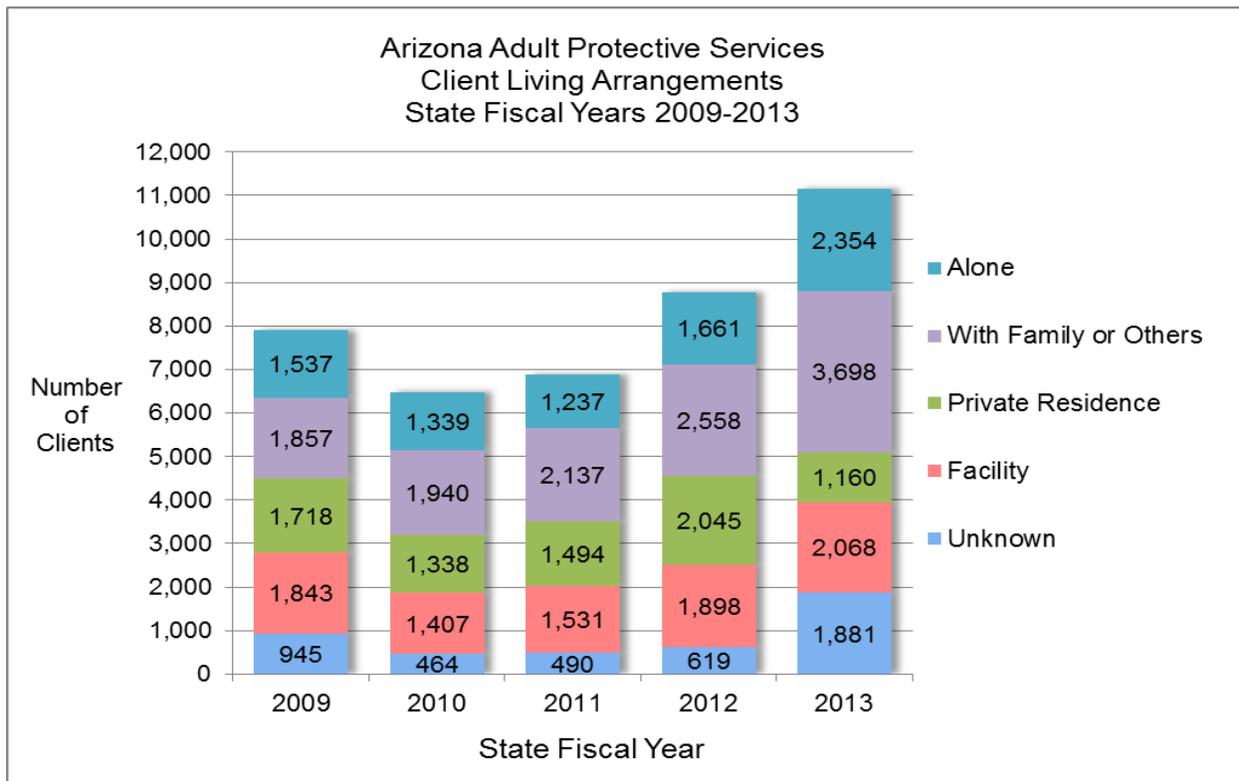


Cultural diversity may also contribute to the smaller number of cases for the majority of racial minority groups. Familial obligations, religious beliefs, and various perceptions on the kinds of information to be shared with non-family members, as well as a lack of awareness, may lead to the reluctance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

The graphs below depict the trends in APS client living arrangements for State Fiscal Years 2009-2013.

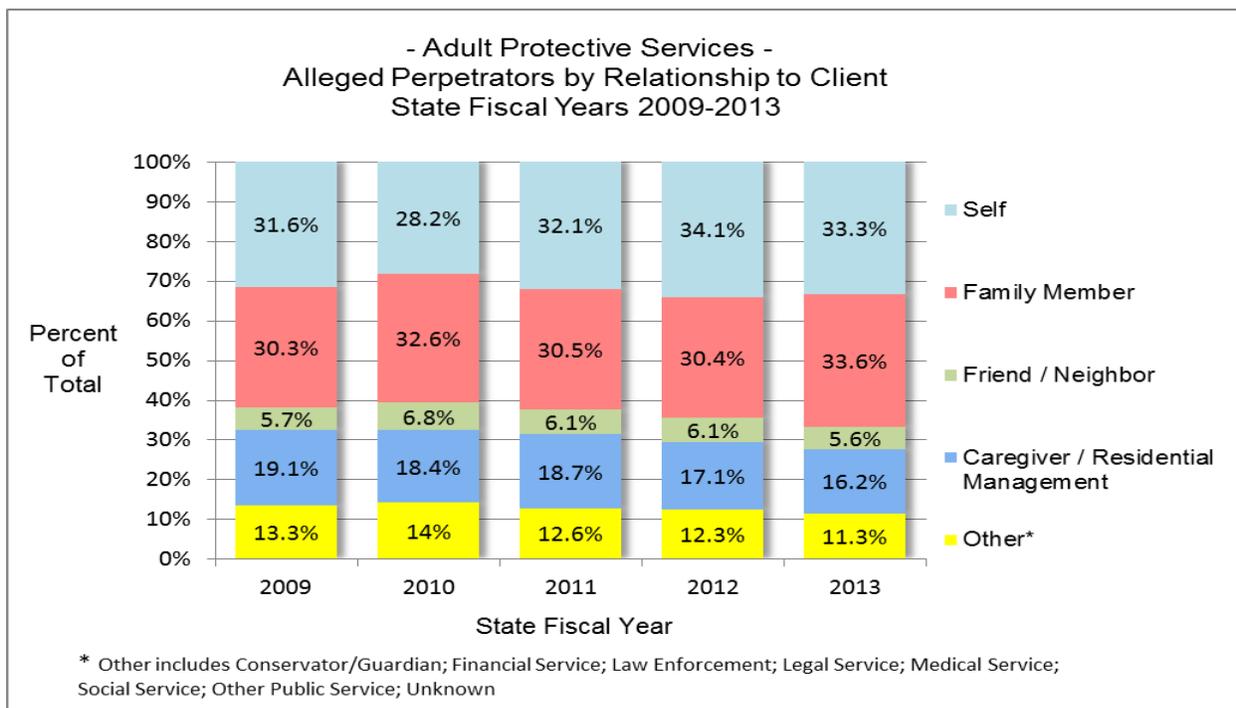
The largest categories of APS client demographics in relation to living arrangements in 2013 are clients who reside with family or others followed by clients living alone, followed by clients in licensed and unlicensed care facilities respectively.

Clients living with family or others increased by 1,140, or 45 percent, between SFY 2012 and SFY 2013. Clients living alone increased by 693, or 42 percent, in the same time period.



ALLEGED PERPETRATORS

The following graph depicts the trend of alleged perpetrators and their relationships with clients between SFYs 2009 and 2013.



Arizona Adult Protective Services Number of Alleged Perpetrators by Relationship to Client State Fiscal Years 2009-2013					
Relationship of Alleged Perpetrator to Client	State Fiscal Year				
	2009	2010	2011	2012	2013
Self	2,828	2,096	2,351	3,106	3,918
Family Member	2,713	2,420	2,236	2,770	3,952
Friend / Neighbor	514	501	448	552	663
Caregiver / Residential Management	1,706	1,367	1,370	1,560	1,909
Other	1,188	1,039	921	1,126	1,326

In SFY 2013, a family member is reported as the alleged perpetrator in 34 percent of cases, an increase of three percent over the proportion reported in SFY 2012. Self is the second most common perpetrator category reported in 33 percent of cases. This is a decrease of one percent compared to the proportion reported in SFY 2012. In comparison to SFY 2012, the proportion where a caregiver or residential manager is the alleged perpetrator decreased one percent in SFY 2013, while the proportion where a friend/neighbor is the alleged perpetrator decreased half of one percent.

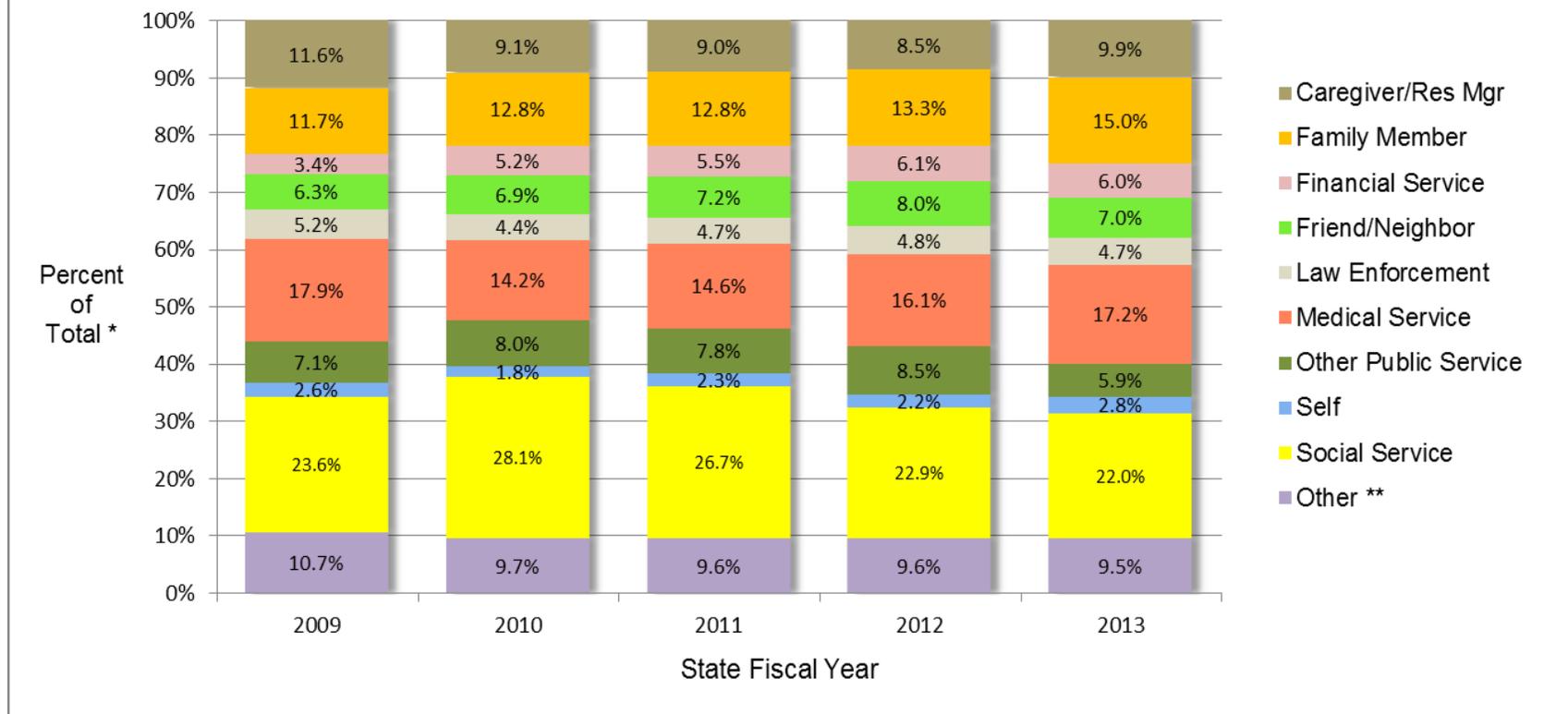
REPORTING SOURCES

The following graph depicts the trend in reporting sources between SFYs 2009-2013. As mandatory reporters, medical services, social services, and other public services consistently make up the largest block of reporting sources.

Arizona Adult Protective Services Number of Reporting Sources by Relationship to Client State Fiscal Years 2009-2013					
Relationship of Reporting Source to Client	State Fiscal Year				
	2009	2010	2011	2012	2013
Caregiver/Res Mgr.	937	632	671	832	1,293
Family Member	949	891	954	1,303	1,966
Financial Service	273	361	406	598	788
Friend or Neighbor	509	482	532	779	914
Law Enforcement	416	304	346	472	621
Medical Service	1,450	988	1,089	1,577	2,256
Other Public Service	577	561	583	828	773
Self	206	128	170	211	360
Social Service	1,911	1,962	1,987	2,239	2,879
Other*	855	671	707	940	1,247

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

- Adult Protective Services -
Reporting Sources by Relationship to Client
State Fiscal Years 2009-2013



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

** 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 2009-2013. For SFY 2013 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.

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Appendix



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

ADULT PROTECTIVE SERVICES

7/1/2012 thru 6/30/2013

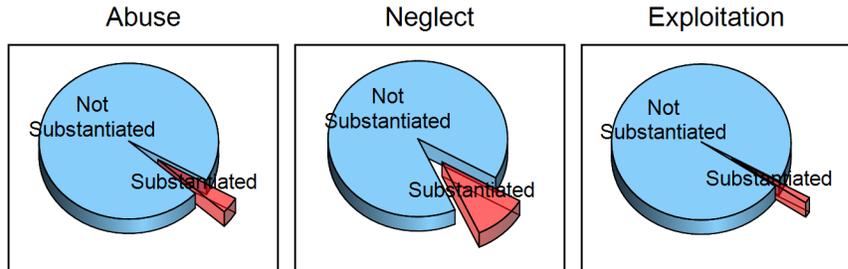
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ACTIVITY SUMMARY - ARIZONA

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	2,734	24.50%
Not Substantiated	2,641	96.60%
Substantiated	93	3.40%
NEGLECT	7,728	69.24%
Not Substantiated	6,965	90.13%
Substantiated	763	9.87%
EXPLOITATION	3,138	28.12%
Not Substantiated	3,099	98.76%
Substantiated	39	1.24%
TOTAL CASES	11,161	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	671	6.01%
30 - 39	389	3.49%
40 - 49	572	5.13%
50 - 59	1,227	10.99%
60 - 64	927	8.31%
65 - 69	986	8.83%
70 - 74	1,154	10.34%
75 - 79	1,301	11.66%
80 - 84	1,559	13.97%
85+	2,372	21.25%
Unknown	3	0.03%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	2,161	19.36%
Alone-Some Asst	193	1.73%
With Family	3,202	28.69%
With Non Family	496	4.44%

CLIENT DWELLING / FACILITY TYPE

Private Residence	1,160	10.39%
Adult Foster Care	34	0.31%
Assisted Living	669	5.99%
Board & Care	35	0.31%
DDD Placement	188	1.68%
Nursing Facility	775	6.94%
Residential Care	270	2.42%
Supervisory Care	73	0.65%
Unlicensed	5	0.05%
VA	19	0.17%
Unknown	1,881	16.85%

CLIENT RACE

Am Ind/Ak Native	198	1.77%
Asian	107	0.96%
Black/African Amer	464	4.16%
Caucasian/White	7,129	63.87%
Hispanic	1,318	11.81%
Pacific Islander	12	0.11%
Unknown/Other	1,933	17.32%

RELATION TO CLIENT Rptg Source Perpetrator

Relation to Client	Rptg Source	Perpetrator
Caregiver/Res Mgr	1,293 9.87%	1,909 16.22%
Conserv/Guardian	54 0.41%	138 1.17%
Family Member	1,966 15.01%	3,952 33.58%
Financial Service	788 6.02%	31 0.26%
Friend/Neighbor	914 6.98%	663 5.63%
Law Enforcement	621 4.74%	1 0.01%
Legal Service	49 0.37%	5 0.04%
Medical Service	2,256 17.23%	115 0.98%
Other	1,027 7.84%	950 8.07%
Other Public Service	773 5.90%	22 0.19%
Self	360 2.75%	3,918 33.29%
Social Service	2,879 21.98%	20 0.17%
Unknown	117 0.89%	44 0.37%

CLIENT MONTHLY INCOME

\$300 or Less	7	0.06%
\$301 - \$500	29	0.26%
\$501 - \$750	238	2.13%
\$751 - \$1,000	182	1.63%
Over \$1,000	551	4.94%
Unknown	10,154	90.98%

CLIENT GENDER

Female	6,672	59.78%
Male	4,311	38.63%
Unknown	178	1.60%

TOTAL	13,097	100.00%	11,769	100.00%
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ADULT PROTECTIVE SERVICES

7/1/2012 thru 6/30/2013

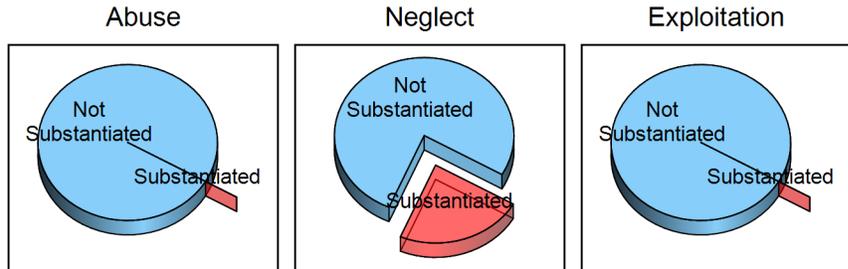
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ACTIVITY SUMMARY - APACHE

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	5	11.11%
Not Substantiated	5	100.00%
Substantiated	0	0.00%
NEGLECT	39	86.67%
Not Substantiated	30	76.92%
Substantiated	9	23.08%
EXPLOITATION	8	17.78%
Not Substantiated	8	100.00%
Substantiated	0	0.00%
TOTAL CASES	45	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	2	4.44%
30 - 39	1	2.22%
40 - 49	5	11.11%
50 - 59	5	11.11%
60 - 64	2	4.44%
65 - 69	4	8.89%
70 - 74	11	24.44%
75 - 79	4	8.89%
80 - 84	7	15.56%
85+	4	8.89%
Unknown	0	0.00%

CLIENT RACE

Am Ind/Ak Native	2	4.44%
Asian	0	0.00%
Black/African Amer	2	4.44%
Caucasian/White	32	71.11%
Hispanic	2	4.44%
Pacific Islander	0	0.00%
Unknown/Other	7	15.56%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	0	0.00%
\$751 - \$1,000	1	2.22%
Over \$1,000	4	8.89%
Unknown	40	88.89%

CLIENT GENDER

Female	25	55.56%
Male	20	44.44%
Unknown	0	0.00%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	12	26.67%
Alone-Some Asst	1	2.22%
With Family	15	33.33%
With Non Family	0	0.00%

CLIENT DWELLING / FACILITY TYPE

Private Residence	7	15.56%
Adult Foster Care	0	0.00%
Assisted Living	2	4.44%
Board & Care	0	0.00%
DDD Placement	0	0.00%
Nursing Facility	0	0.00%
Residential Care	2	4.44%
Supervisory Care	0	0.00%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	6	13.33%

RELATION TO CLIENT	Rptg Source	Perpetrator
Caregiver/Res Mgr	4 7.55%	3 6.00%
Conserv/Guardian	0 0.00%	1 2.00%
Family Member	12 22.64%	17 34.00%
Financial Service	0 0.00%	0 0.00%
Friend/Neighbor	5 9.43%	1 2.00%
Law Enforcement	3 5.66%	0 0.00%
Legal Service	0 0.00%	0 0.00%
Medical Service	9 16.98%	0 0.00%
Other	2 3.77%	2 4.00%
Other Public Service	3 5.66%	0 0.00%
Self	5 9.43%	26 52.00%
Social Service	10 18.87%	0 0.00%
Unknown	0 0.00%	0 0.00%
TOTAL	53 100.00%	50 100.00%



DEPARTMENT OF ECONOMIC SECURITY

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ADULT PROTECTIVE SERVICES

7/1/2012 thru 6/30/2013

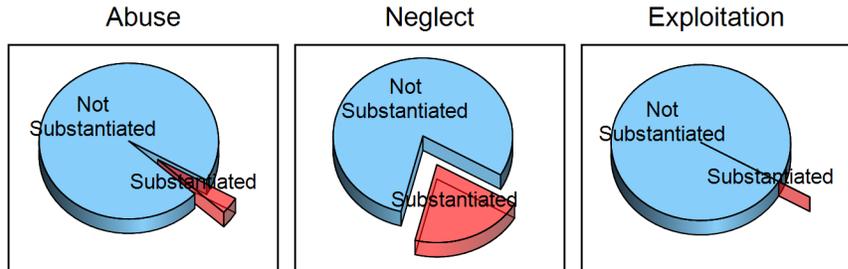
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ACTIVITY SUMMARY - COCHISE

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	85	18.28%
Not Substantiated	82	96.47%
Substantiated	3	3.53%
NEGLECT	345	74.19%
Not Substantiated	274	79.42%
Substantiated	71	20.58%
EXPLOITATION	127	27.31%
Not Substantiated	127	100.00%
Substantiated	0	0.00%
TOTAL CASES	465	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	22	4.73%
30 - 39	9	1.94%
40 - 49	20	4.30%
50 - 59	50	10.75%
60 - 64	41	8.82%
65 - 69	40	8.60%
70 - 74	51	10.97%
75 - 79	49	10.54%
80 - 84	63	13.55%
85+	120	25.81%
Unknown	0	0.00%

CLIENT RACE

Am Ind/Ak Native	4	0.86%
Asian	2	0.43%
Black/African Amer	11	2.37%
Caucasian/White	310	66.67%
Hispanic	56	12.04%
Pacific Islander	0	0.00%
Unknown/Other	82	17.63%

CLIENT MONTHLY INCOME

\$300 or Less	2	0.43%
\$301 - \$500	1	0.22%
\$501 - \$750	23	4.95%
\$751 - \$1,000	11	2.37%
Over \$1,000	40	8.60%
Unknown	388	83.44%

CLIENT GENDER

Female	282	60.65%
Male	180	38.71%
Unknown	3	0.65%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	136	29.25%
Alone-Some Asst	6	1.29%
With Family	107	23.01%
With Non Family	22	4.73%

CLIENT DWELLING / FACILITY TYPE

Private Residence	57	12.26%
Adult Foster Care	0	0.00%
Assisted Living	19	4.09%
Board & Care	1	0.22%
DDD Placement	2	0.43%
Nursing Facility	20	4.30%
Residential Care	8	1.72%
Supervisory Care	1	0.22%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	86	18.50%

RELATION TO CLIENT Rptg Source Perpetrator

Caregiver/Res Mgr	55	9.77%	66	13.42%
Conserv/Guardian	2	0.36%	7	1.42%
Family Member	84	14.92%	150	30.49%
Financial Service	25	4.44%	1	0.20%
Friend/Neighbor	37	6.57%	24	4.88%
Law Enforcement	47	8.35%	0	0.00%
Legal Service	1	0.18%	0	0.00%
Medical Service	108	19.18%	1	0.20%
Other	47	8.35%	37	7.52%
Other Public Service	43	7.64%	3	0.61%
Self	21	3.73%	202	41.06%
Social Service	87	15.45%	1	0.20%
Unknown	6	1.07%	0	0.00%

TOTAL	563	100.00%	492	100.00%
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DEPARTMENT OF ECONOMIC SECURITY

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ADULT PROTECTIVE SERVICES

7/1/2012 thru 6/30/2013

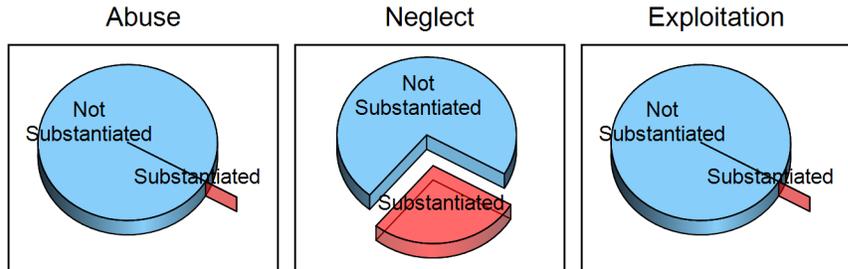
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ACTIVITY SUMMARY - COCONINO

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	38	30.89%
Not Substantiated	38	100.00%
Substantiated	0	0.00%
NEGLECT	76	61.79%
Not Substantiated	55	72.37%
Substantiated	21	27.63%
EXPLOITATION	31	25.20%
Not Substantiated	31	100.00%
Substantiated	0	0.00%
TOTAL CASES	123	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	5	4.07%
30 - 39	12	9.76%
40 - 49	9	7.32%
50 - 59	16	13.01%
60 - 64	8	6.50%
65 - 69	9	7.32%
70 - 74	12	9.76%
75 - 79	19	15.45%
80 - 84	11	8.94%
85+	22	17.89%
Unknown	0	0.00%

CLIENT RACE

Am Ind/Ak Native	10	8.13%
Asian	0	0.00%
Black/African Amer	1	0.81%
Caucasian/White	77	62.60%
Hispanic	17	13.82%
Pacific Islander	0	0.00%
Unknown/Other	18	14.63%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	4	3.25%
\$751 - \$1,000	6	4.88%
Over \$1,000	17	13.82%
Unknown	96	78.05%

CLIENT GENDER

Female	67	54.47%
Male	54	43.90%
Unknown	2	1.63%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	23	18.70%
Alone-Some Asst	3	2.44%
With Family	31	25.20%
With Non Family	4	3.25%

CLIENT DWELLING / FACILITY TYPE

Private Residence	16	13.01%
Adult Foster Care	1	0.81%
Assisted Living	2	1.63%
Board & Care	0	0.00%
DDD Placement	6	4.88%
Nursing Facility	4	3.25%
Residential Care	6	4.88%
Supervisory Care	1	0.81%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	26	21.14%

RELATION TO CLIENT	Rptg Source	Perpetrator	
Caregiver/Res Mgr	10	7.25%	21 16.41%
Conserv/Guardian	1	0.73%	4 3.13%
Family Member	16	11.59%	43 33.59%
Financial Service	8	5.80%	0 0.00%
Friend/Neighbor	7	5.07%	5 3.91%
Law Enforcement	9	6.52%	0 0.00%
Legal Service	1	0.73%	0 0.00%
Medical Service	28	20.29%	1 0.78%
Other	16	11.59%	10 7.81%
Other Public Service	8	5.80%	1 0.78%
Self	4	2.90%	42 32.81%
Social Service	29	21.01%	1 0.78%
Unknown	1	0.73%	0 0.00%
TOTAL	138	100.00%	128 100.00%



DEPARTMENT OF ECONOMIC SECURITY

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ADULT PROTECTIVE SERVICES

7/1/2012 thru 6/30/2013

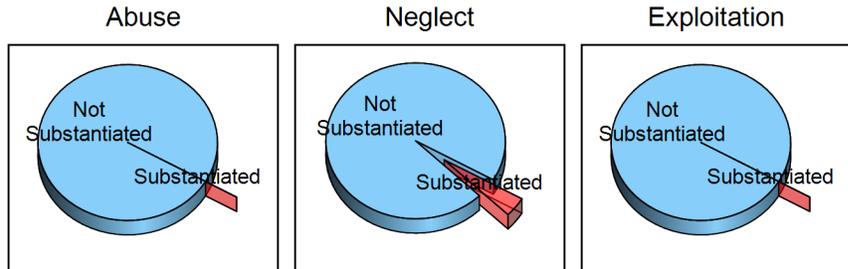
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ACTIVITY SUMMARY - GILA

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	31	23.13%
Not Substantiated	31	100.00%
Substantiated	0	0.00%
NEGLECT	98	73.13%
Not Substantiated	94	95.92%
Substantiated	4	4.08%
EXPLOITATION	38	28.36%
Not Substantiated	38	100.00%
Substantiated	0	0.00%
TOTAL CASES	134	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	7	5.22%
30 - 39	5	3.73%
40 - 49	6	4.48%
50 - 59	13	9.70%
60 - 64	10	7.46%
65 - 69	17	12.69%
70 - 74	12	8.96%
75 - 79	17	12.69%
80 - 84	20	14.93%
85+	27	20.15%
Unknown	0	0.00%

CLIENT RACE

Am Ind/Ak Native	7	5.22%
Asian	0	0.00%
Black/African Amer	0	0.00%
Caucasian/White	99	73.88%
Hispanic	12	8.96%
Pacific Islander	0	0.00%
Unknown/Other	16	11.94%

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	2	1.49%
Unknown	132	98.51%

CLIENT GENDER

Female	85	63.43%
Male	48	35.82%
Unknown	1	0.75%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	34	25.37%
Alone-Some Asst	4	2.99%
With Family	37	27.61%
With Non Family	4	2.99%

CLIENT DWELLING / FACILITY TYPE

Private Residence	21	15.67%
Adult Foster Care	0	0.00%
Assisted Living	3	2.24%
Board & Care	0	0.00%
DDD Placement	5	3.73%
Nursing Facility	6	4.48%
Residential Care	4	2.99%
Supervisory Care	0	0.00%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	16	11.94%

RELATION TO CLIENT

Relation to Client	Rptg Source	Perpetrator
Caregiver/Res Mgr	13 9.22%	19 13.67%
Conserv/Guardian	0 0.00%	1 0.72%
Family Member	22 15.60%	49 35.25%
Financial Service	9 6.38%	0 0.00%
Friend/Neighbor	10 7.09%	5 3.60%
Law Enforcement	9 6.38%	0 0.00%
Legal Service	2 1.42%	0 0.00%
Medical Service	21 14.89%	0 0.00%
Other	9 6.38%	11 7.91%
Other Public Service	7 4.97%	0 0.00%
Self	5 3.55%	53 38.13%
Social Service	32 22.70%	0 0.00%
Unknown	2 1.42%	0 0.00%

TOTAL	141	100.00%	139	100.00%
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DEPARTMENT OF ECONOMIC SECURITY

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ADULT PROTECTIVE SERVICES

7/1/2012 thru 6/30/2013

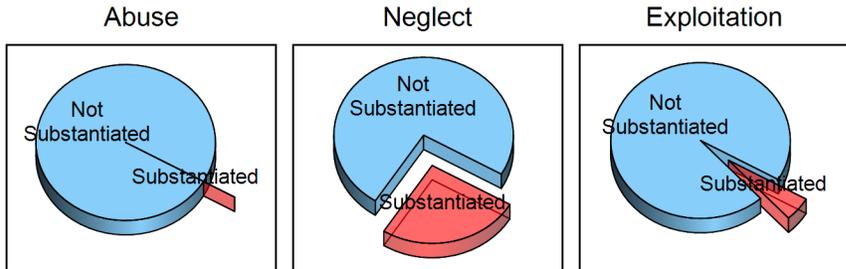
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ACTIVITY SUMMARY - GRAHAM

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	13	22.41%
Not Substantiated	13	100.00%
Substantiated	0	0.00%
NEGLECT	35	60.35%
Not Substantiated	26	74.29%
Substantiated	9	25.71%
EXPLOITATION	20	34.48%
Not Substantiated	19	95.00%
Substantiated	1	5.00%
TOTAL CASES	58	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	4	6.90%
30 - 39	2	3.45%
40 - 49	6	10.35%
50 - 59	5	8.62%
60 - 64	5	8.62%
65 - 69	4	6.90%
70 - 74	7	12.07%
75 - 79	8	13.79%
80 - 84	5	8.62%
85+	12	20.69%
Unknown	0	0.00%

CLIENT RACE

Am Ind/Ak Native	3	5.17%
Asian	0	0.00%
Black/African Amer	0	0.00%
Caucasian/White	37	63.79%
Hispanic	12	20.69%
Pacific Islander	0	0.00%
Unknown/Other	6	10.35%

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	3	5.17%
Unknown	55	94.83%

CLIENT GENDER

Female	38	65.52%
Male	20	34.48%
Unknown	0	0.00%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	11	18.97%
Alone-Some Asst	1	1.72%
With Family	30	51.72%
With Non Family	1	1.72%

CLIENT DWELLING / FACILITY TYPE

Private Residence	3	5.17%
Adult Foster Care	0	0.00%
Assisted Living	1	1.72%
Board & Care	0	0.00%
DDD Placement	2	3.45%
Nursing Facility	1	1.72%
Residential Care	0	0.00%
Supervisory Care	0	0.00%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	8	13.79%

RELATION TO CLIENT	Rptg Source	Perpetrator
Caregiver/Res Mgr	5 7.46%	3 4.92%
Conserv/Guardian	0 0.00%	1 1.64%
Family Member	8 11.94%	30 49.18%
Financial Service	6 8.96%	0 0.00%
Friend/Neighbor	6 8.96%	0 0.00%
Law Enforcement	5 7.46%	0 0.00%
Legal Service	1 1.49%	0 0.00%
Medical Service	8 11.94%	0 0.00%
Other	8 11.94%	7 11.48%
Other Public Service	6 8.96%	0 0.00%
Self	4 5.97%	20 32.79%
Social Service	10 14.93%	0 0.00%
Unknown	0 0.00%	0 0.00%
TOTAL	67 100.00%	61 100.00%



DEPARTMENT OF ECONOMIC SECURITY

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ADULT PROTECTIVE SERVICES

7/1/2012 thru 6/30/2013

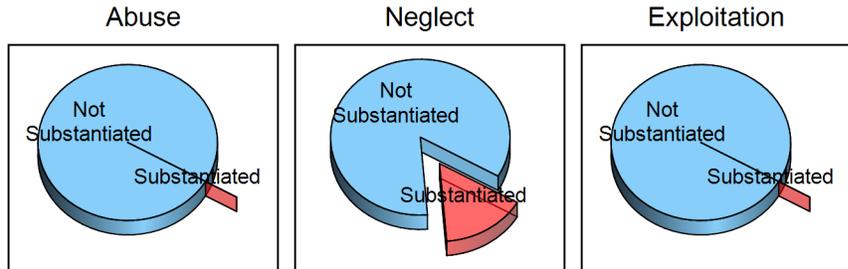
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ACTIVITY SUMMARY - GREENLEE

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	5	29.41%
Not Substantiated	5	100.00%
Substantiated	0	0.00%
NEGLECT	13	76.47%
Not Substantiated	11	84.62%
Substantiated	2	15.39%
EXPLOITATION	4	23.53%
Not Substantiated	4	100.00%
Substantiated	0	0.00%
TOTAL CASES	17	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	1	5.88%
30 - 39	0	0.00%
40 - 49	2	11.77%
50 - 59	3	17.65%
60 - 64	1	5.88%
65 - 69	1	5.88%
70 - 74	0	0.00%
75 - 79	5	29.41%
80 - 84	3	17.65%
85+	1	5.88%
Unknown	0	0.00%

CLIENT RACE

Am Ind/Ak Native	0	0.00%
Asian	0	0.00%
Black/African Amer	0	0.00%
Caucasian/White	11	64.71%
Hispanic	6	35.29%
Pacific Islander	0	0.00%
Unknown/Other	0	0.00%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	1	5.88%
\$751 - \$1,000	0	0.00%
Over \$1,000	4	23.53%
Unknown	12	70.59%

CLIENT GENDER

Female	9	52.94%
Male	8	47.06%
Unknown	0	0.00%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	4	23.53%
Alone-Some Asst	0	0.00%
With Family	7	41.18%
With Non Family	1	5.88%

CLIENT DWELLING / FACILITY TYPE

Private Residence	4	23.53%
Adult Foster Care	0	0.00%
Assisted Living	1	5.88%
Board & Care	0	0.00%
DDD Placement	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%

RELATION TO CLIENT

Relation to Client	Rptg Source	Count	Percentage
Caregiver/Res Mgr	2	10.53%	
Conserv/Guardian	0	0.00%	
Family Member	3	15.79%	
Financial Service	0	0.00%	
Friend/Neighbor	2	10.53%	
Law Enforcement	3	15.79%	
Legal Service	0	0.00%	
Medical Service	2	10.53%	
Other	0	0.00%	
Other Public Service	3	15.79%	
Self	0	0.00%	
Social Service	4	21.05%	
Unknown	0	0.00%	
TOTAL	19	100.00%	

Perpetrator

Perpetrator	Count	Percentage
Caregiver/Res Mgr	0	0.00%
Conserv/Guardian	1	5.26%
Family Member	4	21.05%
Financial Service	0	0.00%
Friend/Neighbor	2	10.53%
Law Enforcement	0	0.00%
Legal Service	0	0.00%
Medical Service	0	0.00%
Other	0	0.00%
Other Public Service	0	0.00%
Self	12	63.16%
Social Service	0	0.00%
Unknown	0	0.00%
TOTAL	19	100.00%



DEPARTMENT OF ECONOMIC SECURITY

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ADULT PROTECTIVE SERVICES

7/1/2012 thru 6/30/2013

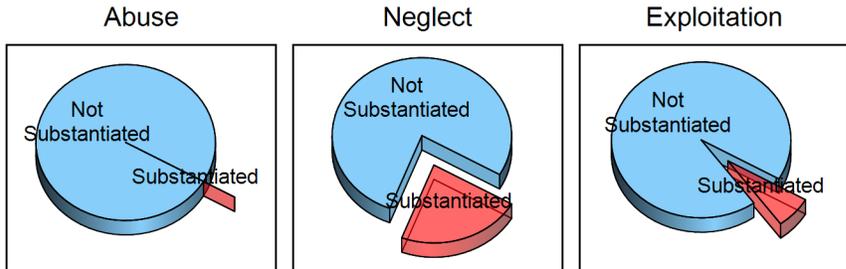
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ACTIVITY SUMMARY - LA PAZ

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	3	5.66%
Not Substantiated	3	100.00%
Substantiated	0	0.00%
NEGLECT	40	75.47%
Not Substantiated	31	77.50%
Substantiated	9	22.50%
EXPLOITATION	15	28.30%
Not Substantiated	14	93.33%
Substantiated	1	6.67%
TOTAL CASES	53	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	0	0.00%
30 - 39	1	1.89%
40 - 49	1	1.89%
50 - 59	5	9.43%
60 - 64	6	11.32%
65 - 69	2	3.77%
70 - 74	10	18.87%
75 - 79	12	22.64%
80 - 84	9	16.98%
85+	7	13.21%
Unknown	0	0.00%

CLIENT RACE

Am Ind/Ak Native	2	3.77%
Asian	0	0.00%
Black/African Amer	0	0.00%
Caucasian/White	38	71.70%
Hispanic	1	1.89%
Pacific Islander	0	0.00%
Unknown/Other	12	22.64%

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	53	100.00%

CLIENT GENDER

Female	26	49.06%
Male	26	49.06%
Unknown	1	1.89%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	17	32.08%
Alone-Some Asst	2	3.77%
With Family	10	18.87%
With Non Family	1	1.89%

CLIENT DWELLING / FACILITY TYPE

Private Residence	11	20.76%
Adult Foster Care	0	0.00%
Assisted Living	1	1.89%
Board & Care	0	0.00%
DDD Placement	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	11	20.76%

RELATION TO CLIENT	Rptg Source	Perpetrator
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Caregiver/Res Mgr	5	7.69%	2	3.70%
Conserv/Guardian	0	0.00%	1	1.85%
Family Member	10	15.39%	14	25.93%
Financial Service	4	6.15%	0	0.00%
Friend/Neighbor	6	9.23%	2	3.70%
Law Enforcement	7	10.77%	0	0.00%
Legal Service	1	1.54%	0	0.00%
Medical Service	9	13.85%	0	0.00%
Other	8	12.31%	4	7.41%
Other Public Service	5	7.69%	0	0.00%
Self	2	3.08%	29	53.70%
Social Service	8	12.31%	0	0.00%
Unknown	0	0.00%	2	3.70%

TOTAL	65	100.00%	54	100.00%
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DEPARTMENT OF ECONOMIC SECURITY

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ADULT PROTECTIVE SERVICES

7/1/2012 thru 6/30/2013

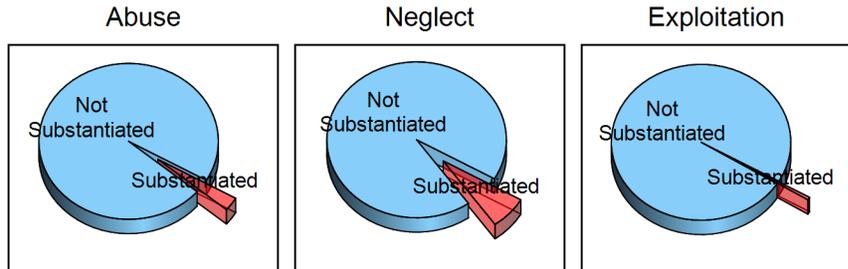
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ACTIVITY SUMMARY - MARICOPA

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	1,577	27.91%
Not Substantiated	1,532	97.15%
Substantiated	45	2.85%
NEGLECT	3,802	67.29%
Not Substantiated	3,541	93.14%
Substantiated	261	6.87%
EXPLOITATION	1,531	27.10%
Not Substantiated	1,522	99.41%
Substantiated	9	0.59%
TOTAL CASES	5,650	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	353	6.25%
30 - 39	219	3.88%
40 - 49	277	4.90%
50 - 59	643	11.38%
60 - 64	453	8.02%
65 - 69	492	8.71%
70 - 74	570	10.09%
75 - 79	656	11.61%
80 - 84	768	13.59%
85+	1,219	21.58%
Unknown	0	0.00%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	969	17.15%
Alone-Some Asst	102	1.81%
With Family	1,611	28.51%
With Non Family	251	4.44%

CLIENT DWELLING / FACILITY TYPE

Private Residence	531	9.40%
Adult Foster Care	20	0.35%
Assisted Living	417	7.38%
Board & Care	13	0.23%
DDD Placement	104	1.84%
Nursing Facility	453	8.02%
Residential Care	173	3.06%
Supervisory Care	54	0.96%
Unlicensed	1	0.02%
VA	11	0.20%
Unknown	940	16.64%

CLIENT RACE

Am Ind/Ak Native	84	1.49%
Asian	67	1.19%
Black/African Amer	334	5.91%
Caucasian/White	3,563	63.06%
Hispanic	609	10.78%
Pacific Islander	8	0.14%
Unknown/Other	985	17.43%

RELATION TO CLIENT	Rptg Source	Perpetrator
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Caregiver/Res Mgr	681 10.18%	1,127 18.88%
Conserv/Guardian	32 0.48%	72 1.21%
Family Member	973 14.55%	1,979 33.16%
Financial Service	404 6.04%	17 0.29%
Friend/Neighbor	426 6.37%	339 5.68%
Law Enforcement	201 3.01%	0 0.00%
Legal Service	18 0.27%	2 0.03%
Medical Service	1,181 17.66%	80 1.34%
Other	501 7.49%	510 8.55%
Other Public Service	370 5.53%	11 0.18%
Self	163 2.44%	1,797 30.11%
Social Service	1,693 25.31%	14 0.24%
Unknown	46 0.69%	20 0.34%

CLIENT MONTHLY INCOME

\$300 or Less	2	0.04%
\$301 - \$500	11	0.20%
\$501 - \$750	82	1.45%
\$751 - \$1,000	73	1.29%
Over \$1,000	184	3.26%
Unknown	5,298	93.77%

CLIENT GENDER

Female	3,431	60.73%
Male	2,129	37.68%
Unknown	90	1.59%

TOTAL	6,689	100.00%	5,968	100.00%
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DEPARTMENT OF ECONOMIC SECURITY

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ADULT PROTECTIVE SERVICES

7/1/2012 thru 6/30/2013

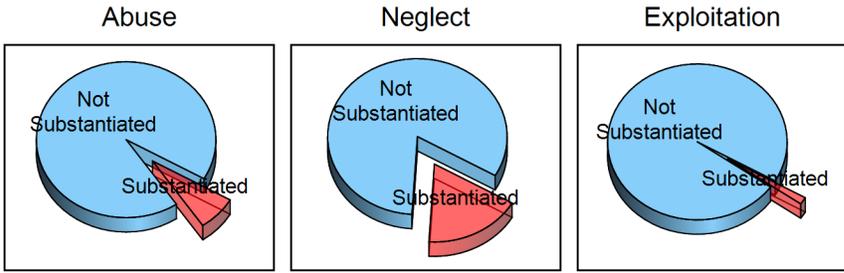
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ACTIVITY SUMMARY - MOHAVE

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	125	20.43%
Not Substantiated	116	92.80%
Substantiated	9	7.20%
NEGLECT	459	75.00%
Not Substantiated	378	82.35%
Substantiated	81	17.65%
EXPLOITATION	199	32.52%
Not Substantiated	196	98.49%
Substantiated	3	1.51%
TOTAL CASES	612	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	24	3.92%
30 - 39	11	1.80%
40 - 49	33	5.39%
50 - 59	56	9.15%
60 - 64	51	8.33%
65 - 69	65	10.62%
70 - 74	75	12.26%
75 - 79	87	14.22%
80 - 84	97	15.85%
85+	113	18.46%
Unknown	0	0.00%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	130	21.24%
Alone-Some Asst	7	1.14%
With Family	185	30.23%
With Non Family	30	4.90%

CLIENT DWELLING / FACILITY TYPE

Private Residence	63	10.29%
Adult Foster Care	1	0.16%
Assisted Living	32	5.23%
Board & Care	2	0.33%
DDD Placement	2	0.33%
Nursing Facility	39	6.37%
Residential Care	12	1.96%
Supervisory Care	1	0.16%
Unlicensed	0	0.00%
VA	2	0.33%
Unknown	106	17.32%

CLIENT RACE

Am Ind/Ak Native	9	1.47%
Asian	3	0.49%
Black/African Amer	3	0.49%
Caucasian/White	474	77.45%
Hispanic	20	3.27%
Pacific Islander	0	0.00%
Unknown/Other	103	16.83%

RELATION TO CLIENT

Relation to Client	Rptg Source	Perpetrator
Caregiver/Res Mgr	66 9.42%	73 11.34%
Conserv/Guardian	1 0.14%	3 0.47%
Family Member	116 16.55%	217 33.70%
Financial Service	51 7.28%	0 0.00%
Friend/Neighbor	58 8.27%	39 6.06%
Law Enforcement	41 5.85%	0 0.00%
Legal Service	4 0.57%	0 0.00%
Medical Service	136 19.40%	0 0.00%
Other	58 8.27%	51 7.92%
Other Public Service	33 4.71%	1 0.16%
Self	26 3.71%	257 39.91%
Social Service	101 14.41%	0 0.00%
Unknown	10 1.43%	3 0.47%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	0	0.00%
\$751 - \$1,000	2	0.33%
Over \$1,000	5	0.82%
Unknown	605	98.86%

CLIENT GENDER

Female	373	60.95%
Male	228	37.26%
Unknown	11	1.80%

TOTAL	701	100.00%	644	100.00%
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DEPARTMENT OF ECONOMIC SECURITY

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ADULT PROTECTIVE SERVICES

7/1/2012 thru 6/30/2013

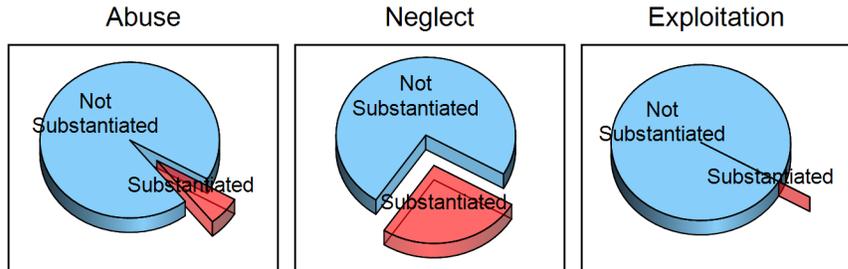
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ACTIVITY SUMMARY - NAVAJO

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	33	20.37%
Not Substantiated	31	93.94%
Substantiated	2	6.06%
NEGLECT	119	73.46%
Not Substantiated	88	73.95%
Substantiated	31	26.05%
EXPLOITATION	36	22.22%
Not Substantiated	36	100.00%
Substantiated	0	0.00%
TOTAL CASES	162	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	13	8.03%
30 - 39	6	3.70%
40 - 49	12	7.41%
50 - 59	16	9.88%
60 - 64	13	8.03%
65 - 69	8	4.94%
70 - 74	13	8.03%
75 - 79	25	15.43%
80 - 84	23	14.20%
85+	32	19.75%
Unknown	1	0.62%

CLIENT RACE

Am Ind/Ak Native	18	11.11%
Asian	0	0.00%
Black/African Amer	7	4.32%
Caucasian/White	89	54.94%
Hispanic	9	5.56%
Pacific Islander	0	0.00%
Unknown/Other	39	24.07%

CLIENT MONTHLY INCOME

\$300 or Less	1	0.62%
\$301 - \$500	1	0.62%
\$501 - \$750	0	0.00%
\$751 - \$1,000	1	0.62%
Over \$1,000	3	1.85%
Unknown	156	96.30%

CLIENT GENDER

Female	97	59.88%
Male	61	37.65%
Unknown	4	2.47%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	37	22.84%
Alone-Some Asst	1	0.62%
With Family	42	25.93%
With Non Family	8	4.94%

CLIENT DWELLING / FACILITY TYPE

Private Residence	16	9.88%
Adult Foster Care	0	0.00%
Assisted Living	4	2.47%
Board & Care	0	0.00%
DDD Placement	1	0.62%
Nursing Facility	11	6.79%
Residential Care	0	0.00%
Supervisory Care	0	0.00%
Unlicensed	2	1.24%
VA	0	0.00%
Unknown	40	24.69%

RELATION TO CLIENT	Rptg Source	Perpetrator	
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Caregiver/Res Mgr	21	11.11%	19	10.98%
Conserv/Guardian	1	0.53%	1	0.58%
Family Member	32	16.93%	60	34.68%
Financial Service	8	4.23%	1	0.58%
Friend/Neighbor	15	7.94%	4	2.31%
Law Enforcement	6	3.18%	0	0.00%
Legal Service	2	1.06%	0	0.00%
Medical Service	31	16.40%	0	0.00%
Other	16	8.47%	11	6.36%
Other Public Service	13	6.88%	0	0.00%
Self	6	3.18%	75	43.35%
Social Service	34	17.99%	0	0.00%
Unknown	4	2.12%	2	1.16%

TOTAL	189	100.00%	173	100.00%
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ADULT PROTECTIVE SERVICES

7/1/2012 thru 6/30/2013

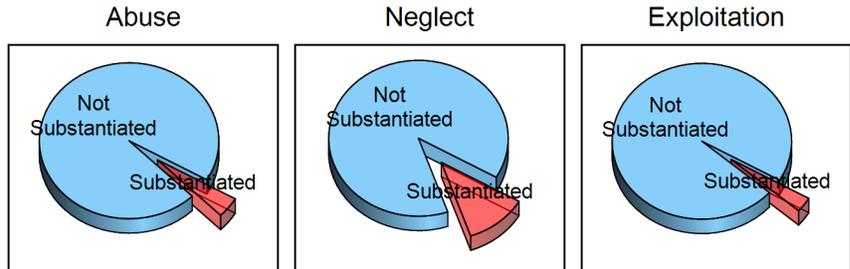
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ACTIVITY SUMMARY - PIMA

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	493	21.93%
Not Substantiated	472	95.74%
Substantiated	21	4.26%
NEGLECT	1,575	70.06%
Not Substantiated	1,396	88.64%
Substantiated	179	11.37%
EXPLOITATION	644	28.65%
Not Substantiated	624	96.89%
Substantiated	20	3.11%
TOTAL CASES	2,248	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	158	7.03%
30 - 39	83	3.69%
40 - 49	135	6.01%
50 - 59	269	11.97%
60 - 64	214	9.52%
65 - 69	202	8.99%
70 - 74	208	9.25%
75 - 79	246	10.94%
80 - 84	284	12.63%
85+	448	19.93%
Unknown	1	0.04%

CLIENT RACE

Am Ind/Ak Native	37	1.65%
Asian	29	1.29%
Black/African Amer	75	3.34%
Caucasian/White	1,311	58.32%
Hispanic	379	16.86%
Pacific Islander	2	0.09%
Unknown/Other	415	18.46%

CLIENT MONTHLY INCOME

\$300 or Less	1	0.04%
\$301 - \$500	11	0.49%
\$501 - \$750	109	4.85%
\$751 - \$1,000	61	2.71%
Over \$1,000	224	9.96%
Unknown	1,842	81.94%

CLIENT GENDER

Female	1,347	59.92%
Male	861	38.30%
Unknown	40	1.78%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	458	20.37%
Alone-Some Asst	43	1.91%
With Family	655	29.14%
With Non Family	92	4.09%

CLIENT DWELLING / FACILITY TYPE

Private Residence	217	9.65%
Adult Foster Care	11	0.49%
Assisted Living	121	5.38%
Board & Care	14	0.62%
DDD Placement	42	1.87%
Nursing Facility	153	6.81%
Residential Care	42	1.87%
Supervisory Care	10	0.45%
Unlicensed	1	0.04%
VA	5	0.22%
Unknown	384	17.08%

RELATION TO CLIENT Rptg Source Perpetrator

Relation to Client	Rptg Source	Perpetrator
Caregiver/Res Mgr	239 9.16%	371 15.66%
Conserv/Guardian	5 0.19%	31 1.31%
Family Member	371 14.22%	800 33.77%
Financial Service	140 5.37%	8 0.34%
Friend/Neighbor	178 6.82%	137 5.78%
Law Enforcement	191 7.32%	0 0.00%
Legal Service	14 0.54%	3 0.13%
Medical Service	411 15.75%	21 0.89%
Other	212 8.13%	174 7.35%
Other Public Service	189 7.24%	3 0.13%
Self	76 2.91%	806 34.02%
Social Service	557 21.35%	4 0.17%
Unknown	26 1.00%	11 0.46%

TOTAL	2,609	100.00%	2,369	100.00%
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ADULT PROTECTIVE SERVICES

7/1/2012 thru 6/30/2013

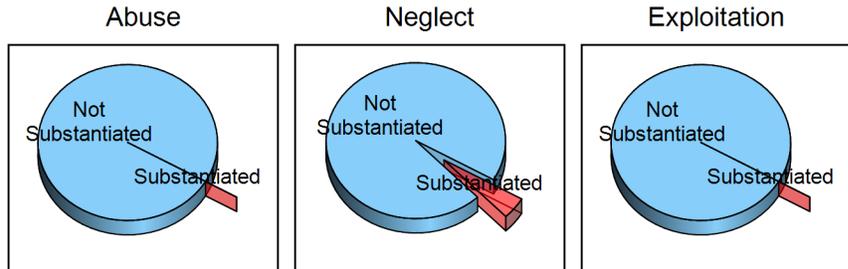
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ACTIVITY SUMMARY - PINAL

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	135	23.04%
Not Substantiated	135	100.00%
Substantiated	0	0.00%
NEGLECT	415	70.82%
Not Substantiated	396	95.42%
Substantiated	19	4.58%
EXPLOITATION	175	29.86%
Not Substantiated	175	100.00%
Substantiated	0	0.00%
TOTAL CASES	586	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	39	6.66%
30 - 39	23	3.93%
40 - 49	29	4.95%
50 - 59	54	9.22%
60 - 64	46	7.85%
65 - 69	52	8.87%
70 - 74	68	11.60%
75 - 79	53	9.04%
80 - 84	107	18.26%
85+	114	19.45%
Unknown	1	0.17%

CLIENT RACE

Am Ind/Ak Native	11	1.88%
Asian	1	0.17%
Black/African Amer	24	4.10%
Caucasian/White	404	68.94%
Hispanic	69	11.78%
Pacific Islander	0	0.00%
Unknown/Other	77	13.14%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	2	0.34%
\$751 - \$1,000	4	0.68%
Over \$1,000	9	1.54%
Unknown	571	97.44%

CLIENT GENDER

Female	348	59.39%
Male	229	39.08%
Unknown	9	1.54%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	95	16.21%
Alone-Some Asst	10	1.71%
With Family	210	35.84%
With Non Family	25	4.27%

CLIENT DWELLING / FACILITY TYPE

Private Residence	97	16.55%
Adult Foster Care	1	0.17%
Assisted Living	31	5.29%
Board & Care	3	0.51%
DDD Placement	13	2.22%
Nursing Facility	14	2.39%
Residential Care	14	2.39%
Supervisory Care	4	0.68%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	69	11.78%

RELATION TO CLIENT Rptg Source Perpetrator

Caregiver/Res Mgr	62	9.08%	67	10.98%
Conserv/Guardian	4	0.59%	7	1.15%
Family Member	123	18.01%	237	38.85%
Financial Service	52	7.61%	2	0.33%
Friend/Neighbor	46	6.74%	31	5.08%
Law Enforcement	47	6.88%	0	0.00%
Legal Service	1	0.15%	0	0.00%
Medical Service	122	17.86%	5	0.82%
Other	38	5.56%	63	10.33%
Other Public Service	35	5.12%	1	0.16%
Self	17	2.49%	195	31.97%
Social Service	126	18.45%	0	0.00%
Unknown	10	1.46%	2	0.33%

TOTAL	683	100.00%	610	100.00%
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DEPARTMENT OF ECONOMIC SECURITY

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ADULT PROTECTIVE SERVICES

7/1/2012 thru 6/30/2013

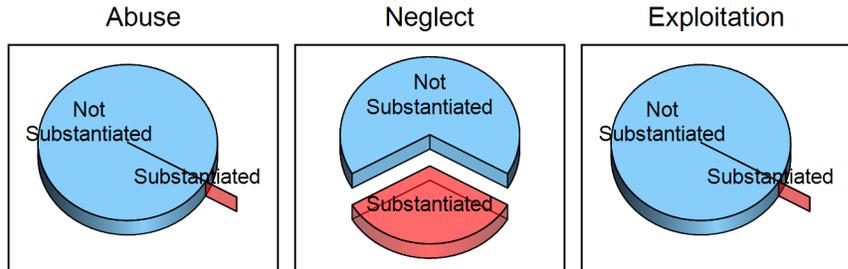
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ACTIVITY SUMMARY - SANTA CRUZ

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	10	14.93%
Not Substantiated	10	100.00%
Substantiated	0	0.00%
NEGLECT	45	67.16%
Not Substantiated	30	66.67%
Substantiated	15	33.33%
EXPLOITATION	24	35.82%
Not Substantiated	24	100.00%
Substantiated	0	0.00%
TOTAL CASES	67	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	2	2.99%
30 - 39	0	0.00%
40 - 49	2	2.99%
50 - 59	5	7.46%
60 - 64	0	0.00%
65 - 69	8	11.94%
70 - 74	6	8.96%
75 - 79	10	14.93%
80 - 84	16	23.88%
85+	18	26.87%
Unknown	0	0.00%

CLIENT RACE

Am Ind/Ak Native	1	1.49%
Asian	0	0.00%
Black/African Amer	0	0.00%
Caucasian/White	19	28.36%
Hispanic	39	58.21%
Pacific Islander	0	0.00%
Unknown/Other	8	11.94%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	4	5.97%
\$751 - \$1,000	4	5.97%
Over \$1,000	5	7.46%
Unknown	54	80.60%

CLIENT GENDER

Female	32	47.76%
Male	35	52.24%
Unknown	0	0.00%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	11	16.42%
Alone-Some Asst	4	5.97%
With Family	22	32.84%
With Non Family	5	7.46%

CLIENT DWELLING / FACILITY TYPE

Private Residence	9	13.43%
Adult Foster Care	0	0.00%
Assisted Living	1	1.49%
Board & Care	0	0.00%
DDD Placement	1	1.49%
Nursing Facility	0	0.00%
Residential Care	0	0.00%
Supervisory Care	0	0.00%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	14	20.90%

RELATION TO CLIENT	Rptg Source	Perpetrator
Caregiver/Res Mgr	2 2.70%	8 11.77%
Conserv/Guardian	0 0.00%	0 0.00%
Family Member	11 14.87%	24 35.29%
Financial Service	7 9.46%	0 0.00%
Friend/Neighbor	3 4.05%	3 4.41%
Law Enforcement	1 1.35%	0 0.00%
Legal Service	0 0.00%	0 0.00%
Medical Service	16 21.62%	0 0.00%
Other	6 8.11%	0 0.00%
Other Public Service	1 1.35%	0 0.00%
Self	0 0.00%	31 45.59%
Social Service	27 36.49%	0 0.00%
Unknown	0 0.00%	2 2.94%
TOTAL	74 100.00%	68 100.00%



DEPARTMENT OF ECONOMIC SECURITY

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ADULT PROTECTIVE SERVICES

7/1/2012 thru 6/30/2013

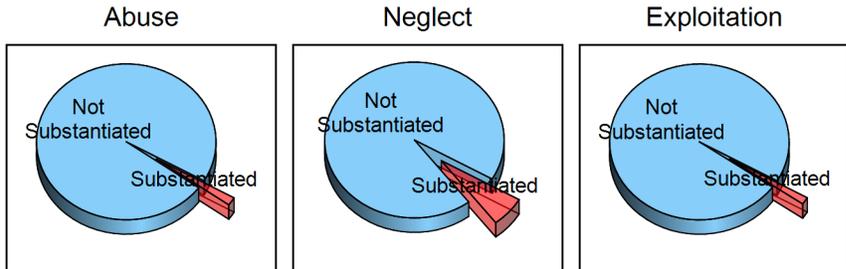
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ACTIVITY SUMMARY - YAVAPAI

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	116	17.60%
Not Substantiated	114	98.28%
Substantiated	2	1.72%
NEGLECT	475	72.08%
Not Substantiated	445	93.68%
Substantiated	30	6.32%
EXPLOITATION	198	30.05%
Not Substantiated	195	98.49%
Substantiated	3	1.52%
TOTAL CASES	659	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	27	4.10%
30 - 39	10	1.52%
40 - 49	24	3.64%
50 - 59	58	8.80%
60 - 64	56	8.50%
65 - 69	52	7.89%
70 - 74	76	11.53%
75 - 79	79	11.99%
80 - 84	101	15.33%
85+	176	26.71%
Unknown	0	0.00%

CLIENT RACE

Am Ind/Ak Native	8	1.21%
Asian	1	0.15%
Black/African Amer	1	0.15%
Caucasian/White	487	73.90%
Hispanic	12	1.82%
Pacific Islander	2	0.30%
Unknown/Other	148	22.46%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	3	0.46%
\$501 - \$750	0	0.00%
\$751 - \$1,000	7	1.06%
Over \$1,000	10	1.52%
Unknown	639	96.97%

CLIENT GENDER

Female	360	54.63%
Male	287	43.55%
Unknown	12	1.82%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	169	25.65%
Alone-Some Asst	8	1.21%
With Family	158	23.98%
With Non Family	37	5.62%

CLIENT DWELLING / FACILITY TYPE

Private Residence	62	9.41%
Adult Foster Care	0	0.00%
Assisted Living	19	2.88%
Board & Care	2	0.30%
DDD Placement	5	0.76%
Nursing Facility	40	6.07%
Residential Care	6	0.91%
Supervisory Care	1	0.15%
Unlicensed	1	0.15%
VA	1	0.15%
Unknown	150	22.76%

RELATION TO CLIENT	Rptg Source	Perpetrator
Caregiver/Res Mgr	88 11.08%	86 12.16%
Conserv/Guardian	7 0.88%	4 0.57%
Family Member	125 15.74%	216 30.55%
Financial Service	57 7.18%	2 0.28%
Friend/Neighbor	89 11.21%	46 6.51%
Law Enforcement	46 5.79%	0 0.00%
Legal Service	2 0.25%	0 0.00%
Medical Service	119 14.99%	5 0.71%
Other	71 8.94%	50 7.07%
Other Public Service	41 5.16%	1 0.14%
Self	24 3.02%	295 41.73%
Social Service	118 14.86%	0 0.00%
Unknown	7 0.88%	2 0.28%
TOTAL	794 100.00%	707 100.00%



DEPARTMENT OF ECONOMIC SECURITY

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ADULT PROTECTIVE SERVICES

7/1/2012 thru 6/30/2013

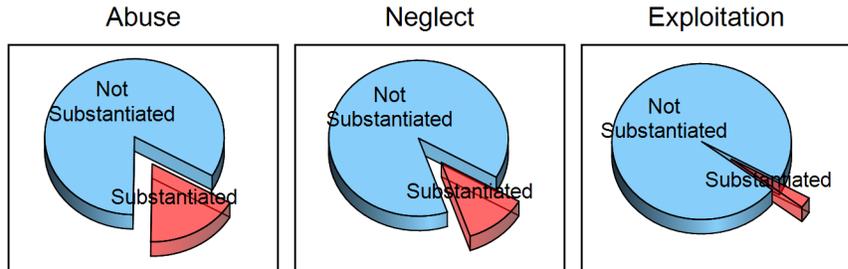
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ACTIVITY SUMMARY - YUMA

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	65	23.05%
Not Substantiated	54	83.08%
Substantiated	11	16.92%
NEGLECT	192	68.09%
Not Substantiated	170	88.54%
Substantiated	22	11.46%
EXPLOITATION	88	31.21%
Not Substantiated	86	97.73%
Substantiated	2	2.27%
TOTAL CASES	282	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	14	4.97%
30 - 39	7	2.48%
40 - 49	11	3.90%
50 - 59	29	10.28%
60 - 64	21	7.45%
65 - 69	30	10.64%
70 - 74	35	12.41%
75 - 79	31	10.99%
80 - 84	45	15.96%
85+	59	20.92%
Unknown	0	0.00%

CLIENT RACE

Am Ind/Ak Native	2	0.71%
Asian	4	1.42%
Black/African Amer	6	2.13%
Caucasian/White	178	63.12%
Hispanic	75	26.60%
Pacific Islander	0	0.00%
Unknown/Other	17	6.03%

CLIENT MONTHLY INCOME

\$300 or Less	1	0.36%
\$301 - \$500	2	0.71%
\$501 - \$750	13	4.61%
\$751 - \$1,000	12	4.26%
Over \$1,000	41	14.54%
Unknown	213	75.53%

CLIENT GENDER

Female	152	53.90%
Male	125	44.33%
Unknown	5	1.77%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	55	19.50%
Alone-Some Asst	1	0.36%
With Family	82	29.08%
With Non Family	15	5.32%

CLIENT DWELLING / FACILITY TYPE

Private Residence	46	16.31%
Adult Foster Care	0	0.00%
Assisted Living	15	5.32%
Board & Care	0	0.00%
DDD Placement	5	1.77%
Nursing Facility	34	12.06%
Residential Care	3	1.06%
Supervisory Care	1	0.36%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	25	8.87%

RELATION TO CLIENT Rptg Source Perpetrator

Caregiver/Res Mgr	40	12.82%	44	15.33%
Conserv/Guardian	1	0.32%	4	1.39%
Family Member	60	19.23%	112	39.02%
Financial Service	17	5.45%	0	0.00%
Friend/Neighbor	26	8.33%	25	8.71%
Law Enforcement	5	1.60%	1	0.35%
Legal Service	2	0.64%	0	0.00%
Medical Service	55	17.63%	2	0.70%
Other	35	11.22%	20	6.97%
Other Public Service	16	5.13%	1	0.35%
Self	7	2.24%	78	27.18%
Social Service	43	13.78%	0	0.00%
Unknown	5	1.60%	0	0.00%

TOTAL	312	100.00%	287	100.00%
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