



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

State Fiscal Year 2012
Division of Aging and Adult Services
Adult Protective Services
Annual Activity Report

Clarence H. Carter, Director
December 2012

Division of Aging and Adult Services
Adult Protective Services
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EXECUTIVE SUMMARY

We are pleased to present you with the Adult Protective Services (APS) Annual Report which covers the period of July 1, 2011 – June 30, 2012. 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 8,781 reports of vulnerable adult mistreatment investigated;
- Family members make up 30 percent of the alleged perpetrators;
- Females make up 62 percent of clients who are mistreated;
- A typical APS client is a Caucasian female, 85 years of age or older;
- Neglect by self (34 percent) and neglect by family members (30 percent) continue to be the leading causes for protective services investigations; and
- The top two reporting sources are social services (23 percent) and medical services (16 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 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 about 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 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 private residences and in facilities.

For the purpose of the APS program, clients must be:

- Eighteen years of age or older;
- Vulnerable;
- Abused, neglected, or exploited; and
- Reside 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 disabled 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 a 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 basic information, such as date of birth, address, and telephone number. In addition to this information, the Hotline employee 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 the individuals involved.

Once it is determined that a report needs to be investigated, then an APS case is established. The case is routed to the appropriate district office for assignment to a caseworker and a field evaluation is subsequently conducted. The caseworker 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 have 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 or 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 does not have the authority to take custody of an individual. 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.

Quality Assurance – The method of determining if the 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 supervision functions of APS workers. The 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 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 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 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.

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 Area Agencies on Aging 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 Program. 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 together 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, the Area Agency on Aging and 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, provides case management and tracking of APS clients from intake to closure. AZAPSS provides a consistent retrieval of APS records and data for statistical reports at the district level. The system is 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. AZAPSS' simplicity allows for ease in navigating case information and program reports.

APS received 13,396 inquiries for the period of July 1, 2011 – June 30, 2012 State Fiscal Year (SFY 2012). Of those inquiries, 4,615 were information and referral inquiries and 8,781 were reports. The APS investigation rate remains at 100 percent for this period. The following chart identifies the number of reports received by district and the type of allegation for the reports:

District	Number of Reports*	Allegations		
		Abuse	Neglect	Exploitation
I	4,484	1,197	2,978	1,255
II	1,656	341	1,170	465
III	727	131	555	190
IV	761	155	530	241
V	606	134	433	175
VI	547	91	394	160
Statewide	8,781	2,049	6,060	2,486

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

STATEWIDE REPORT STATISTICS

In SFY 2012, substantiation rates for the allegations were five percent for abuse, 12 percent for neglect, and two percent for exploitation.

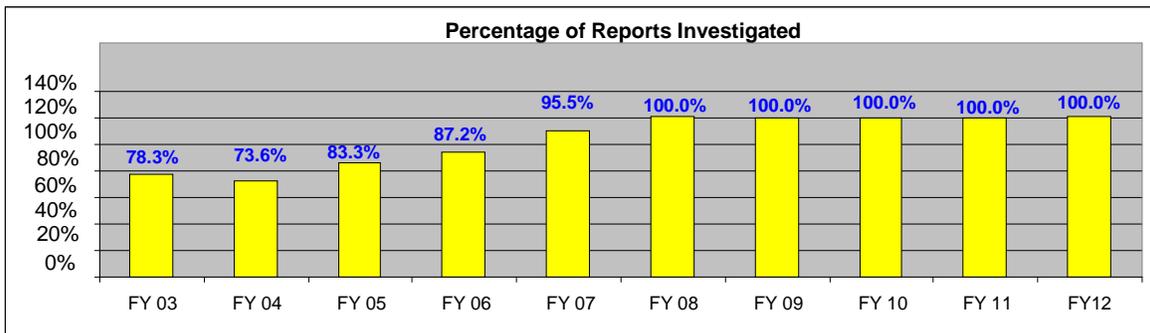
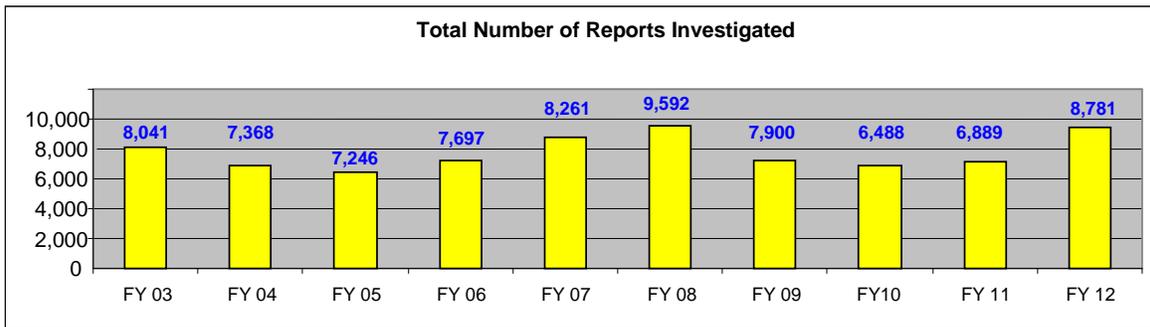
- Seventy-six percent of APS clients were over the age of 60, while 24 percent are clients 18-59 years of age.
- Sixty-nine percent of APS clients identified themselves as Caucasian and 12 percent identified themselves as Hispanic.
- Two-thirds of the APS clients were female, while one-third were male.
- Twenty-five percent of APS clients live with family, while 19 percent of APS clients live alone with little to no assistance.
- Alleged perpetrators who are family members accounted for 30 percent; self neglect accounted for 34 percent; and paid caregivers/residential management accounted for 17 percent.
- Forty-seven percent of the reporting sources are personnel from social services, medical services, and other public services.
- Family members are reporting sources 13 percent of the time.

County specific activity summaries and client demographics for SFY 2012 are located in the Appendix (Note: the activity summaries totals may not total to 100 percent due to rounding.)

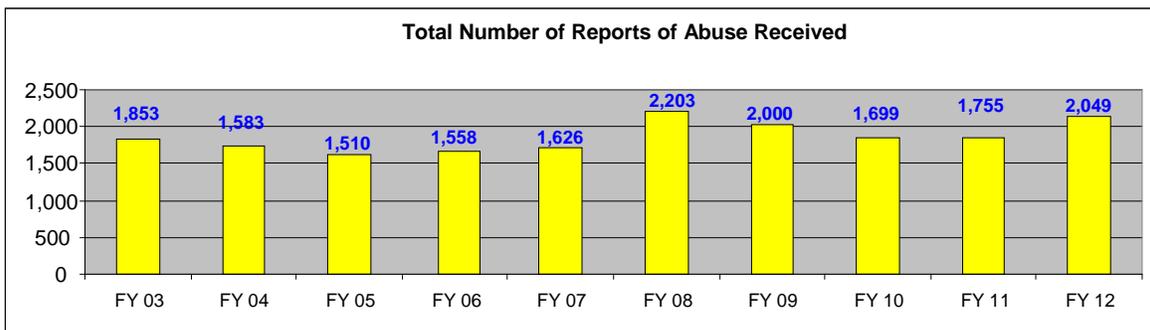
REPORTS

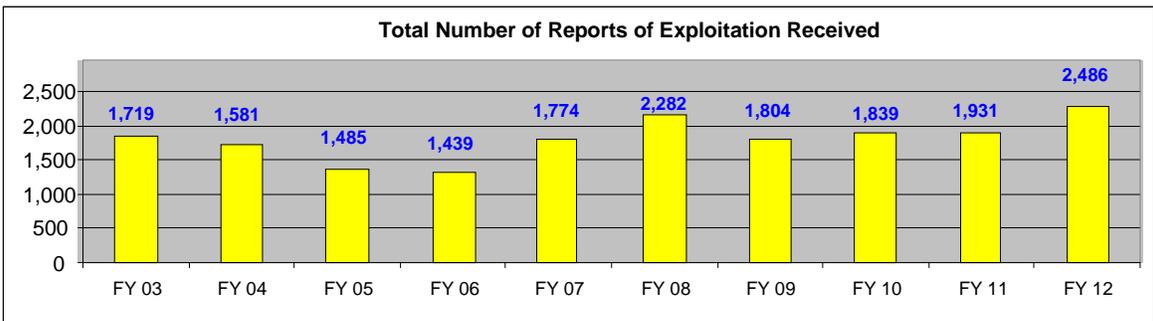
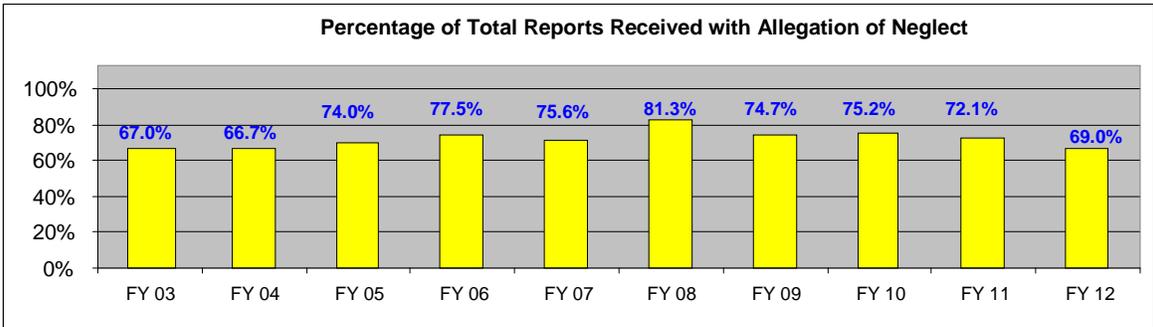
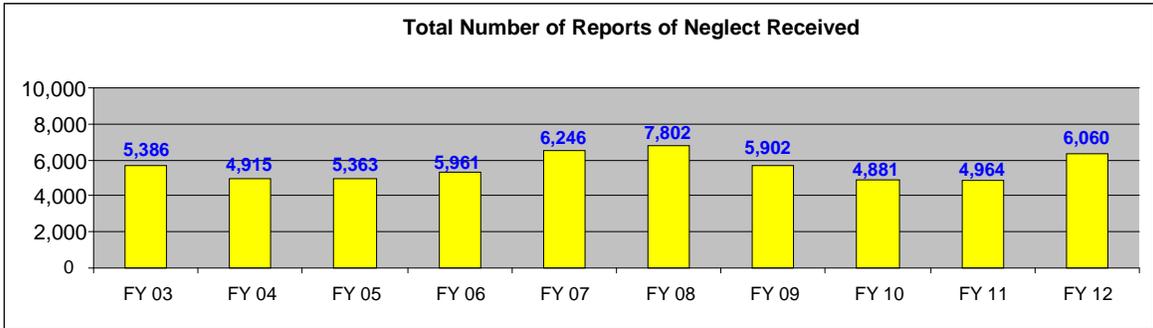
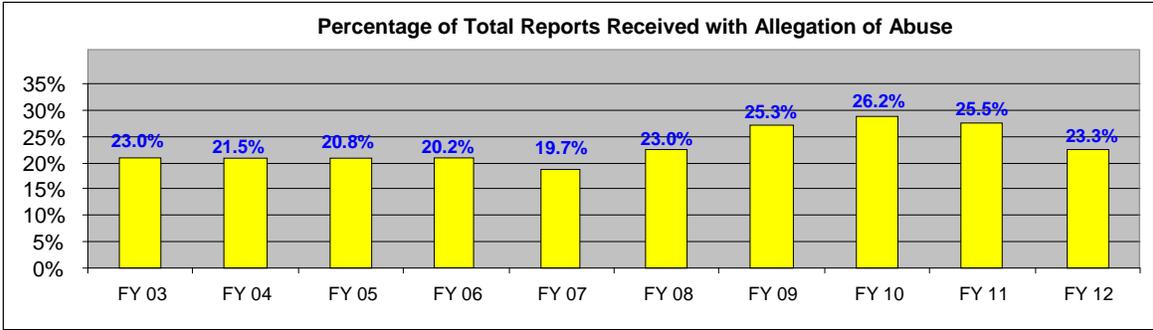
This section of the report provides information on APS statistics and trends from SFY 2003-2012.

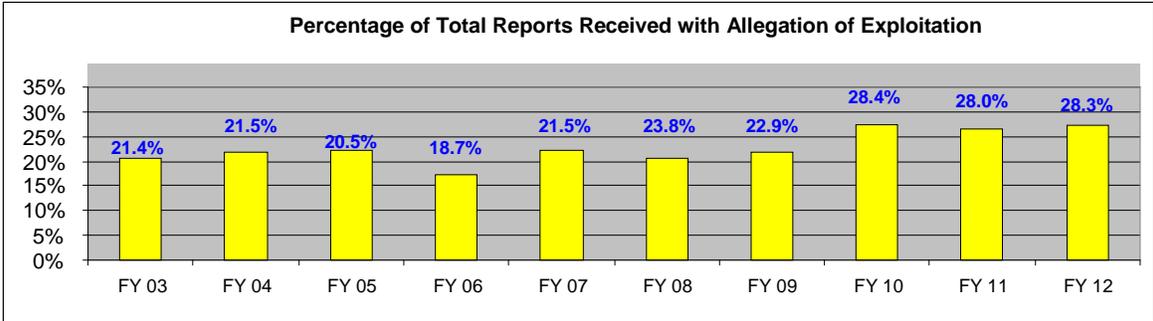
The following graph depicts the trend in investigated reports for SFY 2003-2012.



The following graphs depict the trends in reports in relation to the type of allegation (abuse, neglect, and/or exploitation) from SFY 2003-2012.

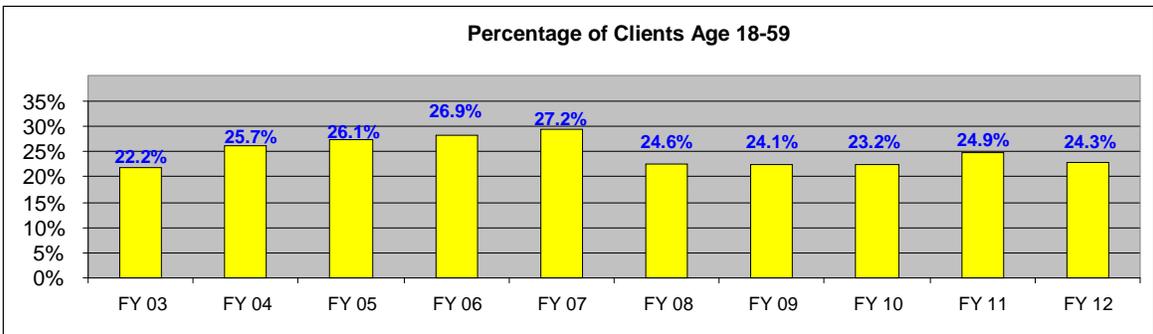
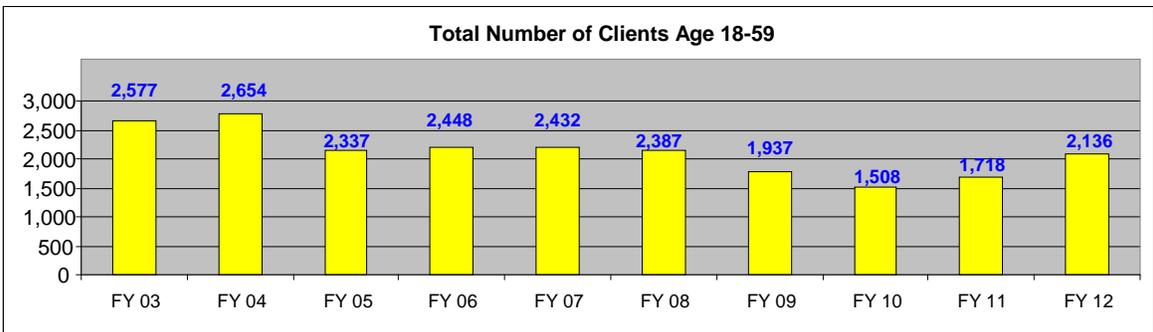


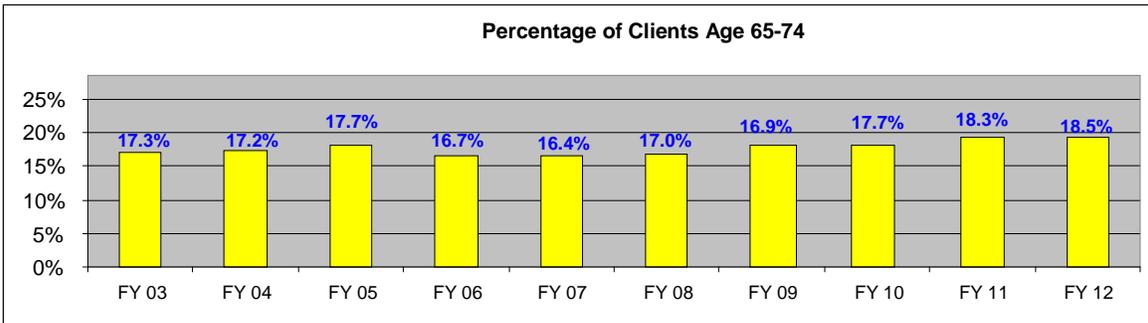
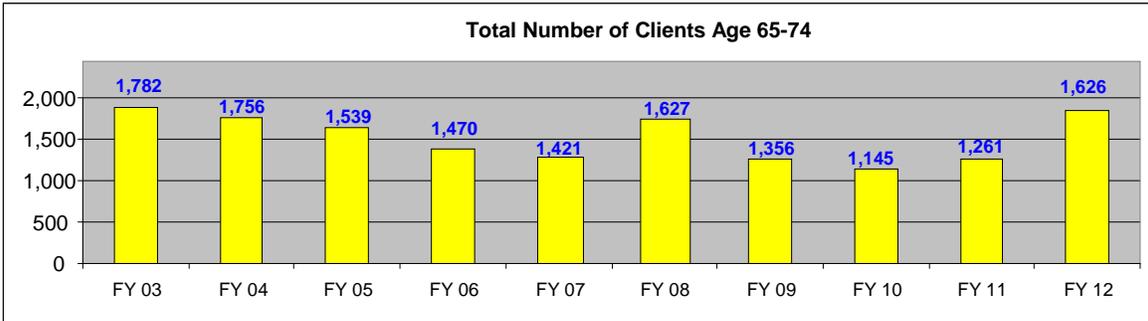
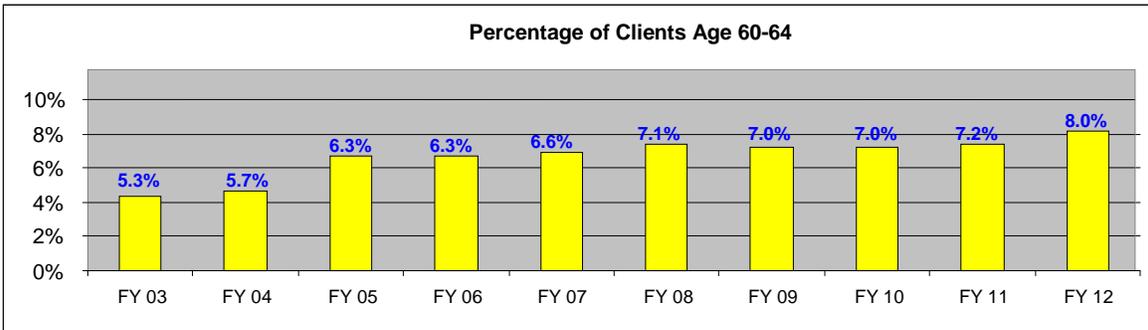
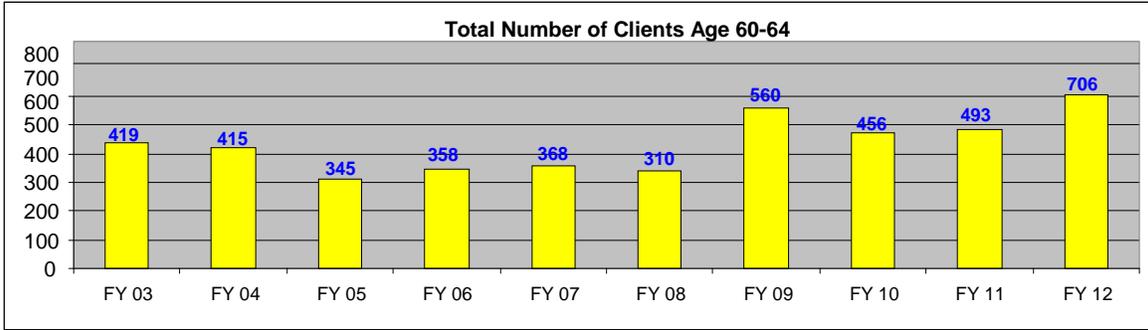


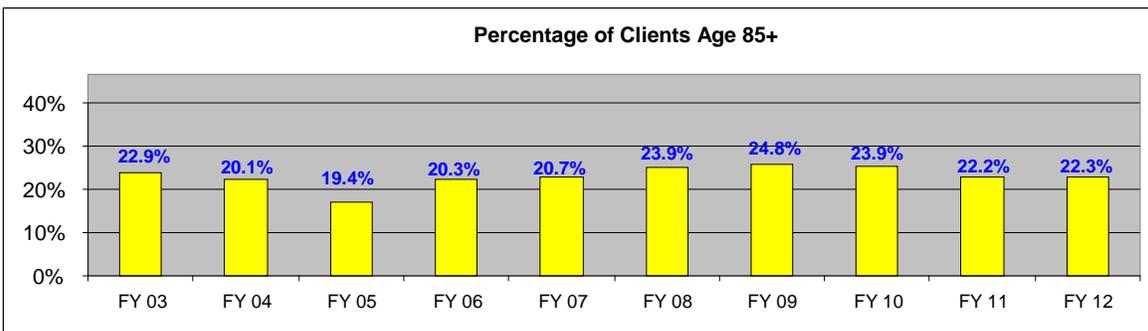
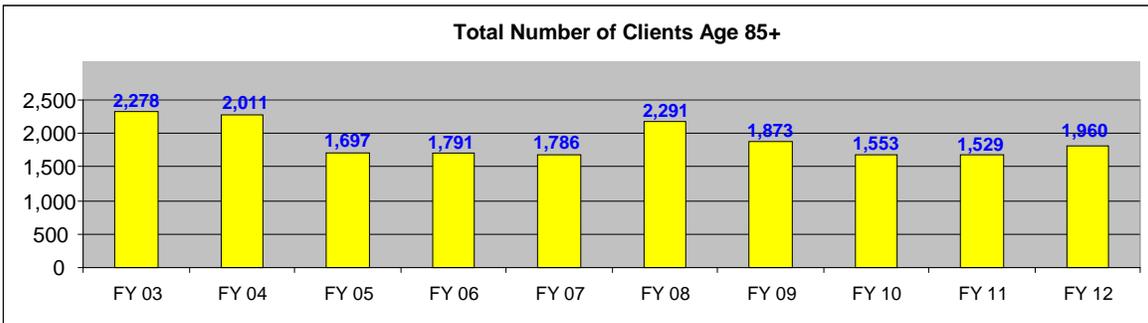
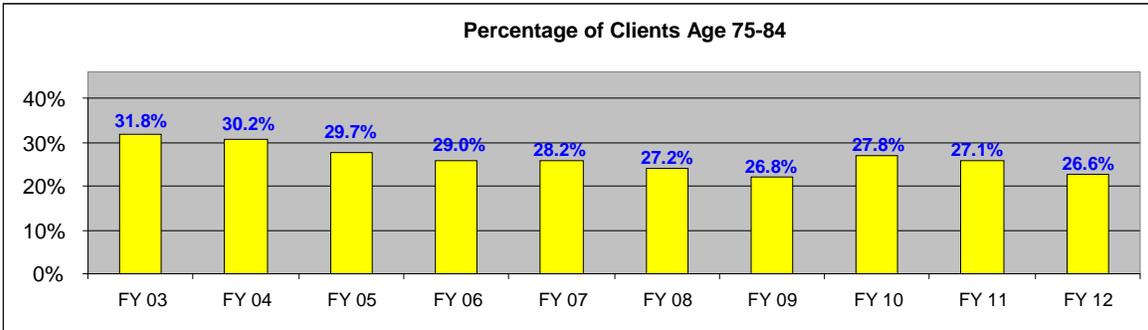
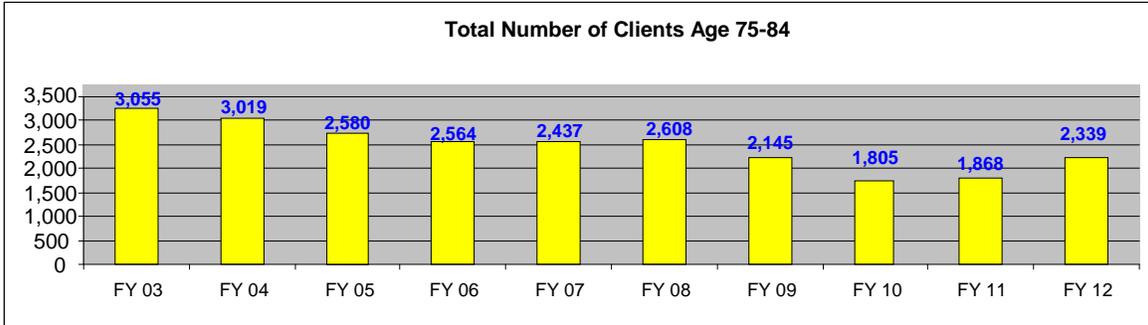


CLIENTS

APS client demographics have remained fairly consistent over the years, with a slow steady growth in the number of 60-64 year olds. The following graphs depict the trends in age, gender, race, and living arrangements for the APS clients between SFY 2003-2012.

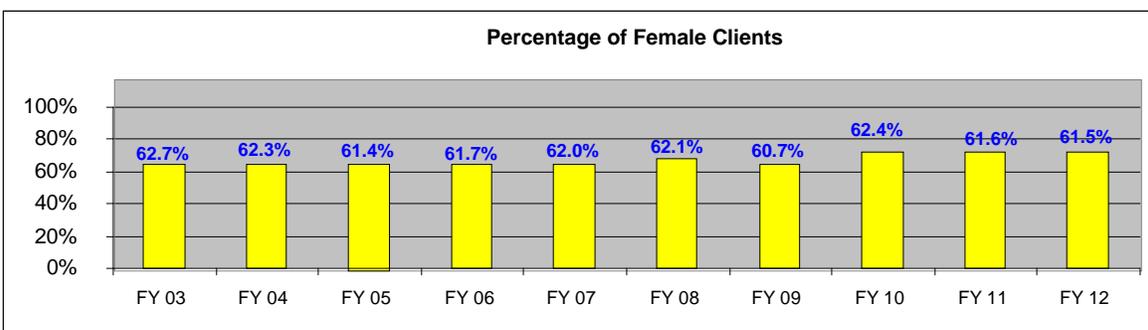
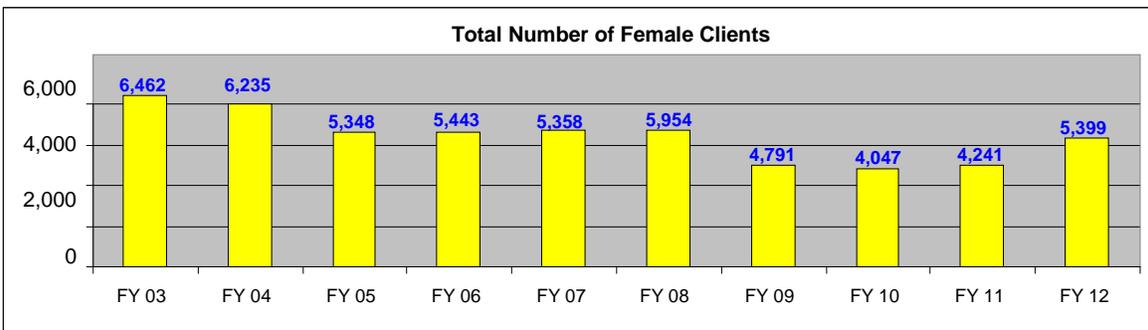
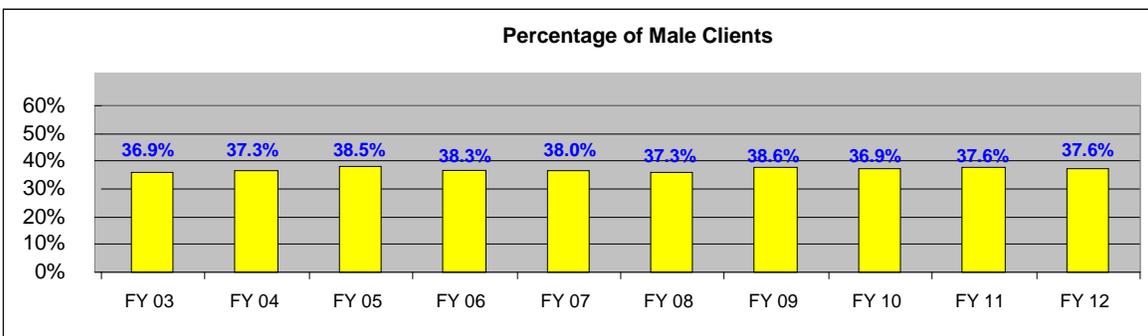
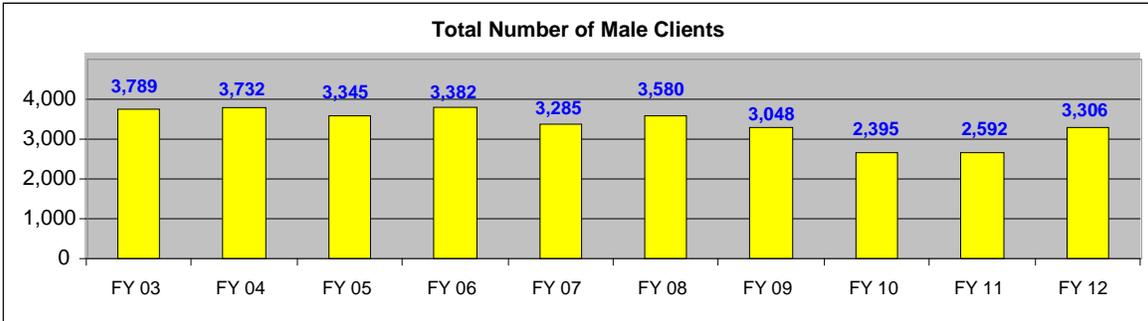




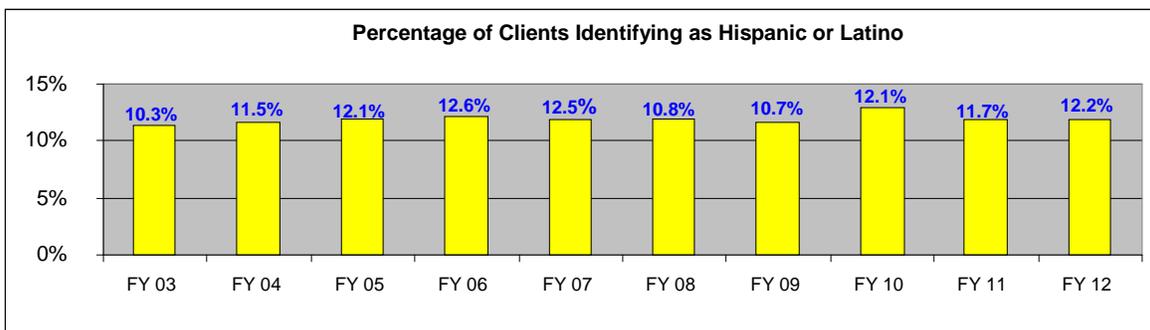
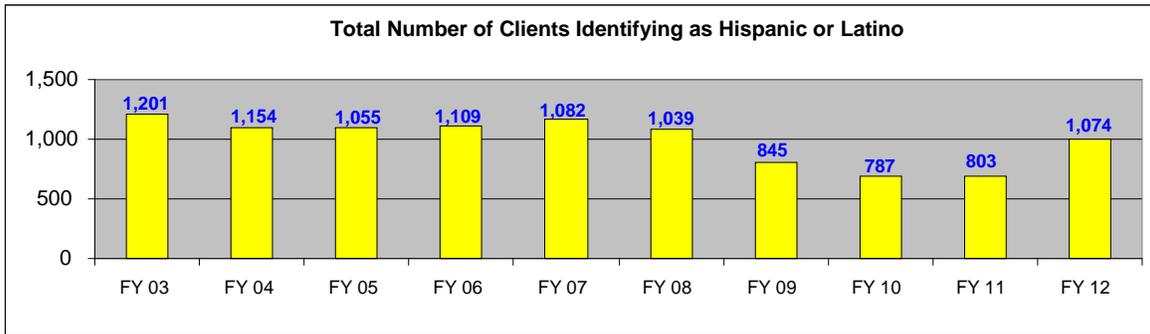


- Although APS serves individuals 18 years of age or older, the majority of APS services are provided to individuals 75 and above with the largest proportionate category being those identified as between the ages of 75 and 84 years of age.

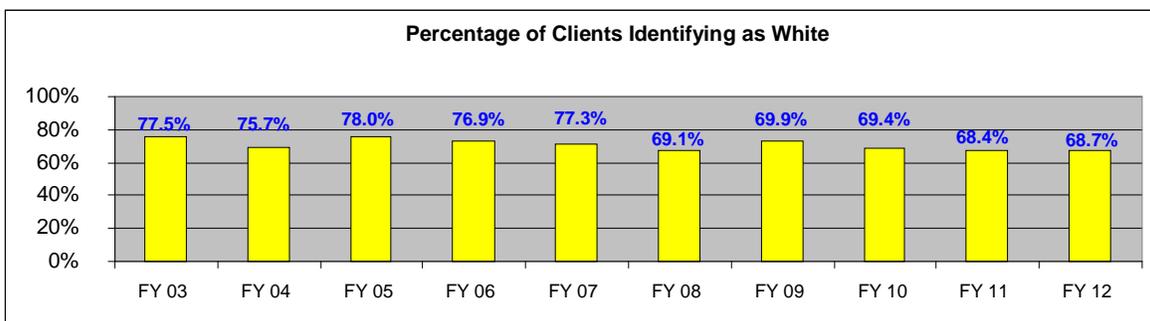
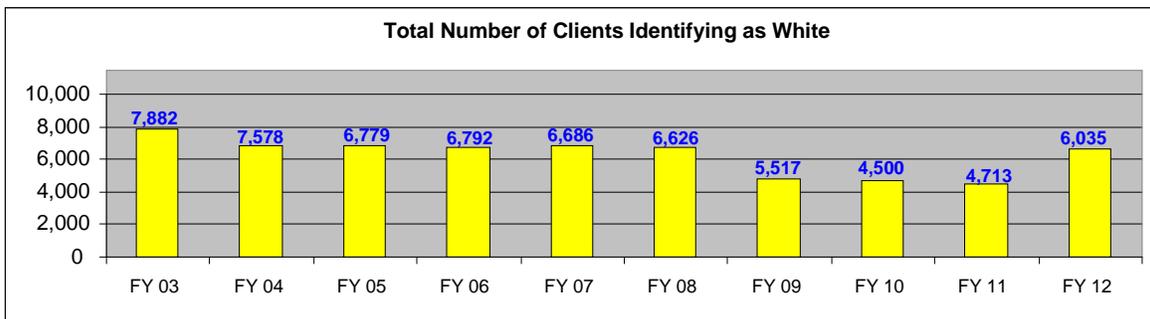
- Females were the majority of APS clients between SFY 2003-2012. Females have a longer life expectancy than males which may contribute to this particular statistic.



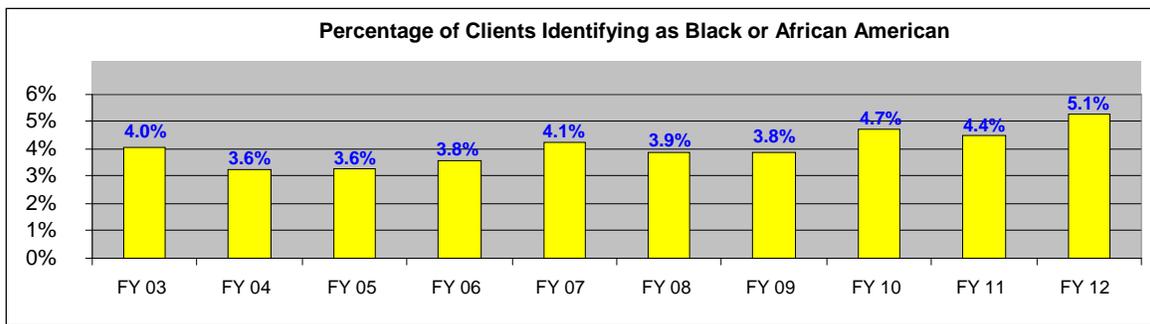
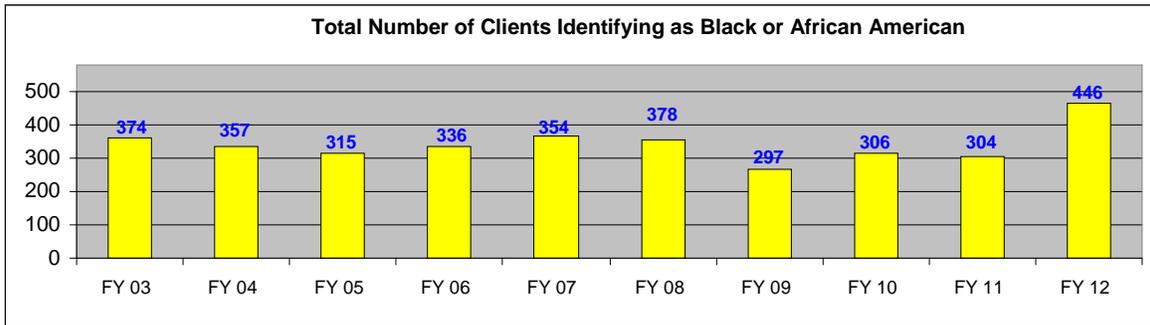
- APS clients that identified their ethnicity as Hispanic or Latino accounted for 12 percent of those served in SFY 2012.



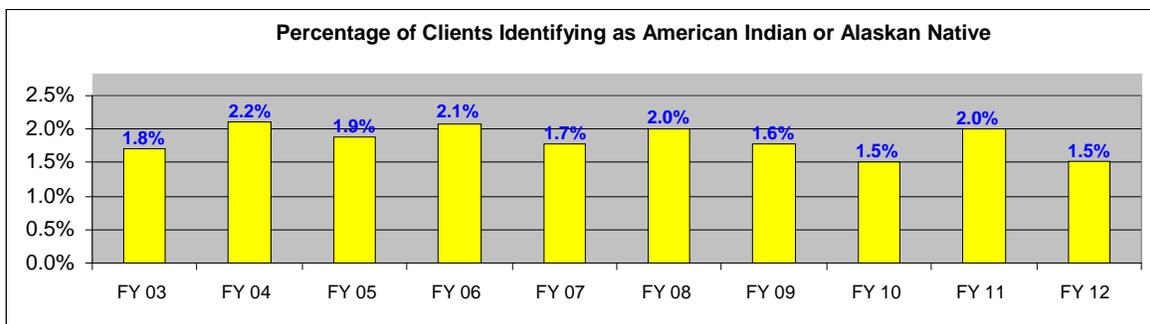
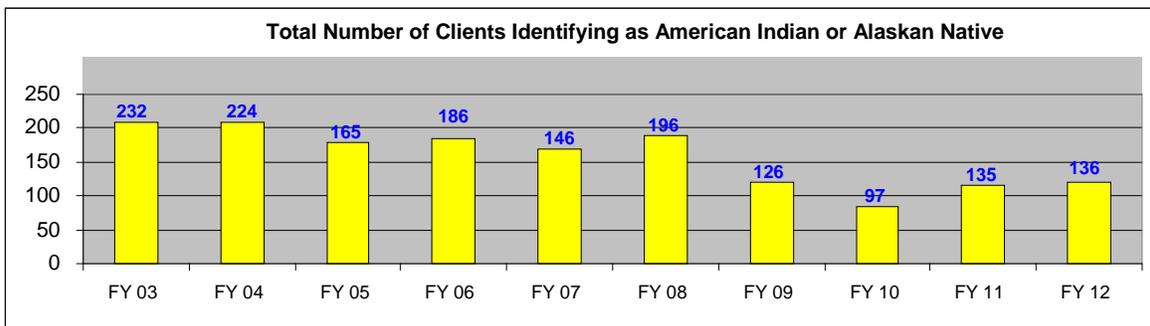
- APS client demographic specific to race is consistent with the overall Arizona population. Although there has been a 23 percent decrease in the number of APS clients identifying themselves as White since SFY 2003, this race category remains proportionately higher than the other race categories.



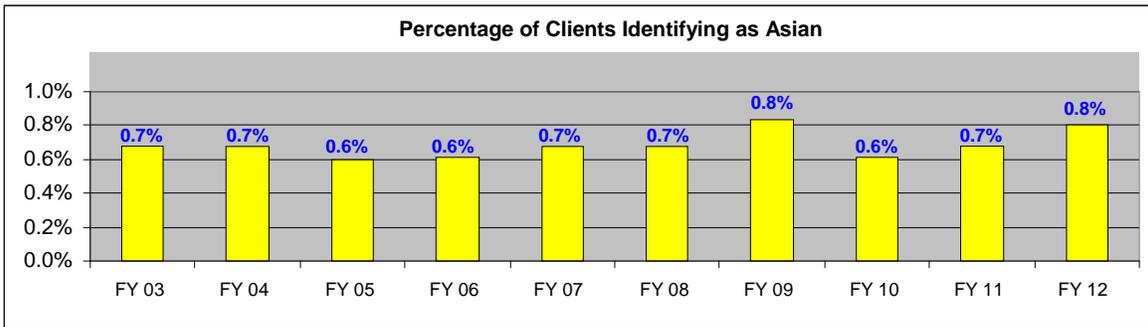
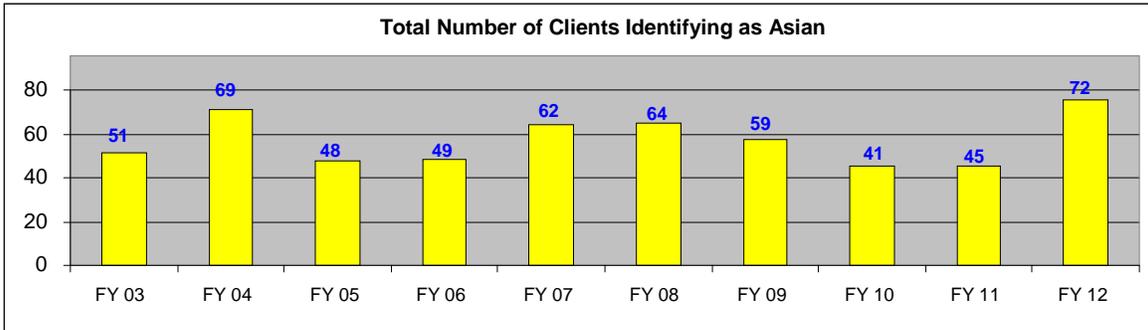
- APS clients identifying themselves as Black or African American account for slightly more than five percent of all APS clients in SFY 2012.



- APS clients identifying themselves as American Indian or Alaska Native are clients who primarily live off-reservation. APS participates in a very small number of on-reservation cases and will only do so at the invitation of the tribal council seeking their assistance.

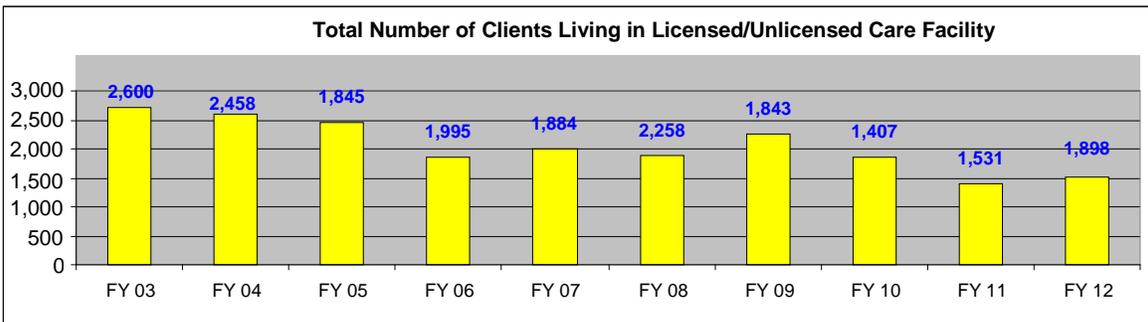


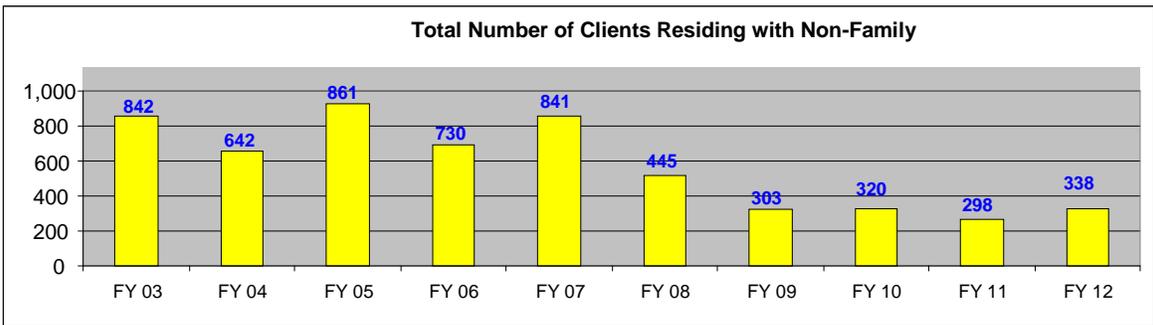
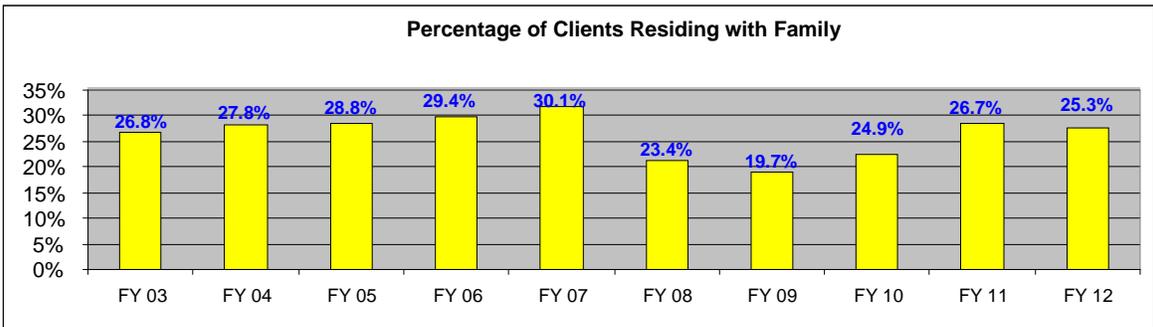
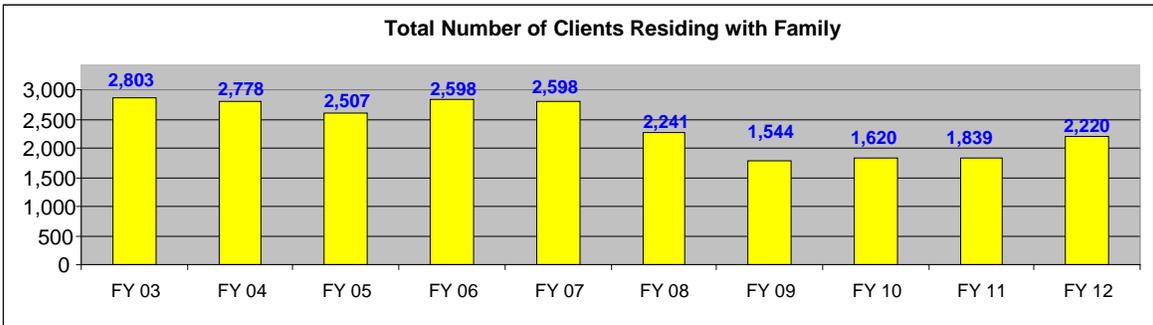
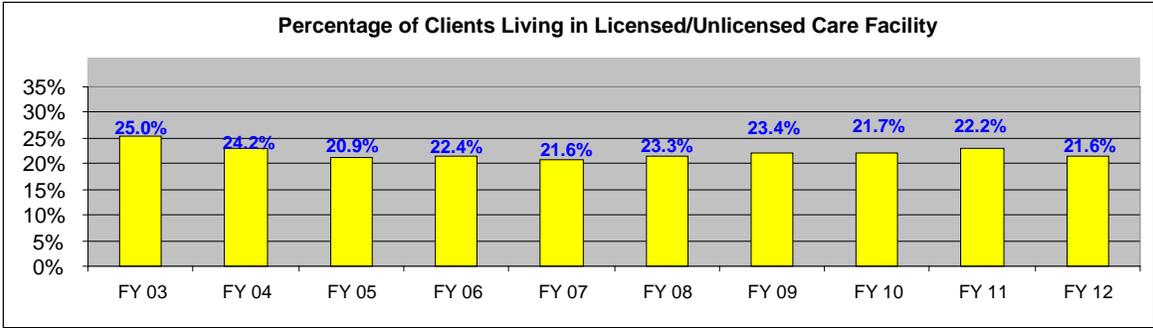
- Cultural diversity may also contribute to the smaller number of cases for the majority of racial groups. Familial obligations, religious beliefs, and various perceptions on the kinds of information to be shared with non-family members, as well as a lack of awareness, may lead to the reluctance of certain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

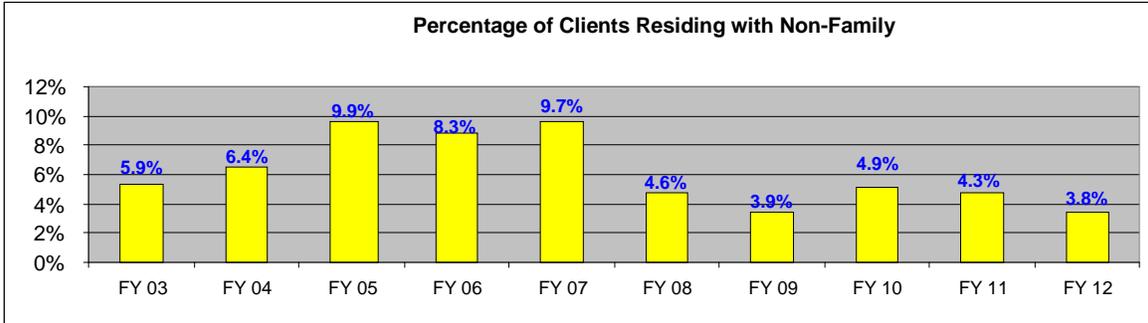


The following graphs depict the trends in APS client living arrangements for SFY 2003-2012.

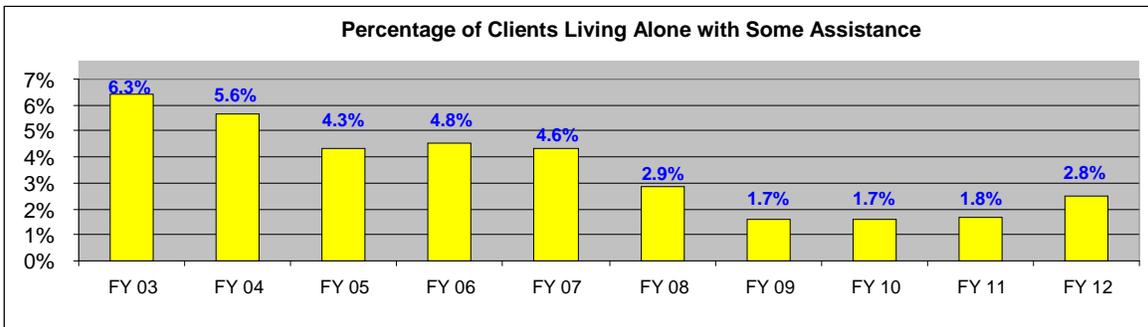
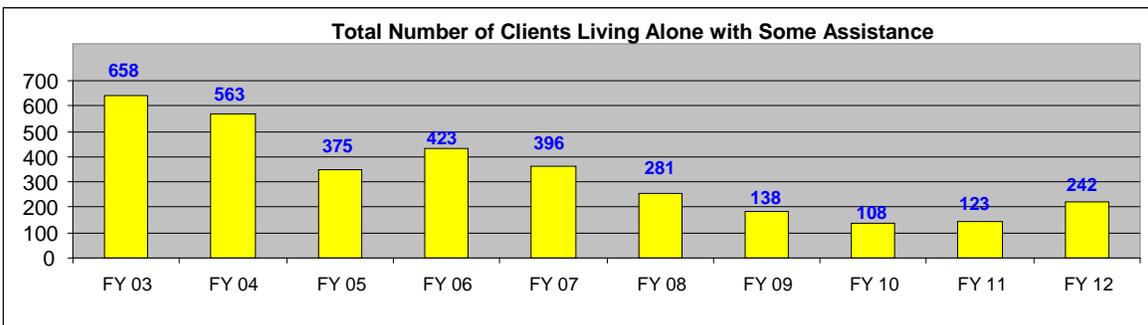
- The largest categories of APS client demographics in relation to living arrangements are clients who reside with family, followed by clients in licensed or unlicensed care facilities, followed by clients living alone with little or no assistance.







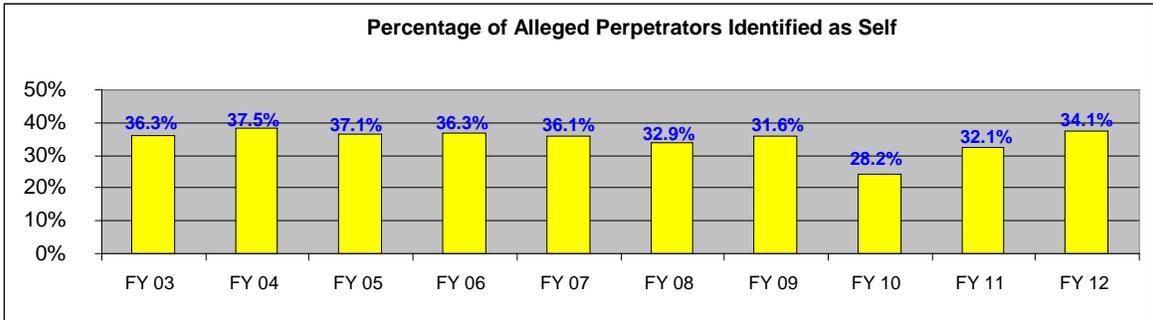
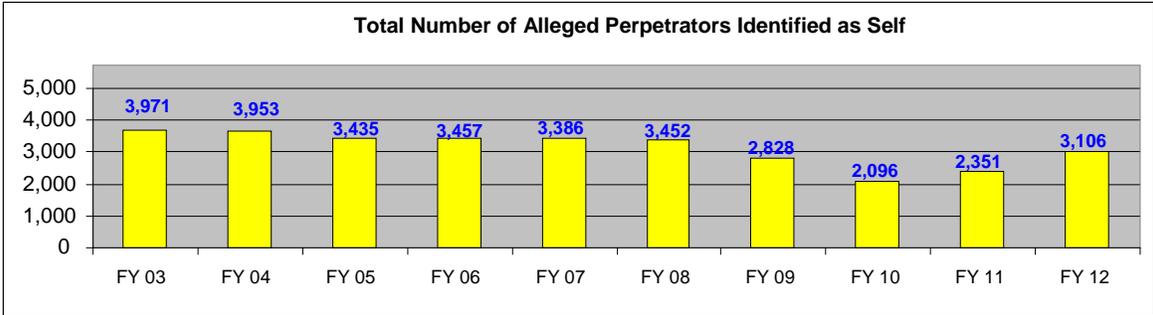
- Clients residing alone, with some assistance have decreased by 60 percent since 2003.



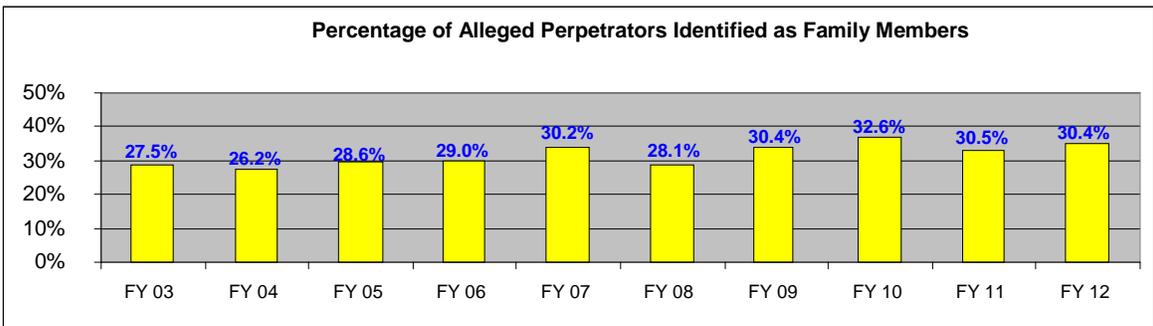
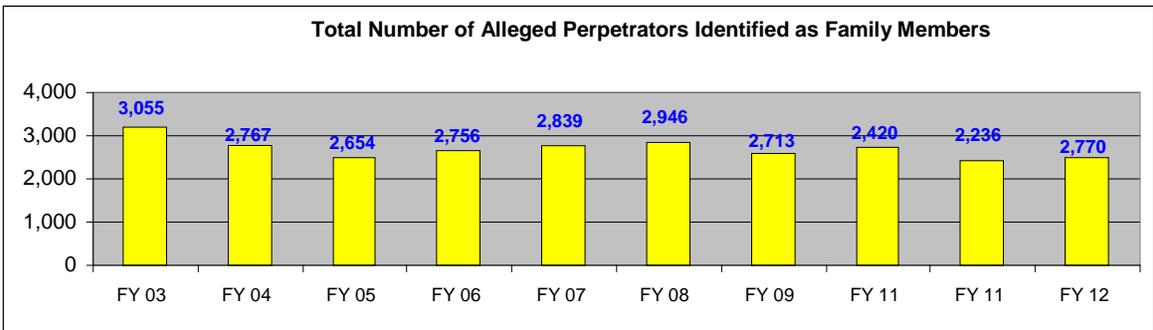
ALLEGED PERPETRATORS

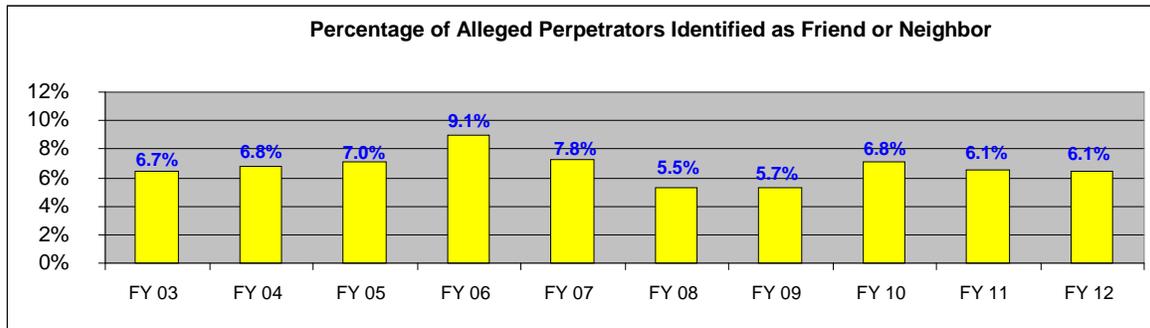
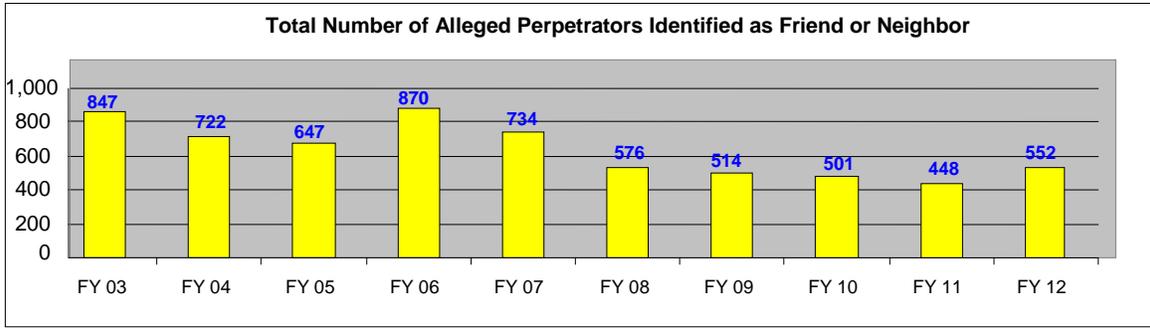
The following graphs depict the trends in alleged perpetrators between SFY 2003-2012.

Neglect continues to be the leading cause for protective services investigations although the alleged perpetrator identified as “self” has decreased by 22 percent since SFY 2003. The leveling out of cases beginning in SFY 2005 may be a result of the partnership developed with the Area Agencies on Aging to coordinate emergency placements and in-home supports for APS clients.

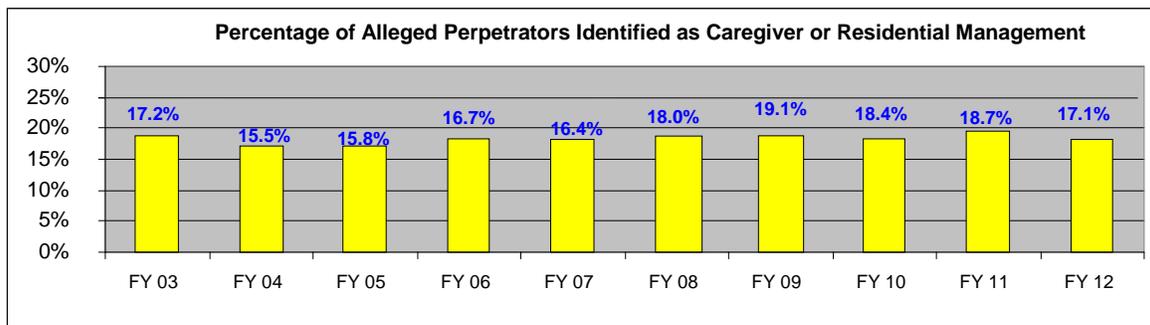
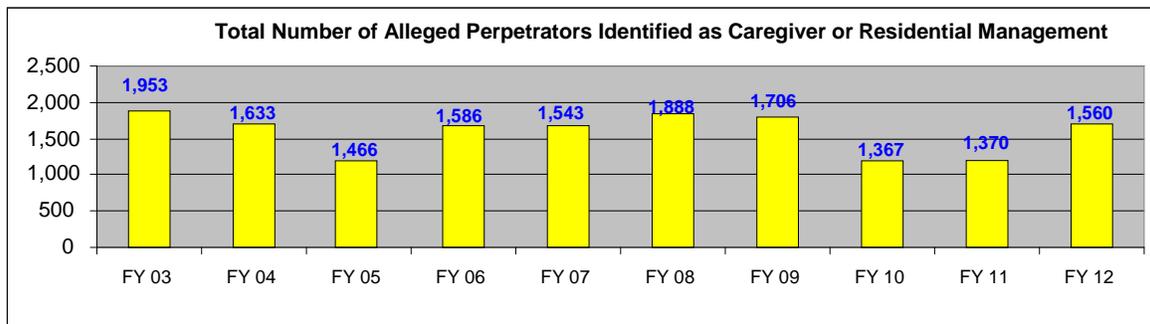


- Family members identified as the alleged perpetrator has increased approximately 22 percent from SFY 2003 to SFY 2012.



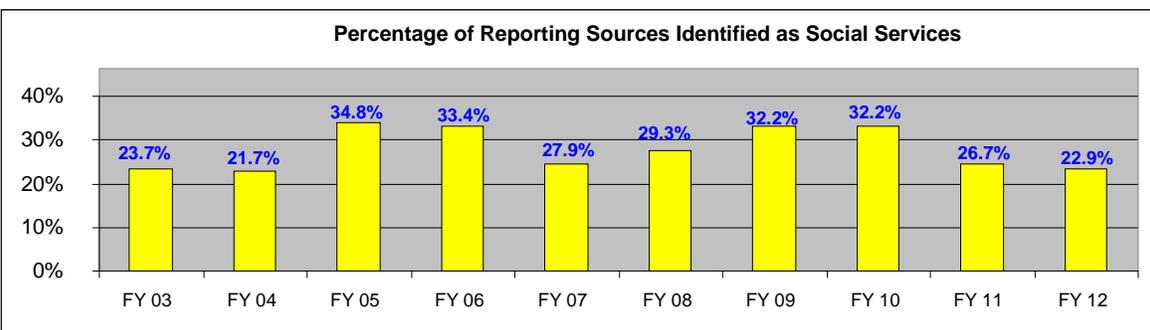
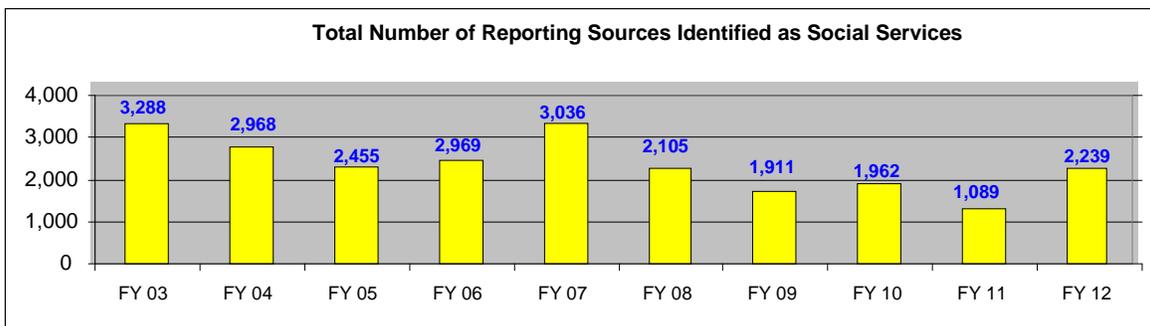
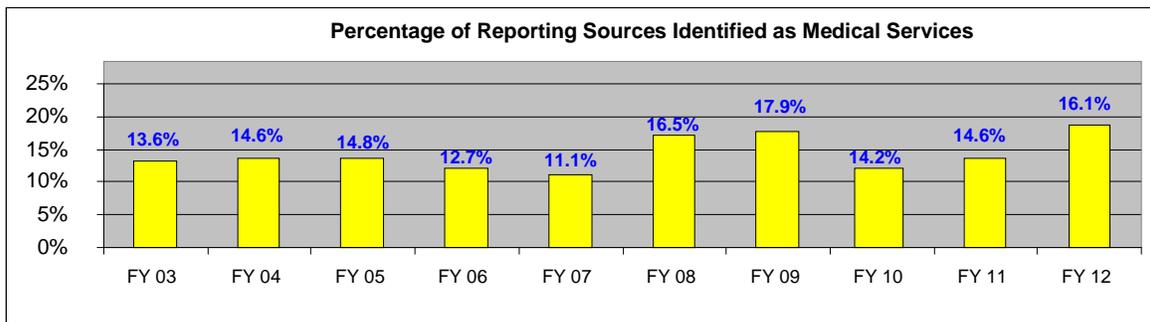
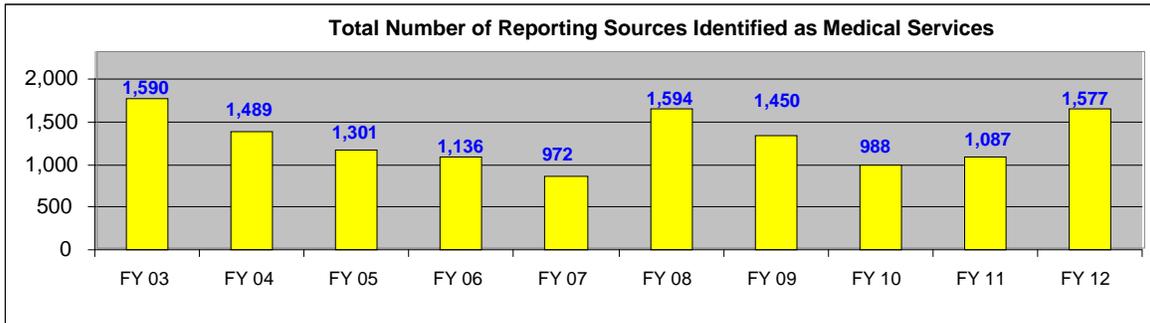


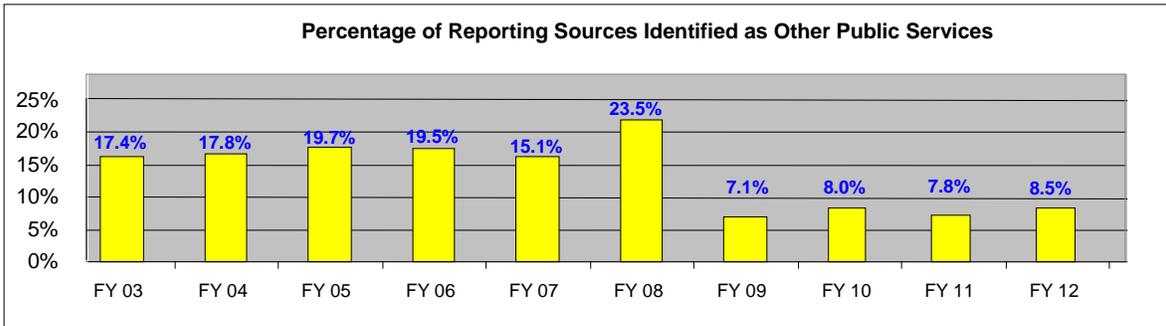
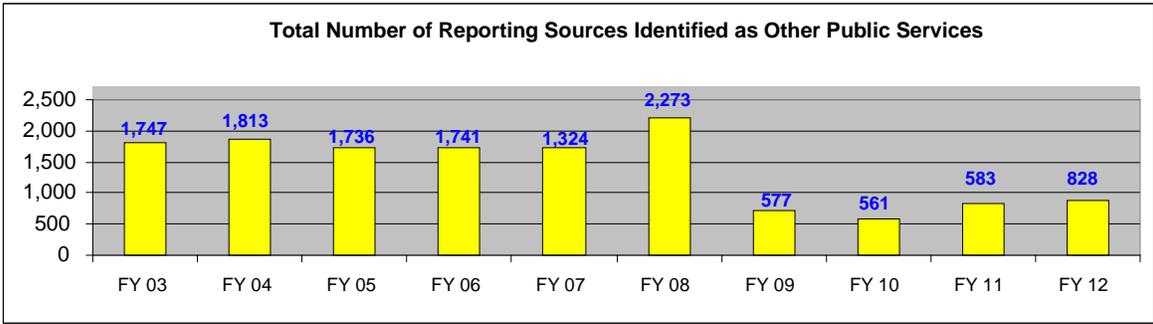
- There is a slight decrease in alleged perpetrators identified as paid caregivers or residential management employees over last SFY 2011.



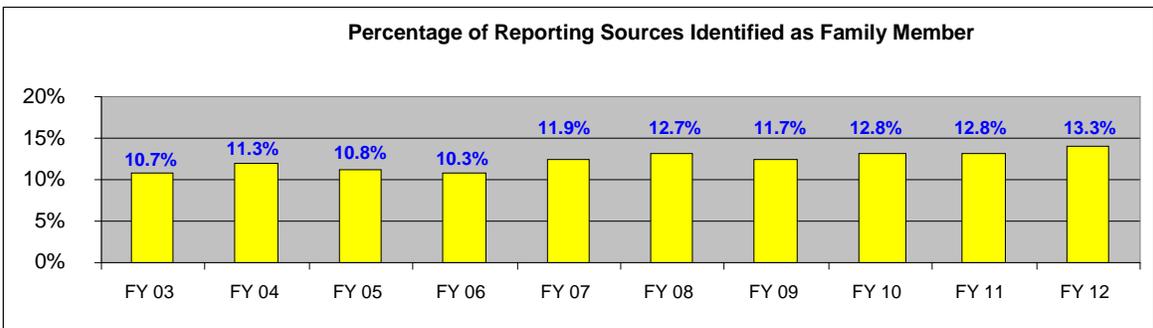
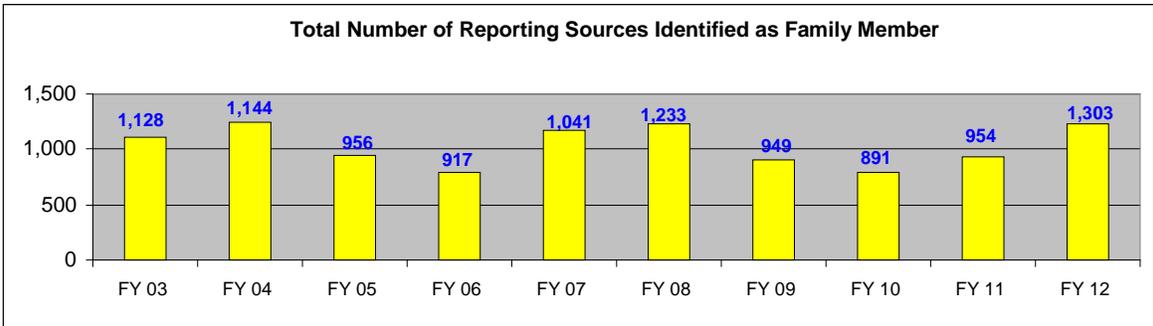
REPORTING SOURCES

The following graphs depict the trends in reporting sources between SFY 2003-2012. As mandatory reporters, medical services, social services, and public services consistently make up the largest portions of reporting sources.

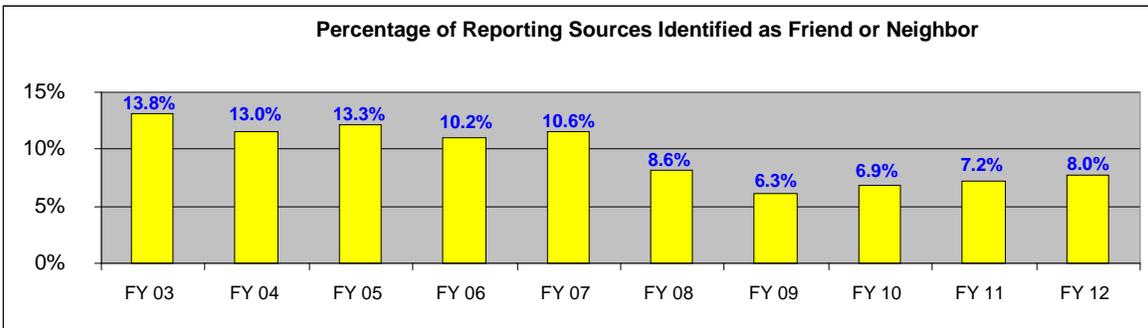
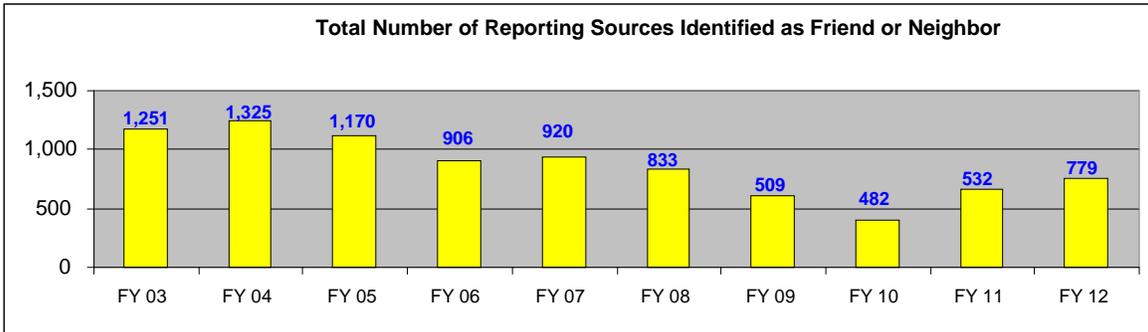




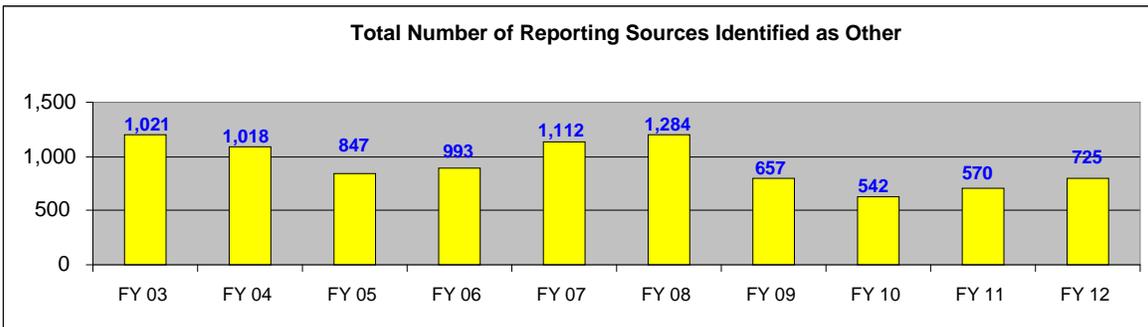
Note: In SFY 2009, the category of public services was separated into several categories that more accurately illustrate the relationship to the client, thus reflecting a decrease that is namely due to the expanded category options.

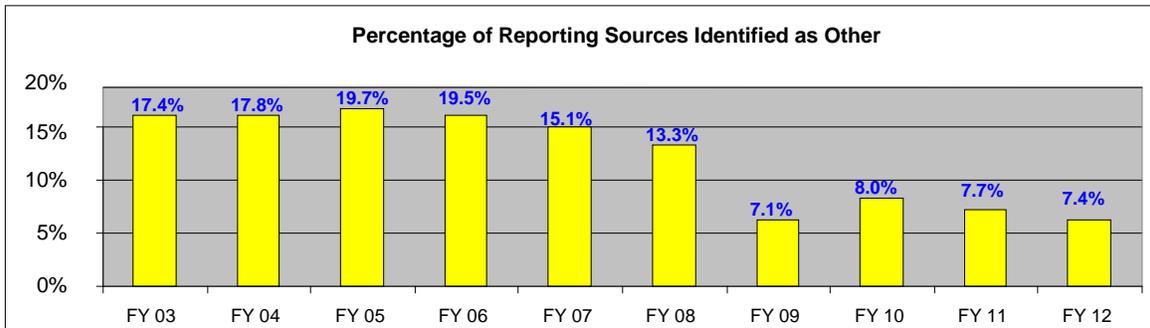


- Since SFY 2003, reporting sources identified as “friend or neighbor” have decreased by 28 percent.



- Reporting sources identified as “other” have decreased by 24 percent since SFY 2003. This is primarily due to improved and more consistent categorization of reporting sources identified under the category of “other.”





CONCLUSION

Thank you for your interest in Arizona Adult Protective Services and the report of APS client and service trends from 2003-2012. For SFY 2012 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 at (602) 277-4984

On-line at www.azdes.gov/reportadultabuse

Appendix



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

ADULT PROTECTIVE SERVICES

7/1/2011 thru 6/30/2012

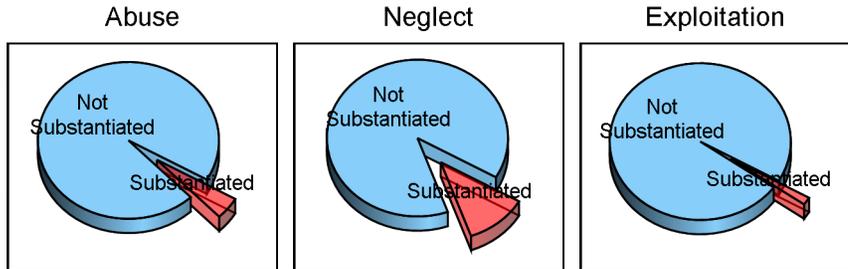
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ACTIVITY SUMMARY - ARIZONA

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	2,049	23.33%
Not Substantiated	1,955	95.41%
Substantiated	94	4.59%
NEGLECT	6,060	69.01%
Not Substantiated	5,380	88.78%
Substantiated	680	11.22%
EXPLOITATION	2,486	28.31%
Not Substantiated	2,446	98.39%
Substantiated	40	1.61%
TOTAL CASES	8,781	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	513	5.84%
30 - 39	295	3.36%
40 - 49	436	4.97%
50 - 59	892	10.16%
60 - 64	706	8.04%
65 - 69	784	8.93%
70 - 74	842	9.59%
75 - 79	1,053	11.99%
80 - 84	1,286	14.65%
85+	1,960	22.32%
Unknown	14	0.16%

CLIENT RACE

Am Ind/Ak Native	136	1.55%
Asian	72	0.82%
Black/African Amer	446	5.08%
Caucasian/White	6,035	68.73%
Hispanic	1,074	12.23%
Pacific Islander	11	0.13%
Unknown/Other	1,007	11.47%

CLIENT MONTHLY INCOME

\$300 or Less	5	0.06%
\$301 - \$500	18	0.21%
\$501 - \$750	184	2.10%
\$751 - \$1,000	136	1.55%
Over \$1,000	403	4.59%
Unknown	8,035	91.50%

CLIENT GENDER

Female	5,399	61.49%
Male	3,306	37.65%
Unknown	76	0.87%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	1,419	16.16%
Alone-Some Asst	242	2.76%
With Family	2,220	25.28%
With Non Family	338	3.85%

CLIENT DWELLING / FACILITY TYPE

Private Residence	2,045	23.29%
Adult Foster Care	16	0.18%
Assisted Living	616	7.02%
Board & Care	27	0.31%
DDD Placement	164	1.87%
Nursing Facility	827	9.42%
Residential Care	173	1.97%
Supervisory Care	61	0.70%
Unlicensed	6	0.07%
VA	8	0.09%
Unknown	619	7.05%

RELATION TO CLIENT

Care Giver/Res Mgr	832	8.51%
Conserv/Guardian	40	0.41%
Family Member	1,303	13.32%
Financial Service	598	6.12%
Friend/Neighbor	779	7.97%
Law Enforcement	472	4.83%
Legal Service	45	0.46%
Medical Service	1,577	16.13%
Other	725	7.41%
Other Public Service	828	8.47%
Self	211	2.16%
Social Service	2,239	22.89%
Unknown	130	1.33%
TOTAL	9,780	100.00%

Perpetrator

	1,560	17.12%
	193	2.12%
	2,770	30.39%
	49	0.54%
	552	6.06%
	1	0.01%
	3	0.03%
	75	0.82%
	673	7.38%
	37	0.41%
	3,106	34.08%
	18	0.20%
	77	0.85%
TOTAL	9,114	100.00%



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

ADULT PROTECTIVE SERVICES

7/1/2011 thru 6/30/2012

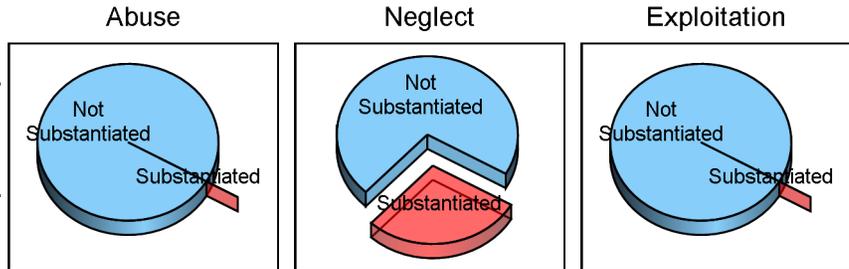
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ACTIVITY SUMMARY - APACHE

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	5	17.86%
Not Substantiated	5	100.00%
Substantiated	0	0.00%
NEGLECT	21	75.00%
Not Substantiated	15	71.43%
Substantiated	6	28.57%
EXPLOITATION	10	35.71%
Not Substantiated	10	100.00%
Substantiated	0	0.00%
TOTAL CASES	28	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	1	3.57%
30 - 39	1	3.57%
40 - 49	3	10.71%
50 - 59	2	7.14%
60 - 64	4	14.29%
65 - 69	3	10.71%
70 - 74	1	3.57%
75 - 79	4	14.29%
80 - 84	5	17.86%
85+	4	14.29%
Unknown	0	0.00%

CLIENT RACE

Am Ind/Ak Native	1	3.57%
Asian	0	0.00%
Black/African Amer	0	0.00%
Caucasian/White	25	89.29%
Hispanic	1	3.57%
Pacific Islander	0	0.00%
Unknown/Other	1	3.57%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	1	3.57%
\$501 - \$750	1	3.57%
\$751 - \$1,000	0	0.00%
Over \$1,000	1	3.57%
Unknown	25	89.29%

CLIENT GENDER

Female	18	64.29%
Male	9	32.14%
Unknown	1	3.57%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	7	25.00%
Alone-Some Asst	2	7.14%
With Family	7	25.00%
With Non Family	1	3.57%

CLIENT DWELLING / FACILITY TYPE

Private Residence	9	32.14%
Adult Foster Care	0	0.00%
Assisted Living	0	0.00%
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	2	7.14%

RELATION TO CLIENT Rptg Source

Care Giver/Res Mgr	3	10.35%
Conserv/Guardian	0	0.00%
Family Member	6	20.69%
Financial Service	0	0.00%
Friend/Neighbor	3	10.35%
Law Enforcement	0	0.00%
Legal Service	0	0.00%
Medical Service	2	6.90%
Other	3	10.35%
Other Public Service	2	6.90%
Self	3	10.35%
Social Service	7	24.14%
Unknown	0	0.00%
TOTAL	29	100.00%

Perpetrator

	1	3.33%
	2	6.67%
	8	26.67%
	0	0.00%
	4	13.33%
	0	0.00%
	0	0.00%
	0	0.00%
	3	10.00%
	0	0.00%
	12	40.00%
	0	0.00%
	0	0.00%
TOTAL	30	100.00%



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

ADULT PROTECTIVE SERVICES

7/1/2011 thru 6/30/2012

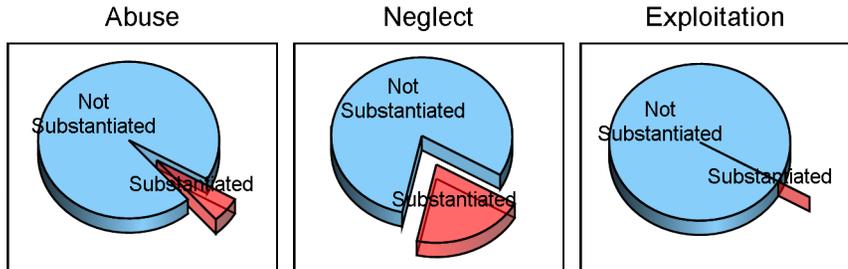
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ACTIVITY SUMMARY - COCHISE

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	75	18.20%
Not Substantiated	71	94.67%
Substantiated	4	5.33%
NEGLECT	293	71.12%
Not Substantiated	234	79.86%
Substantiated	59	20.14%
EXPLOITATION	121	29.37%
Not Substantiated	121	100.00%
Substantiated	0	0.00%
TOTAL CASES	412	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	22	5.34%
30 - 39	11	2.67%
40 - 49	20	4.85%
50 - 59	44	10.68%
60 - 64	32	7.77%
65 - 69	30	7.28%
70 - 74	35	8.50%
75 - 79	48	11.65%
80 - 84	69	16.75%
85+	100	24.27%
Unknown	1	0.24%

CLIENT RACE

Am Ind/Ak Native	2	0.49%
Asian	2	0.49%
Black/African Amer	7	1.70%
Caucasian/White	288	69.90%
Hispanic	72	17.48%
Pacific Islander	1	0.24%
Unknown/Other	40	9.71%

CLIENT MONTHLY INCOME

\$300 or Less	1	0.24%
\$301 - \$500	2	0.49%
\$501 - \$750	31	7.52%
\$751 - \$1,000	11	2.67%
Over \$1,000	43	10.44%
Unknown	324	78.64%

CLIENT GENDER

Female	260	63.11%
Male	147	35.68%
Unknown	5	1.21%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	77	18.69%
Alone-Some Asst	10	2.43%
With Family	113	27.43%
With Non Family	25	6.07%

CLIENT DWELLING / FACILITY TYPE

Private Residence	111	26.94%
Adult Foster Care	1	0.24%
Assisted Living	13	3.16%
Board & Care	1	0.24%
DDD Placement	7	1.70%
Nursing Facility	23	5.58%
Residential Care	2	0.49%
Supervisory Care	4	0.97%
Unlicensed	0	0.00%
VA	1	0.24%
Unknown	24	5.83%

RELATION TO CLIENT

Care Giver/Res Mgr	31	6.62%
Conserv/Guardian	1	0.21%
Family Member	73	15.60%
Financial Service	38	8.12%
Friend/Neighbor	45	9.62%
Law Enforcement	25	5.34%
Legal Service	1	0.21%
Medical Service	80	17.09%
Other	38	8.12%
Other Public Service	41	8.76%
Self	9	1.92%
Social Service	82	17.52%
Unknown	4	0.86%
TOTAL	468	100.00%

Perpetrator

	47	11.06%
	8	1.88%
	131	30.82%
	3	0.71%
	27	6.35%
	0	0.00%
	0	0.00%
	0	0.00%
	23	5.41%
	1	0.24%
	183	43.06%
	0	0.00%
	2	0.47%
TOTAL	425	100.00%



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

ADULT PROTECTIVE SERVICES

7/1/2011 thru 6/30/2012

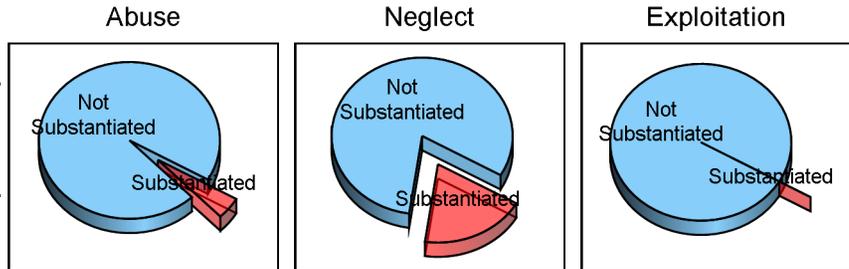
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ACTIVITY SUMMARY - COCONINO

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	22	27.16%
Not Substantiated	21	95.46%
Substantiated	1	4.55%
NEGLECT	58	71.61%
Not Substantiated	47	81.03%
Substantiated	11	18.97%
EXPLOITATION	21	25.93%
Not Substantiated	21	100.00%
Substantiated	0	0.00%
TOTAL CASES	81	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	9	11.11%
30 - 39	4	4.94%
40 - 49	8	9.88%
50 - 59	9	11.11%
60 - 64	7	8.64%
65 - 69	8	9.88%
70 - 74	8	9.88%
75 - 79	6	7.41%
80 - 84	7	8.64%
85+	15	18.52%
Unknown	0	0.00%

CLIENT RACE

Am Ind/Ak Native	9	11.11%
Asian	0	0.00%
Black/African Amer	1	1.24%
Caucasian/White	48	59.26%
Hispanic	11	13.58%
Pacific Islander	0	0.00%
Unknown/Other	12	14.82%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	4	4.94%
\$751 - \$1,000	5	6.17%
Over \$1,000	10	12.35%
Unknown	62	76.54%

CLIENT GENDER

Female	58	71.61%
Male	23	28.40%
Unknown	0	0.00%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	13	16.05%
Alone-Some Asst	3	3.70%
With Family	21	25.93%
With Non Family	4	4.94%

CLIENT DWELLING / FACILITY TYPE

Private Residence	20	24.69%
Adult Foster Care	0	0.00%
Assisted Living	1	1.24%
Board & Care	0	0.00%
DDD Placement	5	6.17%
Nursing Facility	2	2.47%
Residential Care	5	6.17%
Supervisory Care	0	0.00%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	7	8.64%

RELATION TO CLIENT

Relation to Client	Rptg Source
Care Giver/Res Mgr	5 5.56%
Conserv/Guardian	0 0.00%
Family Member	9 10.00%
Financial Service	6 6.67%
Friend/Neighbor	4 4.44%
Law Enforcement	4 4.44%
Legal Service	1 1.11%
Medical Service	14 15.56%
Other	8 8.89%
Other Public Service	12 13.33%
Self	2 2.22%
Social Service	25 27.78%
Unknown	0 0.00%
TOTAL	90 100.00%

Perpetrator

Perpetrator	Count	Percentage
Care Giver/Res Mgr	10	11.63%
Conserv/Guardian	1	1.16%
Family Member	26	30.23%
Financial Service	0	0.00%
Friend/Neighbor	7	8.14%
Law Enforcement	0	0.00%
Legal Service	0	0.00%
Medical Service	0	0.00%
Other	10	11.63%
Other Public Service	3	3.49%
Self	28	32.56%
Social Service	0	0.00%
Unknown	1	1.16%
TOTAL	86	100.00%



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

ADULT PROTECTIVE SERVICES

7/1/2011 thru 6/30/2012

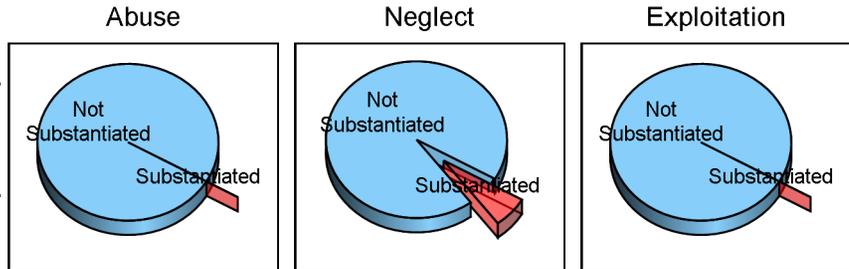
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ACTIVITY SUMMARY - GILA

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	23	17.69%
Not Substantiated	23	100.00%
Substantiated	0	0.00%
NEGLECT	93	71.54%
Not Substantiated	87	93.55%
Substantiated	6	6.45%
EXPLOITATION	39	30.00%
Not Substantiated	39	100.00%
Substantiated	0	0.00%
TOTAL CASES	130	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	3	2.31%
30 - 39	4	3.08%
40 - 49	7	5.39%
50 - 59	10	7.69%
60 - 64	10	7.69%
65 - 69	11	8.46%
70 - 74	6	4.62%
75 - 79	25	19.23%
80 - 84	18	13.85%
85+	35	26.92%
Unknown	1	0.77%

CLIENT RACE

Am Ind/Ak Native	5	3.85%
Asian	0	0.00%
Black/African Amer	1	0.77%
Caucasian/White	94	72.31%
Hispanic	13	10.00%
Pacific Islander	0	0.00%
Unknown/Other	17	13.08%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	2	1.54%
\$751 - \$1,000	1	0.77%
Over \$1,000	2	1.54%
Unknown	125	96.15%

CLIENT GENDER

Female	81	62.31%
Male	48	36.92%
Unknown	1	0.77%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	30	23.08%
Alone-Some Asst	3	2.31%
With Family	27	20.77%
With Non Family	2	1.54%

CLIENT DWELLING / FACILITY TYPE

Private Residence	35	26.92%
Adult Foster Care	0	0.00%
Assisted Living	2	1.54%
Board & Care	0	0.00%
DDD Placement	4	3.08%
Nursing Facility	17	13.08%
Residential Care	4	3.08%
Supervisory Care	0	0.00%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	6	4.62%

RELATION TO CLIENT **Rptg Source** **Perpetrator**

Care Giver/Res Mgr	11	7.75%	20	14.49%
Conserv/Guardian	0	0.00%	1	0.73%
Family Member	18	12.68%	39	28.26%
Financial Service	11	7.75%	2	1.45%
Friend/Neighbor	12	8.45%	11	7.97%
Law Enforcement	11	7.75%	0	0.00%
Legal Service	3	2.11%	0	0.00%
Medical Service	21	14.79%	0	0.00%
Other	9	6.34%	9	6.52%
Other Public Service	17	11.97%	0	0.00%
Self	3	2.11%	53	38.41%
Social Service	23	16.20%	0	0.00%
Unknown	3	2.11%	3	2.17%

TOTAL	142	100.00%	138	100.00%
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DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

ADULT PROTECTIVE SERVICES

7/1/2011 thru 6/30/2012

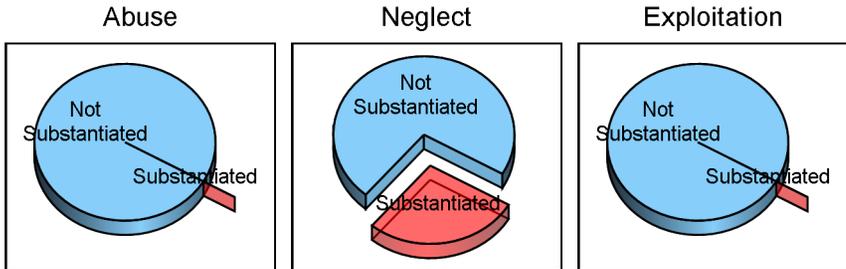
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ACTIVITY SUMMARY - GRAHAM

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	8	12.12%
Not Substantiated	8	100.00%
Substantiated	0	0.00%
NEGLECT	54	81.82%
Not Substantiated	39	72.22%
Substantiated	15	27.78%
EXPLOITATION	14	21.21%
Not Substantiated	14	100.00%
Substantiated	0	0.00%
TOTAL CASES	66	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	3	4.55%
30 - 39	4	6.06%
40 - 49	6	9.09%
50 - 59	8	12.12%
60 - 64	3	4.55%
65 - 69	5	7.58%
70 - 74	6	9.09%
75 - 79	6	9.09%
80 - 84	9	13.64%
85+	16	24.24%
Unknown	0	0.00%

CLIENT RACE

Am Ind/Ak Native	2	3.03%
Asian	0	0.00%
Black/African Amer	1	1.52%
Caucasian/White	47	71.21%
Hispanic	10	15.15%
Pacific Islander	0	0.00%
Unknown/Other	6	9.09%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	1	1.52%
\$501 - \$750	1	1.52%
\$751 - \$1,000	1	1.52%
Over \$1,000	7	10.61%
Unknown	56	84.85%

CLIENT GENDER

Female	39	59.09%
Male	27	40.91%
Unknown	0	0.00%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	11	16.67%
Alone-Some Asst	2	3.03%
With Family	23	34.85%
With Non Family	2	3.03%

CLIENT DWELLING / FACILITY TYPE

Private Residence	21	31.82%
Adult Foster Care	0	0.00%
Assisted Living	1	1.52%
Board & Care	0	0.00%
DDD Placement	1	1.52%
Nursing Facility	3	4.55%
Residential Care	1	1.52%
Supervisory Care	1	1.52%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	0	0.00%

RELATION TO CLIENT Rptg Source Perpetrator

Care Giver/Res Mgr	7	9.86%	9	13.43%
Conserv/Guardian	0	0.00%	1	1.49%
Family Member	13	18.31%	22	32.84%
Financial Service	4	5.63%	0	0.00%
Friend/Neighbor	7	9.86%	2	2.99%
Law Enforcement	3	4.23%	0	0.00%
Legal Service	0	0.00%	0	0.00%
Medical Service	8	11.27%	0	0.00%
Other	4	5.63%	6	8.96%
Other Public Service	10	14.09%	0	0.00%
Self	0	0.00%	27	40.30%
Social Service	15	21.13%	0	0.00%
Unknown	0	0.00%	0	0.00%

TOTAL	71	100.00%	67	100.00%
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DEPARTMENT OF ECONOMIC SECURITY

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ADULT PROTECTIVE SERVICES

7/1/2011 thru 6/30/2012

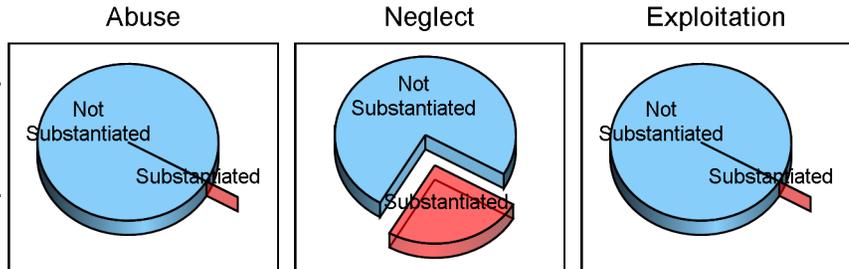
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ACTIVITY SUMMARY - GREENLEE

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	1	6.25%
Not Substantiated	1	100.00%
Substantiated	0	0.00%
NEGLECT	12	75.00%
Not Substantiated	9	75.00%
Substantiated	3	25.00%
EXPLOITATION	7	43.75%
Not Substantiated	7	100.00%
Substantiated	0	0.00%
TOTAL CASES	16	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	2	12.50%
30 - 39	1	6.25%
40 - 49	1	6.25%
50 - 59	4	25.00%
60 - 64	1	6.25%
65 - 69	0	0.00%
70 - 74	0	0.00%
75 - 79	3	18.75%
80 - 84	2	12.50%
85+	2	12.50%
Unknown	0	0.00%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	3	18.75%
Alone-Some Asst	0	0.00%
With Family	6	37.50%
With Non Family	2	12.50%

CLIENT RACE

Am Ind/Ak Native	0	0.00%
Asian	0	0.00%
Black/African Amer	0	0.00%
Caucasian/White	13	81.25%
Hispanic	3	18.75%
Pacific Islander	0	0.00%
Unknown/Other	0	0.00%

CLIENT DWELLING / FACILITY TYPE

Private Residence	4	25.00%
Adult Foster Care	0	0.00%
Assisted Living	0	0.00%
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	1	6.25%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	1	6.25%
\$751 - \$1,000	0	0.00%
Over \$1,000	1	6.25%
Unknown	14	87.50%

RELATION TO CLIENT Rptg Source Perpetrator

Care Giver/Res Mgr	1	5.56%	3	18.75%
Conserv/Guardian	0	0.00%	0	0.00%
Family Member	3	16.67%	5	31.25%
Financial Service	0	0.00%	0	0.00%
Friend/Neighbor	3	16.67%	1	6.25%
Law Enforcement	1	5.56%	0	0.00%
Legal Service	0	0.00%	0	0.00%
Medical Service	1	5.56%	0	0.00%
Other	1	5.56%	1	6.25%
Other Public Service	3	16.67%	0	0.00%
Self	1	5.56%	6	37.50%
Social Service	4	22.22%	0	0.00%
Unknown	0	0.00%	0	0.00%

TOTAL	18	100.00%	16	100.00%
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DEPARTMENT OF ECONOMIC SECURITY

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ADULT PROTECTIVE SERVICES

7/1/2011 thru 6/30/2012

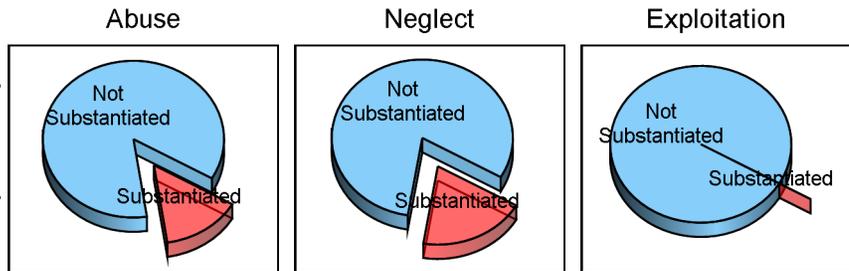
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ACTIVITY SUMMARY - LA PAZ

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	7	17.50%
Not Substantiated	6	85.71%
Substantiated	1	14.29%
NEGLECT	26	65.00%
Not Substantiated	21	80.77%
Substantiated	5	19.23%
EXPLOITATION	14	35.00%
Not Substantiated	14	100.00%
Substantiated	0	0.00%
TOTAL CASES	40	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	0	0.00%
30 - 39	1	2.50%
40 - 49	2	5.00%
50 - 59	3	7.50%
60 - 64	6	15.00%
65 - 69	2	5.00%
70 - 74	6	15.00%
75 - 79	4	10.00%
80 - 84	8	20.00%
85+	8	20.00%
Unknown	0	0.00%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	10	25.00%
Alone-Some Asst	0	0.00%
With Family	6	15.00%
With Non Family	3	7.50%

CLIENT DWELLING / FACILITY TYPE

Private Residence	15	37.50%
Adult Foster Care	0	0.00%
Assisted Living	0	0.00%
Board & Care	0	0.00%
DDD Placement	0	0.00%
Nursing Facility	0	0.00%
Residential Care	0	0.00%
Supervisory Care	1	2.50%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	5	12.50%

CLIENT RACE

Am Ind/Ak Native	2	5.00%
Asian	0	0.00%
Black/African Amer	0	0.00%
Caucasian/White	32	80.00%
Hispanic	4	10.00%
Pacific Islander	0	0.00%
Unknown/Other	2	5.00%

RELATION TO CLIENT

Care Giver/Res Mgr	3	6.52%
Conserv/Guardian	0	0.00%
Family Member	5	10.87%
Financial Service	2	4.35%
Friend/Neighbor	6	13.04%
Law Enforcement	3	6.52%
Legal Service	0	0.00%
Medical Service	6	13.04%
Other	5	10.87%
Other Public Service	5	10.87%
Self	0	0.00%
Social Service	11	23.91%
Unknown	0	0.00%
TOTAL	46	100.00%

Perpetrator

	7	16.67%
	1	2.38%
	10	23.81%
	0	0.00%
	3	7.14%
	0	0.00%
	0	0.00%
	0	0.00%
	2	4.76%
	0	0.00%
	18	42.86%
	0	0.00%
	1	2.38%
TOTAL	42	100.00%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	0	0.00%
\$751 - \$1,000	1	2.50%
Over \$1,000	1	2.50%
Unknown	38	95.00%

CLIENT GENDER

Female	23	57.50%
Male	17	42.50%
Unknown	0	0.00%



DEPARTMENT OF ECONOMIC SECURITY

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ADULT PROTECTIVE SERVICES

7/1/2011 thru 6/30/2012

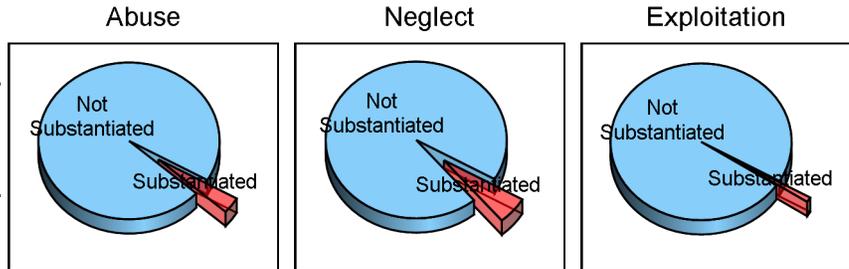
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ACTIVITY SUMMARY - MARICOPA

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	1,197	26.70%
Not Substantiated	1,157	96.66%
Substantiated	40	3.34%
NEGLECT	2,978	66.41%
Not Substantiated	2,810	94.36%
Substantiated	168	5.64%
EXPLOITATION	1,255	27.99%
Not Substantiated	1,242	98.96%
Substantiated	13	1.04%
TOTAL CASES	4,484	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	302	6.74%
30 - 39	160	3.57%
40 - 49	228	5.09%
50 - 59	457	10.19%
60 - 64	362	8.07%
65 - 69	377	8.41%
70 - 74	425	9.48%
75 - 79	538	12.00%
80 - 84	638	14.23%
85+	987	22.01%
Unknown	10	0.22%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	615	13.72%
Alone-Some Asst	130	2.90%
With Family	1,122	25.02%
With Non Family	165	3.68%

CLIENT DWELLING / FACILITY TYPE

Private Residence	960	21.41%
Adult Foster Care	11	0.25%
Assisted Living	412	9.19%
Board & Care	7	0.16%
DDD Placement	89	1.99%
Nursing Facility	495	11.04%
Residential Care	114	2.54%
Supervisory Care	37	0.83%
Unlicensed	0	0.00%
VA	3	0.07%
Unknown	324	7.23%

CLIENT RACE

Am Ind/Ak Native	62	1.38%
Asian	47	1.05%
Black/African Amer	308	6.87%
Caucasian/White	3,026	67.48%
Hispanic	503	11.22%
Pacific Islander	6	0.13%
Unknown/Other	532	11.86%

RELATION TO CLIENT

Care Giver/Res Mgr	442	8.86%
Conserv/Guardian	22	0.44%
Family Member	639	12.81%
Financial Service	315	6.32%
Friend/Neighbor	343	6.88%
Law Enforcement	158	3.17%
Legal Service	18	0.36%
Medical Service	803	16.10%
Other	324	6.50%
Other Public Service	438	8.78%
Self	121	2.43%
Social Service	1,288	25.83%
Unknown	76	1.52%
TOTAL	4,987	100.00%

Rptg Source

955	20.51%
105	2.26%
1,444	31.01%
27	0.58%
272	5.84%
1	0.02%
2	0.04%
55	1.18%
350	7.52%
19	0.41%
1,368	29.38%
14	0.30%
44	0.95%
4,656	100.00%

Perpetrator

955	20.51%
105	2.26%
1,444	31.01%
27	0.58%
272	5.84%
1	0.02%
2	0.04%
55	1.18%
350	7.52%
19	0.41%
1,368	29.38%
14	0.30%
44	0.95%
4,656	100.00%

CLIENT MONTHLY INCOME

\$300 or Less	2	0.05%
\$301 - \$500	4	0.09%
\$501 - \$750	50	1.12%
\$751 - \$1,000	48	1.07%
Over \$1,000	135	3.01%
Unknown	4,245	94.67%

CLIENT GENDER

Female	2,792	62.27%
Male	1,654	36.89%
Unknown	38	0.85%



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ADULT PROTECTIVE SERVICES

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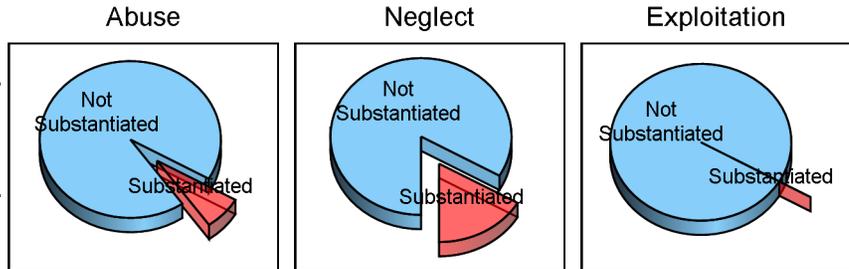
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ACTIVITY SUMMARY - MOHAVE

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	101	20.20%
Not Substantiated	94	93.07%
Substantiated	7	6.93%
NEGLECT	354	70.80%
Not Substantiated	295	83.33%
Substantiated	59	16.67%
EXPLOITATION	155	31.00%
Not Substantiated	155	100.00%
Substantiated	0	0.00%
TOTAL CASES	500	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	25	5.00%
30 - 39	10	2.00%
40 - 49	21	4.20%
50 - 59	42	8.40%
60 - 64	34	6.80%
65 - 69	69	13.80%
70 - 74	67	13.40%
75 - 79	47	9.40%
80 - 84	76	15.20%
85+	108	21.60%
Unknown	1	0.20%

CLIENT RACE

Am Ind/Ak Native	4	0.80%
Asian	2	0.40%
Black/African Amer	12	2.40%
Caucasian/White	405	81.00%
Hispanic	22	4.40%
Pacific Islander	0	0.00%
Unknown/Other	55	11.00%

CLIENT MONTHLY INCOME

\$300 or Less	1	0.20%
\$301 - \$500	0	0.00%
\$501 - \$750	1	0.20%
\$751 - \$1,000	2	0.40%
Over \$1,000	10	2.00%
Unknown	486	97.20%

CLIENT GENDER

Female	272	54.40%
Male	224	44.80%
Unknown	4	0.80%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	110	22.00%
Alone-Some Asst	11	2.20%
With Family	110	22.00%
With Non Family	28	5.60%

CLIENT DWELLING / FACILITY TYPE

Private Residence	126	25.20%
Adult Foster Care	0	0.00%
Assisted Living	27	5.40%
Board & Care	0	0.00%
DDD Placement	7	1.40%
Nursing Facility	48	9.60%
Residential Care	3	0.60%
Supervisory Care	3	0.60%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	27	5.40%

RELATION TO CLIENT

Care Giver/Res Mgr	49	8.86%
Conserv/Guardian	3	0.54%
Family Member	87	15.73%
Financial Service	25	4.52%
Friend/Neighbor	47	8.50%
Law Enforcement	30	5.43%
Legal Service	3	0.54%
Medical Service	107	19.35%
Other	56	10.13%
Other Public Service	47	8.50%
Self	10	1.81%
Social Service	83	15.01%
Unknown	6	1.09%
TOTAL	553	100.00%

Perpetrator

70	13.51%
9	1.74%
142	27.41%
2	0.39%
40	7.72%
0	0.00%
0	0.00%
2	0.39%
42	8.11%
1	0.19%
202	39.00%
2	0.39%
6	1.16%
518	100.00%



DEPARTMENT OF ECONOMIC SECURITY

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ADULT PROTECTIVE SERVICES

7/1/2011 thru 6/30/2012

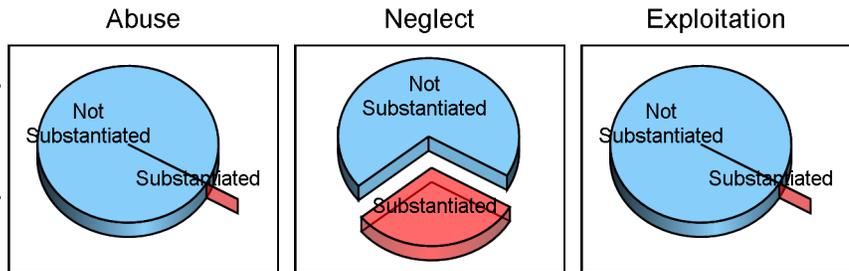
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ACTIVITY SUMMARY - NAVAJO

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	25	17.36%
Not Substantiated	25	100.00%
Substantiated	0	0.00%
NEGLECT	117	81.25%
Not Substantiated	81	69.23%
Substantiated	36	30.77%
EXPLOITATION	38	26.39%
Not Substantiated	38	100.00%
Substantiated	0	0.00%
TOTAL CASES	144	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	11	7.64%
30 - 39	7	4.86%
40 - 49	6	4.17%
50 - 59	11	7.64%
60 - 64	13	9.03%
65 - 69	11	7.64%
70 - 74	20	13.89%
75 - 79	20	13.89%
80 - 84	16	11.11%
85+	29	20.14%
Unknown	0	0.00%

CLIENT RACE

Am Ind/Ak Native	13	9.03%
Asian	0	0.00%
Black/African Amer	5	3.47%
Caucasian/White	103	71.53%
Hispanic	8	5.56%
Pacific Islander	0	0.00%
Unknown/Other	15	10.42%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	3	2.08%
\$751 - \$1,000	3	2.08%
Over \$1,000	6	4.17%
Unknown	132	91.67%

CLIENT GENDER

Female	81	56.25%
Male	56	38.89%
Unknown	7	4.86%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	40	27.78%
Alone-Some Asst	2	1.39%
With Family	25	17.36%
With Non Family	6	4.17%

CLIENT DWELLING / FACILITY TYPE

Private Residence	42	29.17%
Adult Foster Care	0	0.00%
Assisted Living	4	2.78%
Board & Care	0	0.00%
DDD Placement	3	2.08%
Nursing Facility	13	9.03%
Residential Care	2	1.39%
Supervisory Care	0	0.00%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	7	4.86%

RELATION TO CLIENT

Care Giver/Res Mgr	14	8.24%
Conserv/Guardian	0	0.00%
Family Member	18	10.59%
Financial Service	12	7.06%
Friend/Neighbor	30	17.65%
Law Enforcement	6	3.53%
Legal Service	0	0.00%
Medical Service	25	14.71%
Other	14	8.24%
Other Public Service	14	8.24%
Self	3	1.77%
Social Service	33	19.41%
Unknown	1	0.59%
TOTAL	170	100.00%

Perpetrator

	22	14.38%
	2	1.31%
	34	22.22%
	1	0.65%
	12	7.84%
	0	0.00%
	0	0.00%
	0	0.00%
	11	7.19%
	0	0.00%
	70	45.75%
	0	0.00%
	1	0.65%
TOTAL	153	100.00%



DEPARTMENT OF ECONOMIC SECURITY

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ADULT PROTECTIVE SERVICES

7/1/2011 thru 6/30/2012

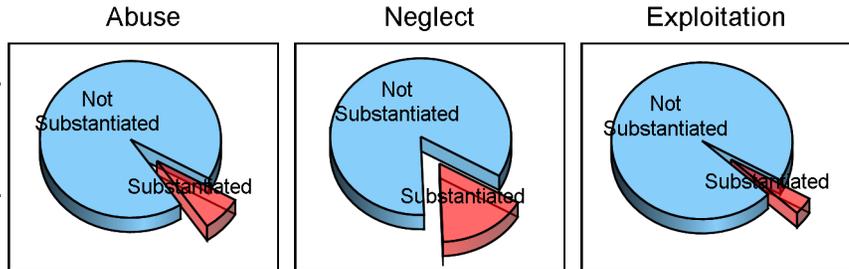
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ACTIVITY SUMMARY - PIMA

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	341	20.59%
Not Substantiated	316	92.67%
Substantiated	25	7.33%
NEGLECT	1,170	70.65%
Not Substantiated	982	83.93%
Substantiated	188	16.07%
EXPLOITATION	465	28.08%
Not Substantiated	448	96.34%
Substantiated	17	3.66%
TOTAL CASES	1,656	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	78	4.71%
30 - 39	54	3.26%
40 - 49	89	5.37%
50 - 59	192	11.59%
60 - 64	138	8.33%
65 - 69	163	9.84%
70 - 74	141	8.51%
75 - 79	199	12.02%
80 - 84	246	14.86%
85+	355	21.44%
Unknown	1	0.06%

CLIENT RACE

Am Ind/Ak Native	23	1.39%
Asian	15	0.91%
Black/African Amer	73	4.41%
Caucasian/White	1,082	65.34%
Hispanic	282	17.03%
Pacific Islander	2	0.12%
Unknown/Other	179	10.81%

CLIENT MONTHLY INCOME

\$300 or Less	1	0.06%
\$301 - \$500	8	0.48%
\$501 - \$750	58	3.50%
\$751 - \$1,000	41	2.48%
Over \$1,000	141	8.51%
Unknown	1,407	84.96%

CLIENT GENDER

Female	997	60.21%
Male	651	39.31%
Unknown	8	0.48%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	275	16.61%
Alone-Some Asst	39	2.36%
With Family	420	25.36%
With Non Family	58	3.50%

CLIENT DWELLING / FACILITY TYPE

Private Residence	401	24.22%
Adult Foster Care	3	0.18%
Assisted Living	108	6.52%
Board & Care	14	0.85%
DDD Placement	35	2.11%
Nursing Facility	126	7.61%
Residential Care	23	1.39%
Supervisory Care	10	0.60%
Unlicensed	4	0.24%
VA	2	0.12%
Unknown	138	8.33%

RELATION TO CLIENT

Care Giver/Res Mgr	152	8.20%
Conserv/Guardian	11	0.59%
Family Member	242	13.06%
Financial Service	111	5.99%
Friend/Neighbor	137	7.39%
Law Enforcement	142	7.66%
Legal Service	13	0.70%
Medical Service	295	15.92%
Other	135	7.29%
Other Public Service	159	8.58%
Self	28	1.51%
Social Service	401	21.64%
Unknown	26	1.40%
TOTAL	1,853	100.00%

Perpetrator

	277	16.12%
	33	1.92%
	510	29.69%
	9	0.52%
	99	5.76%
	0	0.00%
	1	0.06%
	7	0.41%
	121	7.04%
	7	0.41%
	643	37.43%
	2	0.12%
	9	0.52%
TOTAL	1,718	100.00%



DEPARTMENT OF ECONOMIC SECURITY

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ADULT PROTECTIVE SERVICES

7/1/2011 thru 6/30/2012

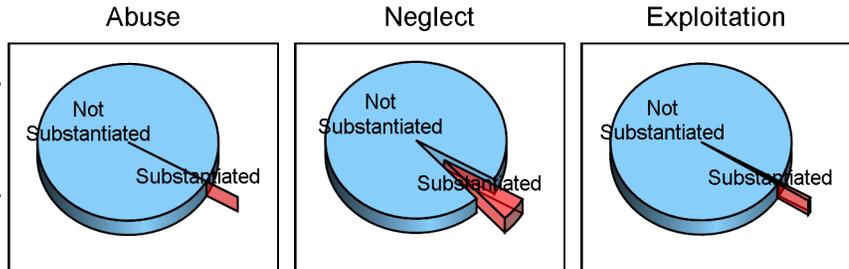
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ACTIVITY SUMMARY - PINAL

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	111	23.32%
Not Substantiated	111	100.00%
Substantiated	0	0.00%
NEGLECT	340	71.43%
Not Substantiated	323	95.00%
Substantiated	17	5.00%
EXPLOITATION	136	28.57%
Not Substantiated	135	99.27%
Substantiated	1	0.74%
TOTAL CASES	476	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	28	5.88%
30 - 39	13	2.73%
40 - 49	26	5.46%
50 - 59	41	8.61%
60 - 64	35	7.35%
65 - 69	40	8.40%
70 - 74	54	11.35%
75 - 79	60	12.61%
80 - 84	80	16.81%
85+	99	20.80%
Unknown	0	0.00%

CLIENT RACE

Am Ind/Ak Native	7	1.47%
Asian	1	0.21%
Black/African Amer	23	4.83%
Caucasian/White	325	68.28%
Hispanic	60	12.61%
Pacific Islander	1	0.21%
Unknown/Other	59	12.40%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	12	2.52%
\$751 - \$1,000	4	0.84%
Over \$1,000	5	1.05%
Unknown	455	95.59%

CLIENT GENDER

Female	303	63.66%
Male	169	35.50%
Unknown	4	0.84%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	82	17.23%
Alone-Some Asst	9	1.89%
With Family	156	32.77%
With Non Family	19	3.99%

CLIENT DWELLING / FACILITY TYPE

Private Residence	105	22.06%
Adult Foster Care	1	0.21%
Assisted Living	25	5.25%
Board & Care	3	0.63%
DDD Placement	6	1.26%
Nursing Facility	22	4.62%
Residential Care	12	2.52%
Supervisory Care	4	0.84%
Unlicensed	0	0.00%
VA	1	0.21%
Unknown	31	6.51%

RELATION TO CLIENT

Care Giver/Res Mgr	36	6.77%
Conserv/Guardian	1	0.19%
Family Member	77	14.47%
Financial Service	26	4.89%
Friend/Neighbor	60	11.28%
Law Enforcement	38	7.14%
Legal Service	4	0.75%
Medical Service	84	15.79%
Other	49	9.21%
Other Public Service	37	6.96%
Self	9	1.69%
Social Service	104	19.55%
Unknown	7	1.32%
TOTAL	532	100.00%

Perpetrator

	57	11.59%
	11	2.24%
	182	36.99%
	1	0.20%
	27	5.49%
	0	0.00%
	0	0.00%
	8	1.63%
	32	6.50%
	3	0.61%
	166	33.74%
	0	0.00%
	5	1.02%
TOTAL	492	100.00%



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

ADULT PROTECTIVE SERVICES

7/1/2011 thru 6/30/2012

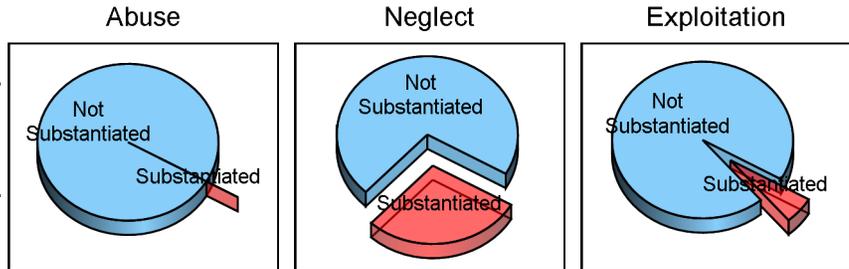
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ACTIVITY SUMMARY - SANTA CRUZ

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	7	13.21%
Not Substantiated	7	100.00%
Substantiated	0	0.00%
NEGLECT	35	66.04%
Not Substantiated	25	71.43%
Substantiated	10	28.57%
EXPLOITATION	18	33.96%
Not Substantiated	17	94.44%
Substantiated	1	5.56%
TOTAL CASES	53	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	0	0.00%
30 - 39	1	1.89%
40 - 49	0	0.00%
50 - 59	3	5.66%
60 - 64	5	9.43%
65 - 69	8	15.09%
70 - 74	6	11.32%
75 - 79	8	15.09%
80 - 84	12	22.64%
85+	10	18.87%
Unknown	0	0.00%

CLIENT RACE

Am Ind/Ak Native	0	0.00%
Asian	0	0.00%
Black/African Amer	1	1.89%
Caucasian/White	18	33.96%
Hispanic	27	50.94%
Pacific Islander	0	0.00%
Unknown/Other	7	13.21%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	4	7.55%
\$751 - \$1,000	0	0.00%
Over \$1,000	2	3.77%
Unknown	47	88.68%

CLIENT GENDER

Female	29	54.72%
Male	24	45.28%
Unknown	0	0.00%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	11	20.76%
Alone-Some Asst	2	3.77%
With Family	13	24.53%
With Non Family	3	5.66%

CLIENT DWELLING / FACILITY TYPE

Private Residence	15	28.30%
Adult Foster Care	0	0.00%
Assisted Living	0	0.00%
Board & Care	0	0.00%
DDD Placement	0	0.00%
Nursing Facility	1	1.89%
Residential Care	1	1.89%
Supervisory Care	0	0.00%
Unlicensed	0	0.00%
VA	1	1.89%
Unknown	6	11.32%

RELATION TO CLIENT Rptg Source

Care Giver/Res Mgr	5	8.20%
Conserv/Guardian	0	0.00%
Family Member	6	9.84%
Financial Service	7	11.48%
Friend/Neighbor	4	6.56%
Law Enforcement	9	14.75%
Legal Service	1	1.64%
Medical Service	12	19.67%
Other	4	6.56%
Other Public Service	5	8.20%
Self	0	0.00%
Social Service	8	13.12%
Unknown	0	0.00%
TOTAL	61	100.00%

Perpetrator

	3	5.56%
	3	5.56%
	17	31.48%
	0	0.00%
	2	3.70%
	0	0.00%
	0	0.00%
	0	0.00%
	4	7.41%
	0	0.00%
	25	46.30%
	0	0.00%
	0	0.00%
TOTAL	54	100.00%



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ADULT PROTECTIVE SERVICES

7/1/2011 thru 6/30/2012

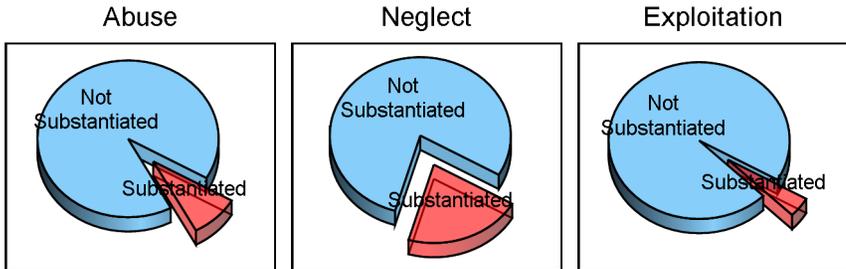
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ACTIVITY SUMMARY - YAVAPAI

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	79	16.67%
Not Substantiated	72	91.14%
Substantiated	7	8.86%
NEGLECT	359	75.74%
Not Substantiated	283	78.83%
Substantiated	76	21.17%
EXPLOITATION	121	25.53%
Not Substantiated	116	95.87%
Substantiated	5	4.13%
TOTAL CASES	474	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	18	3.80%
30 - 39	17	3.59%
40 - 49	14	2.95%
50 - 59	48	10.13%
60 - 64	36	7.60%
65 - 69	45	9.49%
70 - 74	44	9.28%
75 - 79	51	10.76%
80 - 84	75	15.82%
85+	126	26.58%
Unknown	0	0.00%

CLIENT RACE

Am Ind/Ak Native	3	0.63%
Asian	3	0.63%
Black/African Amer	5	1.06%
Caucasian/White	393	82.91%
Hispanic	7	1.48%
Pacific Islander	1	0.21%
Unknown/Other	62	13.08%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	2	0.42%
\$751 - \$1,000	7	1.48%
Over \$1,000	10	2.11%
Unknown	455	95.99%

CLIENT GENDER

Female	302	63.71%
Male	166	35.02%
Unknown	6	1.27%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	98	20.68%
Alone-Some Asst	17	3.59%
With Family	118	24.90%
With Non Family	13	2.74%

CLIENT DWELLING / FACILITY TYPE

Private Residence	121	25.53%
Adult Foster Care	0	0.00%
Assisted Living	20	4.22%
Board & Care	2	0.42%
DDD Placement	6	1.27%
Nursing Facility	43	9.07%
Residential Care	1	0.21%
Supervisory Care	0	0.00%
Unlicensed	2	0.42%
VA	0	0.00%
Unknown	33	6.96%

RELATION TO CLIENT

Relation to Client	Rptg Source	Count	Percentage
Care Giver/Res Mgr	48	9.18%	
Conserv/Guardian	1	0.19%	
Family Member	69	13.19%	
Financial Service	26	4.97%	
Friend/Neighbor	58	11.09%	
Law Enforcement	35	6.69%	
Legal Service	1	0.19%	
Medical Service	83	15.87%	
Other	53	10.13%	
Other Public Service	24	4.59%	
Self	19	3.63%	
Social Service	100	19.12%	
Unknown	6	1.15%	
TOTAL		523	100.00%

Perpetrator

Perpetrator	Count	Percentage
Care Giver/Res Mgr	55	11.18%
Conserv/Guardian	10	2.03%
Family Member	133	27.03%
Financial Service	3	0.61%
Friend/Neighbor	36	7.32%
Law Enforcement	0	0.00%
Legal Service	0	0.00%
Medical Service	1	0.20%
Other	29	5.89%
Other Public Service	1	0.20%
Self	221	44.92%
Social Service	0	0.00%
Unknown	3	0.61%
TOTAL	492	100.00%



DEPARTMENT OF ECONOMIC SECURITY

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ADULT PROTECTIVE SERVICES

7/1/2011 thru 6/30/2012

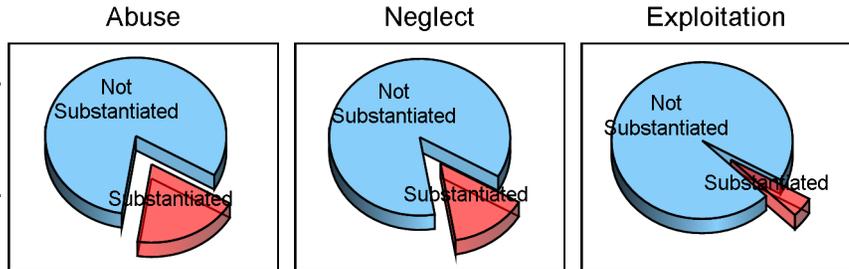
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ACTIVITY SUMMARY - YUMA

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	47	21.27%
Not Substantiated	38	80.85%
Substantiated	9	19.15%
NEGLECT	150	67.87%
Not Substantiated	129	86.00%
Substantiated	21	14.00%
EXPLOITATION	72	32.58%
Not Substantiated	69	95.83%
Substantiated	3	4.17%
TOTAL CASES	221	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	11	4.98%
30 - 39	7	3.17%
40 - 49	5	2.26%
50 - 59	18	8.15%
60 - 64	20	9.05%
65 - 69	12	5.43%
70 - 74	23	10.41%
75 - 79	34	15.39%
80 - 84	25	11.31%
85+	66	29.86%
Unknown	0	0.00%

CLIENT RACE

Am Ind/Ak Native	3	1.36%
Asian	2	0.91%
Black/African Amer	9	4.07%
Caucasian/White	136	61.54%
Hispanic	51	23.08%
Pacific Islander	0	0.00%
Unknown/Other	20	9.05%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	2	0.91%
\$501 - \$750	14	6.34%
\$751 - \$1,000	12	5.43%
Over \$1,000	29	13.12%
Unknown	164	74.21%

CLIENT GENDER

Female	135	61.09%
Male	84	38.01%
Unknown	2	0.91%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	37	16.74%
Alone-Some Asst	12	5.43%
With Family	53	23.98%
With Non Family	7	3.17%

CLIENT DWELLING / FACILITY TYPE

Private Residence	60	27.15%
Adult Foster Care	0	0.00%
Assisted Living	3	1.36%
Board & Care	0	0.00%
DDD Placement	1	0.45%
Nursing Facility	34	15.39%
Residential Care	5	2.26%
Supervisory Care	1	0.45%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	8	3.62%

RELATION TO CLIENT Rptg Source

Care Giver/Res Mgr	25	10.55%
Conserv/Guardian	1	0.42%
Family Member	38	16.03%
Financial Service	15	6.33%
Friend/Neighbor	20	8.44%
Law Enforcement	7	2.95%
Legal Service	0	0.00%
Medical Service	36	15.19%
Other	22	9.28%
Other Public Service	14	5.91%
Self	3	1.27%
Social Service	55	23.21%
Unknown	1	0.42%
TOTAL	237	100.00%

Perpetrator

	24	10.57%
	6	2.64%
	67	29.52%
	1	0.44%
	9	3.97%
	0	0.00%
	0	0.00%
	2	0.88%
	30	13.22%
	2	0.88%
	84	37.00%
	0	0.00%
	2	0.88%
TOTAL	227	100.00%