



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

State Fiscal Year 2010
Division of Aging and Adult Services
Adult Protective Services
Annual Activity Report

Neal Young, Director
August 2010

**Division of Aging and Adult Services
Adult Protective Services
Annual Activity Report 2010**

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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, 2009 – June 30, 2010. 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:

- There were 6,488 reports of vulnerable adult mistreatment investigated
- Family members make up 33 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 (28 percent) and neglect by family members (33 percent) continue to be the leading cause for protective services investigations
- The top two reporting sources are social services (28 percent) and medical services (14 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

Online 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 and/or incapacitated 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. As of March 2009, 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 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 or incapacitated;
- Abused, neglected, or exploited; and
- Reside within the state of Arizona (excluding Native American Reservations.)

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 filed, 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 the 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. 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 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) – 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 Memorandum Of Understanding (MOU) 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 and Home and Community Based Services has 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. Professionals 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 Agency 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 through case information and program reports.

APS received 10,100 inquiries for the period of July 1, 2009 – June 30, 2010. Of those inquiries, 3,612 were information and referral inquiries and 6,488 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	Allegation		
		Abuse	Neglect	Exploitation
I	3,300	994	2,422	909
II	1,133	277	872	324
III	565	123	434	148
IV	564	115	431	194
V	519	130	394	149
VI	407	60	328	115
Statewide	6,488	1,699	4,881	1,839

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

STATEWIDE REPORT STATISTICS

Substantiation rates for the allegations were four (4) percent for abuse, 12 percent for neglect, and 0.22 percent for exploitation.

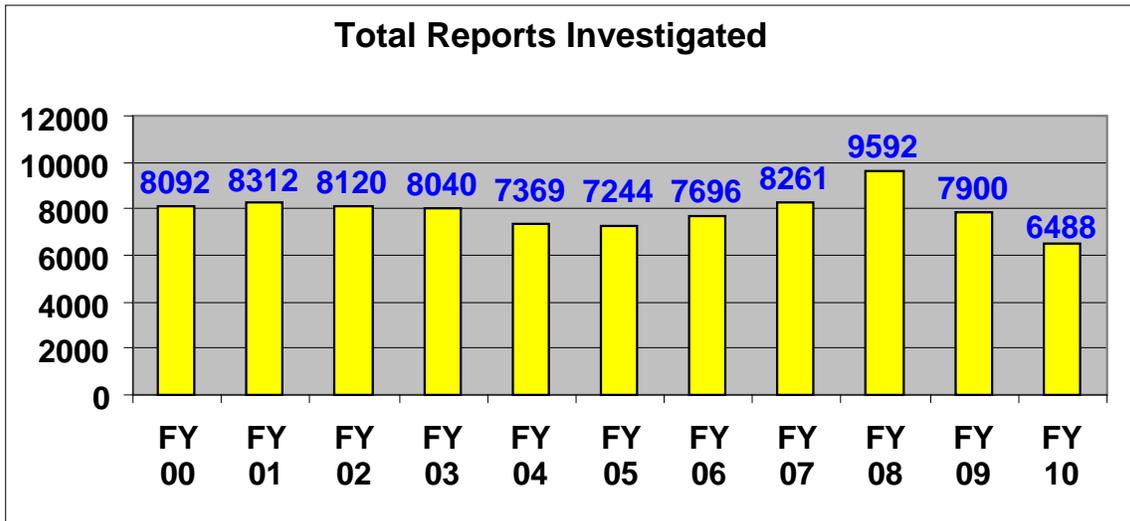
- Seventy-six percent of APS clients were over the age of 60, while 24 percent are clients 18-59 years of age.
- Sixty-nine percent of APS clients identified themselves as Caucasian and 12 percent identified themselves as Hispanic.
- Two-thirds of the APS clients were female, while one-third were male.
- Twenty-five percent of APS clients live with family, while 21 percent of APS clients live alone with little to no assistance.
- Alleged perpetrators who are family members accounted for 32.6 percent; self neglect accounted for 28 percent; and paid caregivers/residential management accounted for 19 percent.
- Fifty 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 2010 are located in Appendix A (*Note: the activity summaries totals may round plus or minus 100 percent.*)

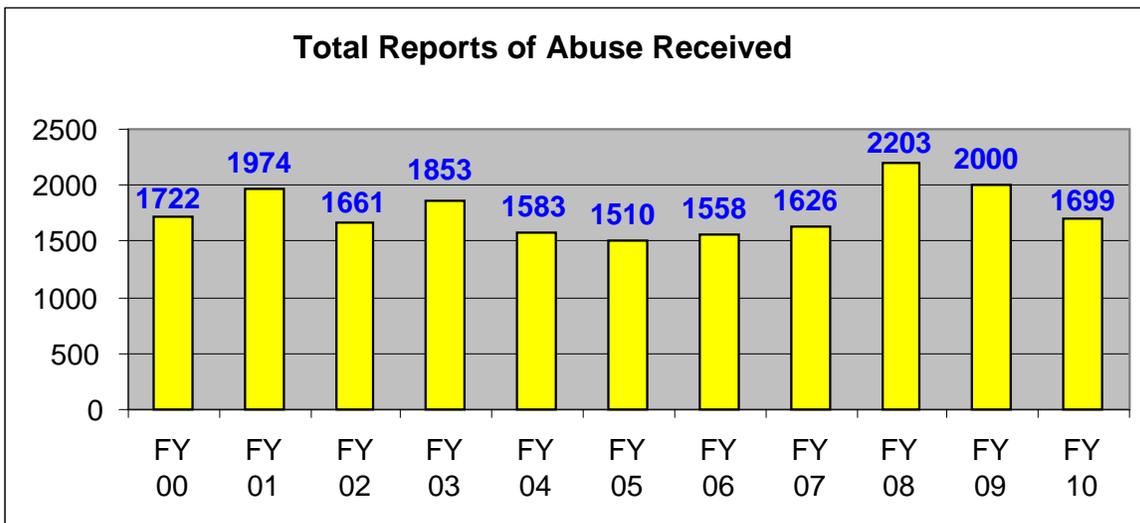
The next section of this report provides information on APS trends from SFY 2000-2010.

REPORTS

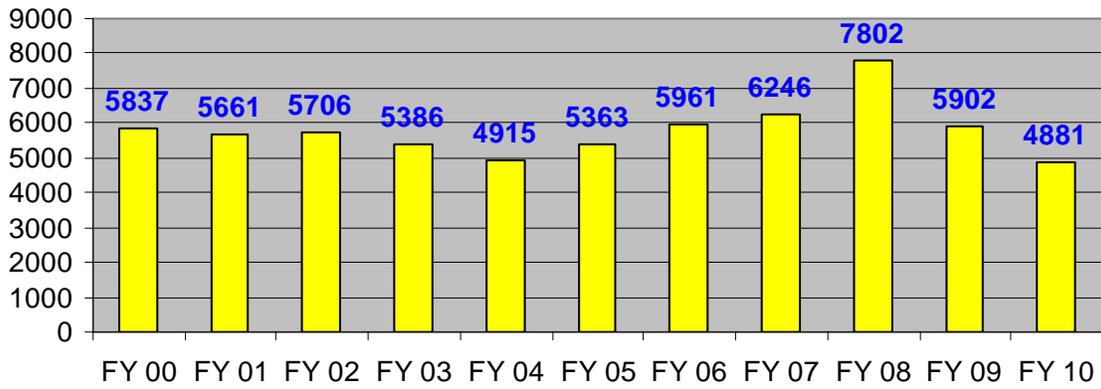
The following graph depicts the trend in investigated reports for SFY 2000-2010.



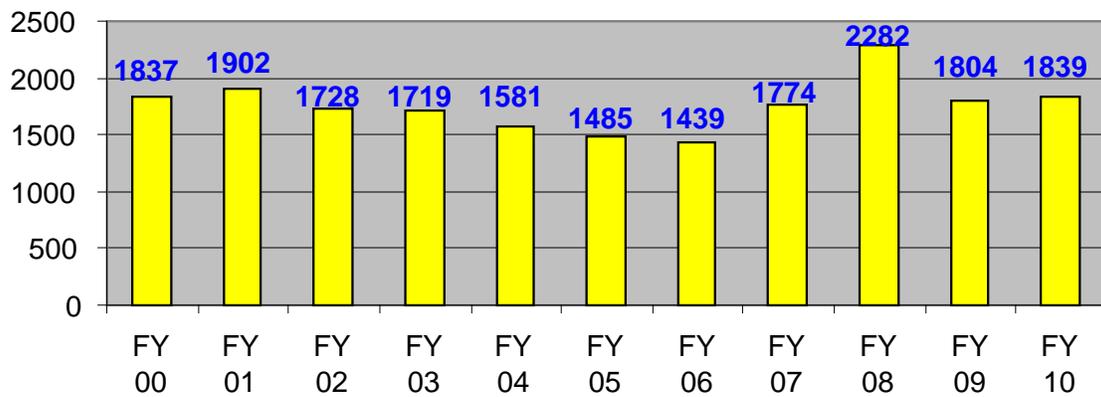
The following graphs depict the trends in reports in relation to the type of allegation (abuse, neglect, and/or exploitation) from SFY 2000-2010:



Total Reports of Neglect Received

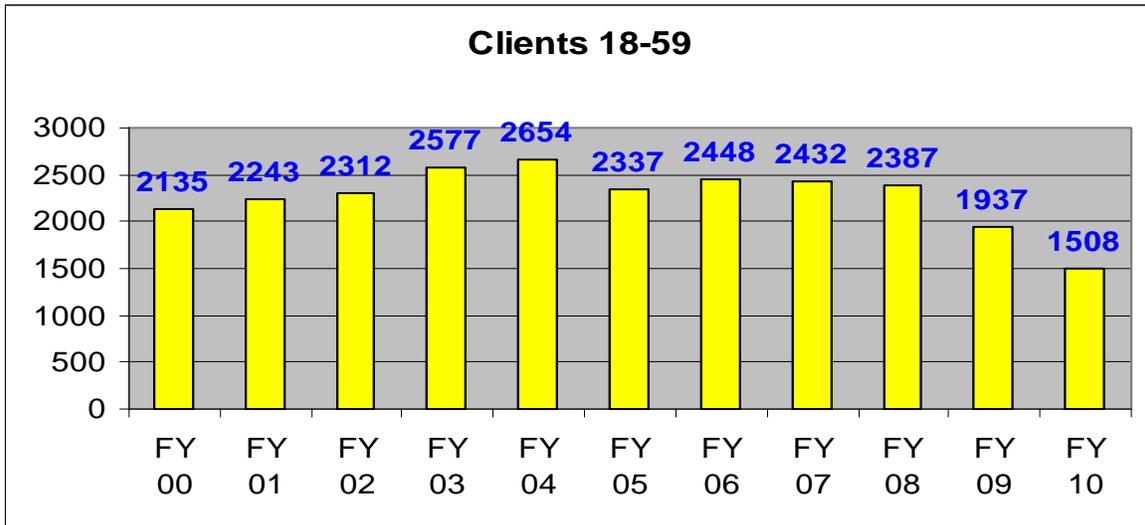


Total Reports of Exploitation Received

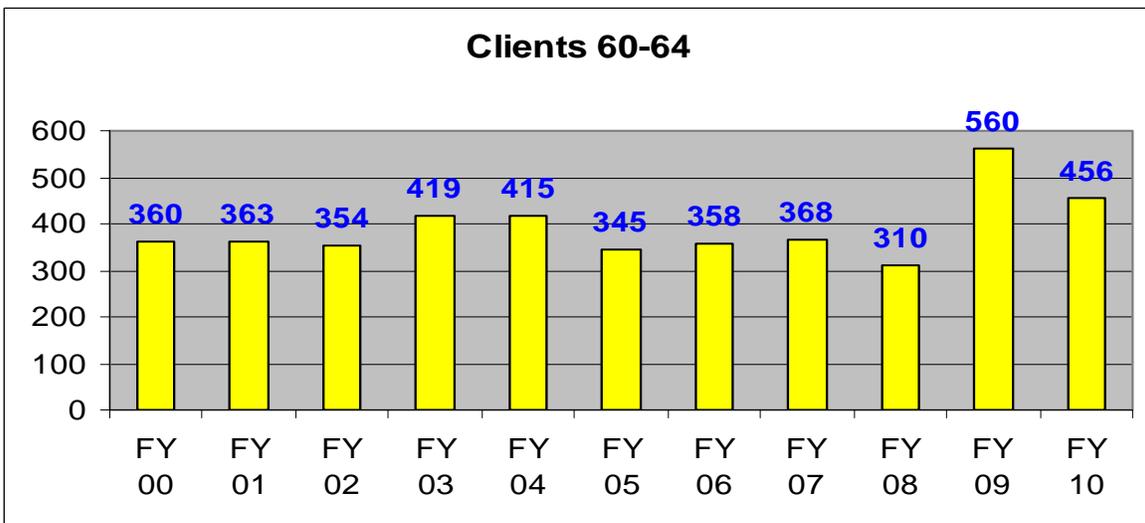


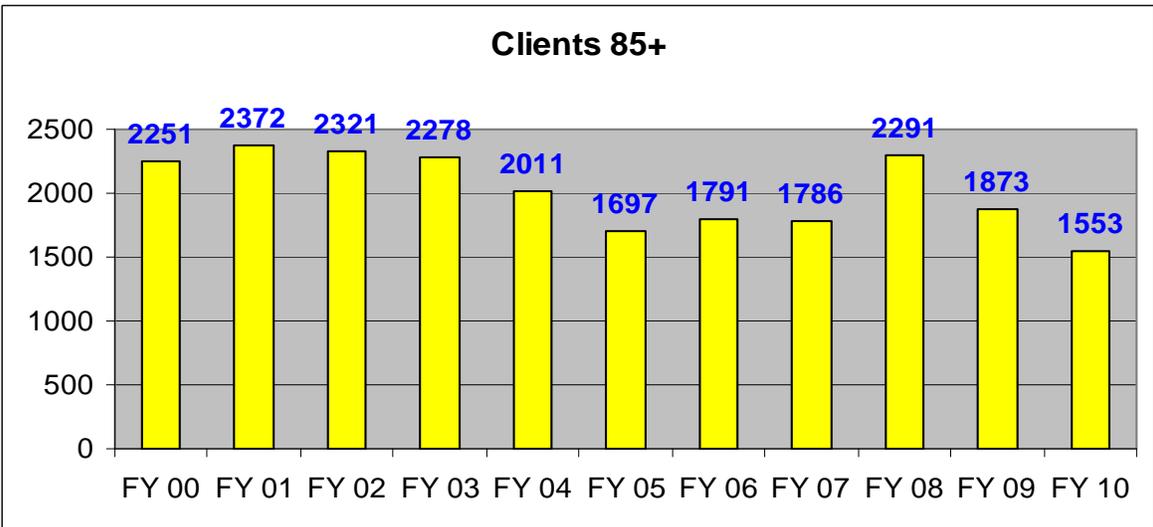
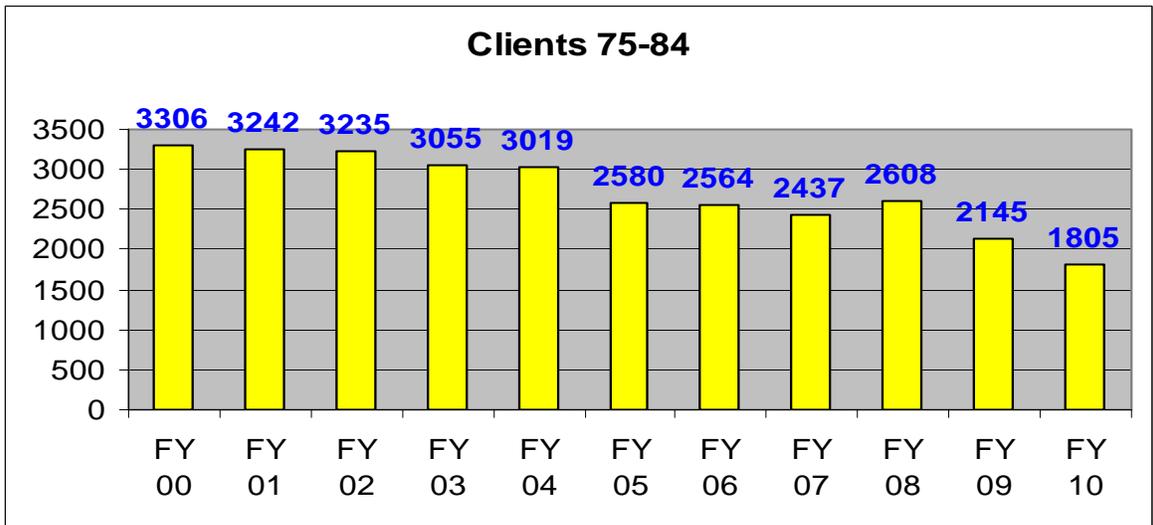
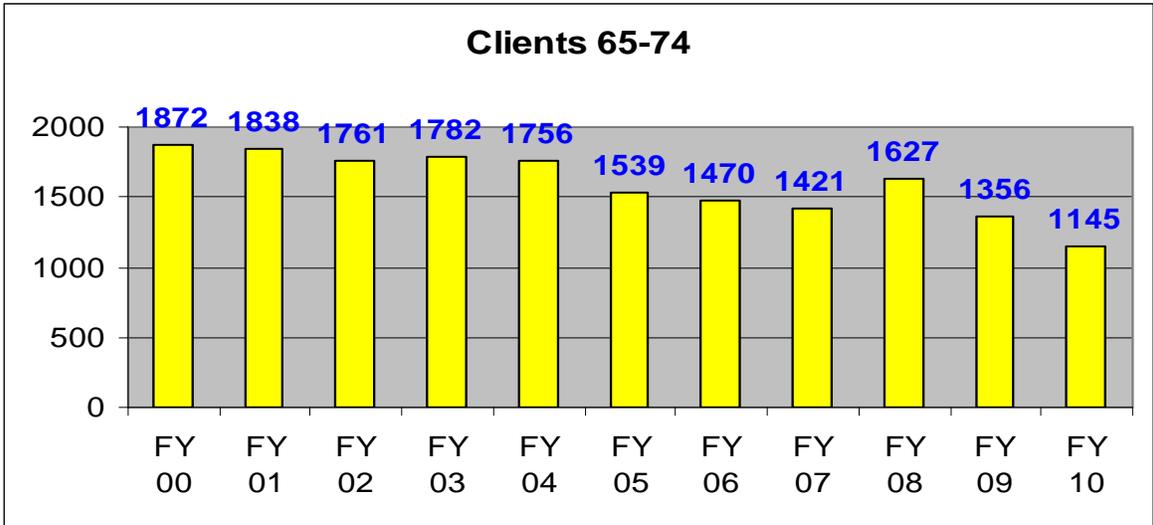
CLIENTS

APS client demographics have remained fairly consistent over the years. The following graphs depict the trends in age, gender, race, and living arrangements for the APS clients between SFY 2000-2010.

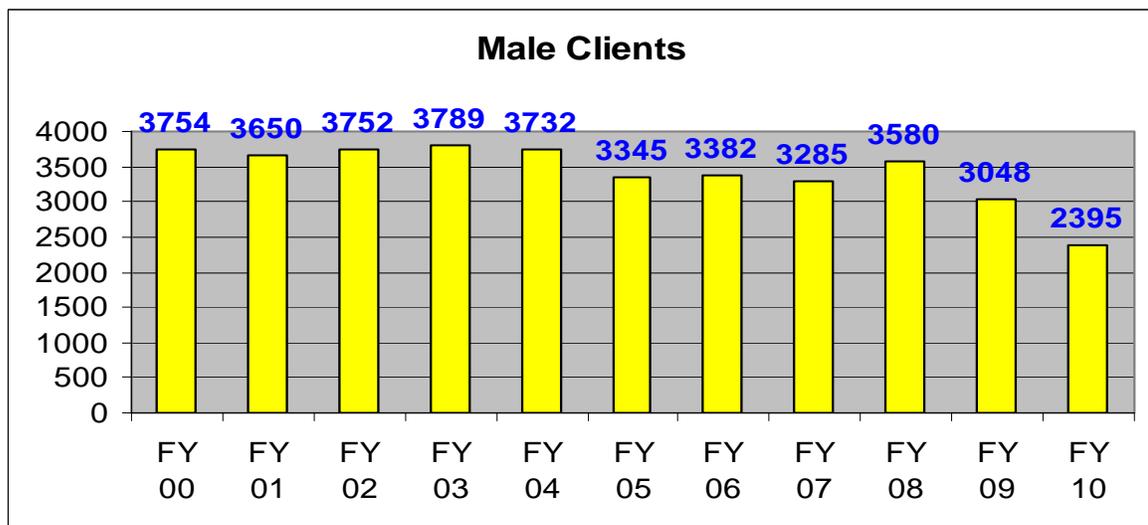
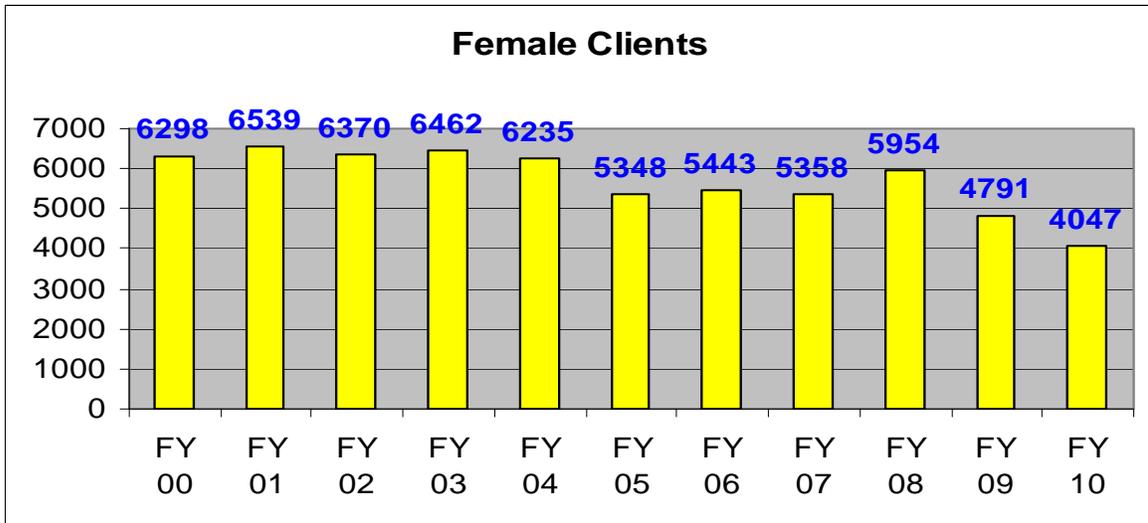


- Although APS serves individuals 18 years of age or older, the majority of APS services are provided to individuals 75 and above with the largest proportionate category being those identified as 85 years of age or older.

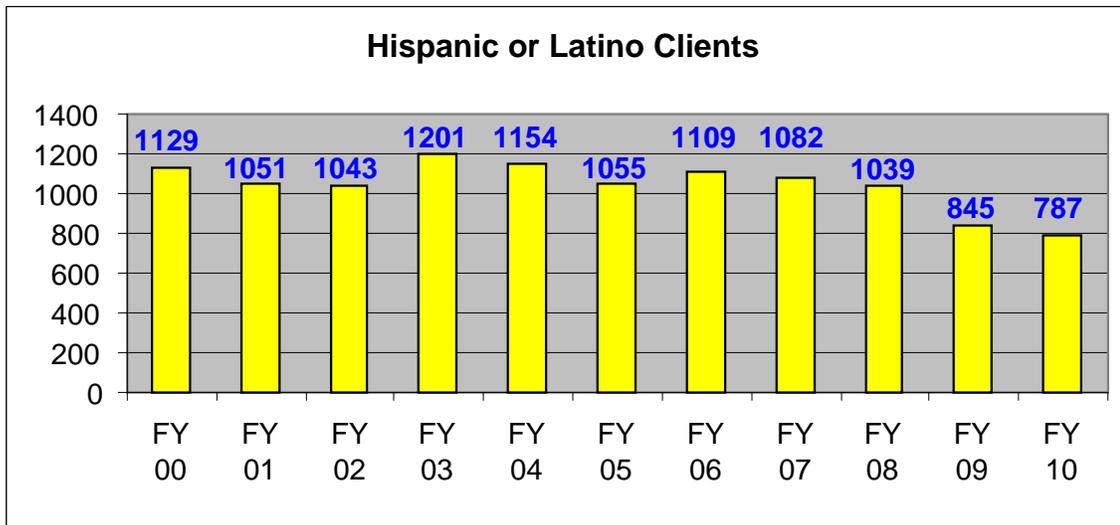




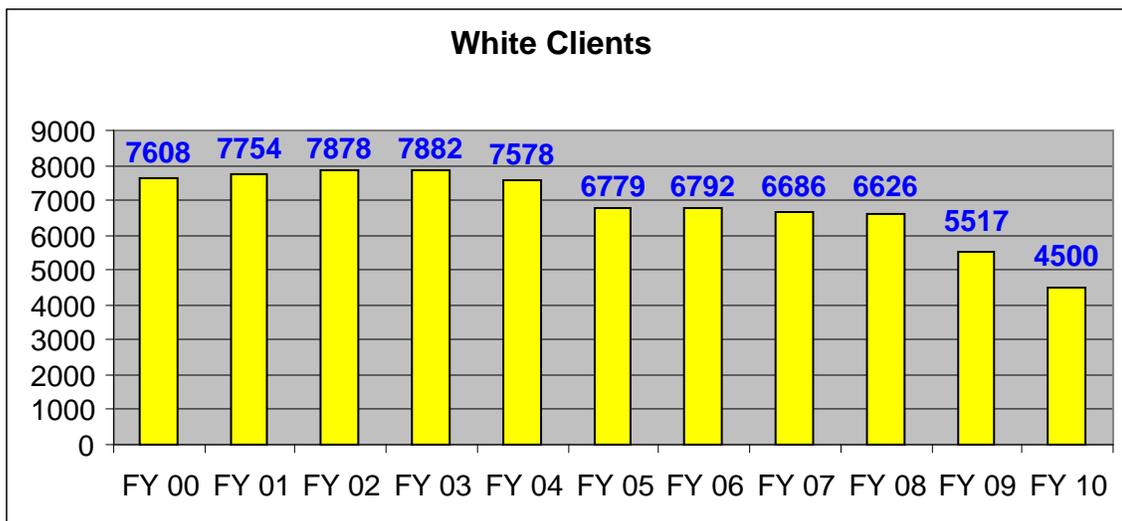
- Females are the majority of APS clients between SFY 2000-2010. Females have a longer life expectancy than males which may contribute to this particular statistic.



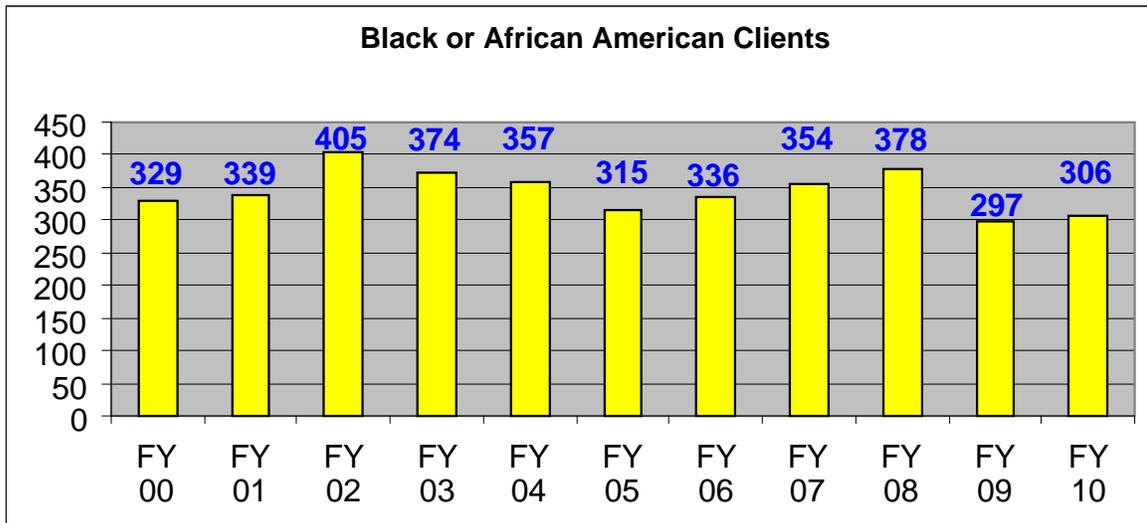
- APS clients that identified their ethnicity as Hispanic or Latino account for 12 percent.



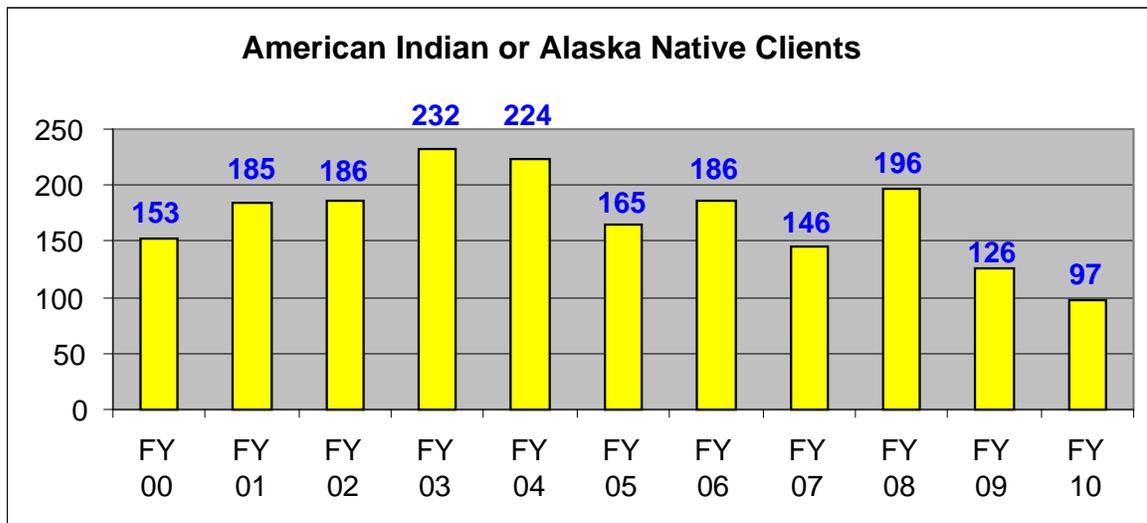
- APS client demographic specific to race is consistent with the overall Arizona makeup by race categories.
- Although there has been a 41 percent decrease in the number of APS clients identifying themselves as White, this race category remains proportionately higher than the other race categories since SFY 2000.



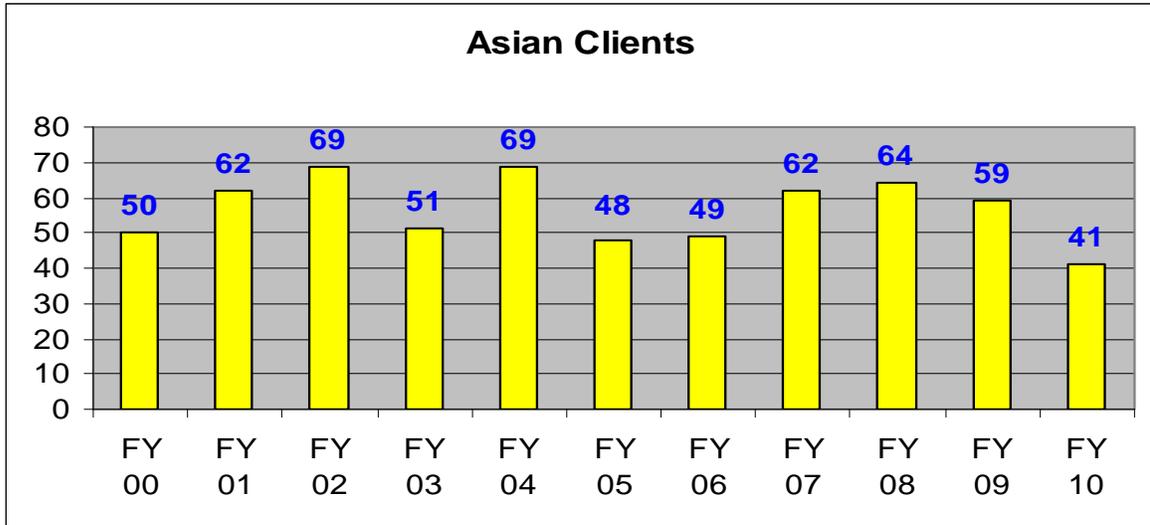
- APS clients identifying themselves as Black or African American account for just fewer than five percent.



- 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.

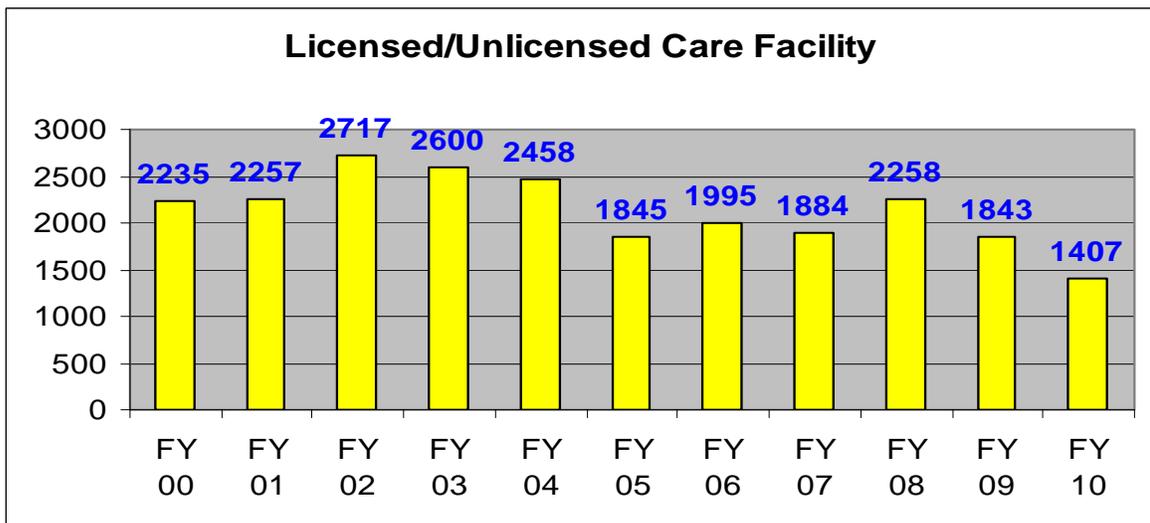


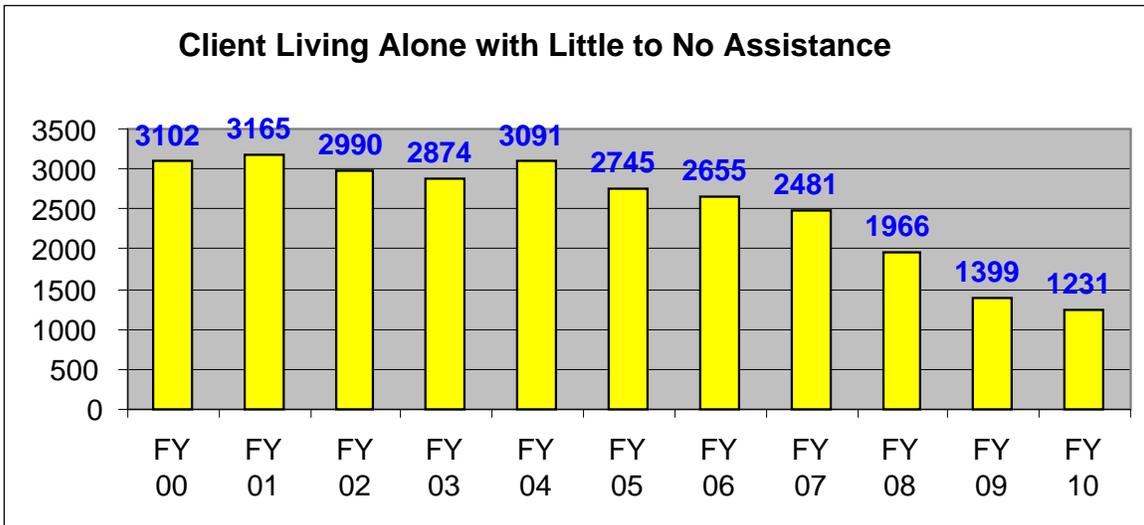
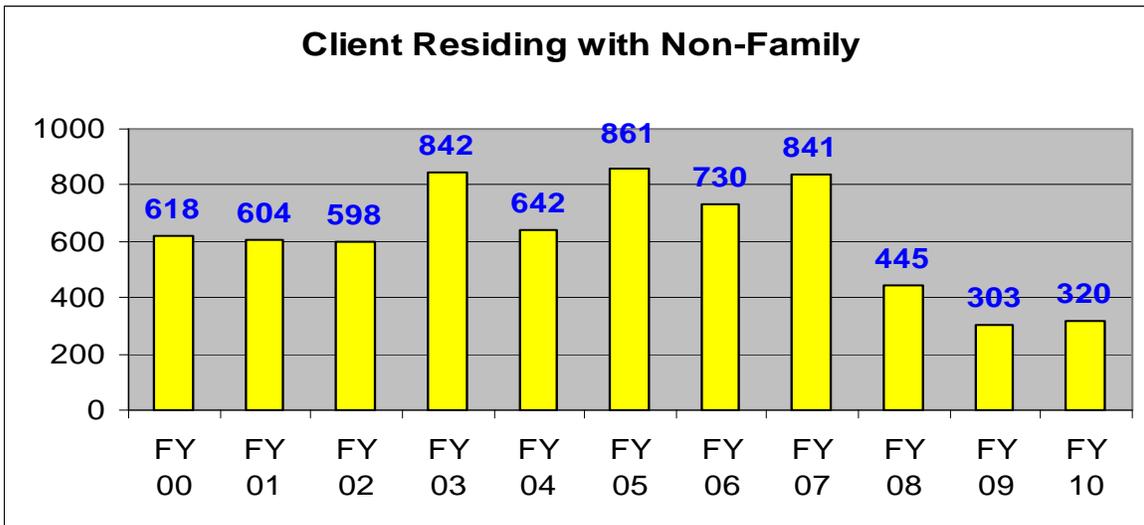
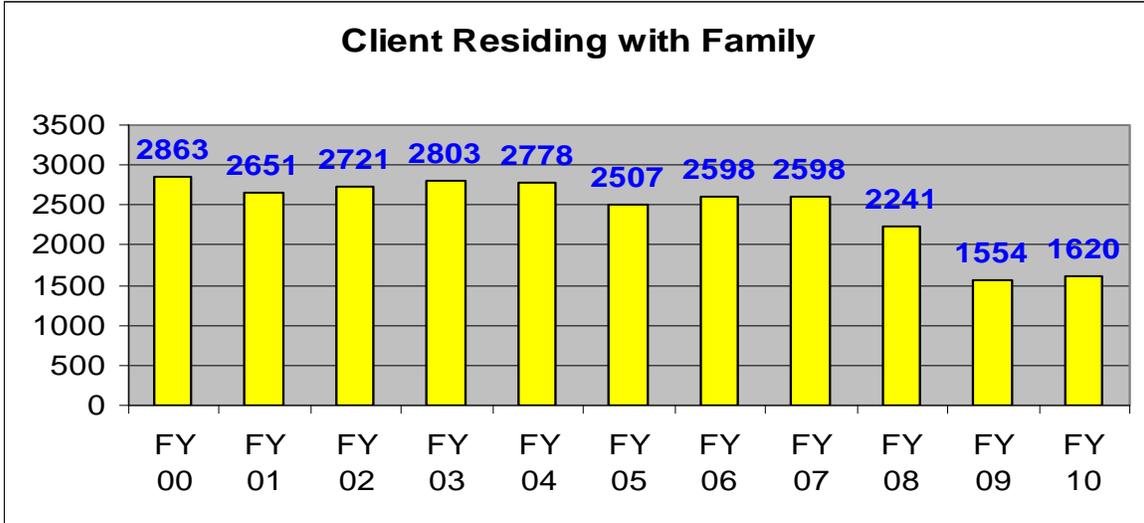
- Cultural diversity contributes to the smaller number of cases for the majority of racial groups. Familial obligations, religious beliefs, and various perceptions on the kinds of information to be shared with non-family members, as well as a lack of awareness, may lead to the reluctance of certain groups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

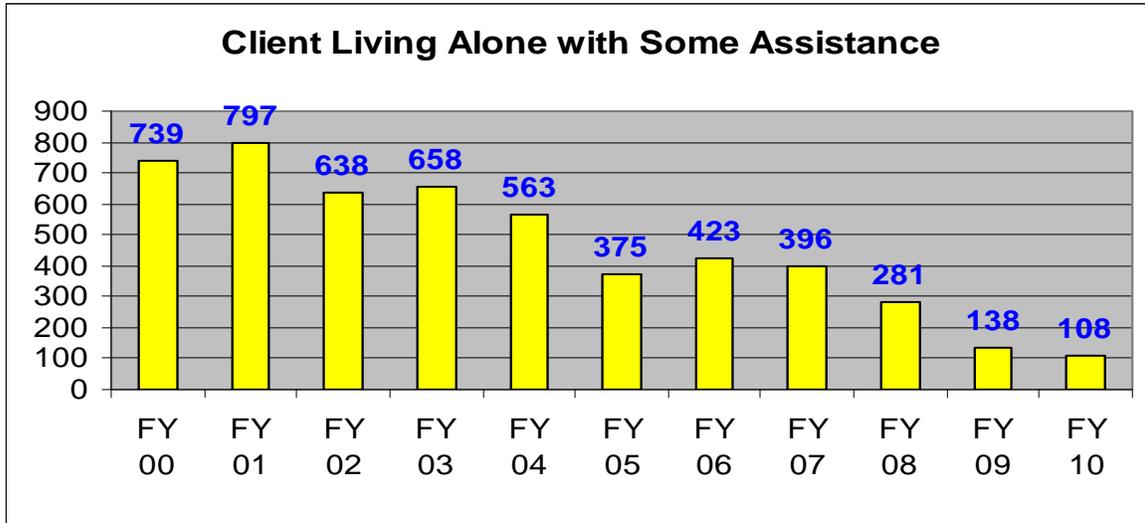


The following graphs depict the trends in APS client living arrangements for SFY 2000-2010.

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





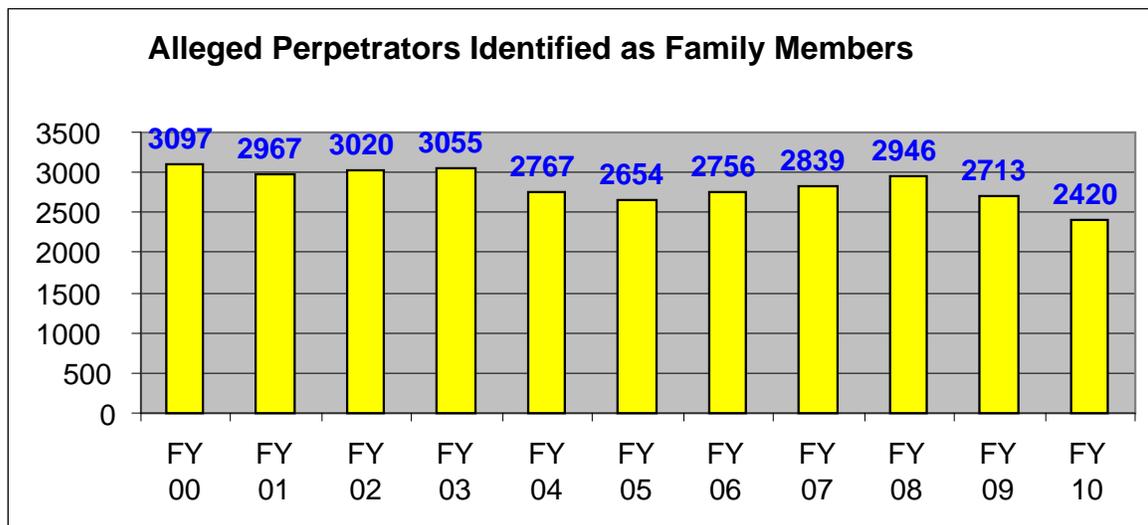
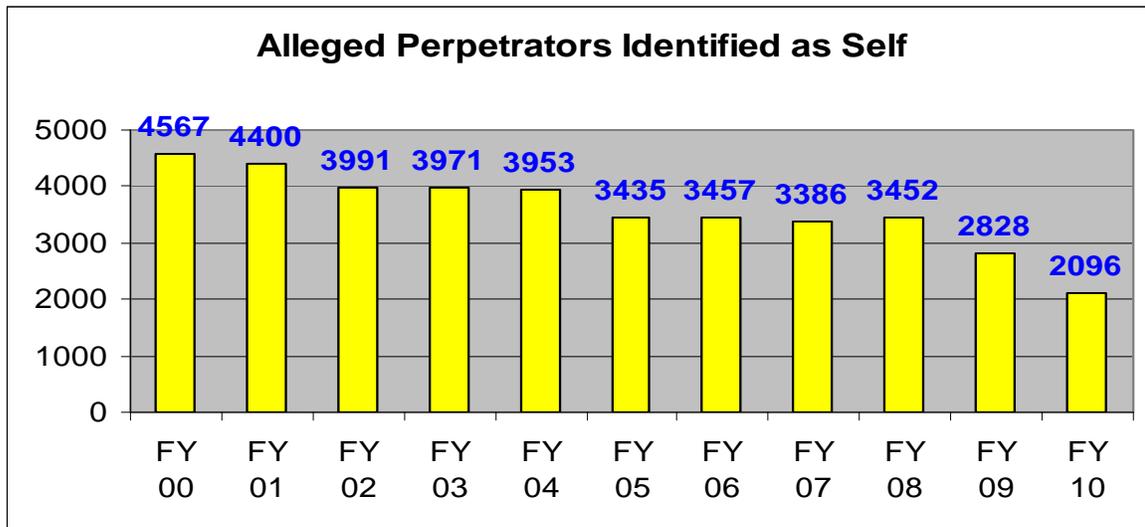


- Clients residing alone, with little or no assistance have decreased by 61 percent since 2000 and clients residing alone with some assistance have decreased by 85 percent since 2000. This trend may be the result of the current economic downturn wherein family members are moving in together to share housing costs.

ALLEGED PERPETRATORS

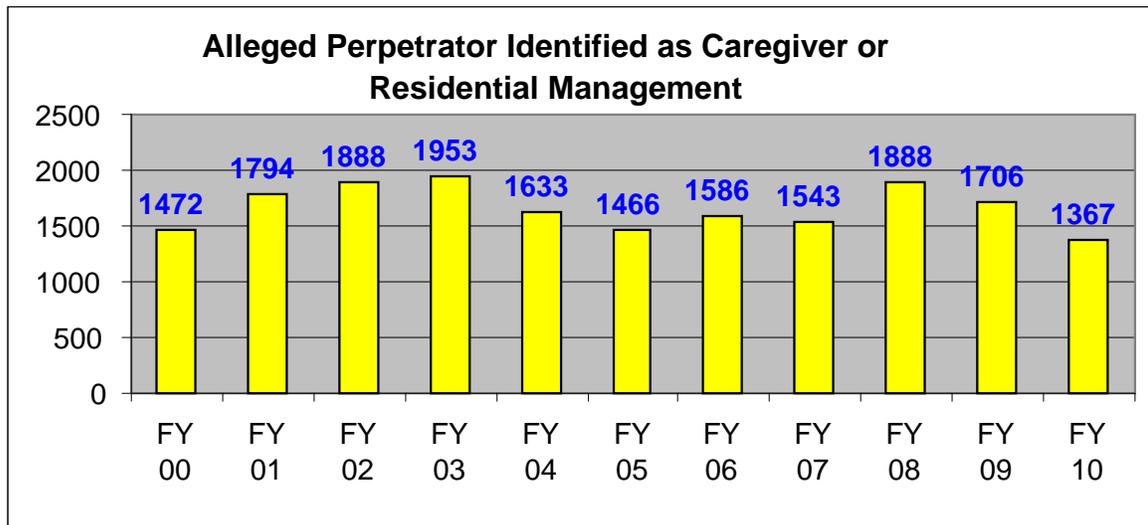
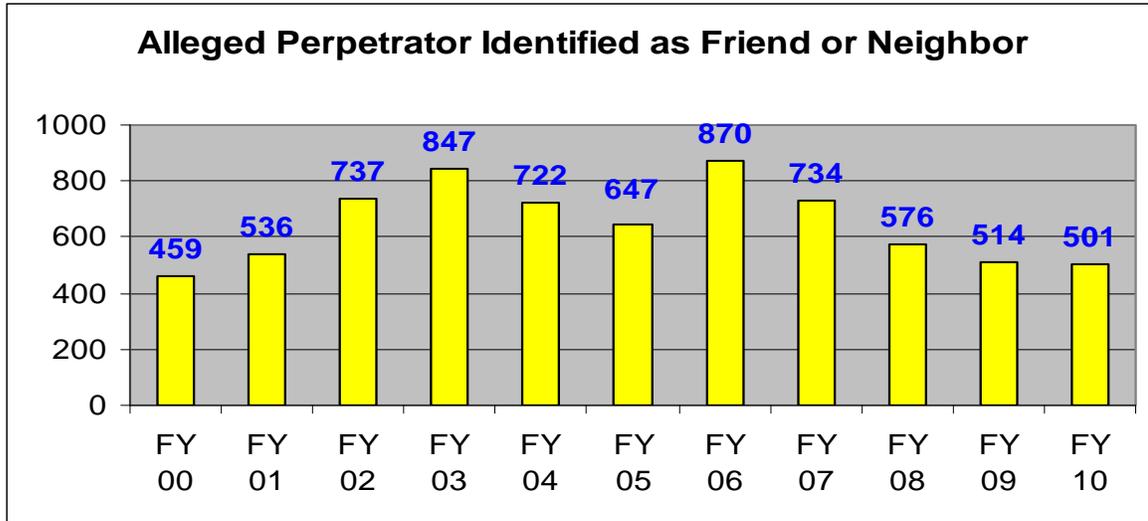
The following graphs depict the trends in alleged perpetrators between SFY 2000-2010.

- Neglect continues to be the leading cause for protective services investigations although the alleged perpetrator identified as “self” has decreased by 54 percent since SFY 2000. 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 decreased by 22 percent from SFY 2000 to SFY 2010.

- However, in looking at the family members identified as the alleged perpetrator between SFY 2005 and SFY 2008, there has been a gradual upward trend of 15 percent, which may be the result of more families co-locating in an effort to reduce housing costs.

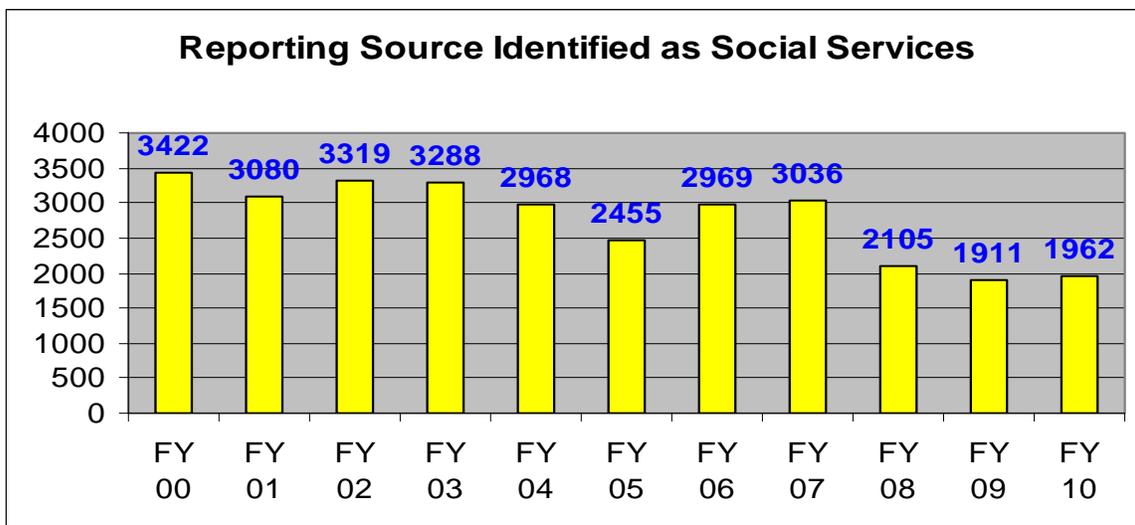
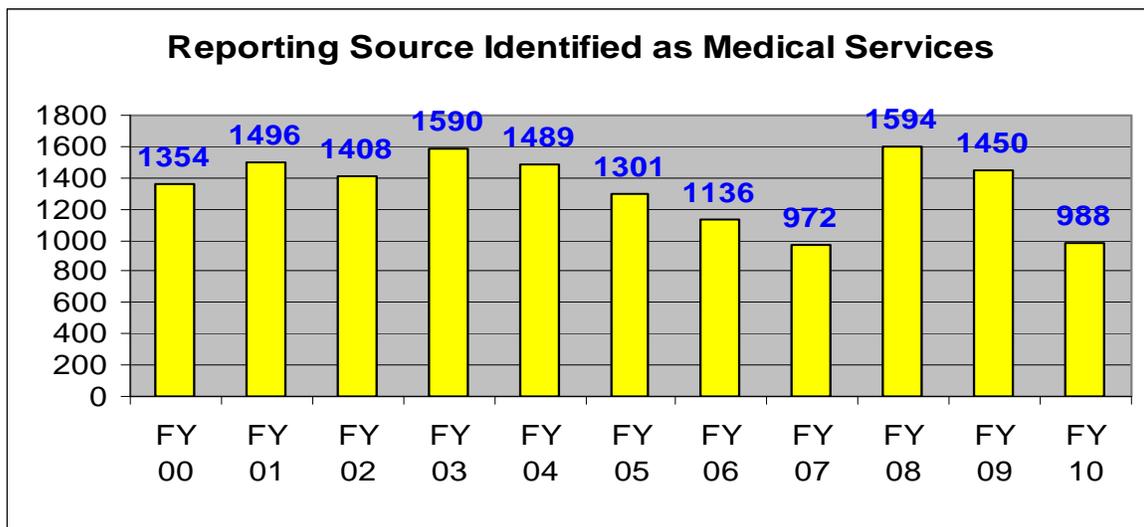


- There is a decrease of 8 percent in alleged perpetrators identified as paid caregivers or residential management since SFY 2000.

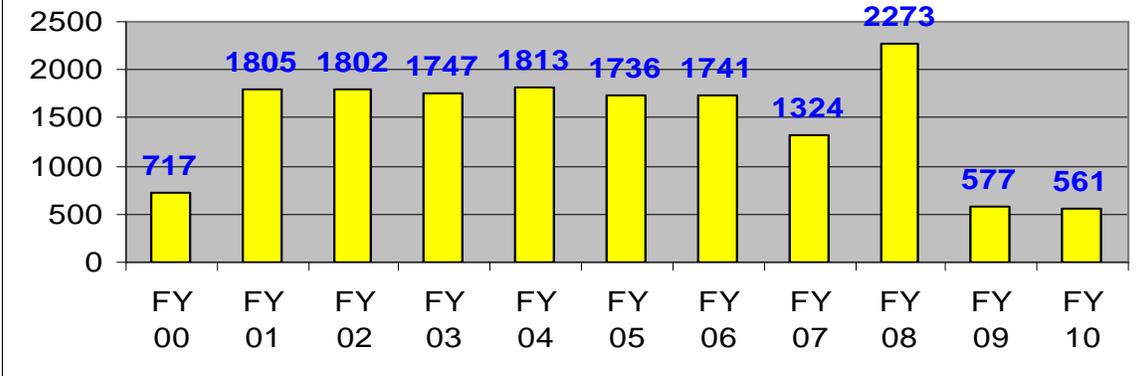
REPORTING SOURCES

The following graphs depict the trends in reporting sources between SFY 2000-2010.

- As mandatory reporters, medical services, social services, and public services consistently make up the largest portions of reporting sources.
- Efforts by APS supervisors and managers to conduct in-service public awareness with hospitals, home health agencies, and hospice may have contributed to the increase by 64 percent between SFY 2007 and SFY 2008 in the number of medical services personnel as reporting sources.



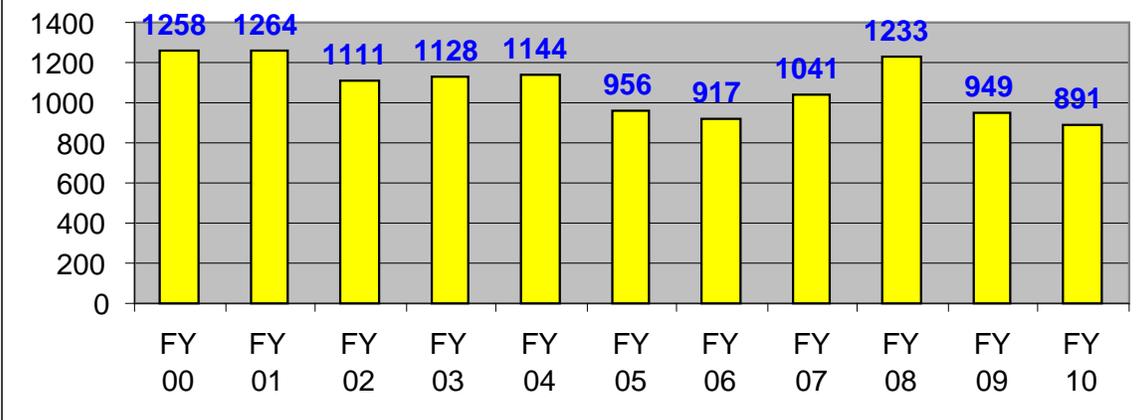
Reporting Source Identified as Other Public Services



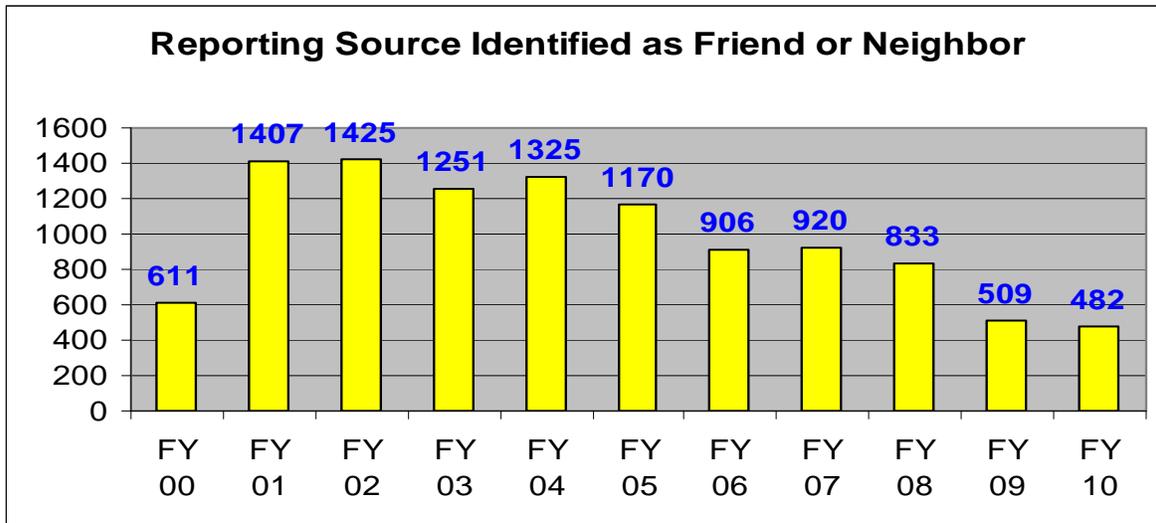
Note: In SFY 2009, the category of public services was separated into several categories that more accurately illustrate the relationship to the client, thus reflecting a decrease that is namely due to the expanded category options.

- Public Services as a reporting source have increased over 200 percent between SFY 2000 and SFY 2008. Efforts by APS supervisors and managers to conduct in-service public awareness presentations locally with public services such as utility companies, Postal Services, Public Housing, Law Enforcement, Fire Department, Court System, Conservators, Financial Services, Guardians, Legal Services, and Payees may have contributed to the increase by 72 percent between SFY 2007 and SFY 2008 in the number of public services personnel as reporting sources.
- The Break the Silence campaign has also led to increased awareness in elder abuse.

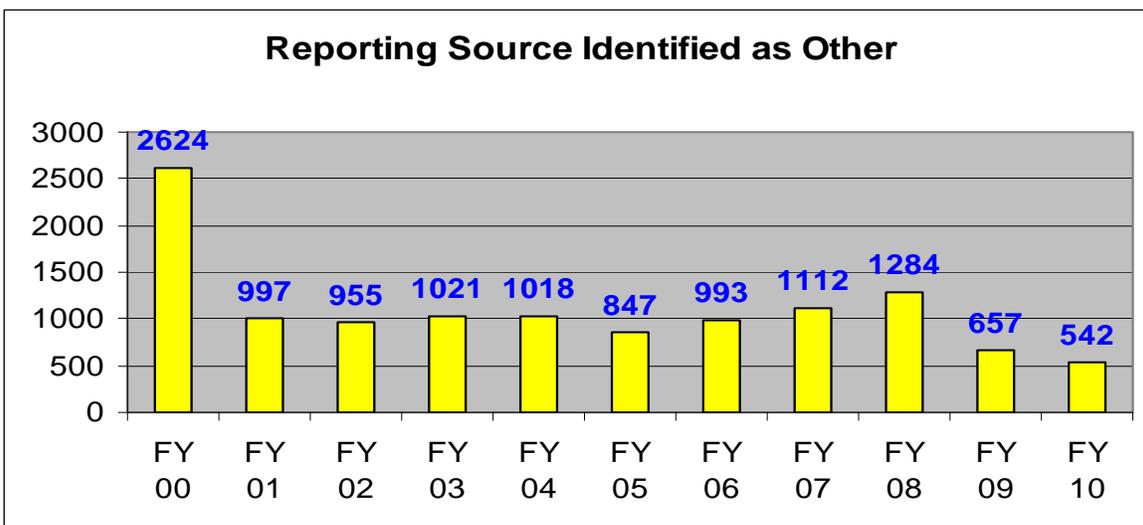
Reporting Source Identified as Family Member



- Since SFY 2000, reporting sources identified as “friend and neighbor” have decreased by 21 percent.



- Reporting sources identified as “other” has decreased by 79 percent since SFY 2000. This is primarily due to improved and more consistent categorization of reporting sources identified under the category of “other.”



Thank you for your interest in APS and the report of APS trends from 2000-2010 as well as activity summaries and client demographics. We hope you found the report format useful and will turn to it as a reference when in need of statistical information about APS in Arizona.



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

APPENDIX A - SFY Activity Summary/Statistics by County

Adult Protective Services Activity Summary State Fiscal Year 2010 Arizona



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

ADULT PROTECTIVE SERVICES

7/1/2009 thru 6-30-2010

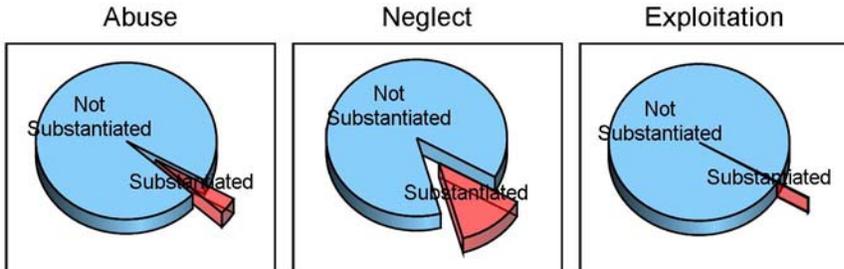
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ACTIVITY SUMMARY - ARIZONA

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	1,699	26.19%
Not Substantiated	1,639	96.47%
Substantiated	60	3.53%
NEGLECT	4,881	75.23%
Not Substantiated	4,277	87.63%
Substantiated	604	12.38%
EXPLOITATION	1,839	28.35%
Not Substantiated	1,835	99.78%
Substantiated	4	0.22%



TOTAL CASES 6,488

DEMOGRAPHICS

CLIENT AGE GROUP

8 - 29	357	5.50%
30 - 39	209	3.22%
40 - 49	315	4.86%
50 - 59	627	9.66%
60 - 64	456	7.03%
65 - 69	516	7.95%
70 - 74	629	9.70%
75 - 79	810	12.49%
80 - 84	995	15.34%
85+	1,553	23.94%
Unknown	21	0.32%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	1,231	18.97%
Alone-Some Asst	108	1.67%
With Family	1,620	24.97%
With Non Family	320	4.93%

CLIENT DWELLING / FACILITY TYPE

Private Residence	1,338	20.62%
Adult Foster Care	17	0.26%
Assisted Living	327	5.04%
Board & Care	9	0.14%
DDD Placement	162	2.50%
Nursing Facility	700	10.79%
Residential Care	107	1.65%
Supervisory Care	74	1.14%
Unlicensed	5	0.08%
VA	6	0.09%
Unknown	464	7.15%

CLIENT RACE AND ETHNICITY

Am Ind/Ak Native	97	1.50%
Asian	41	0.63%
Black/African Amer	306	4.72%
White	4,500	69.36%
Hispanic or Latino	787	12.13%
Pacific Islander	13	0.20%
Unknown/Other	744	11.47%

CLIENT MONTHLY INCOME

\$300 or Less	6	0.09%
\$301 - \$500	8	0.12%
\$501 - \$750	96	1.48%
\$751 - \$1,000	73	1.13%
Over \$1,000	194	2.99%
Unknown	6,111	94.19%

CLIENT GENDER

Female	4,047	62.38%
Male	2,395	36.91%
Unknown	46	0.71%

RELATION TO CLIENT Rptg Source Perpetrator

Care Giver/Res Mgr	632	9.05%	1,367	18.42%
Conserv/Guardian	28	0.40%	188	2.53%
Family Member	891	12.77%	2,420	32.60%
Financial Service	361	5.17%	50	0.67%
Friend/Neighbor	482	6.91%	501	6.75%
Law Enforcement	304	4.36%	1	0.01%
Legal Service	45	0.65%	6	0.08%
Medical Service	988	14.16%	119	1.60%
Other	542	7.77%	558	7.52%
Other Public Service	561	8.04%	31	0.42%
Self	128	1.83%	2,096	28.24%
Social Service	1,962	28.11%	20	0.27%
Unknown	56	0.80%	66	0.89%

TOTAL 6,980 100.00% 7,423 100.00%



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ADULT PROTECTIVE SERVICES

7/1/2009 thru 6-30-2010

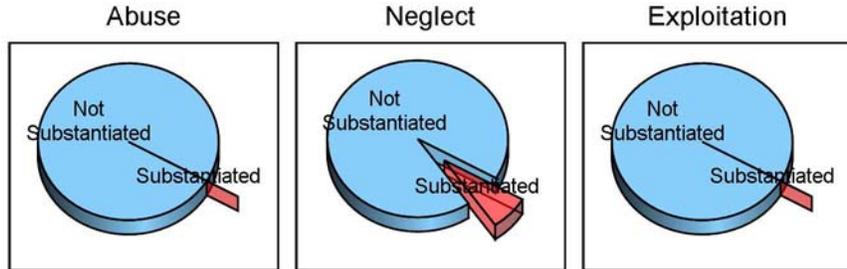
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ACTIVITY SUMMARY - APACHE

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	6	35.29%
Not Substantiated	6	100.00%
Substantiated	0	0.00%
NEGLECT	14	82.35%
Not Substantiated	13	92.86%
Substantiated	1	7.14%
EXPLOITATION	5	29.41%
Not Substantiated	5	100.00%
Substantiated	0	0.00%
TOTAL CASES	17	



DEMOGRAPHICS

CLIENT AGE GROUP

8 - 29	0	0.00%
30 - 39	1	5.88%
40 - 49	0	0.00%
50 - 59	2	11.77%
60 - 64	1	5.88%
65 - 69	3	17.65%
70 - 74	0	0.00%
75 - 79	2	11.77%
80 - 84	4	23.53%
85+	4	23.53%
Unknown	0	0.00%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	2	11.77%
Alone-Some Asst	1	5.88%
With Family	7	41.18%
With Non Family	0	0.00%

CLIENT DWELLING / FACILITY TYPE

Private Residence	3	17.65%
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	1	5.88%
Supervisory Care	0	0.00%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	3	17.65%

CLIENT RACE AND ETHNICITY

Am Ind/Ak Native	1	5.88%
Asian	0	0.00%
Black/African Amer	0	0.00%
White	10	58.82%
Hispanic or Latino	5	29.41%
Pacific Islander	0	0.00%
Unknown/Other	1	5.88%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	0	0.00%
\$751 - \$1,000	0	0.00%
Over \$1,000	1	5.88%
Unknown	16	94.12%

CLIENT GENDER

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

RELATION TO CLIENT

RELATION TO CLIENT	Rptg Source	Perpetrator
Care Giver/Res Mgr	1 5.56%	3 15.79%
Conserv/Guardian	0 0.00%	0 0.00%
Family Member	3 16.67%	4 21.05%
Financial Service	1 5.56%	0 0.00%
Friend/Neighbor	1 5.56%	0 0.00%
Law Enforcement	3 16.67%	0 0.00%
Legal Service	0 0.00%	0 0.00%
Medical Service	0 0.00%	0 0.00%
Other	1 5.56%	4 21.05%
Other Public Service	2 11.11%	0 0.00%
Self	0 0.00%	8 42.11%
Social Service	5 27.78%	0 0.00%
Unknown	1 5.56%	0 0.00%

TOTAL

18 100.00% 19 100.00%



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ADULT PROTECTIVE SERVICES

7/1/2009 thru 6-30-2010

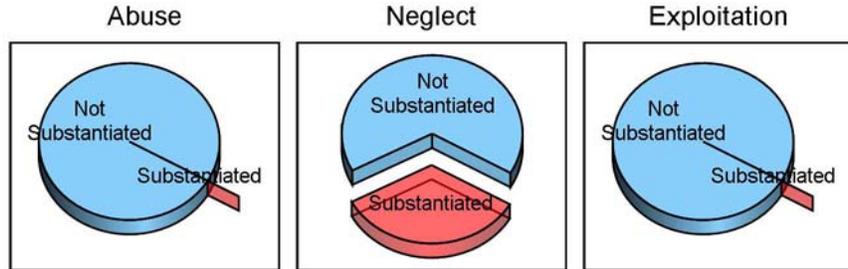
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ACTIVITY SUMMARY - COCHISE

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	50	16.34%
Not Substantiated	50	100.00%
Substantiated	0	0.00%
NEGLECT	239	78.11%
Not Substantiated	158	66.11%
Substantiated	81	33.89%
EXPLOITATION	87	28.43%
Not Substantiated	87	100.00%
Substantiated	0	0.00%
TOTAL CASES	306	



DEMOGRAPHICS

CLIENT AGE GROUP

8 - 29	12	3.92%
30 - 39	10	3.27%
40 - 49	12	3.92%
50 - 59	27	8.82%
60 - 64	18	5.88%
65 - 69	34	11.11%
70 - 74	31	10.13%
75 - 79	27	8.82%
80 - 84	56	18.30%
85+	79	25.82%
Unknown	0	0.00%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	91	29.74%
Alone-Some Asst	5	1.63%
With Family	62	20.26%
With Non Family	13	4.25%

CLIENT DWELLING / FACILITY TYPE

Private Residence	71	23.20%
Adult Foster Care	1	0.33%
Assisted Living	14	4.58%
Board & Care	0	0.00%
DDD Placement	6	1.96%
Nursing Facility	16	5.23%
Residential Care	1	0.33%
Supervisory Care	3	0.98%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	23	7.52%

CLIENT RACE AND ETHNICITY

Am Ind/Ak Native	3	0.98%
Asian	2	0.65%
Black/African Amer	5	1.63%
White	204	66.67%
Hispanic or Latino	56	18.30%
Pacific Islander	0	0.00%
Unknown/Other	36	11.77%

RELATION TO CLIENT

Relation to Client	Rptg Source	Perpetrator
Care Giver/Res Mgr	38 11.77%	44 12.57%
Conserv/Guardian	2 0.62%	8 2.29%
Family Member	41 12.69%	85 24.29%
Financial Service	10 3.10%	2 0.57%
Friend/Neighbor	33 10.22%	26 7.43%
Law Enforcement	25 7.74%	0 0.00%
Legal Service	4 1.24%	0 0.00%
Medical Service	39 12.07%	3 0.86%
Other	25 7.74%	26 7.43%
Other Public Service	32 9.91%	2 0.57%
Self	5 1.55%	147 42.00%
Social Service	66 20.43%	3 0.86%
Unknown	3 0.93%	4 1.14%

CLIENT MONTHLY INCOME

\$300 or Less	2	0.65%
\$301 - \$500	0	0.00%
\$501 - \$750	19	6.21%
\$751 - \$1,000	12	3.92%
Over \$1,000	30	9.80%
Unknown	243	79.41%

CLIENT GENDER

Female	181	59.15%
Male	125	40.85%
Unknown	0	0.00%

TOTAL

323	100.00%	350	100.00%
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DEPARTMENT OF ECONOMIC SECURITY

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ADULT PROTECTIVE SERVICES

7/1/2009 thru 6-30-2010

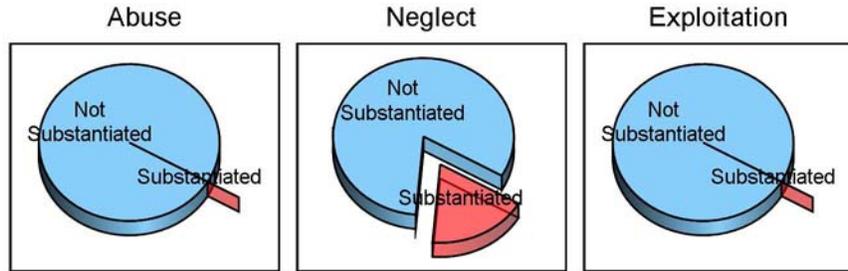
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ACTIVITY SUMMARY - COCONINO

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	18	23.08%
Not Substantiated	18	100.00%
Substantiated	0	0.00%
NEGLECT	61	78.21%
Not Substantiated	50	81.97%
Substantiated	11	18.03%
EXPLOITATION	22	28.21%
Not Substantiated	22	100.00%
Substantiated	0	0.00%
TOTAL CASES	78	



8 - 29	8	10.26%	Alone-No Assistance	13	16.67%		
30 - 39	7	8.97%	Alone-Some Asst	0	0.00%		
40 - 49	5	6.41%	With Family	10	12.82%		
50 - 59	8	10.26%	With Non Family	6	7.69%		
60 - 64	6	7.69%					
65 - 69	5	6.41%	Private Residence	20	25.64%		
70 - 74	6	7.69%	Adult Foster Care	0	0.00%		
75 - 79	6	7.69%	Assisted Living	0	0.00%		
80 - 84	9	11.54%	Board & Care	0	0.00%		
85+	18	23.08%	DDD Placement	4	5.13%		
Unknown	0	0.00%	Nursing Facility	6	7.69%		
			Residential Care	6	7.69%		
Am Ind/Ak Native	7	8.97%	Supervisory Care	3	3.85%		
Asian	0	0.00%	Unlicensed	0	0.00%		
Black/African Amer	3	3.85%	VA	0	0.00%		
White	51	65.39%	Unknown	10	12.82%		
Hispanic or Latino	2	2.56%					
Pacific Islander	0	0.00%	Care Giver/Res Mgr	4	4.76%	11	12.22%
Unknown/Other	15	19.23%	Conserv/Guardian	0	0.00%	1	1.11%
			Family Member	9	110.71%	30	33.33%
\$300 or Less	1	1.28%	Financial Service	3	3.57%	1	1.11%
\$301 - \$500	0	0.00%	Friend/Neighbor	4	4.76%	6	6.67%
\$501 - \$750	4	5.13%	Law Enforcement	4	4.76%	0	0.00%
\$751 - \$1,000	4	5.13%	Legal Service	2	2.38%	0	0.00%
Over \$1,000	5	6.41%	Medical Service	18	21.43%	0	0.00%
Unknown	64	82.05%	Other	8	9.52%	12	13.33%
			Other Public Service	12	14.29%	0	0.00%
Female	43	55.13%	Self	0	0.00%	26	28.89%
Male	35	44.87%	Social Service	19	22.62%	2	2.22%
Unknown	0	0.00%	Unknown	1	1.19%	1	1.11%
			TOTAL	84	100.00%	90	100.00%



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ADULT PROTECTIVE SERVICES

7/1/2009 thru 6-30-2010

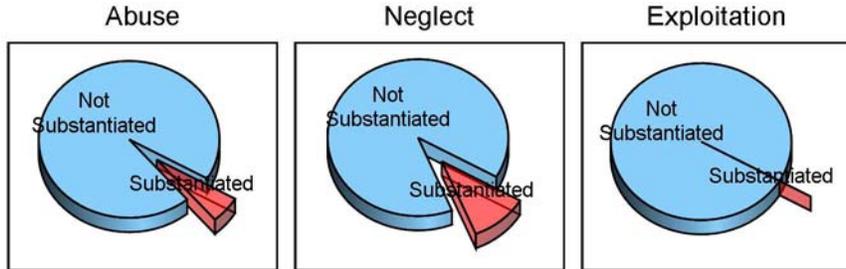
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ACTIVITY SUMMARY - GILA

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	36	26.47%
Not Substantiated	34	94.44%
Substantiated	2	5.56%
NEGLECT	95	69.85%
Not Substantiated	85	89.47%
Substantiated	10	10.53%
EXPLOITATION	46	33.82%
Not Substantiated	46	100.00%
Substantiated	0	0.00%
TOTAL CASES	136	



DEMOGRAPHICS

CLIENT AGE GROUP

8 - 29	6	4.41%
30 - 39	3	2.21%
40 - 49	6	4.41%
50 - 59	9	6.62%
60 - 64	6	4.41%
65 - 69	8	5.88%
70 - 74	23	16.91%
75 - 79	18	13.24%
80 - 84	25	18.38%
85+	32	23.53%
Unknown	0	0.00%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	27	19.85%
Alone-Some Asst	4	2.94%
With Family	29	21.32%
With Non Family	8	5.88%

CLIENT DWELLING / FACILITY TYPE

Private Residence	28	20.59%
Adult Foster Care	0	0.00%
Assisted Living	2	1.47%
Board & Care	0	0.00%
DDD Placement	2	1.47%
Nursing Facility	19	13.97%
Residential Care	1	0.47%
Supervisory Care	4	2.94%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	12	8.82%

CLIENT RACE AND ETHNICITY

Am Ind/Ak Native	5	3.68%
Asian	0	0.00%
Black/African Amer	0	0.00%
White	102	75.00%
Hispanic or Latino	11	8.09%
Pacific Islander	0	0.00%
Unknown/Other	18	13.24%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	3	2.21%
\$751 - \$1,000	1	0.74%
Over \$1,000	4	2.94%
Unknown	128	94.12%

CLIENT GENDER

Female	77	56.62%
Male	58	42.65%
Unknown	1	0.74%

RELATION TO CLIENT

Relation to Client	Rptg Source	Perpetrator
Care Giver/Res Mgr	18 12.25%	29 18.59%
Conserv/Guardian	0 0.00%	4 2.56%
Family Member	18 12.25%	54 34.62%
Financial Service	8 5.44%	0 0.00%
Friend/Neighbor	6 4.08%	9 5.77%
Law Enforcement	7 4.76%	0 0.00%
Legal Service	2 1.36%	0 0.00%
Medical Service	17 11.57%	0 0.00%
Other	14 9.52%	12 7.69%
Other Public Service	15 10.20%	0 0.00%
Self	4 2.72%	45 28.85%
Social Service	37 25.17%	0 0.00%
Unknown	1 0.68%	3 1.92%

TOTAL

147 100.00% 156 100.00%



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ADULT PROTECTIVE SERVICES

7/1/2009 thru 6-30-2010

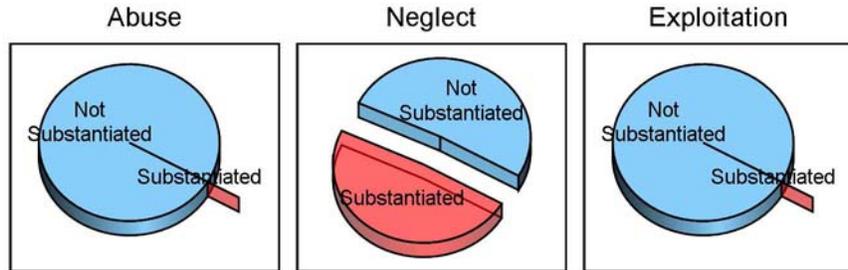
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ACTIVITY SUMMARY - GRAHAM

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	6	13.33%
Not Substantiated	6	100.00%
Substantiated	0	0.00%
NEGLECT	39	86.67%
Not Substantiated	20	51.28%
Substantiated	19	48.72%
EXPLOITATION	11	24.44%
Not Substantiated	11	100.00%
Substantiated	0	0.00%
TOTAL CASES	45	



DEMOGRAPHICS

CLIENT AGE GROUP

8 - 29	1	2.22%
30 - 39	1	2.22%
40 - 49	1	2.22%
50 - 59	5	11.11%
60 - 64	4	8.89%
65 - 69	3	6.67%
70 - 74	6	13.33%
75 - 79	4	8.89%
80 - 84	6	13.33%
85+	14	31.11%
Unknown	0	0.00%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	10	22.22%
Alone-Some Asst	1	2.22%
With Family	15	33.33%
With Non Family	3	6.67%

CLIENT DWELLING / FACILITY TYPE

Private Residence	9	20.00%
Adult Foster Care	0	0.00%
Assisted Living	1	2.22%
Board & Care	0	0.00%
DDD Placement	0	0.00%
Nursing Facility	4	8.89%
Residential Care	0	0.00%
Supervisory Care	0	0.00%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	2	4.44%

CLIENT RACE AND ETHNICITY

Am Ind/Ak Native	1	2.22%
Asian	0	0.00%
Black/African Amer	0	0.00%
White	32	71.11%
Hispanic or Latino	10	22.22%
Pacific Islander	0	0.00%
Unknown/Other	2	4.44%

RELATION TO CLIENT

Relation to Client	Rptg Source	Perpetrator
Care Giver/Res Mgr	4 8.51%	3 6.25%
Conserv/Guardian	0 0.00%	2 4.17%
Family Member	10 21.28%	12 25.00%
Financial Service	1 2.13%	0 0.00%
Friend/Neighbor	4 8.51%	3 6.25%
Law Enforcement	2 4.26%	0 0.00%
Legal Service	0 0.00%	0 0.00%
Medical Service	5 10.64%	0 0.00%
Other	4 8.51%	4 8.33%
Other Public Service	4 8.51%	0 0.00%
Self	0 0.00%	24 50.00%
Social Service	13 27.66%	0 0.00%
Unknown	0 0.00%	0 0.00%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	3	6.67%
\$751 - \$1,000	2	4.44%
Over \$1,000	2	4.44%
Unknown	38	84.44%

CLIENT GENDER

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

TOTAL

47 100.00% 48 100.00%



DEPARTMENT OF ECONOMIC SECURITY

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ADULT PROTECTIVE SERVICES

7/1/2009 thru 6-30-2010

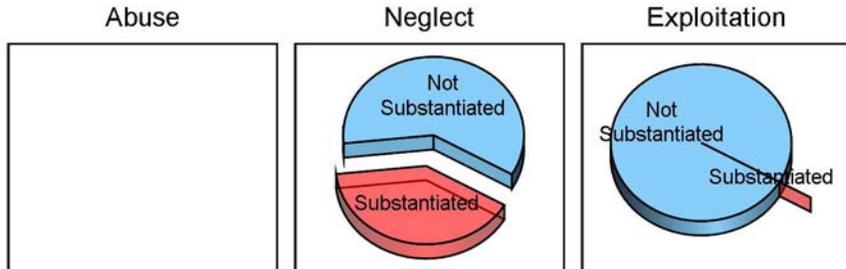
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ACTIVITY SUMMARY - GREENLEE

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	0	0.00%
Not Substantiated	0	0.00%
Substantiated	0	0.00%
NEGLECT	10	90.91%
Not Substantiated	6	60.00%
Substantiated	4	40.00%
EXPLOITATION	3	27.27%
Not Substantiated	3	100.00%
Substantiated	0	0.00%



TOTAL CASES 11

DEMOGRAPHICS

CLIENT AGE GROUP

8 - 29	0	0.00%
30 - 39	0	0.00%
40 - 49	1	9.09%
50 - 59	2	18.18%
60 - 64	0	0.00%
65 - 69	1	9.09%
70 - 74	1	9.09%
75 - 79	1	9.09%
80 - 84	2	18.18%
85+	3	27.27%
Unknown	0	0.00%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	5	45.46%
Alone-Some Asst	1	9.09%
With Family	3	27.27%
With Non Family	1	9.09%

CLIENT DWELLING / FACILITY TYPE

Private Residence	1	9.09%
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	0	0.00%

CLIENT RACE AND ETHNICITY

Am Ind/Ak Native	0	0.00%
Asian	0	0.00%
Black/African Amer	0	0.00%
White	5	45.46%
Hispanic or Latino	6	54.55%
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	9.09%
\$751 - \$1,000	0	0.00%
Over \$1,000	1	9.09%
Unknown	9	81.82%

CLIENT GENDER

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

RELATION TO CLIENT

Relation to Client	Rptg Source	Perpetrator
Care Giver/Res Mgr	1 8.33%	1 8.33%
Conserv/Guardian	0 0.00%	0 0.00%
Family Member	3 25.00%	3 25.00%
Financial Service	0 0.00%	0 0.00%
Friend/Neighbor	1 8.33%	1 8.33%
Law Enforcement	0 0.00%	0 0.00%
Legal Service	0 0.00%	0 0.00%
Medical Service	0 0.00%	0 0.00%
Other	1 8.33%	1 8.33%
Other Public Service	1 8.33%	0 0.00%
Self	0 0.00%	6 50.00%
Social Service	5 41.67%	0 0.00%
Unknown	0 0.00%	0 0.00%

TOTAL

12 100.00% 12 100.00%



DEPARTMENT OF ECONOMIC SECURITY

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ADULT PROTECTIVE SERVICES

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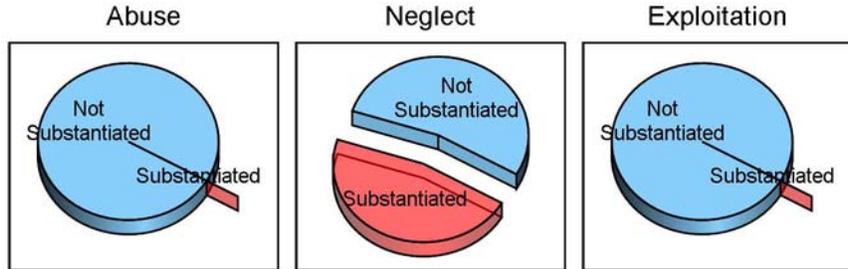
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ACTIVITY SUMMARY – LA PAZ

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	3	15.00%
Not Substantiated	3	100.00%
Substantiated	0	0.00%
NEGLECT	15	75.00%
Not Substantiated	8	53.33%
Substantiated	7	46.67%
EXPLOITATION	6	30.00%
Not Substantiated	6	100.00%
Substantiated	0	0.00%
TOTAL CASES	20	



DEMOGRAPHICS

CLIENT AGE GROUP

8 - 29	0	0.00%
30 - 39	1	5.00%
40 - 49	3	15.00%
50 - 59	2	10.00%
60 - 64	1	5.00%
65 - 69	4	20.00%
70 - 74	0	0.00%
75 - 79	2	10.00%
80 - 84	1	5.00%
85+	6	30.00%
Unknown	0	0.00%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	8	40.00%
Alone-Some Asst	1	5.00%
With Family	2	10.00%
With Non Family	1	5.00%

CLIENT DWELLING / FACILITY TYPE

Private Residence	7	35.00%
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	5.00%

CLIENT RACE AND ETHNICITY

Am Ind/Ak Native	0	0.00%
Asian	1	5.00%
Black/African Amer	0	0.00%
White	17	85.00%
Hispanic or Latino	0	0.00%
Pacific Islander	0	0.00%
Unknown/Other	2	10.00%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	0	0.00%
\$751 - \$1,000	0	0.00%
Over \$1,000	0	0.00%
Unknown	20	100.00%

CLIENT GENDER

Female	11	55.00%
Male	9	45.00%
Unknown	0	0.00%

RELATION TO CLIENT

Relation to Client	Rptg Source	Perpetrator
Care Giver/Res Mgr	2 9.09%	1 5.00%
Conserv/Guardian	0 0.00%	1 5.00%
Family Member	3 13.64%	5 25.00%
Financial Service	0 0.00%	0 0.00%
Friend/Neighbor	3 13.64%	1 5.00%
Law Enforcement	4 0.00%	0 0.00%
Legal Service	0 0.00%	0 0.00%
Medical Service	1 4.55%	0 0.00%
Other	4 18.18%	1 5.00%
Other Public Service	3 13.64%	0 0.00%
Self	0 0.00%	11 55.00%
Social Service	2 9.09%	0 0.00%
Unknown	0 0.00%	0 0.00%

TOTAL

22	100.00%	20	100.00%
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DEPARTMENT OF ECONOMIC SECURITY

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ADULT PROTECTIVE SERVICES

7/1/2009 thru 6-30-2010

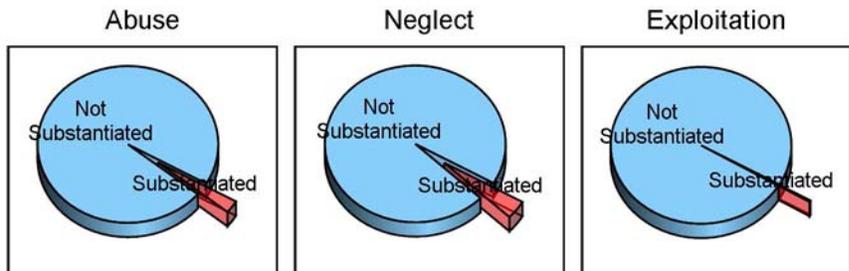
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ACTIVITY SUMMARY – MARICOPA

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	994	30.12%
Not Substantiated	968	97.38%
Substantiated	26	2.62%
NEGLECT	2,422	73.39%
Not Substantiated	2,329	96.16%
Substantiated	93	3.84%
EXPLOITATION	909	27.55%
Not Substantiated	906	99.67%
Substantiated	3	0.33%
TOTAL CASES	3,300	



DEMOGRAPHICS

CLIENT AGE GROUP

8 - 29	204	6.18%
30 - 39	110	3.33%
40 - 49	178	5.39%
50 - 59	319	9.67%
60 - 64	235	7.12%
65 - 69	268	8.12%
70 - 74	298	9.03%
75 - 79	406	12.30%
80 - 84	477	14.46%
85+	791	23.97%
Unknown	14	0.42%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	517	15.67%
Alone-Some Asst	49	1.49%
With Family	836	25.33%
With Non Family	156	4.73%

CLIENT DWELLING / FACILITY TYPE

Private Residence	639	19.36%
Adult Foster Care	11	0.33%
Assisted Living	215	6.52%
Board & Care	2	0.06%
DDD Placement	88	2.67%
Nursing Facility	454	13.76%
Residential Care	56	1.70%
Supervisory Care	46	1.39%
Unlicensed	1	0.03%
VA	4	0.12%
Unknown	226	6.85%

CLIENT RACE AND ETHNICITY

Am Ind/Ak Native	43	1.30%
Asian	26	0.79%
Black/African Amer	219	6.64%
White	2,269	68.76%
Hispanic or Latino	354	10.73%
Pacific Islander	10	0.30%
Unknown/Other	379	11.49%

RELATION TO CLIENT Rptg Source Perpetrator

Care Giver/Res Mgr	307	8.63%	816	21.49%
Conserv/Guardian	13	0.37%	97	2.56%
Family Member	466	13.11%	1,303	34.32%
Financial Service	190	5.34%	31	0.82%
Friend/Neighbor	215	6.05%	248	6.53%
Law Enforcement	107	3.01%	1	0.03%
Legal Service	21	0.59%	5	0.13%
Medical Service	457	12.85%	90	2.37%
Other	241	6.78%	267	7.03%
Other Public Service	267	7.51%	17	0.45%
Self	72	2.03%	872	22.97%
Social Service	1,171	32.93%	11	0.29%
Unknown	29	0.82%	39	1.03%
TOTAL	3,556	100.00%	3,797	100.00%

CLIENT MONTHLY INCOME

\$300 or Less	1	0.03%
\$301 - \$500	4	0.12%
\$501 - \$750	33	1.00%
\$751 - \$1,000	21	0.64%
Over \$1,000	90	2.73%
Unknown	3,151	95.49%

CLIENT GENDER

Female	2,158	65.39%
Male	1,115	33.79%
Unknown	27	0.82%



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ADULT PROTECTIVE SERVICES

7/1/2009 thru 6-30-2010

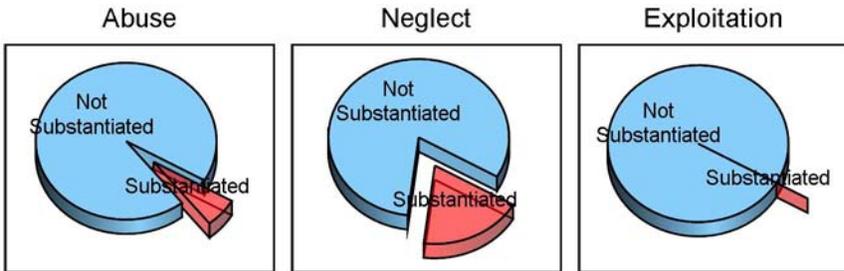
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ACTIVITY SUMMARY – MOHAVE

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	66	19.53%
Not Substantiated	62	93.94%
Substantiated	4	6.06%
NEGLECT	263	77.81%
Not Substantiated	214	81.37%
Substantiated	49	18.63%
EXPLOITATION	121	35.80%
Not Substantiated	121	100.00%
Substantiated	0	0.00%
TOTAL CASES	338	



DEMOGRAPHICS

CLIENT AGE GROUP

8 - 29	10	2.96%
30 - 39	7	2.07%
40 - 49	17	5.03%
50 - 59	29	8.58%
60 - 64	17	5.03%
65 - 69	30	8.88%
70 - 74	34	10.06%
75 - 79	50	14.79%
80 - 84	65	19.23%
85+	78	23.08%
Unknown	1	0.30%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	75	22.19%
Alone-Some Asst	5	1.48%
With Family	81	23.96%
With Non Family	23	6.81%

CLIENT DWELLING / FACILITY TYPE

Private Residence	87	25.74%
Adult Foster Care	0	0.00%
Assisted Living	8	2.37%
Board & Care	0	0.00%
DDD Placement	7	2.07%
Nursing Facility	25	7.40%
Residential Care	3	0.89%
Supervisory Care	2	0.59%
Unlicensed	1	0.30%
VA	0	0.00%
Unknown	21	6.21%

CLIENT RACE AND ETHNICITY

Am Ind/Ak Native	2	0.59%
Asian	0	0.00%
Black/African Amer	5	1.48%
White	284	84.02%
Hispanic or Latino	15	4.44%
Pacific Islander	0	0.00%
Unknown/Other	32	9.47%

RELATION TO CLIENT

Relation to Client	Rptg Source	Perpetrator
Care Giver/Res Mgr	28 7.47%	57 14.21%
Conserv/Guardian	4 1.07%	7 1.75%
Family Member	57 15.20%	130 32.42%
Financial Service	25 6.67%	3 0.75%
Friend/Neighbor	46 12.27%	39 9.73%
Law Enforcement	15 4.00%	0 0.00%
Legal Service	4 1.07%	1 0.25%
Medical Service	61 16.27%	4 1.00%
Other	25 6.67%	30 7.48%
Other Public Service	35 9.33%	1 0.25%
Self	9 2.40%	125 31.17%
Social Service	64 17.07%	1 0.25%
Unknown	2 0.53%	3 0.75%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	1	0.30%
\$751 - \$1,000	2	0.59%
Over \$1,000	7	2.07%
Unknown	328	97.04%

CLIENT GENDER

Female	194	57.40%
Male	141	41.72%
Unknown	3	0.89%

TOTAL

375	100.00%	401	100.00%
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ADULT PROTECTIVE SERVICES

7/1/2009 thru 6-30-2010

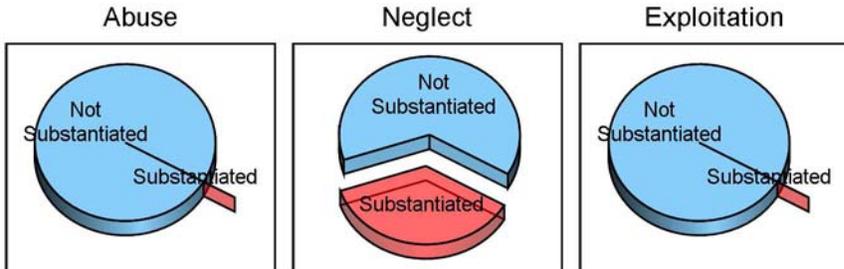
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ACTIVITY SUMMARY – NAVAJO

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	13	16.67%
Not Substantiated	13	100.00%
Substantiated	0	0.00%
NEGLECT	63	80.77%
Not Substantiated	40	63.49%
Substantiated	23	36.51%
EXPLOITATION	20	25.64%
Not Substantiated	20	100.00%
Substantiated	0	0.00%
TOTAL CASES	78	



DEMOGRAPHICS

CLIENT AGE GROUP

8 - 29	6	7.69%
30 - 39	3	3.85%
40 - 49	7	8.97%
50 - 59	9	11.54%
60 - 64	8	10.26%
65 - 69	6	7.69%
70 - 74	11	14.10%
75 - 79	6	7.69%
80 - 84	9	11.54%
85+	13	16.67%
Unknown	0	0.00%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	21	26.92%
Alone-Some Asst	1	1.28%
With Family	17	21.80%
With Non Family	5	6.41%

CLIENT DWELLING / FACILITY TYPE

Private Residence	14	17.95%
Adult Foster Care	0	0.00%
Assisted Living	3	3.85%
Board & Care	0	0.00%
DDD Placement	2	2.56%
Nursing Facility	5	6.41%
Residential Care	1	1.28%
Supervisory Care	0	0.00%
Unlicensed	0	0.00%
VA	1	1.28%
Unknown	8	10.26%

CLIENT RACE AND ETHNICITY

Am Ind/Ak Native	12	15.39%
Asian	0	0.00%
Black/African Amer	2	2.56%
White	52	66.67%
Hispanic or Latino	4	5.13%
Pacific Islander	0	0.00%
Unknown/Other	8	10.26%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	0	0.00%
\$751 - \$1,000	1	1.28%
Over \$1,000	0	0.00%
Unknown	77	98.72%

CLIENT GENDER

Female	46	58.97%
Male	31	39.74%
Unknown	1	1.28%

RELATION TO CLIENT

Relation to Client	Rptg Source	Perpetrator
Care Giver/Res Mgr	12 14.82%	12 13.48%
Conserv/Guardian	0 0.00%	1 1.12%
Family Member	9 11.11%	22 24.72%
Financial Service	3 3.70%	0 0.00%
Friend/Neighbor	5 6.17%	7 7.87%
Law Enforcement	6 7.41%	0 0.00%
Legal Service	0 0.00%	0 0.00%
Medical Service	15 18.52%	2 2.25%
Other	10 12.35%	10 11.24%
Other Public Service	5 6.17%	0 0.00%
Self	1 1.24%	35 39.33%
Social Service	15 18.52%	0 0.00%
Unknown	0 0.00%	0 0.00%

TOTAL

81	100.00%	89	100.00%
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ADULT PROTECTIVE SERVICES

7/1/2009 thru 6-30-2010

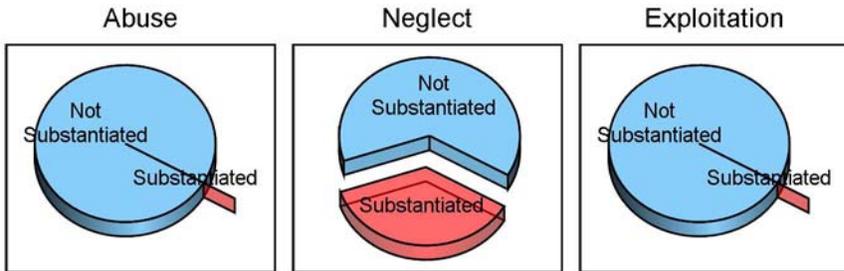
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ACTIVITY SUMMARY – PIMA

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	277	24.45%
Not Substantiated	260	93.86%
Substantiated	17	6.14%
NEGLECT	872	76.96%
Not Substantiated	731	83.83%
Substantiated	141	16.17%
EXPLOITATION	324	28.60%
Not Substantiated	324	100.00%
Substantiated	0	0.00%
TOTAL CASES	1,133	



DEMOGRAPHICS

CLIENT AGE GROUP

8 - 29	57	5.03%
30 - 39	46	4.06%
40 - 49	55	4.85%
50 - 59	122	10.77%
60 - 64	75	6.62%
65 - 69	78	6.88%
70 - 74	111	9.80%
75 - 79	131	11.56%
80 - 84	188	16.59%
85+	268	23.65%
Unknown	2	0.18%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	233	20.57%
Alone-Some Asst	20	1.77%
With Family	318	28.07%
With Non Family	55	4.85%

CLIENT DWELLING / FACILITY TYPE

Private Residence	223	19.68%
Adult Foster Care	5	0.44%
Assisted Living	48	4.24%
Board & Care	6	0.53%
DDD Placement	34	3.00%
Nursing Facility	86	7.59%
Residential Care	20	1.77%
Supervisory Care	9	0.79%
Unlicensed	1	0.09%
VA	1	0.09%
Unknown	74	6.53%

CLIENT RACE AND ETHNICITY

Am Ind/Ak Native	13	1.15%
Asian	9	0.79%
Black/African Amer	44	3.88%
White	740	65.31%
Hispanic or Latino	189	16.68%
Pacific Islander	3	0.27%
Unknown/Other	135	11.92%

RELATION TO CLIENT

Relation to Client	Rptg Source	Perpetrator
Care Giver/Res Mgr	98 8.09%	198 15.41%
Conserv/Guardian	6 0.50%	35 2.72%
Family Member	141 11.63%	435 33.85%
Financial Service	63 5.20%	7 0.55%
Friend/Neighbor	68 5.61%	92 7.16%
Law Enforcement	76 6.27%	0 0.00%
Legal Service	5 0.41%	0 0.00%
Medical Service	224 18.48%	12 0.93%
Other	113 9.32%	96 7.47%
Other Public Service	87 7.18%	8 0.62%
Self	17 1.40%	393 30.58%
Social Service	306 25.25%	1 0.08%
Unknown	8 0.66%	8 0.62%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	2	0.18%
\$501 - \$750	11	0.97%
\$751 - \$1,000	12	1.06%
Over \$1,000	23	2.03%
Unknown	1,085	95.76%

CLIENT GENDER

Female	682	60.19%
Male	447	39.45%
Unknown	4	0.35%

TOTAL

1,212	100.00%	1,285	100.00%
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ADULT PROTECTIVE SERVICES

7/1/2009 thru 6-30-2010

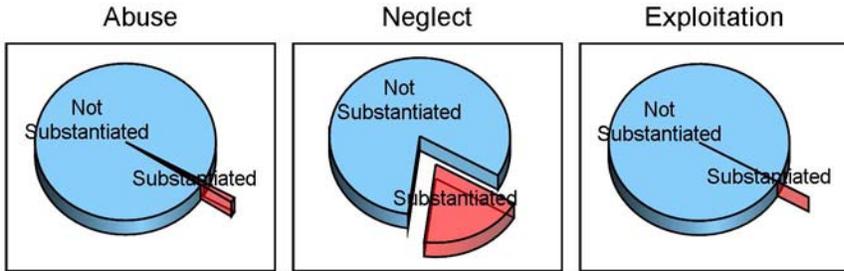
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ACTIVITY SUMMARY – PINAL

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	94	24.54%
Not Substantiated	93	98.94%
Substantiated	1	1.06%
NEGLECT	299	78.07%
Not Substantiated	243	81.27%
Substantiated	56	18.73%
EXPLOITATION	103	26.89%
Not Substantiated	103	100.00%
Substantiated	0	0.00%
TOTAL CASES	383	



DEMOGRAPHICS

CLIENT AGE GROUP

8 - 29	30	7.83%
30 - 39	10	2.61%
40 - 49	13	3.39%
50 - 59	40	10.44%
60 - 64	39	10.18%
65 - 69	28	7.31%
70 - 74	43	11.23%
75 - 79	55	14.36%
80 - 84	59	15.41%
85+	66	17.23%
Unknown	0	0.00%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	73	19.06%
Alone-Some Asst	6	1.57%
With Family	95	24.80%
With Non Family	23	6.01%

CLIENT DWELLING / FACILITY TYPE

Private Residence	104	27.15%
Adult Foster Care	0	0.00%
Assisted Living	14	3.66%
Board & Care	0	0.00%
DDD Placement	11	2.87%
Nursing Facility	11	2.87%
Residential Care	8	2.09%
Supervisory Care	4	1.04%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	34	8.88%

CLIENT RACE AND ETHNICITY

Am Ind/Ak Native	4	1.04%
Asian	2	0.52%
Black/African Amer	14	3.66%
White	274	71.54%
Hispanic or Latino	52	13.58%
Pacific Islander	0	0.00%
Unknown/Other	37	9.66%

RELATION TO CLIENT

Relation to Client	Rptg Source	Perpetrator
Care Giver/Res Mgr	34 8.27%	61 14.02%
Conserv/Guardian	2 0.49%	15 3.45%
Family Member	47 11.44%	145 33.33%
Financial Service	19 4.62%	3 0.69%
Friend/Neighbor	36 8.76%	28 6.44%
Law Enforcement	17 4.14%	0 0.00%
Legal Service	1 0.24%	0 0.00%
Medical Service	55 13.38%	2 0.46%
Other	46 11.19%	39 8.97%
Other Public Service	35 8.52%	1 0.23%
Self	8 1.95%	140 32.18%
Social Service	108 26.28%	0 0.00%
Unknown	3 0.73%	1 0.23%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	2	0.52%
\$751 - \$1,000	5	1.31%
Over \$1,000	4	1.04%
Unknown	372	97.13%

CLIENT GENDER

Female	228	59.53%
Male	149	38.90%
Unknown	6	1.57%

TOTAL

411	100.00%	435	100.00%
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ADULT PROTECTIVE SERVICES

7/1/2009 thru 6-30-2010

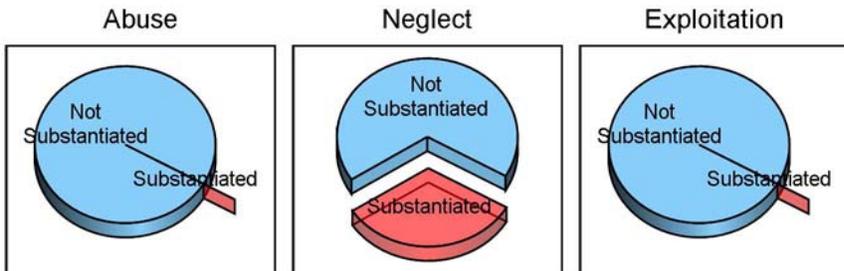
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ACTIVITY SUMMARY – SANTA CRUZ

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	4	8.89%
Not Substantiated	4	100.00%
Substantiated	0	0.00%
NEGLECT	40	88.89%
Not Substantiated	27	67.50%
Substantiated	13	32.50%
EXPLOITATION	14	31.11%
Not Substantiated	14	100.00%
Substantiated	0	0.00%
TOTAL CASES	45	



DEMOGRAPHICS

CLIENT AGE GROUP

8 - 29	2	4.44%
30 - 39	0	0.00%
40 - 49	0	0.00%
50 - 59	4	8.89%
60 - 64	2	4.44%
65 - 69	3	6.67%
70 - 74	3	6.67%
75 - 79	7	15.56%
80 - 84	6	13.33%
85+	18	40.00%
Unknown	0	0.00%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	12	26.67%
Alone-Some Asst	3	6.67%
With Family	13	28.89%
With Non Family	1	2.22%

CLIENT DWELLING / FACILITY TYPE

Private Residence	9	20.00%
Adult Foster Care	0	0.00%
Assisted Living	1	2.22%
Board & Care	0	0.00%
DDD Placement	0	0.00%
Nursing Facility	2	4.44%
Residential Care	0	0.00%
Supervisory Care	1	2.22%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	3	6.67%

CLIENT RACE AND ETHNICITY

Am Ind/Ak Native	0	0.00%
Asian	0	0.00%
Black/African Amer	2	4.44%
White	12	26.67%
Hispanic or Latino	25	55.56%
Pacific Islander	0	0.00%
Unknown/Other	6	13.33%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	1	2.22%
\$751 - \$1,000	1	2.22%
Over \$1,000	0	0.00%
Unknown	43	95.56%

CLIENT GENDER

Female	27	60.00%
Male	18	40.00%
Unknown	0	0.00%

RELATION TO CLIENT

Relation to Client	Rptg Source	Perpetrator
Care Giver/Res Mgr	1 2.13%	6 11.77%
Conserv/Guardian	0 0.00%	2 3.92%
Family Member	3 6.38%	19 37.26%
Financial Service	1 2.13%	0 0.00%
Friend/Neighbor	4 8.51%	1 1.96%
Law Enforcement	5 10.64%	0 0.00%
Legal Service	0 0.00%	0 0.00%
Medical Service	9 19.15%	0 0.00%
Other	3 6.38%	1 1.96%
Other Public Service	4 8.51%	0 0.00%
Self	0 0.00%	22 43.14%
Social Service	16 34.04%	0 0.00%
Unknown	1 2.13%	0 0.00%

TOTAL

47	100.00%	51	100.00%
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ADULT PROTECTIVE SERVICES

7/1/2009 thru 6-30-2010

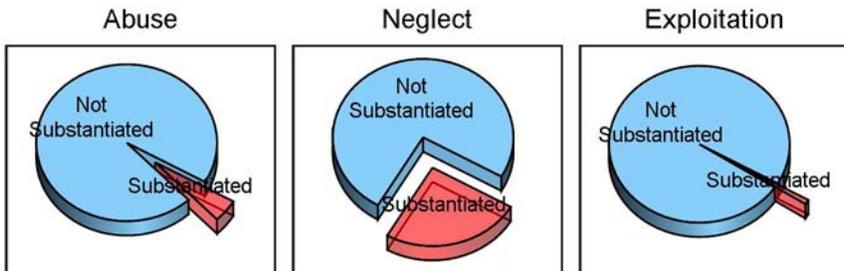
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ACTIVITY SUMMARY – YAVAPAI

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	86	21.94%
Not Substantiated	82	95.35%
Substantiated	4	4.65%
NEGLECT	296	75.51%
Not Substantiated	222	75.00%
Substantiated	74	25.00%
EXPLOITATION	101	25.77%
Not Substantiated	100	99.01%
Substantiated	1	0.99%
TOTAL CASES	392	



DEMOGRAPHICS

CLIENT AGE GROUP

8 - 29	15	3.83%
30 - 39	4	1.02%
40 - 49	13	3.32%
50 - 59	32	8.16%
60 - 64	33	8.42%
65 - 69	23	5.87%
70 - 74	39	9.95%
75 - 79	59	15.05%
80 - 84	57	14.54%
85+	114	29.08%
Unknown	3	0.77%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	100	25.51%
Alone-Some Asst	5	1.28%
With Family	83	21.17%
With Non Family	19	4.85%

CLIENT DWELLING / FACILITY TYPE

Private Residence	86	21.94%
Adult Foster Care	0	0.00%
Assisted Living	13	3.32%
Board & Care	1	0.26%
DDD Placement	3	0.77%
Nursing Facility	42	10.71%
Residential Care	6	1.53%
Supervisory Care	1	0.26%
Unlicensed	2	0.51%
VA	0	0.00%
Unknown	31	7.91%

CLIENT RACE AND ETHNICITY

Am Ind/Ak Native	4	1.02%
Asian	0	0.00%
Black/African Amer	6	1.53%
White	325	82.91%
Hispanic or Latino	7	1.79%
Pacific Islander	0	0.00%
Unknown/Other	50	12.76%

RELATION TO CLIENT

Relation to Client	Rptg Source	Perpetrator
Care Giver/Res Mgr	47 10.98%	78 18.18%
Conserv/Guardian	1 0.23%	8 1.87%
Family Member	53 12.38%	100 23.31%
Financial Service	24 5.61%	3 0.70%
Friend/Neighbor	44 10.28%	12 2.80%
Law Enforcement	28 6.54%	0 0.00%
Legal Service	5 1.17%	0 0.00%
Medical Service	57 13.32%	5 1.17%
Other	32 7.48%	44 10.26%
Other Public Service	40 9.35%	1 0.23%
Self	10 2.34%	172 40.09%
Social Service	80 18.69%	2 0.47%
Unknown	7 1.64%	4 0.93%

CLIENT MONTHLY INCOME

\$300 or Less	1	0.26%
\$301 - \$500	0	0.00%
\$501 - \$750	1	0.26%
\$751 - \$1,000	2	0.51%
Over \$1,000	2	0.51%
Unknown	386	98.47%

CLIENT GENDER

Female	233	59.44%
Male	156	39.80%
Unknown	3	0.77%

TOTAL

428	100.00%	429	100.00%
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DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

ADULT PROTECTIVE SERVICES

7/1/2009 thru 6-30-2010

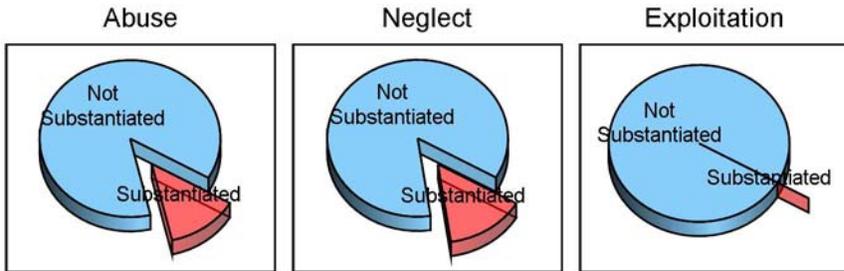
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ACTIVITY SUMMARY – YUMA

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	46	22.33%
Not Substantiated	40	86.96%
Substantiated	6	13.04%
NEGLECT	153	74.27%
Not Substantiated	131	85.62%
Substantiated	22	14.38%
EXPLOITATION	67	32.52%
Not Substantiated	67	100.00%
Substantiated	0	0.00%
TOTAL CASES	206	



DEMOGRAPHICS

CLIENT AGE GROUP

8 - 29	6	2.91%
30 - 39	6	2.91%
40 - 49	4	1.94%
50 - 59	17	8.25%
60 - 64	11	5.34%
65 - 69	22	10.68%
70 - 74	23	11.17%
75 - 79	36	17.48%
80 - 84	31	15.05%
85+	49	23.79%
Unknown	1	0.49%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	44	21.36%
Alone-Some Asst	6	2.91%
With Family	49	23.79%
With Non Family	6	2.91%

CLIENT DWELLING / FACILITY TYPE

Private Residence	37	17.96%
Adult Foster Care	0	0.00%
Assisted Living	8	3.88%
Board & Care	0	0.00%
DDD Placement	5	2.43%
Nursing Facility	30	14.56%
Residential Care	4	1.94%
Supervisory Care	1	0.49%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	16	7.77%

CLIENT RACE AND ETHNICITY

Am Ind/Ak Native	2	0.97%
Asian	1	0.49%
Black/African Amer	6	2.91%
White	123	59.71%
Hispanic or Latino	51	24.76%
Pacific Islander	0	0.00%
Unknown/Other	23	11.17%

RELATION TO CLIENT

Relation to Client	Rptg Source	Perpetrator
Care Giver/Res Mgr	37 17.05%	47 19.50%
Conserv/Guardian	0 0.00%	7 2.91%
Family Member	28 12.90%	73 30.29%
Financial Service	13 5.99%	0 0.00%
Friend/Neighbor	12 5.53%	28 11.62%
Law Enforcement	5 2.30%	0 0.00%
Legal Service	1 0.46%	0 0.00%
Medical Service	30 13.83%	1 0.42%
Other	15 6.91%	11 4.56%
Other Public Service	19 8.76%	1 0.42%
Self	2 0.92%	70 29.05%
Social Service	55 25.35%	0 0.00%
Unknown	0 0.00%	3 1.25%

CLIENT MONTHLY INCOME

\$300 or Less	1	0.49%
\$301 - \$500	2	0.97%
\$501 - \$750	17	8.25%
\$751 - \$1,000	10	4.85%
Over \$1,000	25	12.14%
Unknown	151	73.30%

CLIENT GENDER

Female	127	61.65%
Male	78	37.86%
Unknown	1	0.49%

TOTAL

217	100.00%	241	100.00%
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DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

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