



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Division of Aging and Adult Services
Adult Protective Services
Annual Report

for the period of
July 1, 2014 – June 30, 2015

Timothy Jeffries, Director
November 1, 2015

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EXECUTIVE SUMMARY

The Arizona Department of Economic Security (DES) is pleased to present the Arizona Adult Protective Services (APS) Annual Report for State Fiscal Year (SFY) 2015, which covers the period of July 1, 2014 – June 30, 2015. The APS Annual Report is produced to inform state government officials, community stakeholders, and the general public about program statistics, client outcomes, and progress made to strengthen the program to best serve the vulnerable adults in Arizona.

Since Fiscal Year 2012, APS has seen a staggering 57 percent growth in the number of new reports received for investigation. The Department has worked diligently over the past several years to address and create solutions to provide additional resources to the APS program. Specifically, over the past year, the Department has examined the APS process, resource allocation, and trends among the Arizona aging population. Through this analysis, the Department has developed a two-pronged approach to the success of the APS program.

Through the engagement of temporary staffing with the purposeful action of closing outstanding cases that were in various stages of the investigative process, APS Investigators successfully reduced the number of open cases by 19 percent (12,676 in March 2015 to 10,325 by the end of June 2015) and successfully reduced by 23 percent the number of cases open for over six months from 8,284 in March 2015 to 6,371 by the end of June 2015.

As the Department continues to work through these older cases, a need to develop a comprehensive and targeted approach to case management was apparent. In 2015, the Department implemented the Four Disciplines of Execution (4DX) to improve performance and facilitate efficiencies during the investigative process. 4DX also aims to maximize team efficiencies, while ensuring APS client safety and security, to increase the rate of closures.

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

- Investigated 13,793 reports of vulnerable adult abuse, neglect, or financial exploitation, representing a 19 percent increase from SFY 2014.
- Closed 13,394 cases, a 61 percent increase from SFY 2014.
- Increased the rate of calls answered from 48 percent in April 2015 to over 70 percent in June 2015.
- Implemented an on-line APS Registry in accordance with House Bill (HB) 2021.

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

PROGRAM BACKGROUND AND SERVICE DELIVERY

Adult Protective Services is part of the Division of Aging and Adult Services (DAAS) within the Arizona Department of Economic Security. 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 maltreatment, preventing further harm, and seeking community resources.

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

Arizona's Adult Protective Services program is state administered and includes a statewide Central Intake Hotline, Financial Exploitation Unit, and Appeals Specialist. The program is managed through six districts in the respective counties in 23 offices:

District I: Maricopa

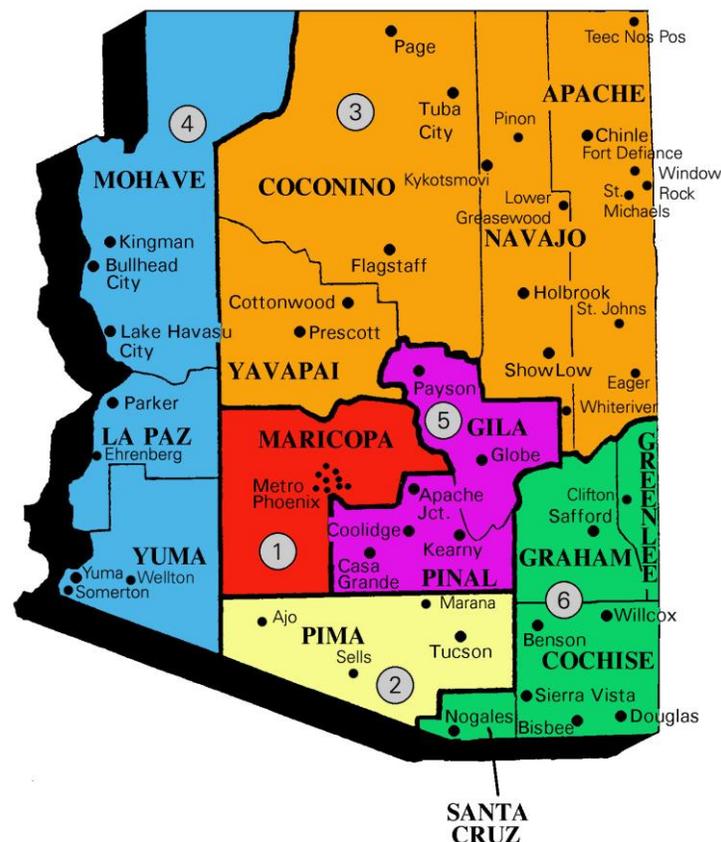
District II: Pima

District III: Apache, Coconino, Navajo, and Yavapai

District IV: Mojave, La Paz, and Yuma

District V: Gila and Pinal

District VI: Cochise, Graham, Greenlee, and Santa Cruz



The APS program is comprised of just over 200 full time positions:

- Program Administration - 2
- Central Intake Unit – 2 Supervisors, 14 Intake Specialists
- Financial Exploitation Unit – 1 Manager, 4 Investigators
- District Program Managers – 6
- Supervisors – 14
- Investigators – 108 (senior), 18 (entry level), 3 (dedicated to persons with developmental disabilities)
- Case Aides – 16
- Appeals Specialist – 1
- Quality Assurance – 3
- Administrative Support Staff – 10

APS' case management system is the Arizona Adult Protective Services System (AZAPSS), which is a web-based computerized program that provides information management and tracking of APS client cases from intake to closure. AZAPSS provides for a consistent retrieval of APS records and data for statistical reports. The system is also structured to meet the legislative mandate of a central APS Registry. Equally important, AZAPSS is used to track vulnerable APS clients during local or statewide emergencies. The data source for all data presented in this report is AZAPSS.

Statutory Authority

The first APS statutes were enacted in 1980, giving APS the authority to receive and assess 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 professional. Investigations are conducted in both private residences and in facilities. All APS professionals are issued a Level 1 Fingerprint Clearance Card after successfully clearing both state and federal background checks.

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

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

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

Reporting Process

When contact is made from any community source through the APS Central Intake Hotline, an APS Intake Specialist is responsible for assessing the information provided by the reporting source and determining whether the information meets the criteria necessary to file a report. The APS Intake Specialist will ask the reporting source for the vulnerable adult's identifying information, such as date of birth, address, and telephone number. In addition to this information, the APS Intake Specialist will ask for information about the type of maltreatment, the time the alleged incident occurred, the adult's physical, functional, and cognitive status, potential health and safety concerns, and any known information on the individuals involved.

Once it is determined that the information gathered meets report criteria, an APS case is established. The case is routed to the appropriate district office for assignment to an APS Investigator and a field evaluation is subsequently conducted.

Investigation Process

The APS Investigator assesses whether or not there is a factual basis for the allegation(s) of abuse, neglect, or exploitation of a vulnerable adult, and then develops a case plan and works to provide protective services based on 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 it is determined that he/she can no longer make decisions, APS will file for the appointment of a guardian/conservator if one has not already been appointed and if there is no one else who is willing or able to serve. A public or private fiduciary may be appointed by the court. Per statute, APS professionals are not allowed to serve as guardians for APS clients [A.R.S. § 46-452 (B)].

While APS will attempt to assist the client to alleviate maltreatment, prevent further harm, and seek community resources, APS does not have the authority to take custody of an adult or their finances, remove an adult from their home against their will, or require an 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 by an APS Supervisor to evaluate the quality of the casework.

Administrative Appeals

In December 2014, a full time dedicated Appeals Specialist was added to the APS team. The Appeals Specialist is responsible for coordinating the submission of proposed to substantiate cases of abuse, neglect, or exploitation from APS districts, as well as, reviewing and maintaining the records of these cases. After completing a quality review of the case to ensure the alleged perpetrator is positively identified and the evidence meets the preponderance of the evidence minimum threshold, the Appeals Specialist may work with the APS Investigator to gather additional information or clarify supporting documentation. Subsequently, the file is submitted to the Arizona Attorney General's (AAG's) Office for review and approval. If the case is approved for substantiation by the AAG's Office, the Appeals Specialist notifies the alleged perpetrator that their name will appear in the APS Registry unless they exercise their right to an administrative hearing (if they qualify for an administrative hearing), in a

timely manner. If the alleged perpetrator is determined to be ineligible for a hearing, the Appeals Specialist notifies the alleged perpetrator of the Registry entry. If the alleged perpetrator requests a hearing, the Appeals Specialist coordinates the hearing scheduling with the Arizona Office of Administrative Hearings and the Arizona Attorney General's Office.

From December 2014 through June 2015, 75 cases were proposed to substantiate for abuse, neglect, or exploitation by APS Investigators. During the same period, 33 perpetrator names were added to the APS Registry.

House Bill (HB) 2021, signed by the Governor on April 1, 2015, provides that the APS Registry is available to the public online. The APS Registry is posted and updated weekly on the Department's website. HB 2021 also provides that the names in the APS Registry appear for a period of 25 years, formerly ten years in the prior legislation.

Quality Assurance

In February 2015, two full time dedicated Quality Assurance (QA) Specialists were added to the APS team. With the addition of the QA Specialists, APS is able to improve upon the QA review process with the goal of strengthening the APS program to improve outcomes for vulnerable adults.

The method of determining if APS professionals are conforming to APS policies and procedures (DES Policy Manual 5-56) consists of reviewing a relevant sampling of closed APS cases using 46 compliance measurements in the areas of intake, case management, and supervision. A particular function is considered to be in need of improvement if deficient scores total ten percent or more. Six APS District Program Managers are responsible for conducting the case reviews for their respective service areas by confirming that protocols were followed, actions completed, information included, or steps were documented to address the allegation(s). The intake function was conducted by the APS Central Intake Unit Supervisor, however, as of February 2015, the intake function review was shifted to the Quality Assurance (QA) Specialists. The QA Specialists were impactful in the analysis of Central Intake Hotline's call center data resulting in staffing and scheduling changes to meet demand and improve customer service and the development and implementation of standardized screening tools for the APS Intake Specialists to deliver consistent reports to the APS districts.

In response to an audit conducted by the DES Audit and Management Services in 2014, several adjustments were made in the case sampling selection process. First, the number of closed cases allotted for each district to review is now proportional to the number of reports filed in each district during the previous month. Consequently, the number of cases each district will review may fluctuate slightly based on the recent inflow of reports. Second, beginning in SFY 2016, a separate sample of cases for review will be drawn for determining intake compliance, thus a random distribution among APS Intake Specialists will be assured.

PARTNERSHIPS

It takes active cooperation and collaboration with community stakeholders to serve and protect Arizona's most vulnerable adults. APS works closely with a variety of agencies

statewide to conduct investigations, make referrals for services, and to provide community awareness and education.

Area Agencies on Aging

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

The primary purpose of the Long-Term Care Ombudsman Program is to identify, investigate, and resolve complaints made by, or on behalf of residents of long-term care facilities. APS refers cases to the Long-Term Care Ombudsman Program when resident situations do not rise to the level of an APS investigation and when the situation involves resident rights issues. APS and the Long-Term Care Ombudsman Program also collaborate 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. Close coordination between APS and the AAA for Home and Community Based Services has significantly decreased the APS recidivism rate in Maricopa County.

Arizona Attorney General's Office

The APS program works closely with the Arizona Attorney General's Office as legal counsel for the APS program as it pertains to casework activities that require legal advice or intervention, such as petitioning for appointment of guardians and conservators for APS clients. The AAG's office also represents the APS program in cases that go before an Administrative Law Judge as part of the APS Appeals Process. APS also participates in the AAG's Office Taskforce Against Senior Abuse (TASA) by attending their meetings and referring criminal cases and cases involving Medicaid providers to the taskforce for review for prosecution.

Arizona Department of Economic Security, Division of Developmental Disabilities

The Division of Aging and Adult Services has an agreement with the Division of Developmental Disabilities (DDD) that outlines the roles and responsibilities of each Division as it pertains to incidents of maltreatment of vulnerable adults receiving DDD services or eligible for DDD services. The Agreement also outlines the process for information sharing. In March 2015, the agreement was modified to include three DDD funded APS Investigators to specialize in conducting abuse, neglect, and exploitation investigations involving DDD clients.

Arizona Department of Health Services

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

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, local law enforcement agencies, the County Public Fiduciary, the County Attorney's Office, health care professionals, Area Agencies on Aging, as well as the local Bar Associations.

Law Enforcement Agencies

APS works jointly with law enforcement agencies 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.

Medallion Program

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 Central Intake 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.

CONTINUOUS QUALITY IMPROVEMENT AND STRATEGIC PLANNING

Years of sustained report growth has directly affected Investigator caseloads, with the average caseload reaching 116 in urban districts and 44 in rural districts at the end of fiscal year 2015. This burden has resulted in key quality assurance measures not being met, putting vulnerable adults at risk. The Department has worked diligently over the past several years to address and create solutions to provide additional resources to the APS program. Specifically, over the past year, the Department has evaluated the APS process, resource allocation, and trends among the Arizona aging population.

The Office of Inspector General, Audit and Management Services (AMS) were requested by DES leadership to conduct an audit to assess APS' effectiveness and efficiency in conducting its investigations. AMS completed its review of the APS investigative processes and submitted a report on October 9, 2014 that outlined the following three findings:

- Finding 1: APS should adopt controls to improve the consistency, compliance, effectiveness, and efficiency of intake and investigations.
- Finding 2: APS should improve methods for projecting caseloads and reporting key metrics and should develop additional program and individual performance measures.
- Finding 3: APS should revise internal policies and procedures.

AMS also offered recommendations for each finding to strengthen the program and has worked with APS over the past year to implement the recommendations.

Through continued analysis, the Department has developed and implemented a two-pronged approach to ensure the success of the APS program:

Approach 1: The average length of time an APS case is open is unmanageable. A complete re-focus of efforts to examine all cases that have been open for longer than six months began in early April 2015. The Department engaged temporary staff with the purposeful action of closing outstanding cases, using a client safety-focused assessment of the case, that were in various stages of the investigation process. Once closed, these cases were taken off of the investigators' caseloads, allowing for the investigators and supervisors to focus their attention on the incoming cases, permitting them to maintain a tolerable caseload.

Approach 2: As the Department continued to work through these older cases, the need to develop a comprehensive and targeted approach to case management was apparent. The thorough evaluation of APS policies and procedures has led to the development and enhancement of decision-making tools for various areas within the program. In 2015, the Department implemented 4DX by FranklinCovey to improve performance and facilitate efficiencies during the investigation process. With the implementation of 4DX, the number of days a case is open is targeted to decrease from 205 days to 90 days by April 2016. 4DX aims to maximize team efficiencies, while ensuring APS client safety and security, to increase the rate of case closures. Prioritizing caseloads and utilizing effective methods for locating, identifying, and interviewing APS clients and case related persons has contributed to positive outcomes for clients. Due to successfully increasing by 22 percent the number of answered calls at the Central Intake Hotline and reducing the number of open cases by 19 percent while maintaining client safety, 4DX has reinvigorated APS colleagues in many positive ways. This reinvigoration is being capitalized upon to continue to strengthen the APS program through the identification of several opportunities for improvement in client and program outcomes.

The Department recognizes there are opportunities to strengthen its APS program and has begun to develop a road map to create long-term sustainable changes to transform the culture of adult protection and improve outcomes for vulnerable adults and their families building upon three fundamental tenets. The first tenet is *people first, people always* – all efforts to improve the APS program will be focused on the vulnerable adults and the people serving them. The second tenet is *improved outcomes* - it takes active collaboration between APS, the adult protective stakeholders, community partners, and the clients served to achieve these outcomes. The third tenet is *strong commitment and*

engagement – from APS professionals and the Department’s Executive Leadership team will be necessary to move the program forward.

The vision for Arizona’s APS program is to create a robust continuous quality improvement system to ensure fidelity of current practices and create a culture to support the development of future enhancements. The priorities will be to improve data collection to foster data driven and evidence-based decision making; provide APS professionals with the appropriate tools, training, and resources to strive for excellence; generate program development and process improvements to adopt best practices and to enhance efficiency; and support a learning culture.

An additional assessment and analysis of the program began in June 2015 and is being conducted from a continuous quality perspective with the intent to identify: 1) strengths of the program, 2) opportunities to strengthen/improve practice and outcomes, and 3) interventions to implement with the goal to develop and formalize a strategic plan for APS that will outline goals, priorities, and objectives over the next five years. The assessment will include site visits and focus groups with all APS professionals at Central Intake Hotline, the six districts, and the administrative teams. In addition, focus groups will be held across the State with community stakeholders, clients, and their families. APS professionals, the community, and clients and their families will be asked to identify strengths of the APS program, along with providing suggestions on how to strengthen the program. The feedback gathered will be used in the development of the APS strategic plan which will be finalized by March 31, 2016.

SUMMARY OF APS STATISTICS

Arizona has seen a significant upward trend of inquiries received through the APS Central Intake Hotline involving concerns of vulnerable adults in Arizona that began in SYF 2012, which has resulted in an increase in the number of APS reports of vulnerable adult abuse, neglect, or exploitation. APS received a 19 percent increase in APS reports accepted for investigation in SFY 2015, which resulted in an all-time historic high for APS Investigators’ caseloads. In SFY 2015, statewide caseloads averaged 139 per APS Investigator (70 in rural settings and 172 in urban settings). The average number of days a case was open during SFY 2015 was 249, with a median of 128 days open. With the implementation of 4DX, the number of days a case is open is targeted to decrease to 90 days by April 2016.

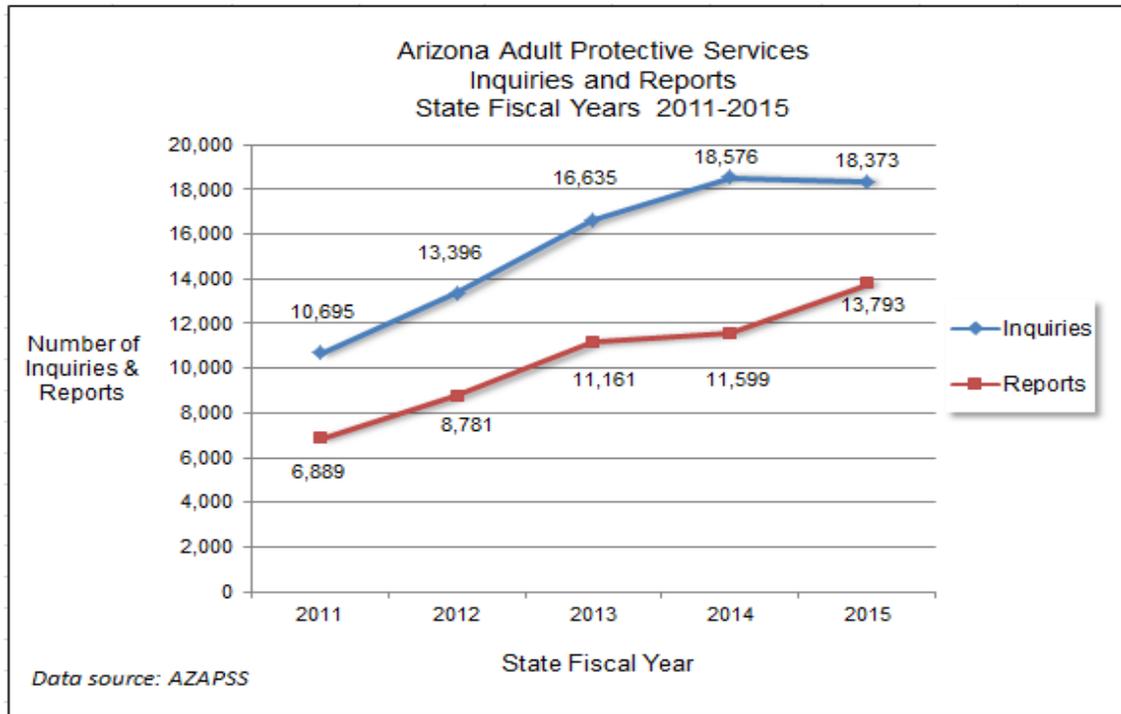
Details of the APS program statistics are outlined below. County specific activity summaries and client demographics for SFY 2015 are located in the Appendix.

Inquiries, Reports, and Allegations

For the period of July 1, 2014 to June 30, 2015, total inquiries regarding concerns for vulnerable adults received through the Central Intake Hotline decreased by one percent from the prior year; however; the total number of APS reports accepted for investigation increased by 19 percent. As indicated in Figure 1, a total of 18,373 inquiries were received at the Central Intake Hotline in SFY 2015, while in SFY 2014 a total of 18,576 were received. In SFY 2015, a total of 13,793 APS reports were received, while in SFY 2014, a total of 11,599 reports were received. As a result of efforts made through the

implementation of 4DX, the June 2015 closure rate increased by 12 percent from March 2015.

Figure 1: Inquiries and Reports for State Fiscal Years 2011-2015



As indicated in Figure 2 below, in SFY 2015, District I received 7,209 reports, which is 52 percent of the total reports received. District VI received 685 reports, which is five percent of the total reports received.

Figure 2: Reports Received by District

Arizona Adult Protective Services Reports Received by District SFY 2015				
District	Number of Reports*	Allegations		
		Abuse	Neglect	Exploitation
I	7,209	2,161	4,767	2,154
II	2,653	663	1,802	830
III	1,254	269	908	386
IV	1,130	209	803	387
V	862	221	618	268
VI	685	138	510	218
Statewide	13,793	3,661	9,408	4,243

*A report may have more than one type of allegation; therefore, the total number of allegations are higher than the number of reports.
Data source: AZAPSS

There are three allegation types designated for APS reports: abuse, neglect, and exploitation. As indicated in Figure 3, of the 13,793 reports received, there were 9,408 reports that contained an allegation of neglect, which is a total of 68.2 percent. Percentage of reports that contained an allegation of exploitation and abuse were 30.8 percent and 26.5 percent, respectively. In SFY 2015, the substantiation rate for neglect was 14 percent and the substantiation rates for abuse and exploitation were six and two percent, respectively.

Figure 3: Number and Percent of Abuse, Neglect, & Exploitation Allegations Investigated for SFY 2015

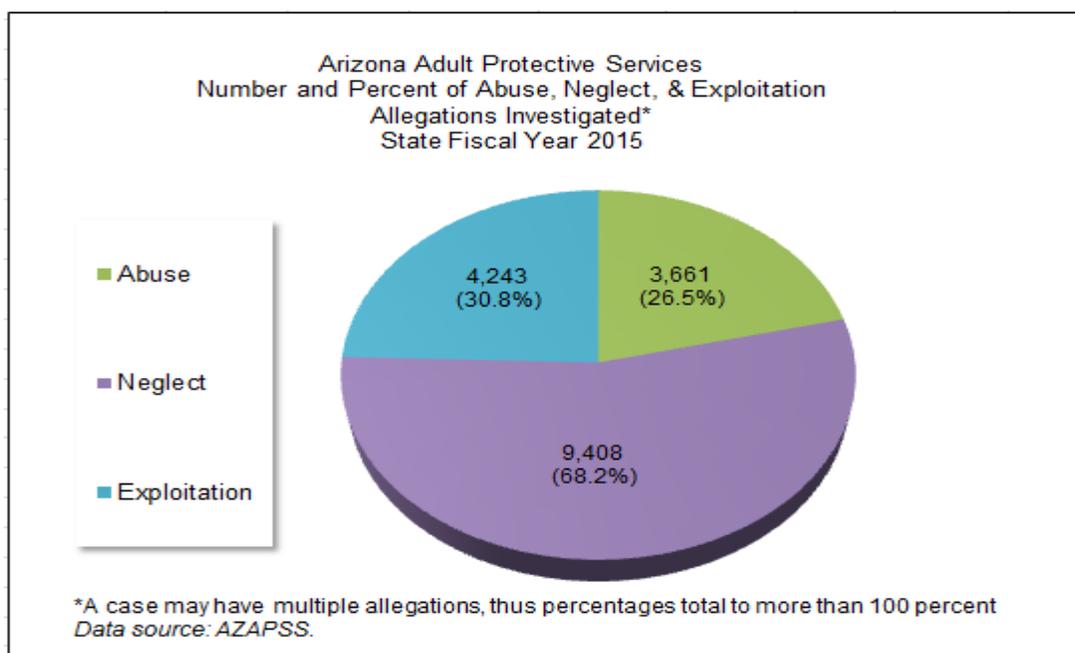


Figure 4: Number and Percent of Abuse, Neglect, & Exploitation Allegations Investigated for SFYs 2011-2015

Arizona Adult Protective Services Number and Percent of Abuse, Neglect, & Exploitation Allegations Investigated* State Fiscal Years 2011-2015						
State Fiscal Year	Abuse		Neglect		Exploitation	
	Number	Percent	Number	Percent	Number	Percent
2011	1,755	25.5%	4,964	72.1%	1,931	28.0%
2012	2,049	23.3%	6,060	69.0%	2,486	28.3%
2013	2,734	24.5%	7,728	69.2%	3,138	28.1%
2014	3,308	28.5%	8,185	70.6%	3,426	29.5%
2015	3,661	26.5%	9,408	68.2%	4,243	30.8%

* Yearly totals exceed 100 percent as a case may have multiple allegations.
Data source: AZAPSS

In analyzing the allegation types over the past five years, neglect continues to be the largest percentage of maltreatment. It should be noted that if a client is not able to meet their basic needs due to their vulnerability this is considered self-neglect and is captured within this neglect category. The percentage of exploitation allegations occurring has increased by 2.8 percent over the past five years, while abuse has increased between the years of SFY 2012 to 2014 and decreased by two percent in SFY 2015.

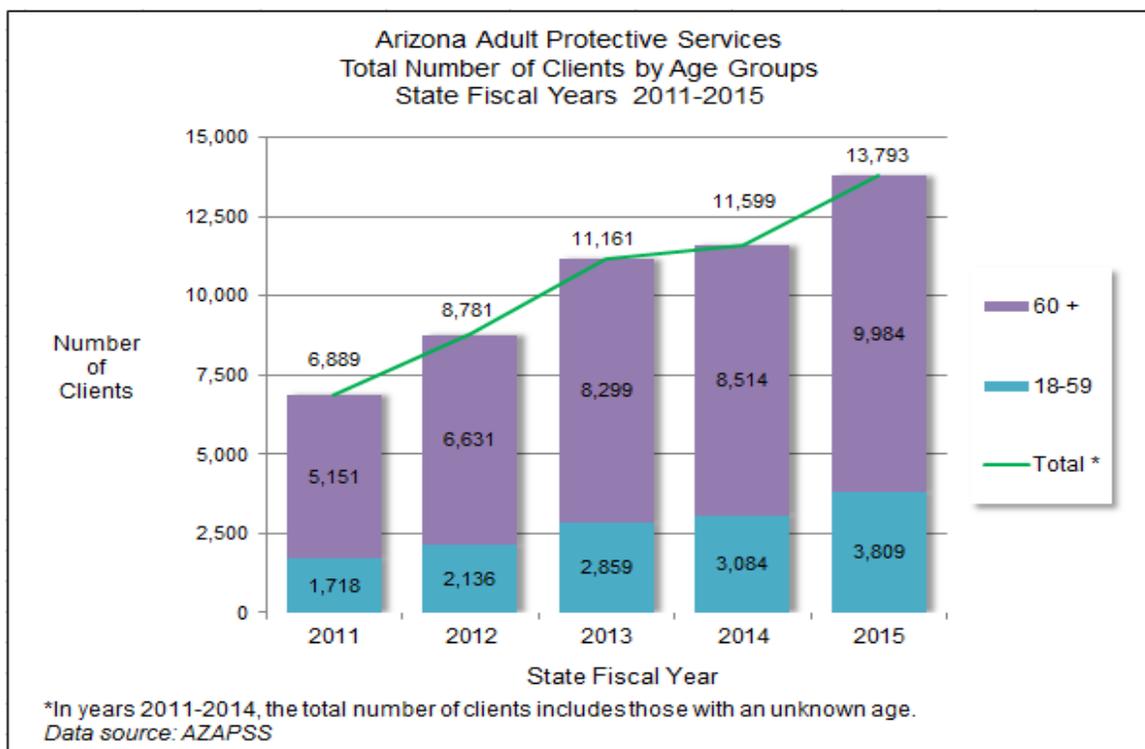
Client Demographics

The following graphs depict the trends in age, gender, race, and living arrangements for the APS clients between SFYs 2011-2015. Client demographic characteristics have remained fairly consistent over the years.

- **Age**

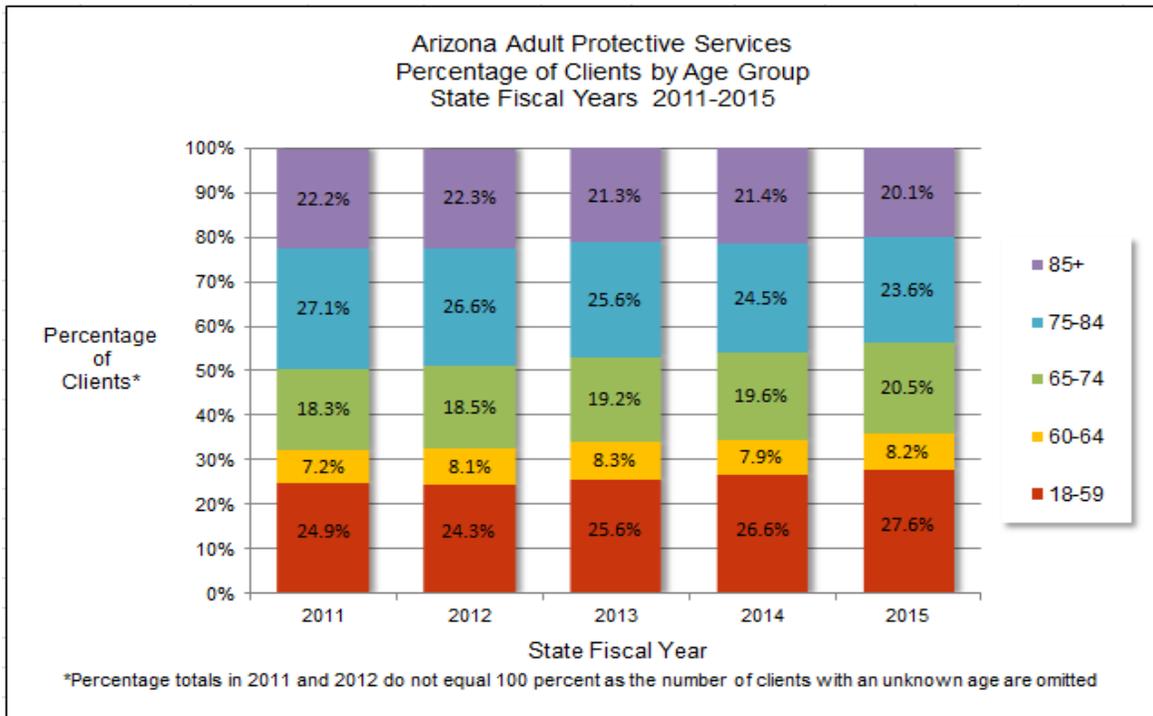
Although APS serves individuals 18 years of age or older, the majority of APS services are provided to individuals 60 and above. As indicated in Figure 5, in SFY 2015, 72 percent of APS clients were over the age of 60, while 28 percent were 18 to 59 years of age.

Figure 5: Total Number of Clients by Age Group



In analyzing the clients ages 60 and over, the different age categories have also remained fairly consistent over the past five years. As indicated in Figure 5, the largest age group over 60 is 75 to 84 years of age which is 23.6 percent of the total clients. The age group of 65 to 74 and over the age of 85 accounts for 20.5 percent and 20.1 percent of the clients, respectively.

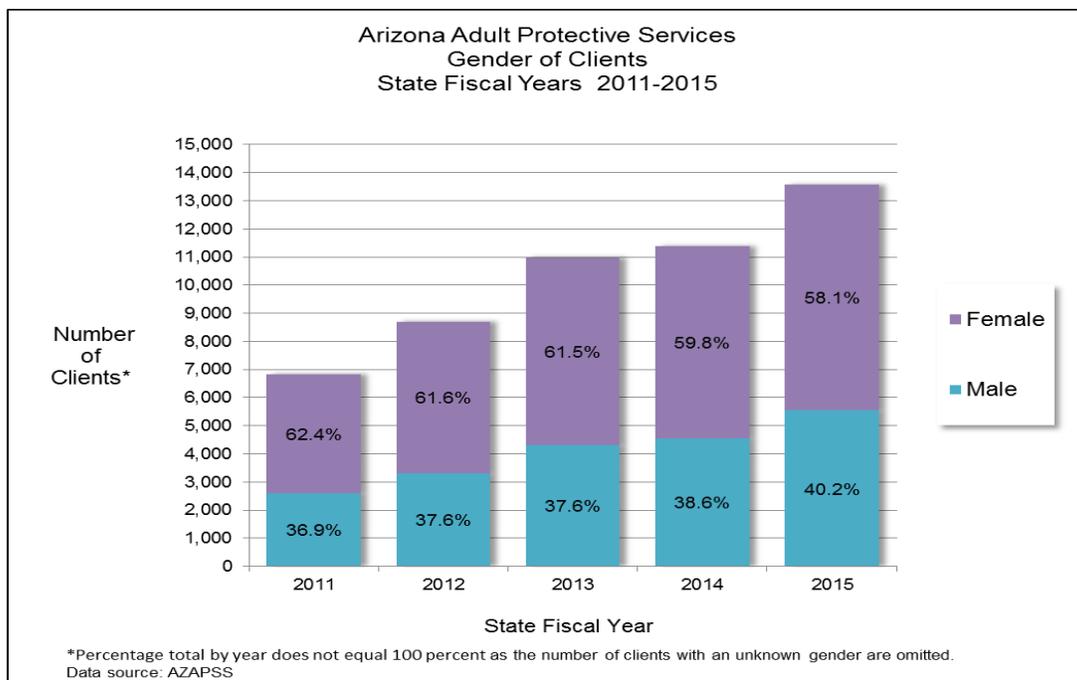
Figure 6: Percentage of Clients by Age Group



▪ **Gender**

As indicated in Figure 6, between SFYs 2011 and 2015, approximately six out of every ten clients have been female. Females have a longer life expectancy than males which may contribute to this particular statistic.

Figure 7: Gender of Clients



- **Race and Ethnicity**

In SFY 2015, 66 percent of APS clients identified themselves as Caucasian and 12 percent identified themselves as Hispanic. APS clients identifying themselves as American Indian or Alaskan Native are clients who primarily reside off the reservation. APS participates in a very small number of on-reservation cases and will only do so at the invitation of the tribal council.

Figure 8: Number and Percentage of Clients by Race and Ethnicity

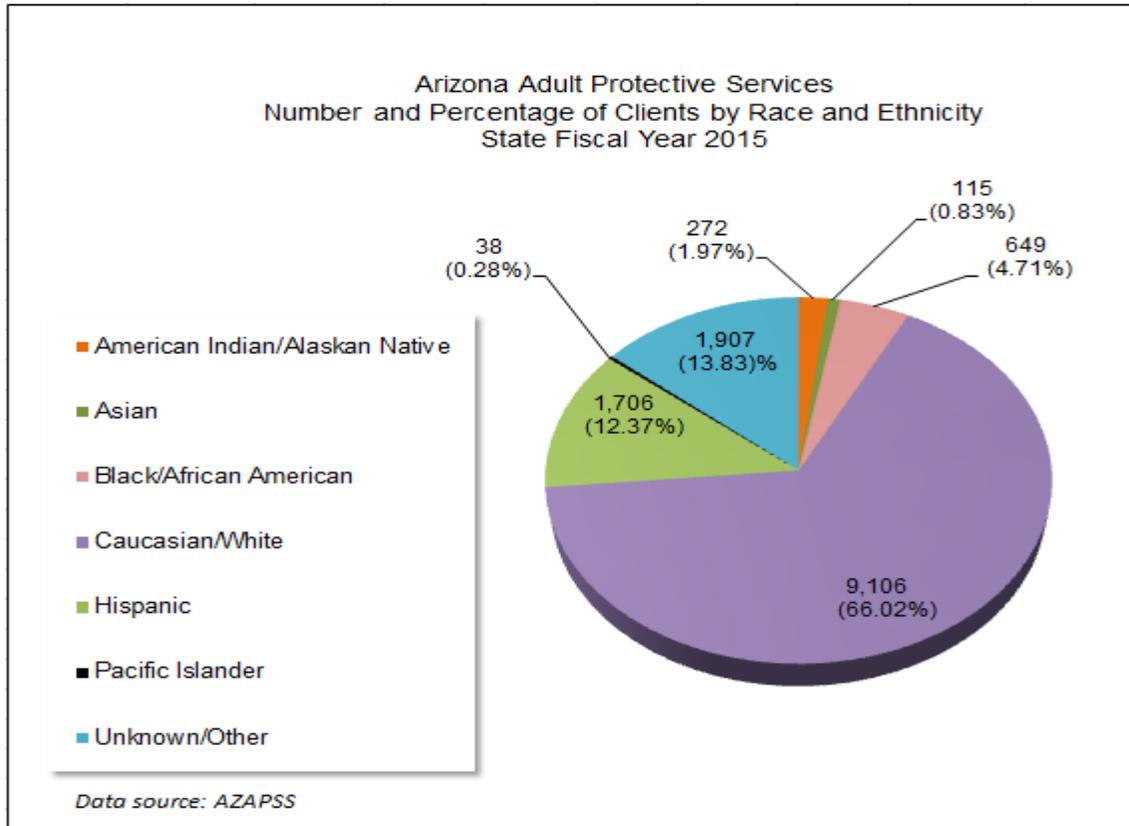


Figure 9: Number of Clients by Race and Ethnicity

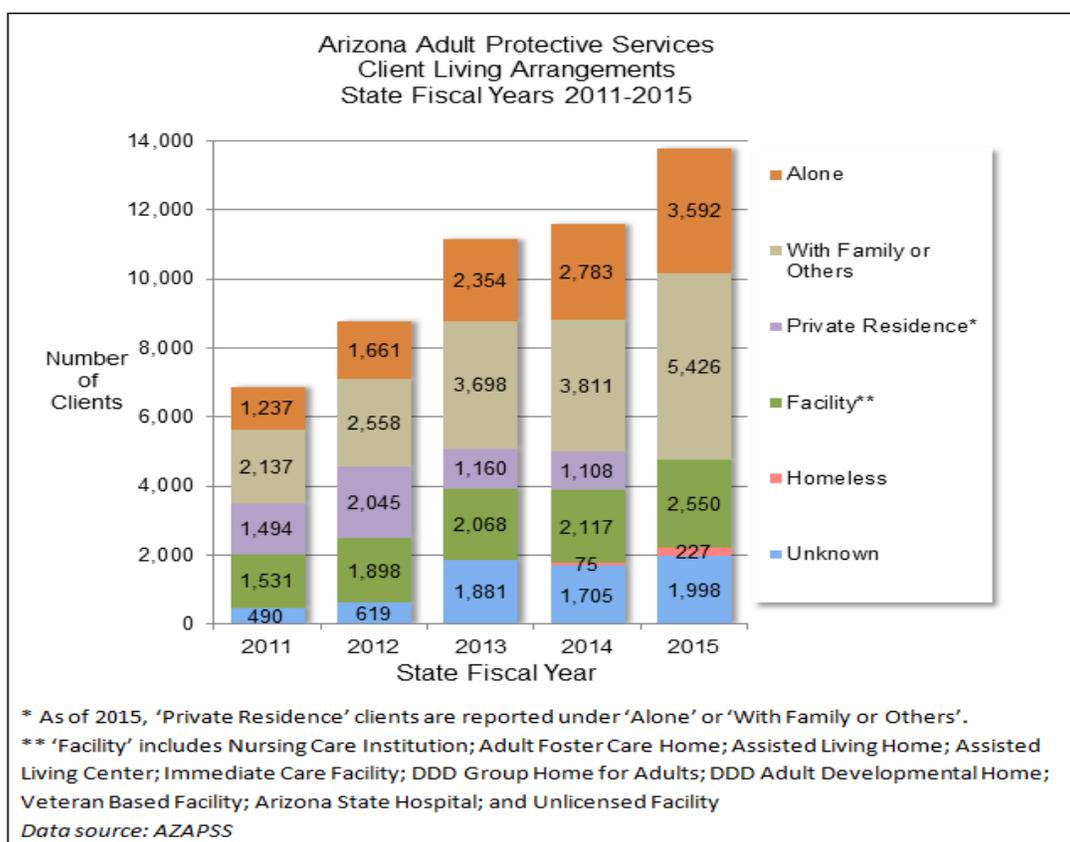
Arizona Adult Protective Services Number of Clients by Race and Ethnicity State Fiscal Years 2011-2015					
Race/Ethnicity	State Fiscal Year				
	2011	2012	2013	2014	2015
American Indian/Alaskan Native	135	136	198	211	272
Asian	45	72	107	81	115
Black/African American	304	446	464	485	649
Caucasian/White	4,713	6,035	7,129	7,342	9,106
Hispanic	803	1,074	1,318	1,412	1,706
Pacific Islander	8	11	12	17	38
Unknown/Other	881	1,007	1,933	2,051	1,907

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

▪ **Living Arrangements**

The trends in APS client living arrangements for SFYs 2011-2015 are indicated in Figure 9 below. In SFY 2015, the top three categories of living arrangements and dwelling type in numbers of clients are those who reside with family or others, clients who live alone, and clients in care facilities, respectively. In SFY 2015, 33 percent of APS clients lived with family, while 24 percent of APS clients lived alone with little to no assistance.

Figure 10: Client Living Arrangements



Alleged Perpetrators

The trends of alleged perpetrators and their relationships with clients between SFYs 2011 and 2015 are indicated in Figure 10 and 11 below. In SFY 2015, alleged perpetrators who were family members accounted for 30 percent, self-neglect accounted for 35 percent, and paid caregivers or residential management accounted for 15 percent.

Figure 11: Alleged Perpetrators by Relationship to Client

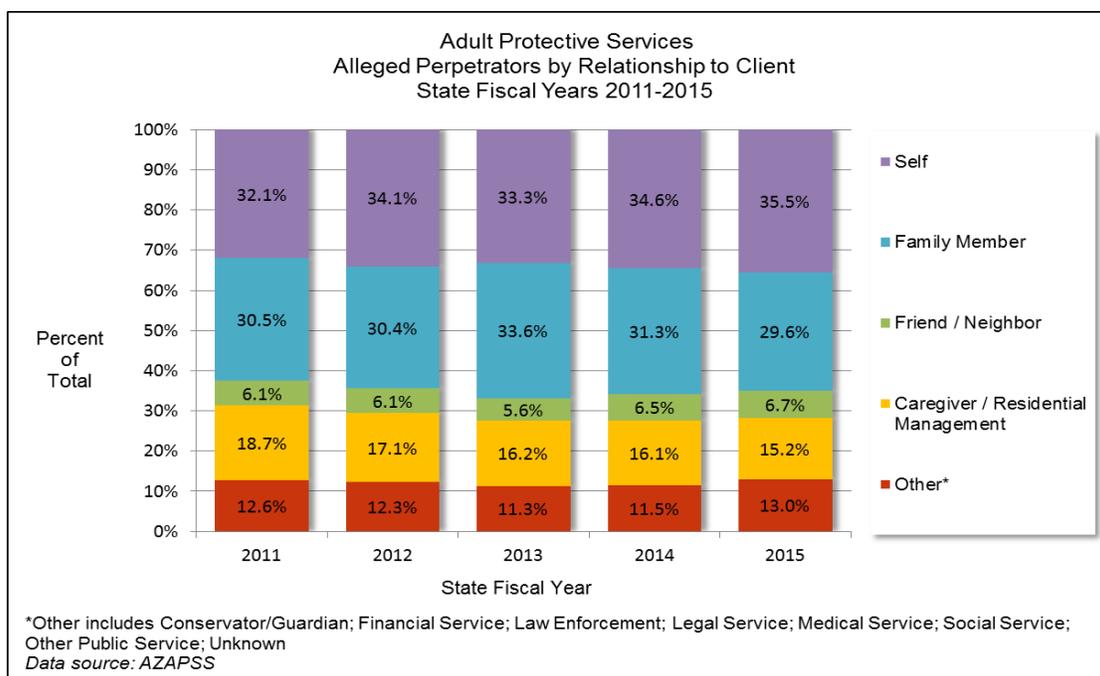


Figure 12: Number of Alleged Perpetrators by Relationship to Client

Arizona Adult Protective Services Number of Alleged Perpetrators by Relationship to Client State Fiscal Years 2011-2015					
Relationship of Alleged Perpetrator to Client	State Fiscal Year				
	2011	2012	2013	2014	2015
Self	2,351	3,106	3,918	4,460	5,522
Family Member	2,236	2,770	3,952	4,037	4,602
Friend/Neighbor	448	552	663	837	1,041
Caregiver/Residential Management	1,370	1,560	1,909	2,082	2,370
Other	921	1,126	1,326	1,493	2,024

Reporting Sources

The trends in reporting sources between SFYs 2011-2015 are indicated in Figure 12 and 13. Mandatory reporters, medical services, social services, and other public services consistently make up the largest number of reporting sources. In SFY 2015, 47 percent of the reporting sources were personnel from medical services, social services, and other public services. Also in SFY 2015, family members were reporting sources 14 percent of the time.

Figure 13: Percentages of Reporting Sources by Relationship to Client

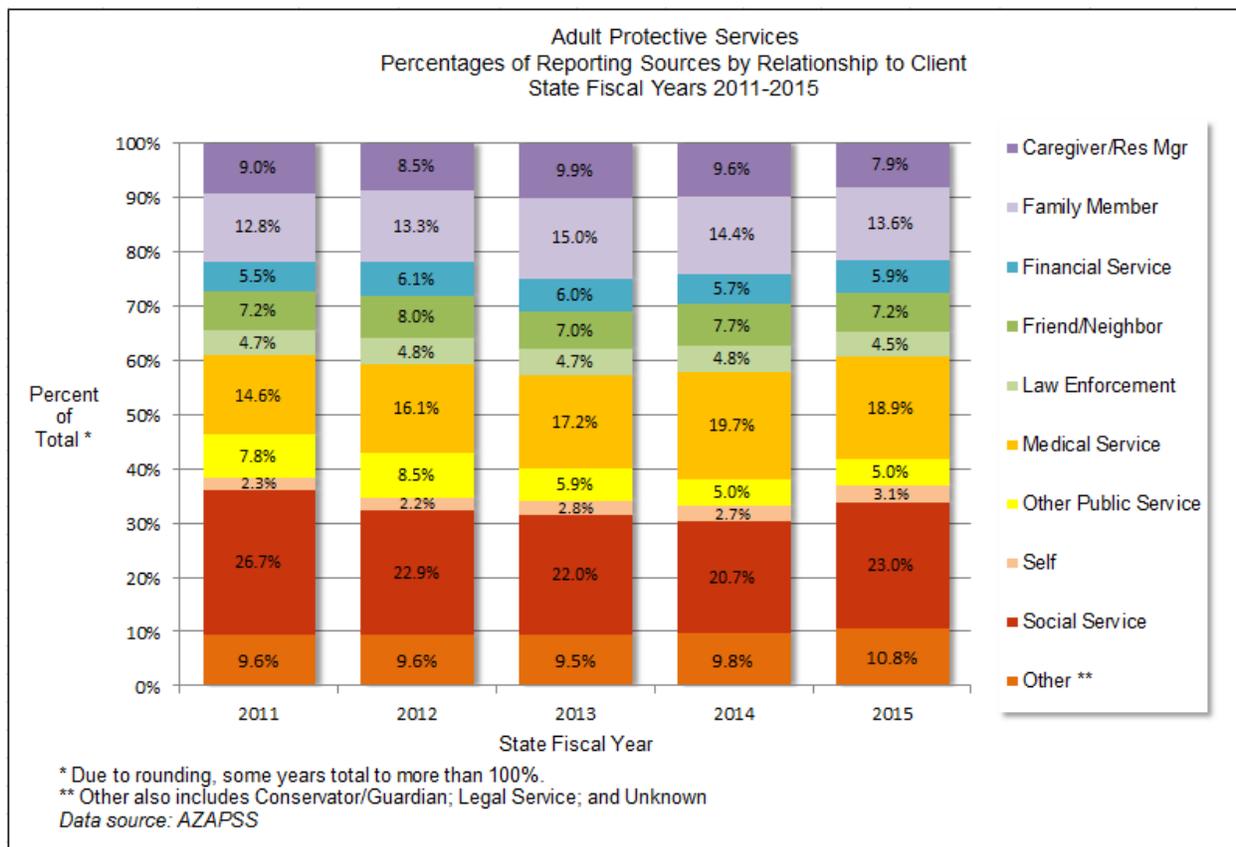


Figure 14: Number of Reporting Sources by Relationship to Client

Arizona Adult Protective Services Number of Reporting Sources by Relationship to Client State Fiscal Years 2011-2015					
Relationship of Reporting Source to Client	State Fiscal Year				
	2011	2012	2013	2014	2015
Caregiver/Residential Manager	671	832	1,293	1,384	1,338
Family Member	954	1,303	1,966	2,089	2,296
Financial Service	406	598	788	824	1,001
Friend or Neighbor	532	779	914	1,119	1,223
Law Enforcement	346	472	621	700	768
Medical Service	1,089	1,577	2,256	2,853	3,199
Other Public Service	583	828	773	717	848
Self	170	211	360	390	521
Social Service	1,987	2,239	2,879	3,004	3,896
Other*	707	940	1,247	1,412	1,827

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

CONCLUSION

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

Due to a combination of factors including decreased funding and increased demand, many AAAs have enacted waitlists for Home and Community Based Services (HCBS). The statewide waitlist was approximately 2,100 clients as of June 2015, which represents approximately 14 percent of total clients served in SFY 2015. Research has shown the correlation between waitlists and risk of institutionalization. According to a 2014 report from the U.S. Department of Health and Human Services, consumers who applied for HCBS when wait times were less than six months had a significantly lower risk of a long-term nursing home stay. Applicants who were on waitlists exceeding six months were 25 percent more likely to require nursing home care.

During this past program year, APS has made significant strides in building a strong foundation upon which a strategic plan can be developed. Additional positions were allocated by the Arizona Legislature; the Department engaged temporary Investigators to assist with cases in various stages of the investigative process; an audit was conducted and recommendations were implemented; and a plan to execute change management techniques began with the application of 4DX.

In this coming year, APS colleagues will continue in the pursuit of excellence to bring help and hope to the individuals served. APS Investigators are hopeful that caseloads will continue to decrease which will allow time to strengthen the quality of investigations and service interventions for clients. APS managers and administrators are hopeful that the development and execution of lean initiatives and a strategic plan will improve efficiencies and consistency in practice across the State, while defining future direction and initiatives. Community stakeholders are hopeful that increased awareness of APS roles and responsibilities will improve collaborative efforts and resulting outcomes for vulnerable adults.

The Department is thankful for the sustained support and partnerships in its responsibility to conduct this valuable and rewarding work to serve vulnerable Arizonans and is committed to strengthening the APS program in the years to come to ensure improved outcomes for vulnerable adults and their families.

Appendix



ADULT PROTECTIVE SERVICES

7/1/2014 thru 6/30/2015

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ACTIVITY SUMMARY - ARIZONA					
REPORTED INVESTIGATIONS			CLOSED INVESTIGATIONS		
ABUSE	3,661	26.54%	ABUSE	3,452	25.77%
			Not Substantiated	3,251	94.18%
			Substantiated	201	5.82%
NEGLECT	9,408	68.21%	NEGLECT	9,531	71.16%
			Not Substantiated	8,177	85.79%
			Substantiated	1,354	14.21%
EXPLOITATION	4,243	30.76%	EXPLOITATION	4,041	30.17%
			Not Substantiated	3,949	97.72%
			Substantiated	92	2.28%
REPORTED ALLEGATIONS	17,312		CLOSED ALLEGATIONS	17,024	
REPORTED CASES	13,793		CLOSED CASES	13,394	

DEMOGRAPHICS FOR REPORTED CASES							
CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE				
18 - 29 years	873	6.33%	Alone - Little or No Assistance	3,280	23.78%		
30 - 39 years	557	4.04%	Alone - Some Family Assistance	312	2.26%		
40 - 49 years	779	5.65%	With Family	4,563	33.08%		
50 - 59 years	1,600	11.60%	With Non-Family	863	6.26%		
60 - 64 years	1,127	8.17%	CLIENT DWELLING / FACILITY TYPE				
65 - 69 years	1,320	9.57%	Nursing Care Institution	831	6.02%		
70 - 74 years	1,511	10.95%	Adult Foster Care Home (4 or less residents)	66	0.48%		
75 - 79 years	1,587	11.51%	Assisted Living Home (10 or less residents)	514	3.73%		
80 - 84 years	1,662	12.05%	Assisted Living Center (11 or more residents)	563	4.08%		
85 years and older	2,777	20.13%	Immediate Care Facility (Intellectual Disability)	27	0.20%		
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	323	2.34%		
CLIENT RACE			DDD Adult Dev Home (up to 3 adults in family home)	68	0.49%		
Amer Indian/AK Native	272	1.97%	Veteran Based Facility	31	0.22%		
Asian	115	0.83%	Arizona State Hospital	94	0.68%		
Black/African Amer	649	4.71%	Unlicensed Facility	33	0.24%		
Caucasian/White	9,106	66.02%	Homeless	227	1.65%		
Hispanic	1,706	12.37%	Unknown	1,998	14.49%		
Pacific Islander	38	0.28%	RELATION TO CLIENT Reporting Source Perpetrator				
Unknown/Other	1,907	13.83%	Caregiver/Resident Mgr	1,338	7.91%	2,370	15.23%
CLIENT MONTHLY INCOME			Conservator/Guardian	99	0.59%	267	1.72%
\$300 or Less	2	0.01%	Family Member	2,296	13.57%	4,602	29.58%
\$301 - \$500	9	0.07%	Financial Service	1,001	5.92%	79	0.51%
\$501 - \$750	122	0.88%	Friend/Neighbor	1,223	7.23%	1,041	6.69%
\$751 - \$1,000	96	0.70%	Law Enforcement	768	4.54%	5	0.03%
Over \$1,000	311	2.25%	Legal Service	56	0.33%	7	0.04%
Unknown	13,253	96.08%	Medical Service	3,199	18.91%	164	1.05%
CLIENT GENDER			Other	1,463	8.65%	1,359	8.73%
Female	8,019	58.14%	Other Public Service	848	5.01%	57	0.37%
Male	5,546	40.21%	Self	521	3.08%	5,522	35.49%
Unknown	228	1.65%	Social Service	3,896	23.03%	41	0.26%
			Unknown	209	1.24%	45	0.29%
			TOTAL	16,917	100.00%	15,559	100.00%



ADULT PROTECTIVE SERVICES

7/1/2014 thru 6/30/2015

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ACTIVITY SUMMARY - APACHE					
REPORTED INVESTIGATIONS			CLOSED INVESTIGATIONS		
ABUSE	12	26.67%	ABUSE	14	31.11%
			Not Substantiated	14	100.00%
			Substantiated	0	0.00%
NEGLECT	31	68.89%	NEGLECT	28	62.22%
			Not Substantiated	28	100.00%
			Substantiated	0	0.00%
EXPLOITATION	18	40.00%	EXPLOITATION	20	44.44%
			Not Substantiated	20	100.00%
			Substantiated	0	0.00%
REPORTED ALLEGATIONS	61		CLOSED ALLEGATIONS	62	
REPORTED CASES	45		CLOSED CASES	45	

DEMOGRAPHICS FOR REPORTED CASES							
CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE				
18 - 29 years	3	6.67%	Alone - Little or No Assistance	13	28.89%		
30 - 39 years	3	6.67%	Alone - Some Family Assistance	1	2.22%		
40 - 49 years	4	8.89%	With Family	18	40.00%		
50 - 59 years	4	8.89%	With Non-Family	3	6.67%		
60 - 64 years	1	2.22%	CLIENT DWELLING / FACILITY TYPE				
65 - 69 years	5	11.11%	Nursing Care Institution	0	0.00%		
70 - 74 years	8	17.78%	Adult Foster Care Home (4 or less residents)	0	0.00%		
75 - 79 years	6	13.33%	Assisted Living Home (10 or less residents)	0	0.00%		
80 - 84 years	5	11.11%	Assisted Living Center (11 or more residents)	3	6.67%		
85 years and older	6	13.33%	Immediate Care Facility (Intellectual Disability)	0	0.00%		
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	0	0.00%		
CLIENT RACE			DDD Adult Dev Home (up to 3 adults in family home)	0	0.00%		
Amer Indian/AK Native	5	11.11%	Veteran Based Facility	0	0.00%		
Asian	0	0.00%	Arizona State Hospital	0	0.00%		
Black/African Amer	0	0.00%	Unlicensed Facility	0	0.00%		
Caucasian/White	27	60.00%	Homeless	0	0.00%		
Hispanic	3	6.67%	Unknown	7	15.56%		
Pacific Islander	0	0.00%	RELATION TO CLIENT Reporting Source Perpetrator				
Unknown/Other	10	22.22%	Caregiver/Resident Mgr	0	0.00%	4	8.00%
CLIENT MONTHLY INCOME			Conservator/Guardian	0	0.00%	0	0.00%
\$300 or Less	0	0.00%	Family Member	2	3.70%	22	44.00%
\$301 - \$500	0	0.00%	Financial Service	8	14.81%	0	0.00%
\$501 - \$750	0	0.00%	Friend/Neighbor	3	5.56%	1	2.00%
\$751 - \$1,000	0	0.00%	Law Enforcement	3	5.56%	0	0.00%
Over \$1,000	1	2.22%	Legal Service	0	0.00%	0	0.00%
Unknown	44	97.78%	Medical Service	10	18.52%	1	2.00%
CLIENT GENDER			Other	5	9.26%	5	10.00%
Female	26	57.78%	Other Public Service	1	1.85%	0	0.00%
Male	18	40.00%	Self	1	1.85%	17	34.00%
Unknown	1	2.22%	Social Service	17	31.48%	0	0.00%
			Unknown	4	7.41%	0	0.00%
			TOTAL	54	100.00%	50	100.00%



ADULT PROTECTIVE SERVICES

7/1/2014 thru 6/30/2015

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ACTIVITY SUMMARY - COCHISE					
REPORTED INVESTIGATIONS			CLOSED INVESTIGATIONS		
ABUSE	110	19.40%	ABUSE	156	21.11%
			Not Substantiated	143	91.67%
			Substantiated	13	8.33%
NEGLECT	417	73.54%	NEGLECT	544	73.61%
			Not Substantiated	360	66.18%
			Substantiated	184	33.82%
EXPLOITATION	181	31.92%	EXPLOITATION	245	33.15%
			Not Substantiated	235	95.92%
			Substantiated	10	4.08%
REPORTED ALLEGATIONS	708		CLOSED ALLEGATIONS	945	
REPORTED CASES	567		CLOSED CASES	739	

DEMOGRAPHICS FOR REPORTED CASES							
CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE				
18 - 29 years	20	3.53%	Alone - Little or No Assistance	168	29.63%		
30 - 39 years	9	1.59%	Alone - Some Family Assistance	23	4.06%		
40 - 49 years	29	5.11%	With Family	201	35.45%		
50 - 59 years	61	10.76%	With Non-Family	30	5.29%		
60 - 64 years	43	7.58%	CLIENT DWELLING / FACILITY TYPE				
65 - 69 years	50	8.82%	Nursing Care Institution	31	5.47%		
70 - 74 years	65	11.46%	Adult Foster Care Home (4 or less residents)	2	0.35%		
75 - 79 years	79	13.93%	Assisted Living Home (10 or less residents)	10	1.76%		
80 - 84 years	81	14.29%	Assisted Living Center (11 or more residents)	19	3.35%		
85 years and older	130	22.93%	Immediate Care Facility (Intellectual Disability)	1	0.18%		
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	10	1.76%		
			DDD Adult Dev Home (up to 3 adults in family home)	1	0.18%		
CLIENT RACE			Veteran Based Facility	2	0.35%		
Amer Indian/AK Native	3	0.53%	Arizona State Hospital	0	0.00%		
Asian	11	1.94%	Unlicensed Facility	1	0.18%		
Black/African Amer	22	3.88%	Homeless	12	2.12%		
Caucasian/White	396	69.84%	Unknown	56	9.88%		
Hispanic	89	15.70%	RELATION TO CLIENT				
Pacific Islander	1	0.18%	Reporting Source		Perpetrator		
Unknown/Other	45	7.94%	Caregiver/Resident Mgr	61	9.00%	74	11.56%
			Conservator/Guardian	4	0.59%	10	1.56%
CLIENT MONTHLY INCOME			Family Member	89	13.13%	177	27.66%
\$300 or Less	0	0.00%	Financial Service	39	5.75%	1	0.16%
\$301 - \$500	1	0.18%	Friend/Neighbor	60	8.85%	36	5.63%
\$501 - \$750	22	3.88%	Law Enforcement	32	4.72%	0	0.00%
\$751 - \$1,000	6	1.06%	Legal Service	1	0.15%	0	0.00%
Over \$1,000	36	6.35%	Medical Service	133	19.62%	7	1.09%
Unknown	502	88.54%	Other	73	10.77%	50	7.81%
CLIENT GENDER			Other Public Service	43	6.34%	4	0.63%
Female	326	57.50%	Self	16	2.36%	279	43.59%
Male	234	41.27%	Social Service	120	17.70%	1	0.16%
Unknown	7	1.23%	Unknown	7	1.03%	1	0.16%
			TOTAL	678	100.00%	640	100.00%



ADULT PROTECTIVE SERVICES

7/1/2014 thru 6/30/2015

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ACTIVITY SUMMARY - COCONINO

REPORTED INVESTIGATIONS			CLOSED INVESTIGATIONS		
ABUSE	46	28.75%	ABUSE	51	28.65%
			Not Substantiated	51	100.00%
			Substantiated	0	0.00%
NEGLECT	108	67.50%	NEGLECT	121	67.98%
			Not Substantiated	94	77.69%
			Substantiated	27	22.31%
EXPLOITATION	38	23.75%	EXPLOITATION	43	24.16%
			Not Substantiated	42	97.67%
			Substantiated	1	2.33%
REPORTED ALLEGATIONS	192		CLOSED ALLEGATIONS	215	
REPORTED CASES	160		CLOSED CASES	178	

DEMOGRAPHICS FOR REPORTED CASES

CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE				
18 - 29 years	21	13.13%	Alone - Little or No Assistance	31	19.38%		
30 - 39 years	12	7.50%	Alone - Some Family Assistance	3	1.88%		
40 - 49 years	11	6.88%	With Family	49	30.63%		
50 - 59 years	20	12.50%	With Non-Family	10	6.25%		
60 - 64 years	16	10.00%	CLIENT DWELLING / FACILITY TYPE				
65 - 69 years	15	9.38%	Nursing Care Institution	2	1.25%		
70 - 74 years	15	9.38%	Adult Foster Care Home (4 or less residents)	2	1.25%		
75 - 79 years	10	6.25%	Assisted Living Home (10 or less residents)	6	3.75%		
80 - 84 years	17	10.63%	Assisted Living Center (11 or more residents)	4	2.50%		
85 years and older	23	14.38%	Immediate Care Facility (Intellectual Disability)	0	0.00%		
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	19	11.88%		
			DDD Adult Dev Home (up to 3 adults in family home)	1	0.63%		
CLIENT RACE			Veteran Based Facility	0	0.00%		
Amer Indian/AK Native	24	15.00%	Arizona State Hospital	0	0.00%		
Asian	0	0.00%	Unlicensed Facility	0	0.00%		
Black/African Amer	5	3.13%	Homeless	9	5.63%		
Caucasian/White	102	63.75%	Unknown	24	15.00%		
Hispanic	12	7.50%	RELATION TO CLIENT Reporting Source Perpetrator				
Pacific Islander	1	0.63%	Caregiver/Resident Mgr	14	7.49%	34	19.32%
Unknown/Other	16	10.00%	Conservator/Guardian	0	0.00%	7	3.98%
CLIENT MONTHLY INCOME			Family Member	23	12.30%	40	22.73%
\$300 or Less	0	0.00%	Financial Service	8	4.28%	1	0.57%
\$301 - \$500	0	0.00%	Friend/Neighbor	6	3.21%	7	3.98%
\$501 - \$750	1	0.63%	Law Enforcement	4	2.14%	0	0.00%
\$751 - \$1,000	2	1.25%	Legal Service	0	0.00%	0	0.00%
Over \$1,000	5	3.13%	Medical Service	31	16.58%	0	0.00%
Unknown	152	95.00%	Other	25	13.37%	12	6.82%
CLIENT GENDER			Other Public Service	17	9.09%	1	0.57%
Female	88	55.00%	Self	8	4.28%	73	41.48%
Male	68	42.50%	Social Service	49	26.20%	1	0.57%
Unknown	4	2.50%	Unknown	2	1.07%	0	0.00%
			TOTAL	187	100.00%	176	100.00%



ADULT PROTECTIVE SERVICES

7/1/2014 thru 6/30/2015

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ACTIVITY SUMMARY - GILA					
REPORTED INVESTIGATIONS			CLOSED INVESTIGATIONS		
ABUSE	39	27.66%	ABUSE	29	24.17%
			Not Substantiated	27	93.10%
			Substantiated	2	6.90%
NEGLECT	108	76.60%	NEGLECT	89	74.17%
			Not Substantiated	78	87.64%
			Substantiated	11	12.36%
EXPLOITATION	44	31.21%	EXPLOITATION	37	30.83%
			Not Substantiated	36	97.30%
			Substantiated	1	2.70%
REPORTED ALLEGATIONS	191		CLOSED ALLEGATIONS	155	
REPORTED CASES	141		CLOSED CASES	120	

DEMOGRAPHICS FOR REPORTED CASES							
CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE				
18 - 29 years	6	4.26%	Alone - Little or No Assistance	44	31.21%		
30 - 39 years	5	3.55%	Alone - Some Family Assistance	4	2.84%		
40 - 49 years	12	8.51%	With Family	43	30.50%		
50 - 59 years	19	13.48%	With Non-Family	9	6.38%		
60 - 64 years	13	9.22%	CLIENT DWELLING / FACILITY TYPE				
65 - 69 years	16	11.35%	Nursing Care Institution	9	6.38%		
70 - 74 years	17	12.06%	Adult Foster Care Home (4 or less residents)	0	0.00%		
75 - 79 years	16	11.35%	Assisted Living Home (10 or less residents)	1	0.71%		
80 - 84 years	15	10.64%	Assisted Living Center (11 or more residents)	2	1.42%		
85 years and older	22	15.60%	Immediate Care Facility (Intellectual Disability)	0	0.00%		
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	3	2.13%		
			DDD Adult Dev Home (up to 3 adults in family home)	0	0.00%		
CLIENT RACE			Veteran Based Facility	0	0.00%		
Amer Indian/AK Native	6	4.26%	Arizona State Hospital	0	0.00%		
Asian	3	2.13%	Unlicensed Facility	0	0.00%		
Black/African Amer	0	0.00%	Homeless	2	1.42%		
Caucasian/White	91	64.54%	Unknown	24	17.02%		
Hispanic	17	12.06%	RELATION TO CLIENT				
Pacific Islander	0	0.00%	Reporting Source		Perpetrator		
Unknown/Other	24	17.02%	Caregiver/Resident Mgr	15	9.04%	11	6.88%
			Conservator/Guardian	0	0.00%	4	2.50%
CLIENT MONTHLY INCOME			Family Member	30	18.07%	52	32.50%
\$300 or Less	0	0.00%	Financial Service	2	1.20%	0	0.00%
\$301 - \$500	0	0.00%	Friend/Neighbor	14	8.43%	13	8.13%
\$501 - \$750	0	0.00%	Law Enforcement	6	3.61%	0	0.00%
\$751 - \$1,000	0	0.00%	Legal Service	0	0.00%	0	0.00%
Over \$1,000	2	1.42%	Medical Service	36	21.69%	1	0.63%
Unknown	139	98.58%	Other	17	10.24%	14	8.75%
			Other Public Service	8	4.82%	0	0.00%
CLIENT GENDER			Self	3	1.81%	63	39.38%
Female	84	59.57%	Social Service	35	21.08%	2	1.25%
Male	55	39.01%	Unknown	0	0.00%	0	0.00%
Unknown	2	1.42%	TOTAL	166	100.00%	160	100.00%



ADULT PROTECTIVE SERVICES

7/1/2014 thru 6/30/2015

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ACTIVITY SUMMARY - GRAHAM					
REPORTED INVESTIGATIONS			CLOSED INVESTIGATIONS		
ABUSE	14	24.14%	ABUSE	23	28.40%
			Not Substantiated	21	91.30%
			Substantiated	2	8.70%
NEGLECT	37	63.79%	NEGLECT	51	62.96%
			Not Substantiated	32	62.75%
			Substantiated	19	37.25%
EXPLOITATION	20	34.48%	EXPLOITATION	28	34.57%
			Not Substantiated	24	85.71%
			Substantiated	4	14.29%
REPORTED ALLEGATIONS	71		CLOSED ALLEGATIONS	102	
REPORTED CASES	58		CLOSED CASES	81	

DEMOGRAPHICS FOR REPORTED CASES							
CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE				
18 - 29 years	1	1.72%	Alone - Little or No Assistance	23	39.66%		
30 - 39 years	0	0.00%	Alone - Some Family Assistance	1	1.72%		
40 - 49 years	3	5.17%	With Family	16	27.59%		
50 - 59 years	14	24.14%	With Non-Family	3	5.17%		
60 - 64 years	2	3.45%	CLIENT DWELLING / FACILITY TYPE				
65 - 69 years	4	6.90%	Nursing Care Institution	4	6.90%		
70 - 74 years	5	8.62%	Adult Foster Care Home (4 or less residents)	0	0.00%		
75 - 79 years	11	18.97%	Assisted Living Home (10 or less residents)	1	1.72%		
80 - 84 years	9	15.52%	Assisted Living Center (11 or more residents)	4	6.90%		
85 years and older	9	15.52%	Immediate Care Facility (Intellectual Disability)	0	0.00%		
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	2	3.45%		
			DDD Adult Dev Home (up to 3 adults in family home)	1	1.72%		
CLIENT RACE			Veteran Based Facility	0	0.00%		
Amer Indian/AK Native	0	0.00%	Arizona State Hospital	0	0.00%		
Asian	0	0.00%	Unlicensed Facility	0	0.00%		
Black/African Amer	1	1.72%	Homeless	0	0.00%		
Caucasian/White	45	77.59%	Unknown	3	5.17%		
Hispanic	11	18.97%	RELATION TO CLIENT Reporting Source Perpetrator				
Pacific Islander	0	0.00%	Caregiver/Resident Mgr	6	8.22%	8	13.33%
Unknown/Other	1	1.72%	Conservator/Guardian	1	1.37%	2	3.33%
CLIENT MONTHLY INCOME			Family Member	14	19.18%	15	25.00%
\$300 or Less	0	0.00%	Financial Service	1	1.37%	0	0.00%
\$301 - \$500	0	0.00%	Friend/Neighbor	11	15.07%	4	6.67%
\$501 - \$750	1	1.72%	Law Enforcement	5	6.85%	0	0.00%
\$751 - \$1,000	0	0.00%	Legal Service	0	0.00%	0	0.00%
Over \$1,000	1	1.72%	Medical Service	15	20.55%	1	1.67%
Unknown	56	96.55%	Other	4	5.48%	5	8.33%
CLIENT GENDER			Other Public Service	5	6.85%	0	0.00%
Female	35	60.34%	Self	1	1.37%	24	40.00%
Male	23	39.66%	Social Service	9	12.33%	0	0.00%
Unknown	0	0.00%	Unknown	1	1.37%	1	1.67%
			TOTAL	73	100.00%	60	100.00%



ADULT PROTECTIVE SERVICES

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ACTIVITY SUMMARY - GREENLEE

REPORTED INVESTIGATIONS			CLOSED INVESTIGATIONS		
ABUSE	3	30.00%	ABUSE	6	37.50%
			Not Substantiated	6	100.00%
			Substantiated	0	0.00%
NEGLECT	7	70.00%	NEGLECT	10	62.50%
			Not Substantiated	6	60.00%
			Substantiated	4	40.00%
EXPLOITATION	1	10.00%	EXPLOITATION	2	12.50%
			Not Substantiated	2	100.00%
			Substantiated	0	0.00%
REPORTED ALLEGATIONS	11		CLOSED ALLEGATIONS	18	
REPORTED CASES	10		CLOSED CASES	16	

DEMOGRAPHICS FOR REPORTED CASES

CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE				
18 - 29 years	2	20.00%	Alone - Little or No Assistance	3	30.00%		
30 - 39 years	0	0.00%	Alone - Some Family Assistance	0	0.00%		
40 - 49 years	1	10.00%	With Family	6	60.00%		
50 - 59 years	1	10.00%	With Non-Family	0	0.00%		
60 - 64 years	0	0.00%	CLIENT DWELLING / FACILITY TYPE				
65 - 69 years	0	0.00%	Nursing Care Institution	0	0.00%		
70 - 74 years	3	30.00%	Adult Foster Care Home (4 or less residents)	0	0.00%		
75 - 79 years	1	10.00%	Assisted Living Home (10 or less residents)	0	0.00%		
80 - 84 years	1	10.00%	Assisted Living Center (11 or more residents)	0	0.00%		
85 years and older	1	10.00%	Immediate Care Facility (Intellectual Disability)	0	0.00%		
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	0	0.00%		
			DDD Adult Dev Home (up to 3 adults in family home)	0	0.00%		
CLIENT RACE			Veteran Based Facility	0	0.00%		
Amer Indian/AK Native	0	0.00%	Arizona State Hospital	0	0.00%		
Asian	0	0.00%	Unlicensed Facility	0	0.00%		
Black/African Amer	0	0.00%	Homeless	0	0.00%		
Caucasian/White	8	80.00%	Unknown	1	10.00%		
Hispanic	2	20.00%	RELATION TO CLIENT Reporting Source Perpetrator				
Pacific Islander	0	0.00%	Caregiver/Resident Mgr	0	0.00%	1	10.00%
Unknown/Other	0	0.00%	Conservator/Guardian	0	0.00%	0	0.00%
CLIENT MONTHLY INCOME			Family Member	0	0.00%	5	50.00%
\$300 or Less	0	0.00%	Financial Service	1	9.09%	0	0.00%
\$301 - \$500	0	0.00%	Friend/Neighbor	0	0.00%	0	0.00%
\$501 - \$750	0	0.00%	Law Enforcement	2	18.18%	0	0.00%
\$751 - \$1,000	0	0.00%	Legal Service	0	0.00%	0	0.00%
Over \$1,000	1	10.00%	Medical Service	2	18.18%	0	0.00%
Unknown	9	90.00%	Other	3	27.27%	1	10.00%
CLIENT GENDER			Other Public Service	1	9.09%	0	0.00%
Female	6	60.00%	Self	0	0.00%	3	30.00%
Male	4	40.00%	Social Service	2	18.18%	0	0.00%
Unknown	0	0.00%	Unknown	0	0.00%	0	0.00%
			TOTAL	11	100.00%	10	100.00%



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ACTIVITY SUMMARY - LA PAZ					
REPORTED INVESTIGATIONS			CLOSED INVESTIGATIONS		
ABUSE	4	7.55%	ABUSE	11	14.86%
			Not Substantiated	11	100.00%
			Substantiated	0	0.00%
NEGLECT	46	86.79%	NEGLECT	68	91.89%
			Not Substantiated	48	70.59%
			Substantiated	20	29.41%
EXPLOITATION	9	16.98%	EXPLOITATION	15	20.27%
			Not Substantiated	14	93.33%
			Substantiated	1	6.67%
REPORTED ALLEGATIONS	59		CLOSED ALLEGATIONS	94	
REPORTED CASES	53		CLOSED CASES	74	

DEMOGRAPHICS FOR REPORTED CASES					
CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE		
18 - 29 years	1	1.89%	Alone - Little or No Assistance	18	33.96%
30 - 39 years	0	0.00%	Alone - Some Family Assistance	1	1.89%
40 - 49 years	2	3.77%	With Family	21	39.62%
50 - 59 years	4	7.55%	With Non-Family	2	3.77%
60 - 64 years	4	7.55%	CLIENT DWELLING / FACILITY TYPE		
65 - 69 years	6	11.32%	Nursing Care Institution	0	0.00%
70 - 74 years	8	15.09%	Adult Foster Care Home (4 or less residents)	0	0.00%
75 - 79 years	7	13.21%	Assisted Living Home (10 or less residents)	0	0.00%
80 - 84 years	11	20.75%	Assisted Living Center (11 or more residents)	0	0.00%
85 years and older	10	18.87%	Immediate Care Facility (Intellectual Disability)	0	0.00%
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	0	0.00%
			DDD Adult Dev Home (up to 3 adults in family home)	0	0.00%
CLIENT RACE			Veteran Based Facility	0	0.00%
Amer Indian/AK Native	2	3.77%	Arizona State Hospital	0	0.00%
Asian	1	1.89%	Unlicensed Facility	0	0.00%
Black/African Amer	1	1.89%	Homeless	2	3.77%
Caucasian/White	42	79.25%	Unknown	9	16.98%
Hispanic	2	3.77%	RELATION TO CLIENT		
Pacific Islander	0	0.00%	Reporting Source		Perpetrator
Unknown/Other	5	9.43%	Caregiver/Resident Mgr	4 5.80%	2 3.51%
			Conservator/Guardian	0 0.00%	0 0.00%
CLIENT MONTHLY INCOME			Family Member	10 14.49%	15 26.32%
\$300 or Less	0	0.00%	Financial Service	1 1.45%	0 0.00%
\$301 - \$500	0	0.00%	Friend/Neighbor	8 11.59%	4 7.02%
\$501 - \$750	0	0.00%	Law Enforcement	7 10.14%	0 0.00%
\$751 - \$1,000	0	0.00%	Legal Service	0 0.00%	0 0.00%
Over \$1,000	0	0.00%	Medical Service	12 17.39%	1 1.75%
Unknown	53	100.00%	Other	13 18.84%	2 3.51%
CLIENT GENDER			Other Public Service	2 2.90%	0 0.00%
Female	25	47.17%	Self	0 0.00%	33 57.89%
Male	28	52.83%	Social Service	8 11.59%	0 0.00%
Unknown	0	0.00%	Unknown	4 5.80%	0 0.00%
			TOTAL	69 100.00%	57 100.00%



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ACTIVITY SUMMARY - MARICOPA					
REPORTED INVESTIGATIONS			CLOSED INVESTIGATIONS		
ABUSE	2,161	30.00%	ABUSE	1,915	29.25%
			Not Substantiated	1,809	94.46%
			Substantiated	106	5.54%
NEGLECT	4,767	66.17%	NEGLECT	4,550	69.49%
			Not Substantiated	4,123	90.62%
			Substantiated	427	9.38%
EXPLOITATION	2,154	29.90%	EXPLOITATION	1,913	29.22%
			Not Substantiated	1,881	98.33%
			Substantiated	32	1.67%
REPORTED ALLEGATIONS	9,082		CLOSED ALLEGATIONS	8,378	
REPORTED CASES	7,204		CLOSED CASES	6,548	

DEMOGRAPHICS FOR REPORTED CASES							
CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE				
18 - 29 years	509	7.07%	Alone - Little or No Assistance	1,519	21.09%		
30 - 39 years	321	4.46%	Alone - Some Family Assistance	163	2.26%		
40 - 49 years	438	6.08%	With Family	2,349	32.61%		
50 - 59 years	861	11.95%	With Non-Family	431	5.98%		
60 - 64 years	593	8.23%	CLIENT DWELLING / FACILITY TYPE				
65 - 69 years	651	9.04%	Nursing Care Institution	526	7.30%		
70 - 74 years	775	10.76%	Adult Foster Care Home (4 or less residents)	42	0.58%		
75 - 79 years	811	11.26%	Assisted Living Home (10 or less residents)	349	4.84%		
80 - 84 years	796	11.05%	Assisted Living Center (11 or more residents)	351	4.87%		
85 years and older	1,449	20.11%	Immediate Care Facility (Intellectual Disability)	16	0.22%		
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	192	2.67%		
CLIENT RACE			DDD Adult Dev Home (up to 3 adults in family home)	34	0.47%		
Amer Indian/AK Native	140	1.94%	Veteran Based Facility	18	0.25%		
Asian	55	0.76%	Arizona State Hospital	94	1.30%		
Black/African Amer	449	6.23%	Unlicensed Facility	21	0.29%		
Caucasian/White	4,706	65.32%	Homeless	96	1.33%		
Hispanic	819	11.37%	Unknown	1,003	13.92%		
Pacific Islander	22	0.31%	RELATION TO CLIENT				
Unknown/Other	1,013	14.06%	Reporting Source		Perpetrator		
CLIENT MONTHLY INCOME			Caregiver/Resident Mgr	734	8.25%	1,439	17.67%
\$300 or Less	0	0.00%	Conservator/Guardian	57	0.64%	131	1.61%
\$301 - \$500	3	0.04%	Family Member	1,203	13.52%	2,442	29.98%
\$501 - \$750	42	0.58%	Financial Service	540	6.07%	39	0.48%
\$751 - \$1,000	34	0.47%	Friend/Neighbor	642	7.22%	608	7.46%
Over \$1,000	112	1.55%	Law Enforcement	270	3.04%	3	0.04%
Unknown	7,013	97.35%	Legal Service	29	0.33%	4	0.05%
CLIENT GENDER			Medical Service	1,748	19.65%	106	1.30%
Female	4,186	58.11%	Other	683	7.68%	690	8.47%
Male	2,888	40.09%	Other Public Service	391	4.40%	41	0.50%
Unknown	130	1.80%	Self	264	2.97%	2,602	31.94%
			Social Service	2,232	25.09%	26	0.32%
			Unknown	103	1.16%	15	0.18%
			TOTAL	8,896	100.00%	8,146	100.00%



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ACTIVITY SUMMARY - MOHAVE					
REPORTED INVESTIGATIONS			CLOSED INVESTIGATIONS		
ABUSE	150	19.58%	ABUSE	180	20.69%
			Not Substantiated	176	97.78%
			Substantiated	4	2.22%
NEGLECT	553	72.19%	NEGLECT	644	74.02%
			Not Substantiated	490	76.09%
			Substantiated	154	23.91%
EXPLOITATION	268	34.99%	EXPLOITATION	307	35.29%
			Not Substantiated	305	99.35%
			Substantiated	2	0.65%
REPORTED ALLEGATIONS	971		CLOSED ALLEGATIONS	1,131	
REPORTED CASES	766		CLOSED CASES	870	

DEMOGRAPHICS FOR REPORTED CASES							
CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE				
18 - 29 years	34	4.44%	Alone - Little or No Assistance	218	28.46%		
30 - 39 years	22	2.87%	Alone - Some Family Assistance	21	2.74%		
40 - 49 years	30	3.92%	With Family	276	36.03%		
50 - 59 years	81	10.57%	With Non-Family	64	8.36%		
60 - 64 years	76	9.92%	CLIENT DWELLING / FACILITY TYPE				
65 - 69 years	74	9.66%	Nursing Care Institution	34	4.44%		
70 - 74 years	102	13.32%	Adult Foster Care Home (4 or less residents)	1	0.13%		
75 - 79 years	98	12.79%	Assisted Living Home (10 or less residents)	18	2.35%		
80 - 84 years	103	13.45%	Assisted Living Center (11 or more residents)	23	3.00%		
85 years and older	146	19.06%	Immediate Care Facility (Intellectual Disability)	0	0.00%		
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	3	0.39%		
			DDD Adult Dev Home (up to 3 adults in family home)	1	0.13%		
CLIENT RACE			Veteran Based Facility	1	0.13%		
Amer Indian/AK Native	7	0.91%	Arizona State Hospital	0	0.00%		
Asian	4	0.52%	Unlicensed Facility	1	0.13%		
Black/African Amer	5	0.65%	Homeless	16	2.09%		
Caucasian/White	644	84.07%	Unknown	89	11.62%		
Hispanic	24	3.13%	RELATION TO CLIENT Reporting Source Perpetrator				
Pacific Islander	2	0.26%	Caregiver/Resident Mgr	78	8.13%	92	10.61%
Unknown/Other	80	10.44%	Conservator/Guardian	3	0.31%	9	1.04%
CLIENT MONTHLY INCOME			Family Member	148	15.43%	277	31.95%
\$300 or Less	0	0.00%	Financial Service	56	5.84%	7	0.81%
\$301 - \$500	0	0.00%	Friend/Neighbor	94	9.80%	46	5.31%
\$501 - \$750	0	0.00%	Law Enforcement	45	4.69%	0	0.00%
\$751 - \$1,000	2	0.26%	Legal Service	3	0.31%	0	0.00%
Over \$1,000	9	1.17%	Medical Service	177	18.46%	6	0.69%
Unknown	755	98.56%	Other	93	9.70%	77	8.88%
CLIENT GENDER			Other Public Service	64	6.67%	3	0.35%
Female	442	57.70%	Self	38	3.96%	344	39.68%
Male	314	40.99%	Social Service	145	15.12%	2	0.23%
Unknown	10	1.31%	Unknown	15	1.56%	4	0.46%
			TOTAL	959	100.00%	867	100.00%



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ACTIVITY SUMMARY - NAVAJO					
REPORTED INVESTIGATIONS			CLOSED INVESTIGATIONS		
ABUSE	41	19.81%	ABUSE	38	20.65%
			Not Substantiated	38	100.00%
			Substantiated	0	0.00%
NEGLECT	162	78.26%	NEGLECT	139	75.54%
			Not Substantiated	129	92.81%
			Substantiated	10	7.19%
EXPLOITATION	63	30.43%	EXPLOITATION	62	33.70%
			Not Substantiated	62	100.00%
			Substantiated	0	0.00%
REPORTED ALLEGATIONS	266		CLOSED ALLEGATIONS	239	
REPORTED CASES	207		CLOSED CASES	184	

DEMOGRAPHICS FOR REPORTED CASES					
CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE		
18 - 29 years	12	5.80%	Alone - Little or No Assistance	64	30.92%
30 - 39 years	8	3.86%	Alone - Some Family Assistance	5	2.42%
40 - 49 years	7	3.38%	With Family	67	32.37%
50 - 59 years	23	11.11%	With Non-Family	13	6.28%
60 - 64 years	18	8.70%	CLIENT DWELLING / FACILITY TYPE		
65 - 69 years	30	14.49%	Nursing Care Institution	13	6.28%
70 - 74 years	27	13.04%	Adult Foster Care Home (4 or less residents)	0	0.00%
75 - 79 years	21	10.14%	Assisted Living Home (10 or less residents)	4	1.93%
80 - 84 years	29	14.01%	Assisted Living Center (11 or more residents)	4	1.93%
85 years and older	32	15.46%	Immediate Care Facility (Intellectual Disability)	0	0.00%
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	0	0.00%
			DDD Adult Dev Home (up to 3 adults in family home)	1	0.48%
CLIENT RACE			Veteran Based Facility	0	0.00%
Amer Indian/AK Native	17	8.21%	Arizona State Hospital	0	0.00%
Asian	0	0.00%	Unlicensed Facility	0	0.00%
Black/African Amer	3	1.45%	Homeless	7	3.38%
Caucasian/White	150	72.46%	Unknown	29	14.01%
Hispanic	15	7.25%	RELATION TO CLIENT		
Pacific Islander	0	0.00%	Reporting Source		Perpetrator
Unknown/Other	22	10.63%	Caregiver/Resident Mgr	8 3.16%	16 6.69%
			Conservator/Guardian	1 0.40%	3 1.26%
			Family Member	38 15.02%	69 28.87%
			Financial Service	9 3.56%	1 0.42%
			Friend/Neighbor	18 7.11%	11 4.60%
			Law Enforcement	15 5.93%	1 0.42%
			Legal Service	1 0.40%	0 0.00%
			Medical Service	50 19.76%	1 0.42%
			Other	27 10.67%	21 8.79%
			Other Public Service	13 5.14%	0 0.00%
			Self	11 4.35%	114 47.70%
			Social Service	56 22.13%	1 0.42%
			Unknown	6 2.37%	1 0.42%
			TOTAL	253 100.00%	239 100.00%



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ACTIVITY SUMMARY - PIMA					
REPORTED INVESTIGATIONS			CLOSED INVESTIGATIONS		
ABUSE	663	25.06%	ABUSE	557	23.76%
			Not Substantiated	505	90.66%
			Substantiated	52	9.34%
NEGLECT	1,802	68.10%	NEGLECT	1,700	72.53%
			Not Substantiated	1,367	80.41%
			Substantiated	333	19.59%
EXPLOITATION	830	31.37%	EXPLOITATION	651	27.77%
			Not Substantiated	621	95.39%
			Substantiated	30	4.61%
REPORTED ALLEGATIONS	3,295		CLOSED ALLEGATIONS	2,908	
REPORTED CASES	2,646		CLOSED CASES	2,344	

DEMOGRAPHICS FOR REPORTED CASES

CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE		
18 - 29 years	149	5.63%	Alone - Little or No Assistance	622	23.51%
30 - 39 years	109	4.12%	Alone - Some Family Assistance	49	1.85%
40 - 49 years	156	5.90%	With Family	860	32.50%
50 - 59 years	310	11.72%	With Non-Family	165	6.24%
60 - 64 years	214	8.09%	CLIENT DWELLING / FACILITY TYPE		
65 - 69 years	287	10.85%	Nursing Care Institution	141	5.33%
70 - 74 years	267	10.09%	Adult Foster Care Home (4 or less residents)	13	0.49%
75 - 79 years	294	11.11%	Assisted Living Home (10 or less residents)	88	3.33%
80 - 84 years	331	12.51%	Assisted Living Center (11 or more residents)	105	3.97%
85 years and older	529	19.99%	Immediate Care Facility (Intellectual Disability)	4	0.15%
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	50	1.89%
CLIENT RACE			DDD Adult Dev Home (up to 3 adults in family home)	15	0.57%
Amer Indian/AK Native	41	1.55%	Veteran Based Facility	8	0.30%
Asian	30	1.13%	Arizona State Hospital	0	0.00%
Black/African Amer	115	4.35%	Unlicensed Facility	9	0.34%
Caucasian/White	1,580	59.71%	Homeless	44	1.66%
Hispanic	465	17.57%	Unknown	473	17.88%
Pacific Islander	7	0.26%	RELATION TO CLIENT		
Unknown/Other	408	15.42%	Reporting Source		Perpetrator
			Caregiver/Resident Mgr	249 7.61%	431 14.49%
			Conservator/Guardian	15 0.46%	54 1.82%
			Family Member	436 13.33%	857 28.82%
			Financial Service	183 5.60%	23 0.77%
			Friend/Neighbor	194 5.93%	191 6.42%
			Law Enforcement	247 7.55%	1 0.03%
			Legal Service	13 0.40%	1 0.03%
			Medical Service	564 17.25%	26 0.87%
			Other	293 8.96%	276 9.28%
			Other Public Service	182 5.57%	7 0.24%
			Self	113 3.46%	1,089 36.62%
			Social Service	745 22.78%	5 0.17%
			Unknown	36 1.10%	13 0.44%
			TOTAL	3,270 100.00%	2,974 100.00%



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ACTIVITY SUMMARY - PINAL					
REPORTED INVESTIGATIONS			CLOSED INVESTIGATIONS		
ABUSE	182	25.38%	ABUSE	206	23.73%
			Not Substantiated	195	94.66%
			Substantiated	11	5.34%
NEGLECT	510	71.13%	NEGLECT	646	74.42%
			Not Substantiated	582	90.09%
			Substantiated	64	9.91%
EXPLOITATION	224	31.24%	EXPLOITATION	273	31.45%
			Not Substantiated	269	98.53%
			Substantiated	4	1.47%
REPORTED ALLEGATIONS	916		CLOSED ALLEGATIONS	1,125	
REPORTED CASES	717		CLOSED CASES	868	

DEMOGRAPHICS FOR REPORTED CASES					
CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE		
18 - 29 years	55	7.67%	Alone - Little or No Assistance	179	24.97%
30 - 39 years	28	3.91%	Alone - Some Family Assistance	12	1.67%
40 - 49 years	44	6.14%	With Family	291	40.59%
50 - 59 years	91	12.69%	With Non-Family	44	6.14%
60 - 64 years	52	7.25%	CLIENT DWELLING / FACILITY TYPE		
65 - 69 years	75	10.46%	Nursing Care Institution	11	1.53%
70 - 74 years	85	11.85%	Adult Foster Care Home (4 or less residents)	5	0.70%
75 - 79 years	68	9.48%	Assisted Living Home (10 or less residents)	14	1.95%
80 - 84 years	81	11.30%	Assisted Living Center (11 or more residents)	14	1.95%
85 years and older	138	19.25%	Immediate Care Facility (Intellectual Disability)	6	0.84%
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	12	1.67%
			DDD Adult Dev Home (up to 3 adults in family home)	7	0.98%
CLIENT RACE			Veteran Based Facility	0	0.00%
Amer Indian/AK Native	13	1.81%	Arizona State Hospital	0	0.00%
Asian	3	0.42%	Unlicensed Facility	0	0.00%
Black/African Amer	33	4.60%	Homeless	13	1.81%
Caucasian/White	474	66.11%	Unknown	109	15.20%
Hispanic	84	11.72%	RELATION TO CLIENT		
Pacific Islander	3	0.42%	Reporting Source		Perpetrator
Unknown/Other	107	14.92%	Caregiver/Resident Mgr	40 4.67%	88 10.69%
			Conservator/Guardian	6 0.70%	17 2.07%
			Family Member	140 16.34%	277 33.66%
			Financial Service	47 5.48%	3 0.36%
			Friend/Neighbor	73 8.52%	43 5.22%
			Law Enforcement	35 4.08%	0 0.00%
			Legal Service	2 0.23%	0 0.00%
			Medical Service	181 21.12%	9 1.09%
			Other	82 9.57%	71 8.63%
			Other Public Service	35 4.08%	0 0.00%
			Self	26 3.03%	308 37.42%
			Social Service	180 21.00%	1 0.12%
			Unknown	10 1.17%	6 0.73%
			TOTAL	857 100.00%	823 100.00%



ADULT PROTECTIVE SERVICES

7/1/2014 thru 6/30/2015

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ACTIVITY SUMMARY - SANTA CRUZ					
REPORTED INVESTIGATIONS			CLOSED INVESTIGATIONS		
ABUSE	11	18.97%	ABUSE	12	13.33%
			Not Substantiated	12	100.00%
			Substantiated	0	0.00%
NEGLECT	49	84.48%	NEGLECT	72	80.00%
			Not Substantiated	42	58.33%
			Substantiated	30	41.67%
EXPLOITATION	16	27.59%	EXPLOITATION	31	34.44%
			Not Substantiated	31	100.00%
			Substantiated	0	0.00%
REPORTED ALLEGATIONS	76		CLOSED ALLEGATIONS	115	
REPORTED CASES	58		CLOSED CASES	90	

DEMOGRAPHICS FOR REPORTED CASES					
CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE		
18 - 29 years	5	8.62%	Alone - Little or No Assistance	18	31.03%
30 - 39 years	3	5.17%	Alone - Some Family Assistance	4	6.90%
40 - 49 years	0	0.00%	With Family	30	51.72%
50 - 59 years	4	6.90%	With Non-Family	2	3.45%
60 - 64 years	5	8.62%	CLIENT DWELLING / FACILITY TYPE		
65 - 69 years	2	3.45%	Nursing Care Institution	0	0.00%
70 - 74 years	5	8.62%	Adult Foster Care Home (4 or less residents)	0	0.00%
75 - 79 years	14	24.14%	Assisted Living Home (10 or less residents)	0	0.00%
80 - 84 years	6	10.34%	Assisted Living Center (11 or more residents)	1	1.72%
85 years and older	14	24.14%	Immediate Care Facility (Intellectual Disability)	0	0.00%
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	1	1.72%
			DDD Adult Dev Home (up to 3 adults in family home)	0	0.00%
CLIENT RACE			Veteran Based Facility	0	0.00%
Amer Indian/AK Native	0	0.00%	Arizona State Hospital	0	0.00%
Asian	0	0.00%	Unlicensed Facility	0	0.00%
Black/African Amer	0	0.00%	Homeless	0	0.00%
Caucasian/White	15	25.86%	Unknown	2	3.45%
Hispanic	39	67.24%	RELATION TO CLIENT		
Pacific Islander	0	0.00%	Reporting Source		Perpetrator
Unknown/Other	4	6.90%	Caregiver/Resident Mgr	3 4.76%	4 6.15%
			Conservator/Guardian	0 0.00%	1 1.54%
			Family Member	5 7.94%	22 33.85%
			Financial Service	5 7.94%	0 0.00%
			Friend/Neighbor	5 7.94%	3 4.62%
			Law Enforcement	1 1.59%	0 0.00%
			Legal Service	1 1.59%	0 0.00%
			Medical Service	10 15.87%	0 0.00%
			Other	6 9.52%	4 6.15%
			Other Public Service	9 14.29%	0 0.00%
			Self	0 0.00%	30 46.15%
			Social Service	18 28.57%	1 1.54%
			Unknown	0 0.00%	0 0.00%
			TOTAL	63 100.00%	65 100.00%



ADULT PROTECTIVE SERVICES

7/1/2014 thru 6/30/2015

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ACTIVITY SUMMARY - YAVAPAI					
REPORTED INVESTIGATIONS			CLOSED INVESTIGATIONS		
ABUSE	170	20.05%	ABUSE	200	21.21%
			Not Substantiated	193	96.50%
			Substantiated	7	3.50%
NEGLECT	607	71.58%	NEGLECT	667	70.73%
			Not Substantiated	643	96.40%
			Substantiated	24	3.60%
EXPLOITATION	267	31.49%	EXPLOITATION	323	34.25%
			Not Substantiated	320	99.07%
			Substantiated	3	0.93%
REPORTED ALLEGATIONS	1,044		CLOSED ALLEGATIONS	1,190	
REPORTED CASES	848		CLOSED CASES	943	

DEMOGRAPHICS FOR REPORTED CASES							
CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE				
18 - 29 years	34	4.01%	Alone - Little or No Assistance	267	31.49%		
30 - 39 years	33	3.89%	Alone - Some Family Assistance	15	1.77%		
40 - 49 years	36	4.25%	With Family	226	26.65%		
50 - 59 years	75	8.84%	With Non-Family	67	7.90%		
60 - 64 years	61	7.19%	CLIENT DWELLING / FACILITY TYPE				
65 - 69 years	76	8.96%	Nursing Care Institution	40	4.72%		
70 - 74 years	98	11.56%	Adult Foster Care Home (4 or less residents)	1	0.12%		
75 - 79 years	105	12.38%	Assisted Living Home (10 or less residents)	16	1.89%		
80 - 84 years	133	15.68%	Assisted Living Center (11 or more residents)	26	3.07%		
85 years and older	197	23.23%	Immediate Care Facility (Intellectual Disability)	0	0.00%		
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	29	3.42%		
CLIENT RACE			DDD Adult Dev Home (up to 3 adults in family home)	6	0.71%		
Amer Indian/AK Native	13	1.53%	Veteran Based Facility	2	0.24%		
Asian	5	0.59%	Arizona State Hospital	0	0.00%		
Black/African Amer	6	0.71%	Unlicensed Facility	1	0.12%		
Caucasian/White	641	75.59%	Homeless	20	2.36%		
Hispanic	32	3.77%	Unknown	132	15.57%		
Pacific Islander	1	0.12%	RELATION TO CLIENT		Reporting Source	Perpetrator	
Unknown/Other	150	17.69%	Caregiver/Resident Mgr	101	9.91%	120	12.70%
CLIENT MONTHLY INCOME			Conservator/Guardian	9	0.88%	18	1.90%
\$300 or Less	0	0.00%	Family Member	110	10.79%	231	24.44%
\$301 - \$500	0	0.00%	Financial Service	66	6.48%	3	0.32%
\$501 - \$750	1	0.12%	Friend/Neighbor	79	7.75%	56	5.93%
\$751 - \$1,000	1	0.12%	Law Enforcement	71	6.97%	0	0.00%
Over \$1,000	4	0.47%	Legal Service	5	0.49%	2	0.21%
Unknown	842	99.29%	Medical Service	175	17.17%	5	0.53%
CLIENT GENDER			Other	107	10.50%	92	9.74%
Female	485	57.19%	Other Public Service	52	5.10%	1	0.11%
Male	351	41.39%	Self	34	3.34%	412	43.60%
Unknown	12	1.42%	Social Service	195	19.14%	1	0.11%
			Unknown	15	1.47%	4	0.42%
			TOTAL	1,019	100.00%	945	100.00%



ADULT PROTECTIVE SERVICES

7/1/2014 thru 6/30/2015

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ACTIVITY SUMMARY - YUMA					
REPORTED INVESTIGATIONS			CLOSED INVESTIGATIONS		
ABUSE	55	17.57%	ABUSE	54	18.37%
			Not Substantiated	50	92.59%
			Substantiated	4	7.41%
NEGLECT	204	65.18%	NEGLECT	202	68.71%
			Not Substantiated	155	76.73%
			Substantiated	47	23.27%
EXPLOITATION	110	35.14%	EXPLOITATION	91	30.95%
			Not Substantiated	87	95.60%
			Substantiated	4	4.40%
REPORTED ALLEGATIONS	369		CLOSED ALLEGATIONS	347	
REPORTED CASES	313		CLOSED CASES	294	

DEMOGRAPHICS FOR REPORTED CASES							
CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE				
18 - 29 years	21	6.71%	Alone - Little or No Assistance	93	29.71%		
30 - 39 years	4	1.28%	Alone - Some Family Assistance	10	3.19%		
40 - 49 years	6	1.92%	With Family	110	35.14%		
50 - 59 years	32	10.22%	With Non-Family	20	6.39%		
60 - 64 years	29	9.27%	CLIENT DWELLING / FACILITY TYPE				
65 - 69 years	29	9.27%	Nursing Care Institution	20	6.39%		
70 - 74 years	31	9.90%	Adult Foster Care Home (4 or less residents)	0	0.00%		
75 - 79 years	46	14.70%	Assisted Living Home (10 or less residents)	7	2.24%		
80 - 84 years	44	14.06%	Assisted Living Center (11 or more residents)	7	2.24%		
85 years and older	71	22.68%	Immediate Care Facility (Intellectual Disability)	0	0.00%		
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	2	0.64%		
			DDD Adult Dev Home (up to 3 adults in family home)	1	0.32%		
CLIENT RACE			Veteran Based Facility	0	0.00%		
Amer Indian/AK Native	1	0.32%	Arizona State Hospital	0	0.00%		
Asian	3	0.96%	Unlicensed Facility	0	0.00%		
Black/African Amer	9	2.88%	Homeless	6	1.92%		
Caucasian/White	185	59.11%	Unknown	37	11.82%		
Hispanic	92	29.39%	RELATION TO CLIENT Reporting Source Perpetrator				
Pacific Islander	1	0.32%	Caregiver/Resident Mgr	25	6.91%	46	13.26%
Unknown/Other	22	7.03%	Conservator/Guardian	3	0.83%	11	3.17%
CLIENT MONTHLY INCOME			Family Member	48	13.26%	101	29.11%
\$300 or Less	0	0.00%	Financial Service	35	9.67%	1	0.29%
\$301 - \$500	1	0.32%	Friend/Neighbor	16	4.42%	18	5.19%
\$501 - \$750	4	1.28%	Law Enforcement	25	6.91%	0	0.00%
\$751 - \$1,000	6	1.92%	Legal Service	1	0.28%	0	0.00%
Over \$1,000	6	1.92%	Medical Service	55	15.19%	0	0.00%
Unknown	296	94.57%	Other	32	8.84%	39	11.24%
CLIENT GENDER			Other Public Service	25	6.91%	0	0.00%
Female	180	57.51%	Self	6	1.66%	131	37.75%
Male	127	40.58%	Social Service	85	23.48%	0	0.00%
Unknown	6	1.92%	Unknown	6	1.66%	0	0.00%
			TOTAL	362	100.00%	347	100.00%