



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

State Fiscal Year 2011
Division of Aging and Adult Services
Adult Protective Services
Annual Activity Report

Clarence H. Carter, Director
December 2011

**Division of Aging and Adult Services
Adult Protective Services
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EXECUTIVE SUMMARY

We are pleased to present you with the Adult Protective Services (APS) Annual Report which covers the period of July 1, 2010 – June 30, 2011. The APS Annual Report is produced to inform state government officials, the general public, and other agencies and organizations about the various types of abuse experienced by vulnerable adults in Arizona.

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

- There were 6,889 reports of vulnerable adult mistreatment investigated;
- Family members make up 31 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 (32 percent) and neglect by family members (31 percent) continue to be the leading causes for protective services investigations; and
- The top two reporting sources are social services (27 percent) and medical services (15 percent).

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

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

Fax at (602) 277-4984

On-line at www.azdes.gov/reportadultabuse

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

PROGRAM BACKGROUND AND SERVICE DELIVERY

Adult Protective Services (APS) is part of the Division of Aging and Adult Services (DAAS) within the Arizona Department of Economic Security (DES). APS is required by law to receive and evaluate reports of abuse, neglect, or exploitation of vulnerable 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. 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 investigated, then an APS case is established. The case is routed to the appropriate district office for assignment to a caseworker and a field evaluation is subsequently conducted. The caseworker assesses whether or not there is a factual basis for the allegation(s) of abuse, neglect, or exploitation, and then they work to ameliorate the condition of the client and remedy the situation according to the case plan.

During the evaluation process, APS staff have the authority to obtain medical and financial records without consent from the client. APS staff work to develop a plan of action and then offer appropriate services based on individual need and acceptance provided the client has the capacity to make or communicate informed decisions. If the client has been evaluated by a physician and determined that he/she can no longer make decisions, APS will file for the appointment of a guardian/conservator if one has not already been appointed or if there is no one else who is willing or able to serve. A public or a private fiduciary may be appointed by the court.

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

Quality Assurance – The method of determining if the staff are conforming to APS policies and procedures (DES 5-56) consists of reviewing closed APS cases, with a focus on intake, case management, and supervisory functions. Ongoing supervisory and random case reviews are conducted throughout the year. In addition, annual comparisons are made to the baseline data. For an investigated report to be considered a quality report it must meet at least 18 of 20 criteria. Two quality assurance instruments are used to obtain raw data. One instrument measures the intake function and the other measures the casework and supervision functions of APS workers. The APS District Program Managers are responsible for conducting the reviews, excluding the intake function, which is conducted by the APS Operations Manager. Regular monitoring of performance standards statewide will continue to ensure that the program remains at acceptable levels of compliance. Technical assistance and training are developed and provided to field staff as needed.

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

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

As per A.R.S. § 46-458 Hearing Process, APS must meet the Preponderance of Evidence burden of proof when submitting a case for an Administrative Hearing. If the substantiation is affirmed, the accused person's name will be placed on the APS Registry for ten years. The APS Registry is open to the general public upon written request for the information. Potential employers may 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 Agreement also outlines the process for information sharing. Joint investigations are conducted when necessary.

Area Agencies on Aging (AAA) – DAAS/APS works jointly with the Area Agencies on Aging to promote the safety and well-being of mutual clients. Each AAA provides services through the Long Term Care Ombudsman Program and the Home and Community Based Services Program. The primary purpose of the Long Term Care Ombudsman Program is to identify, investigate, and resolve complaints made by, or on

behalf of residents of long-term care facilities. APS refers cases to the Long Term Care Ombudsman Program when resident situations do not rise to the level of an APS investigation and when the situation deals more with resident rights issues. APS and the Long Term Care Ombudsman Program also work closely together during facility closures when residents need to be relocated. Home and Community Based Services are provided to individuals who are functionally impaired and unable to perform activities of daily living. The intended purpose of the services is to provide assistance to individuals to maintain their independence and remain in the least restrictive setting for as long as possible.

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

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

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

SUMMARY OF DATA

The Arizona Adult Protective Services System, or AZAPSS, provides case management and tracking of APS clients from intake to closure. AZAPSS provides a consistent retrieval of APS records and data for statistical reports at the district level. The system is structured to meet the legislative mandate of a central APS registry. Equally important, AZAPSS is used to track vulnerable APS clients during local or statewide emergencies. AZAPSS' simplicity allows for ease in navigating case information and program reports.

APS received 10,695 inquiries for the period of July 1, 2010 – June 30, 2011 (SFY 2011). Of those inquiries, 3,806 were information and referral inquiries and 6,889 were reports. The APS investigation rate remains at 100 percent for this period. The following chart identifies the number of reports received by district and the type of allegation for the reports:

District	Number of Reports	Allegations		
		Abuse	Neglect	Exploitation
I	3,492	1,036	2,426	979
II	1,285	311	965	372
III	606	106	477	144
IV	571	109	409	174
V	512	115	362	148
VI	423	78	325	114
Statewide	6,889	1,755	4,964	1,931

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

STATEWIDE REPORT STATISTICS

In SFY 2011, substantiation rates for the allegations were five percent for abuse, 13 percent for neglect, and two percent for exploitation.

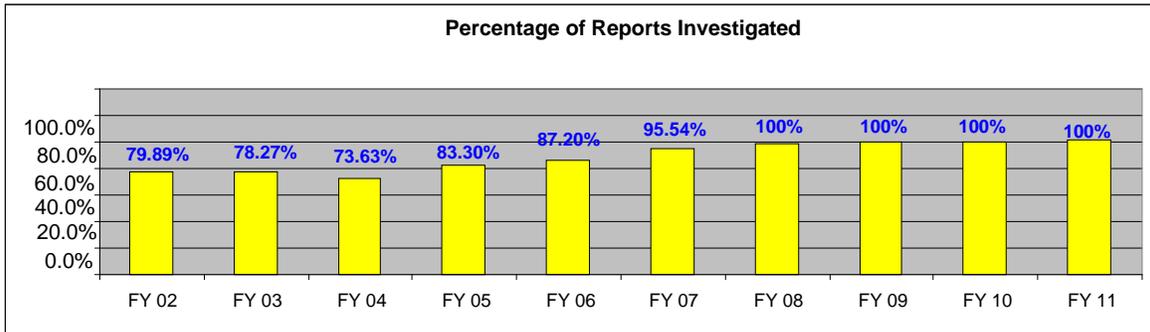
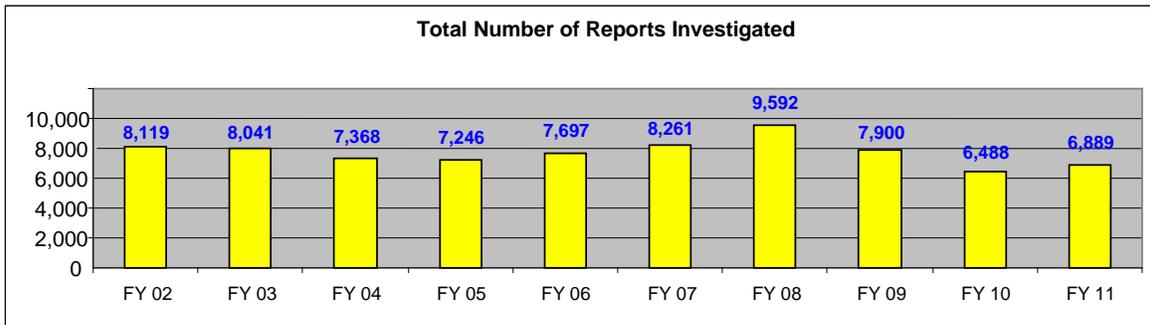
- Seventy-five percent of APS clients were over the age of 60, while 25 percent are clients 18-59 years of age.
- Sixty-eight percent of APS clients identified themselves as Caucasian and 12 percent identified themselves as Hispanic.
- Two-thirds of the APS clients were female, while one-third were male.
- Twenty-seven percent of APS clients live with family, while 18 percent of APS clients live alone with little to no assistance.
- Alleged perpetrators who are family members accounted for 31 percent; self neglect accounted for 32 percent; and paid caregivers/residential management accounted for 19 percent.
- Forty-nine 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 2011 are located in the Appendix (Note: the activity summaries totals may round plus or minus 100 percent.)

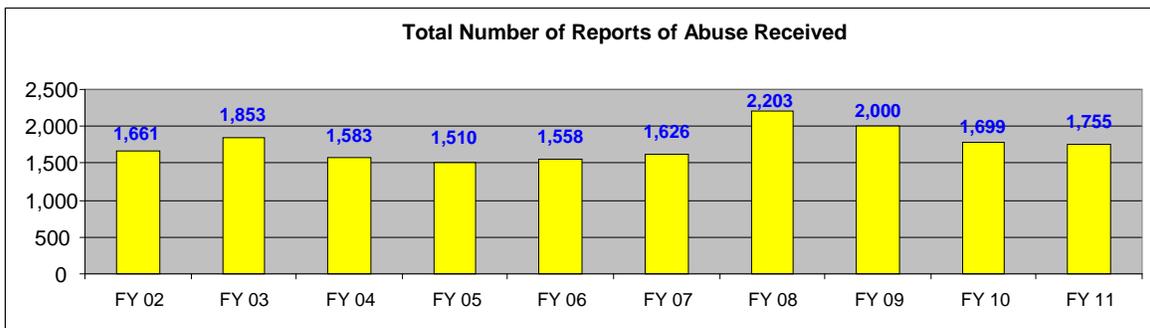
REPORTS

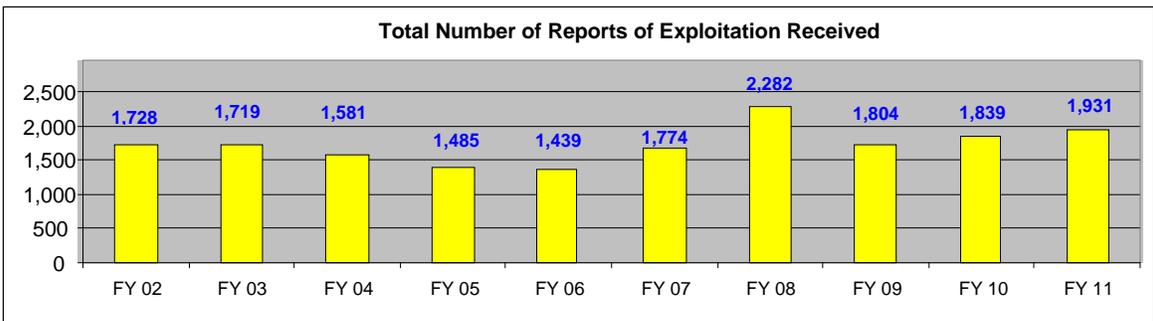
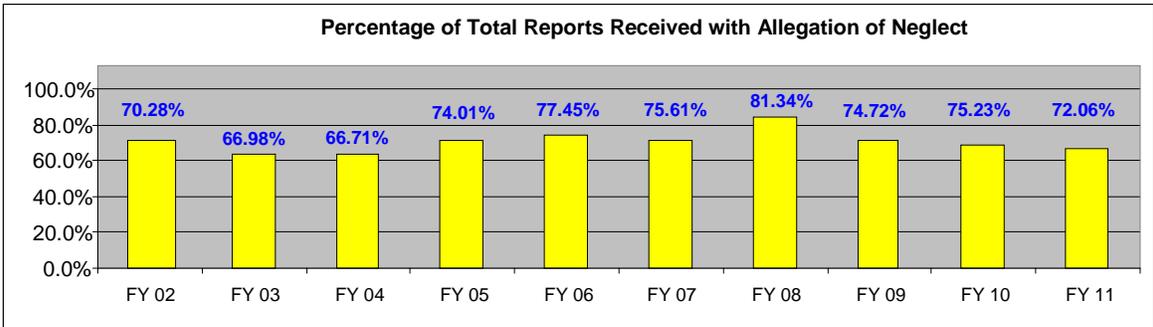
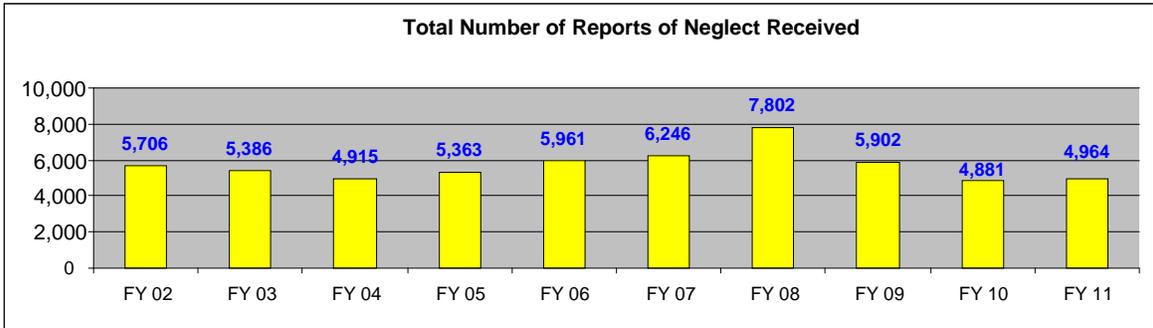
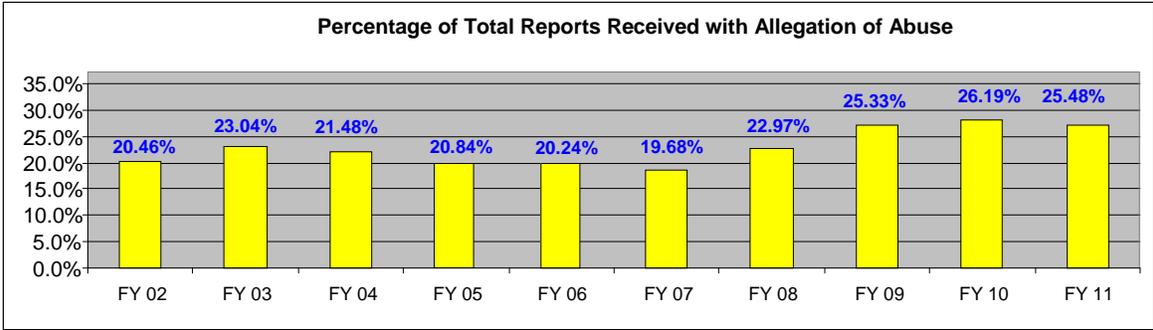
This section of the report provides information on APS statistics and trends from SFY 2002-2011.

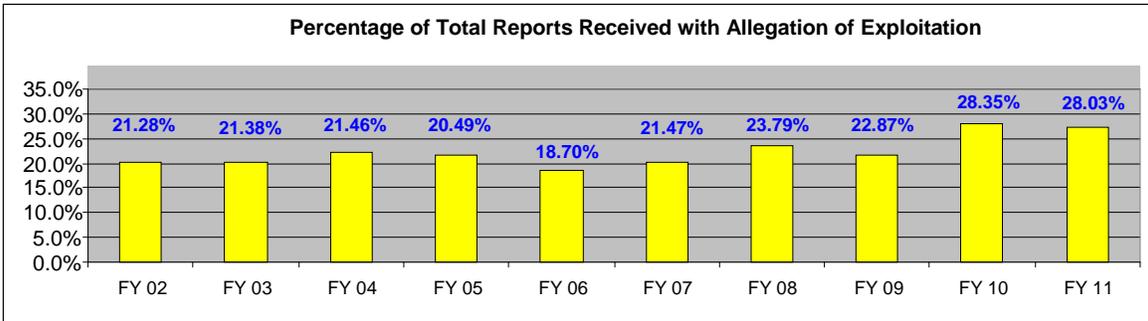
The following graph depicts the trend in investigated reports for SFY 2002-2011.



The following graphs depict the trends in reports in relation to the type of allegation (abuse, neglect, and/or exploitation) from SFY 2002-2011.

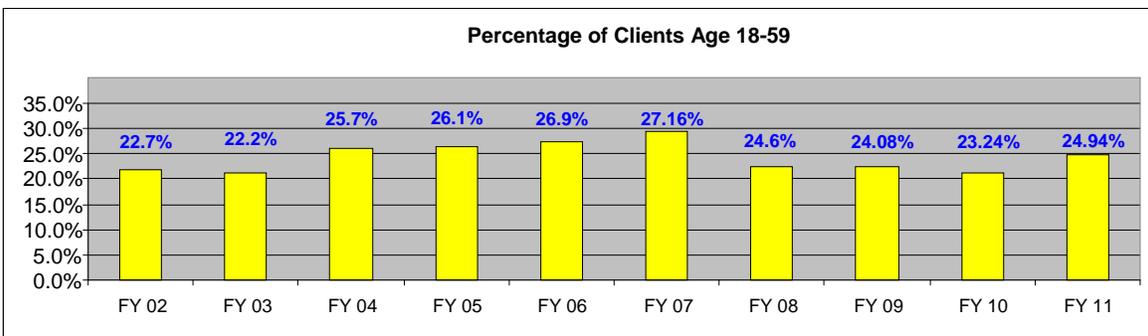
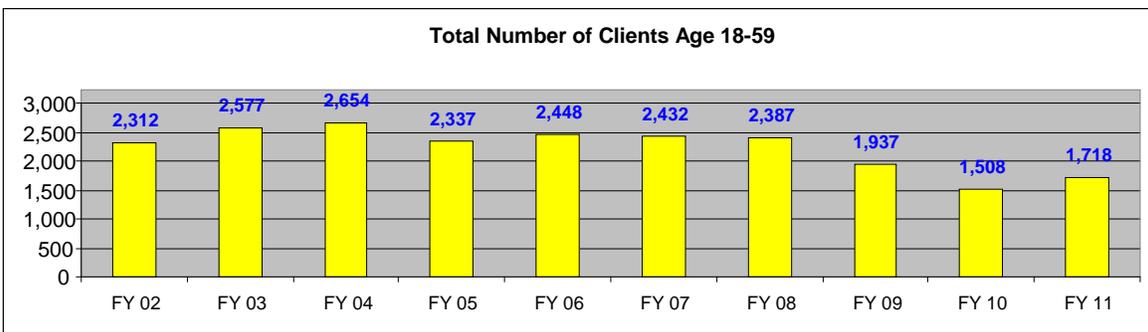


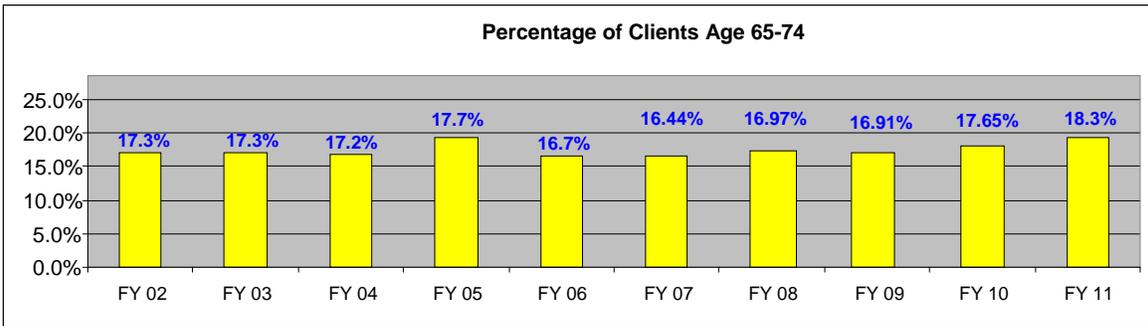
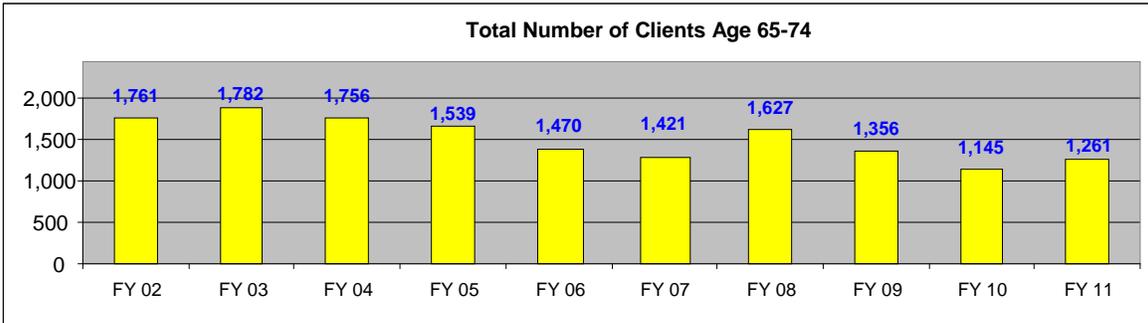
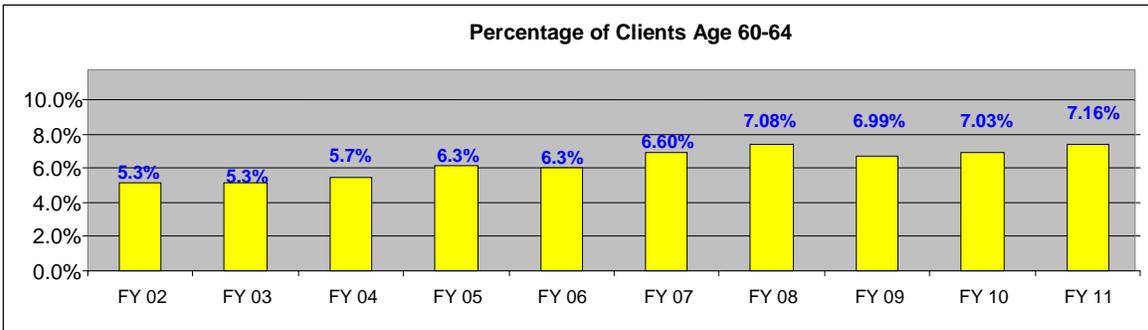
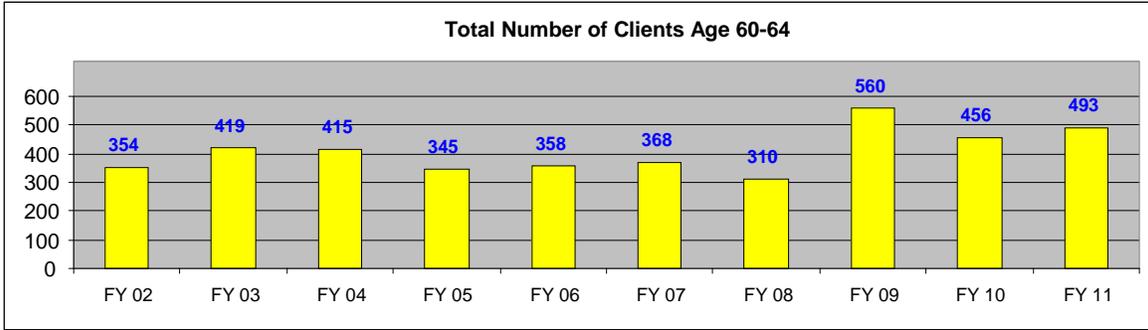


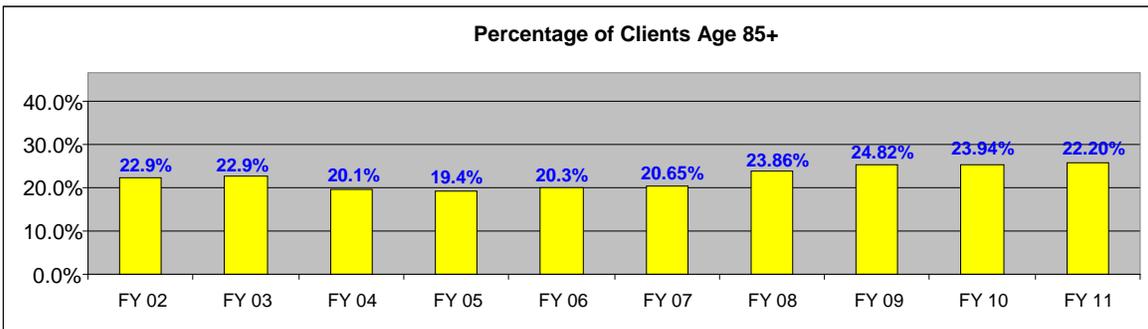
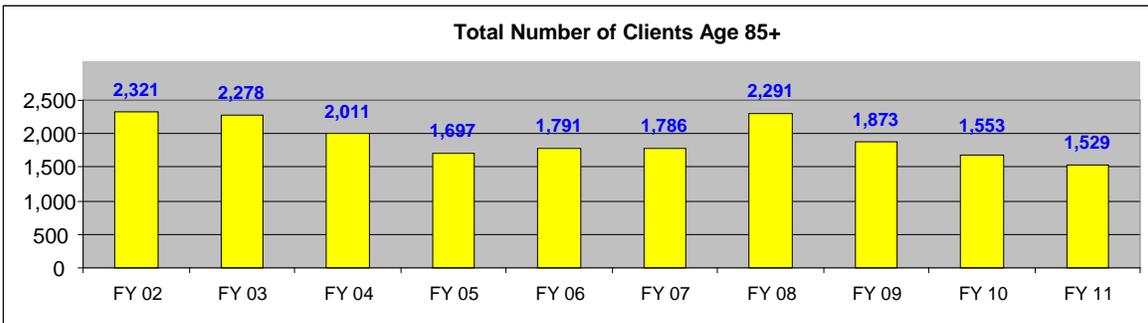
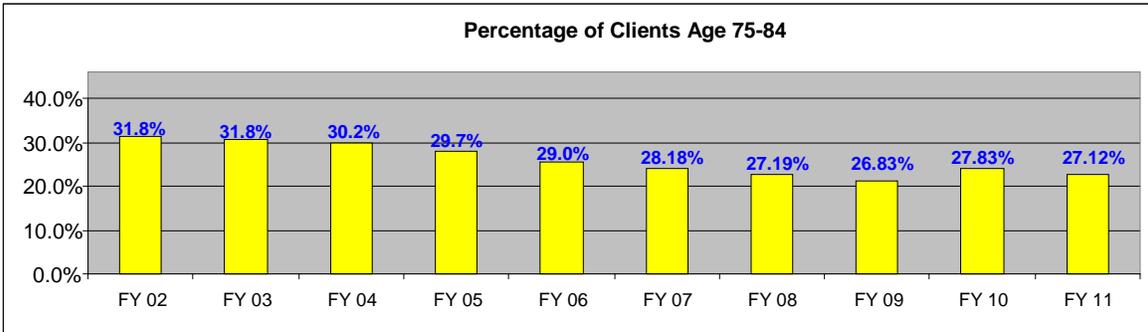
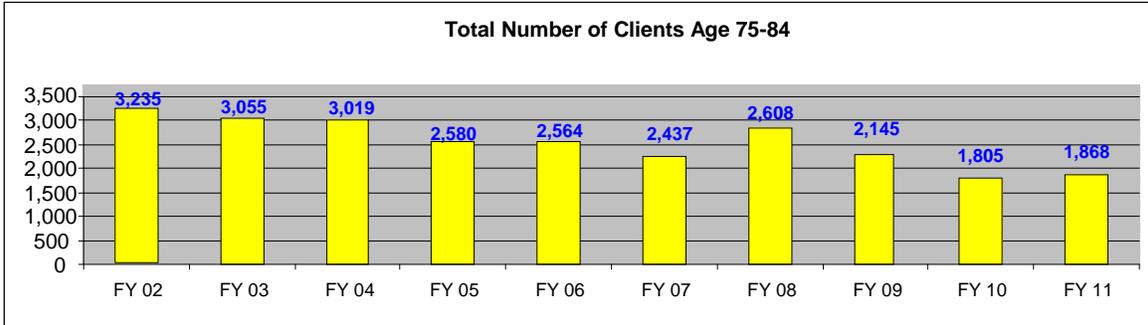


CLIENTS

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 2002-2011.

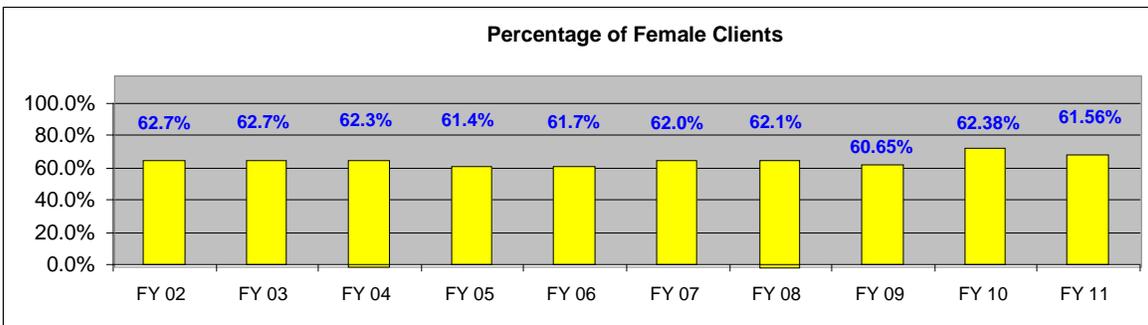
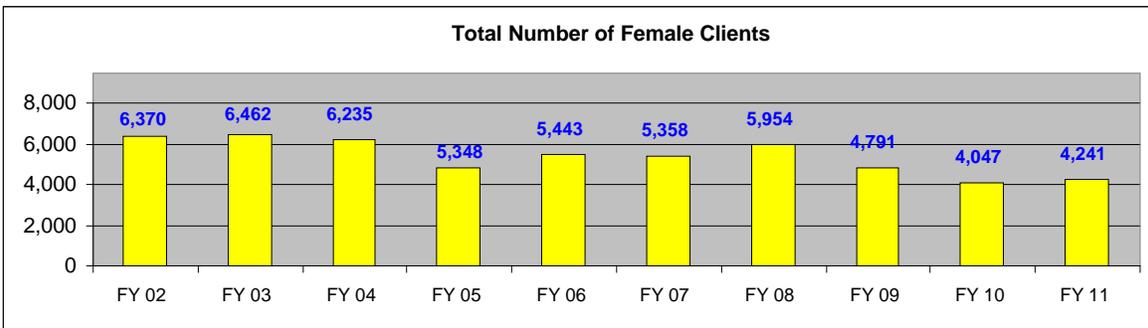
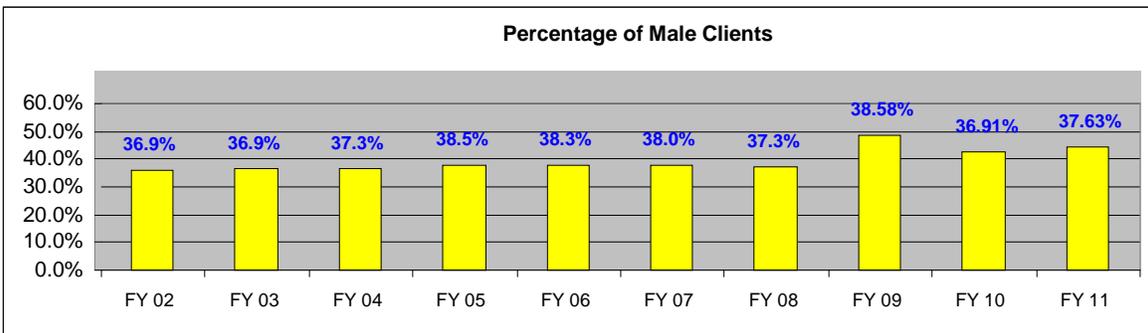
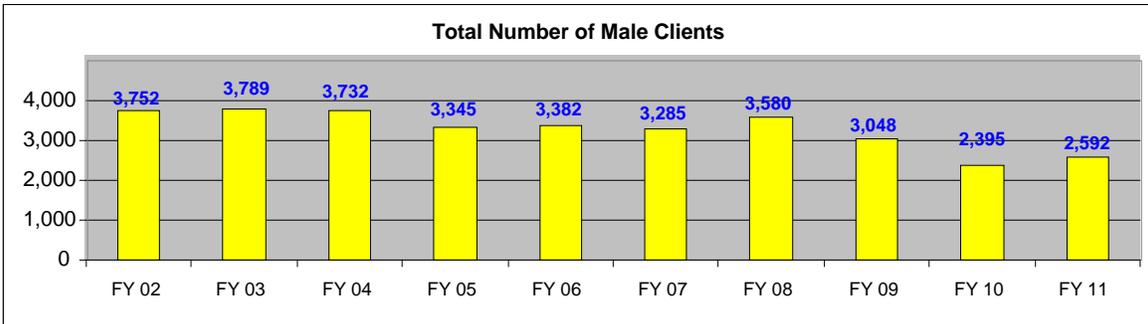




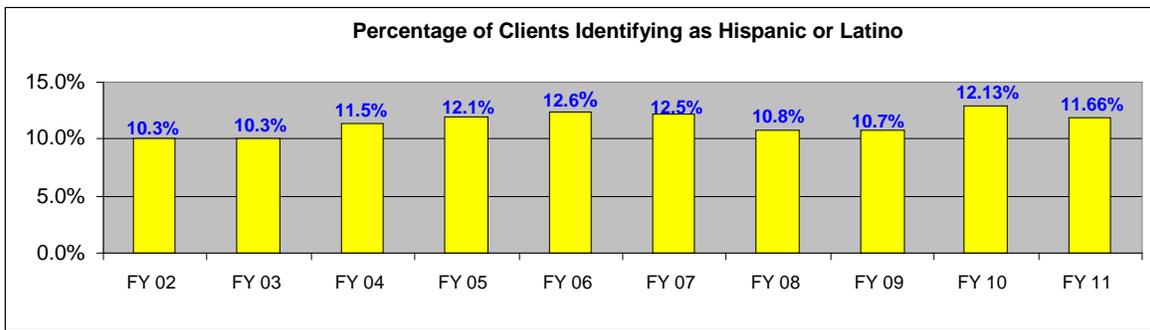
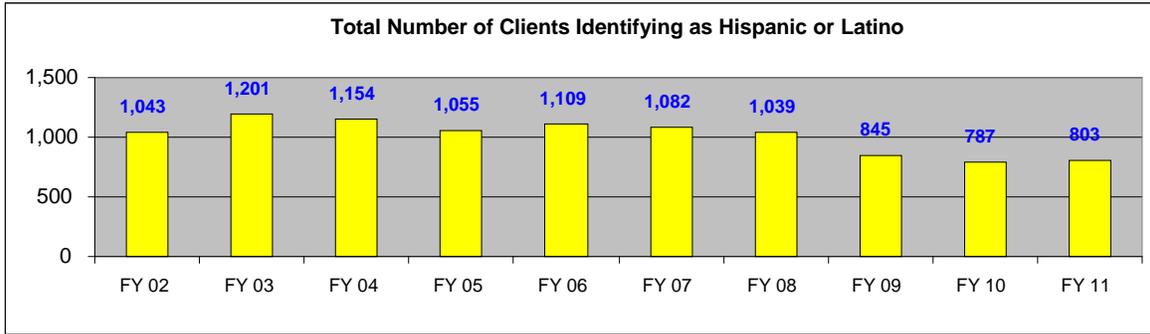


- Although APS serves individuals 18 years of age or older, the majority of APS services are provided to individuals 75 and above with the largest proportionate category being those identified as 85 years of age or older.

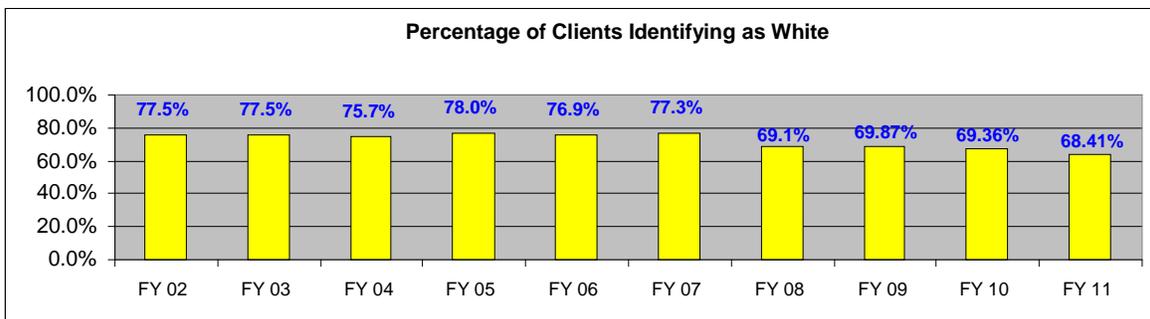
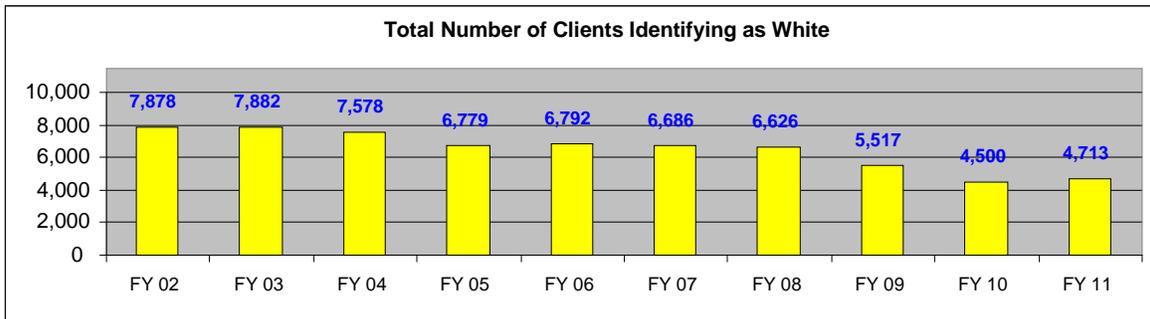
- Females were the majority of APS clients between SFY 2002-2011. Females have a longer life expectancy than males which may contribute to this particular statistic.



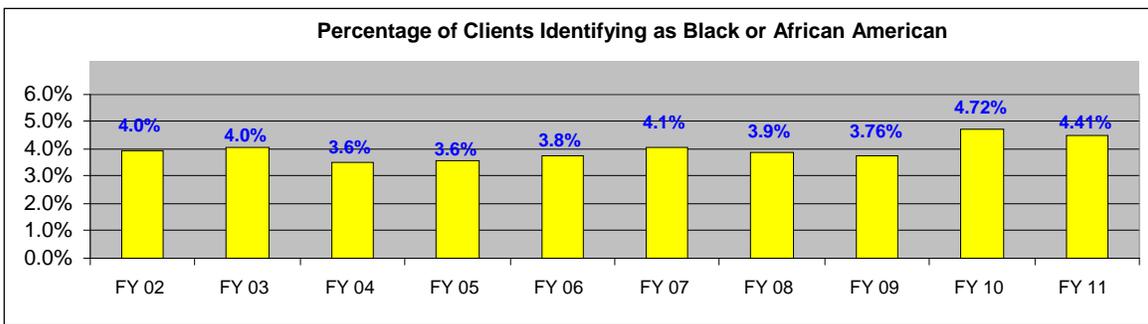
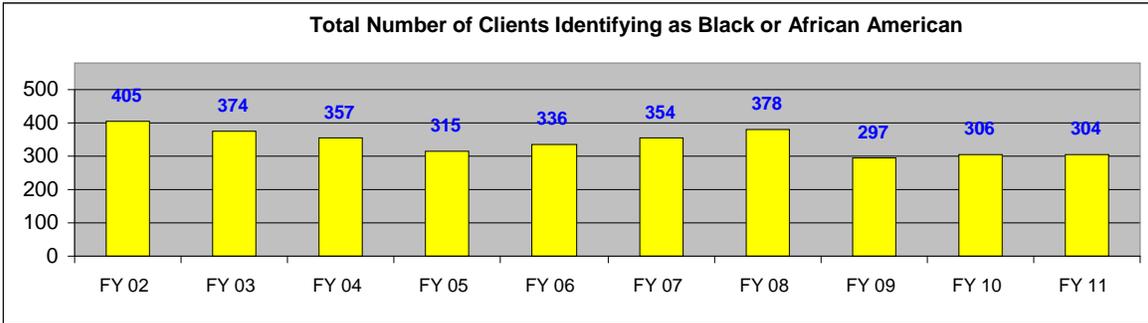
- APS clients that identified their ethnicity as Hispanic or Latino accounted for 12 percent of those served in SFY 2011.



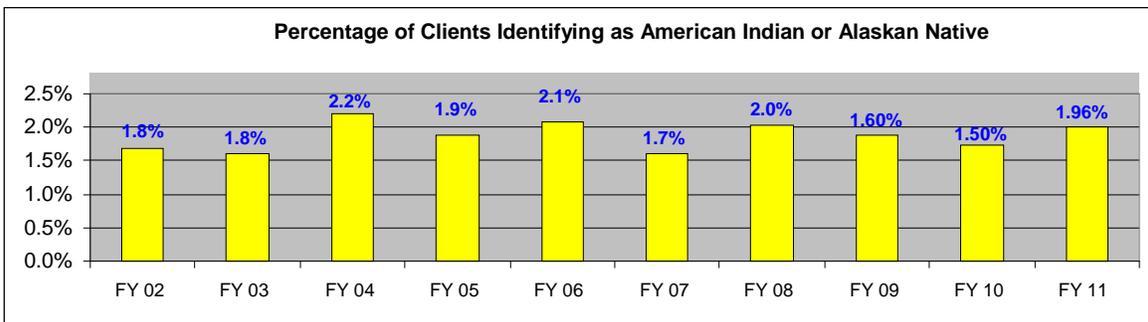
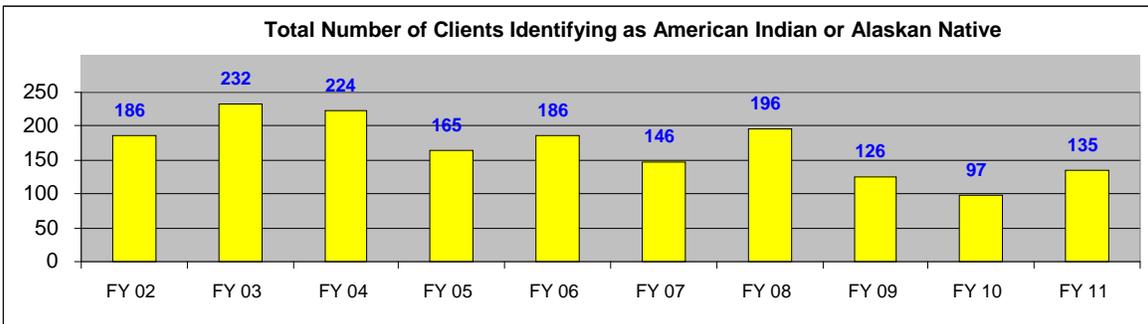
- APS client demographic specific to race is consistent with the overall Arizona population. Although there has been a nine percent decrease in the number of APS clients identifying themselves as White since SFY 2002, this race category remains proportionately higher than the other race categories.



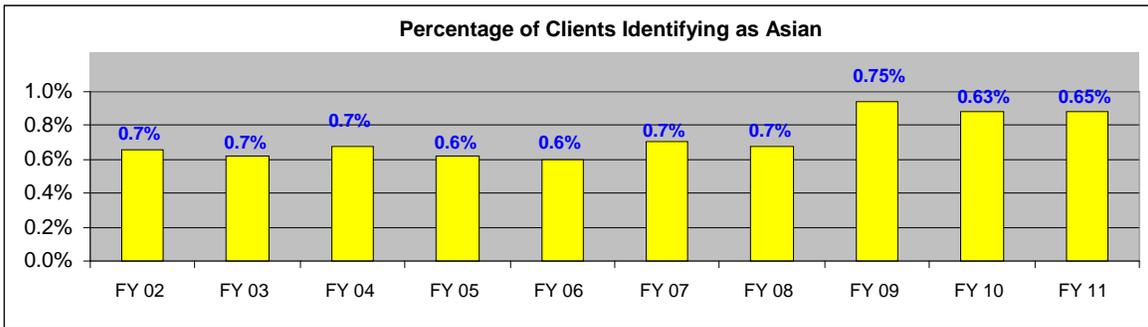
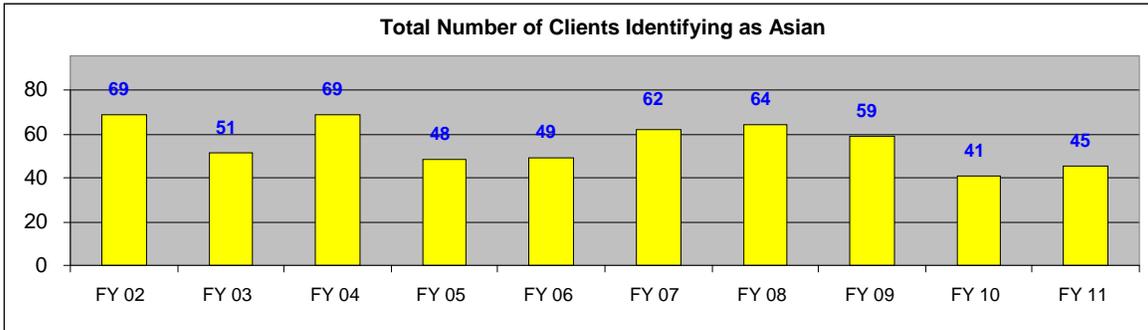
- APS clients identifying themselves as Black or African American account for slightly less than five percent of all APS clients.



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

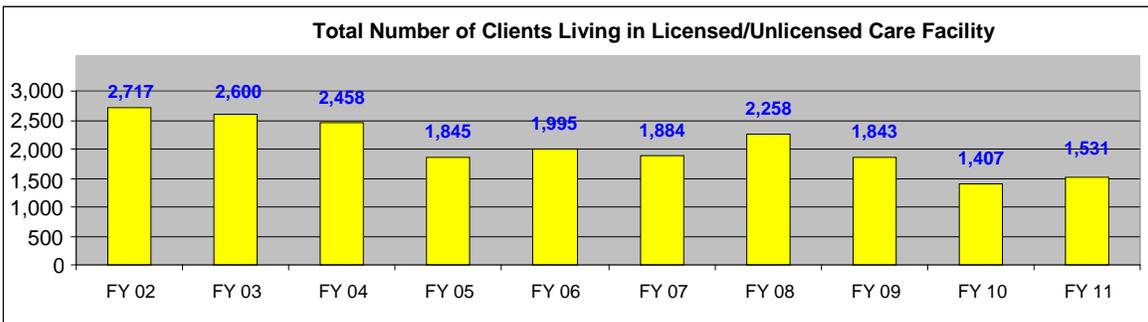


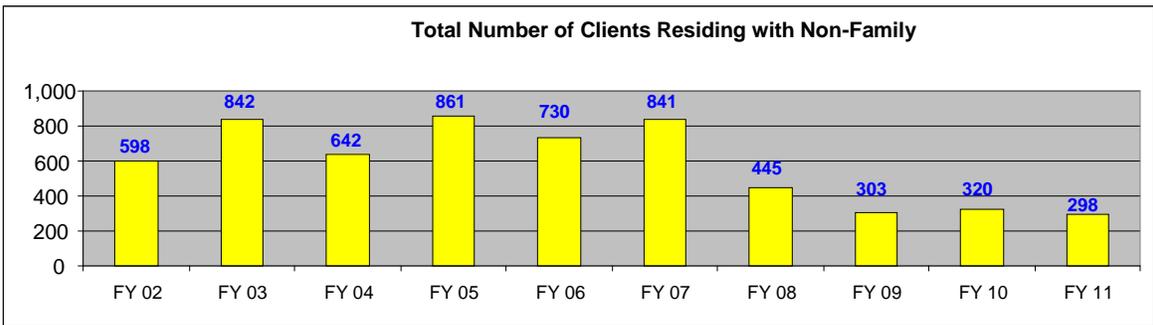
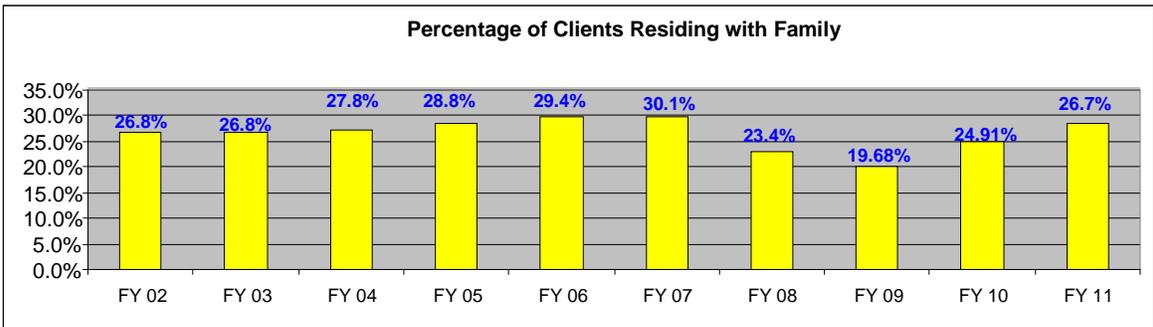
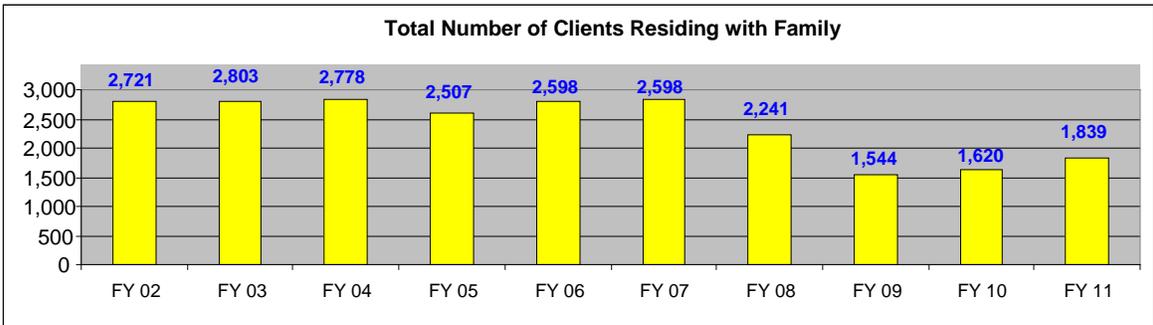
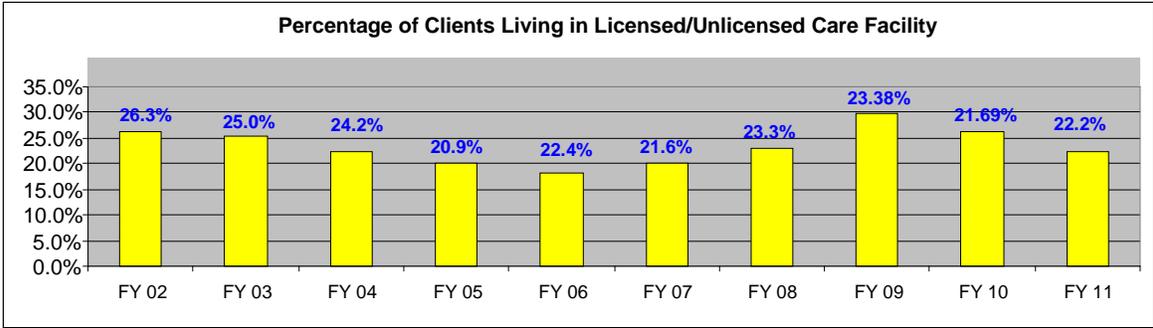
- Cultural diversity may also contribute to the smaller number of cases for the majority of racial groups. Familial obligations, religious beliefs, and various perceptions on the kinds of information to be shared with non-family members, as well as a lack of awareness, may lead to the reluctance of certain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

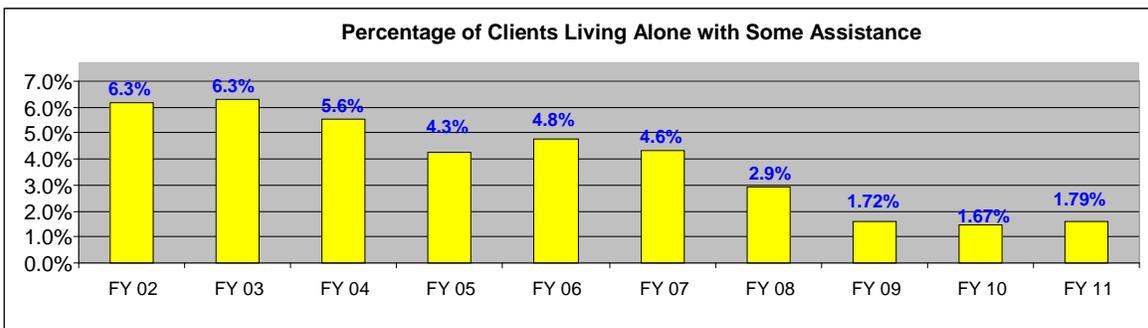
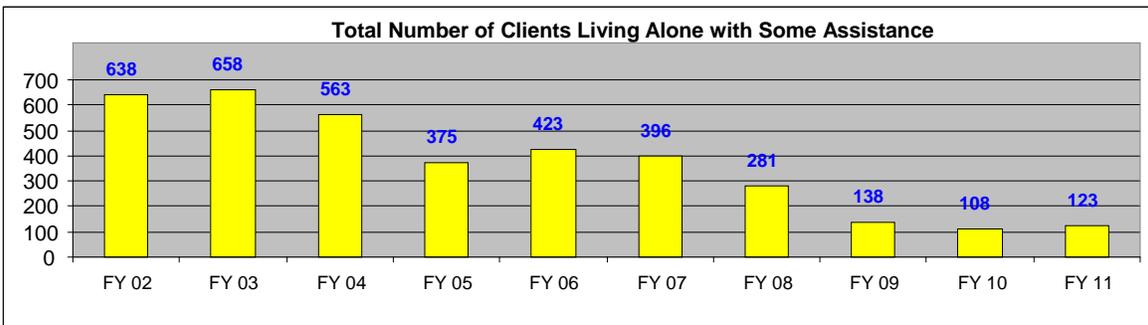
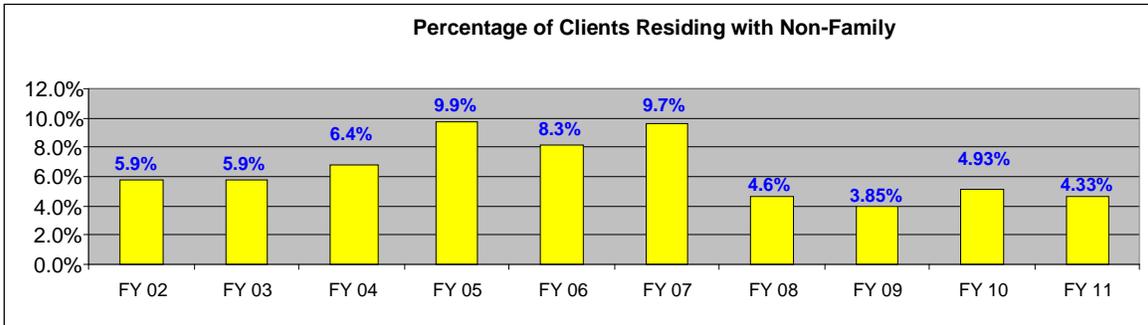


The following graphs depict the trends in APS client living arrangements for SFY 2002-2011.

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





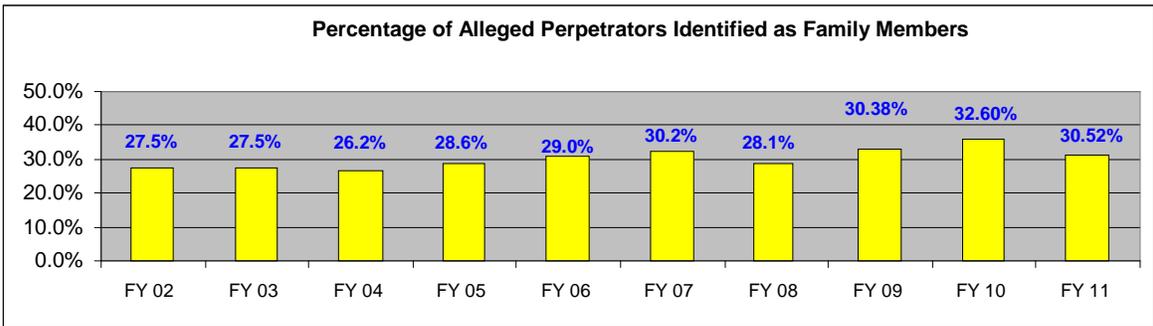
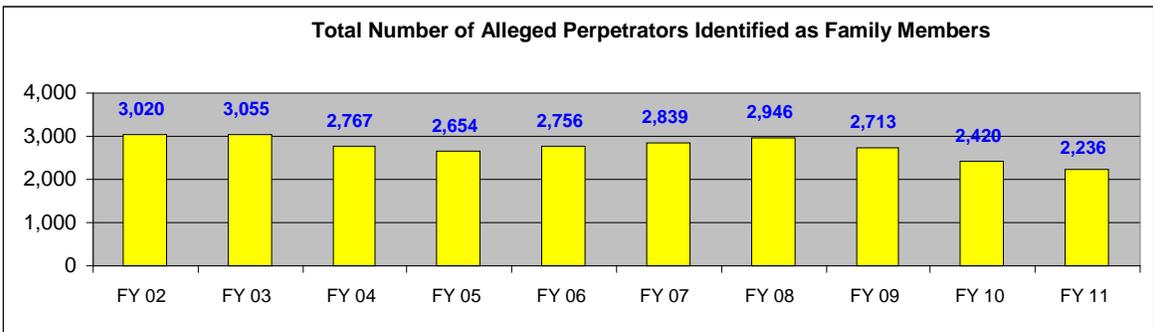
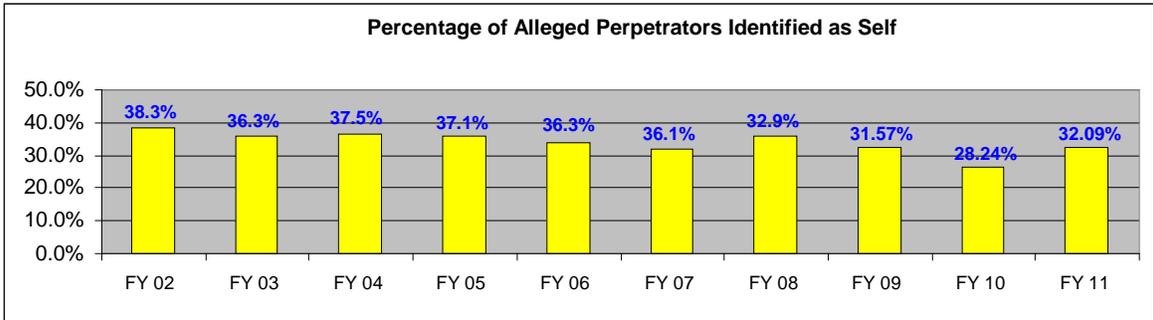
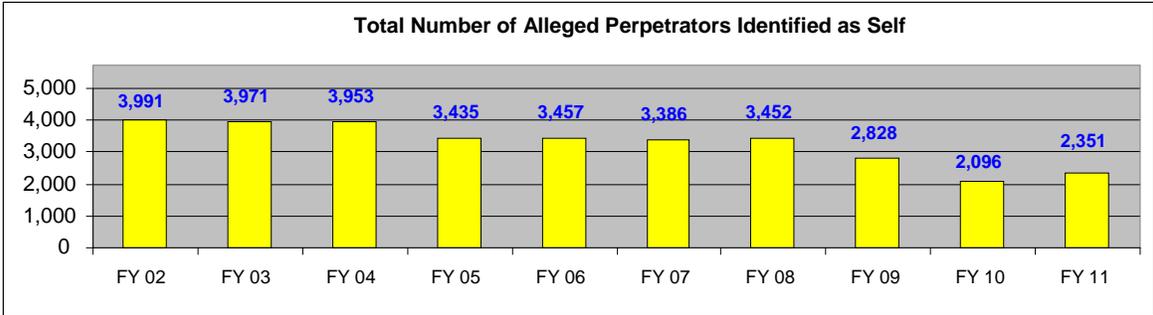


- Clients residing alone, with some assistance have decreased by 4.5 percent since 2002.

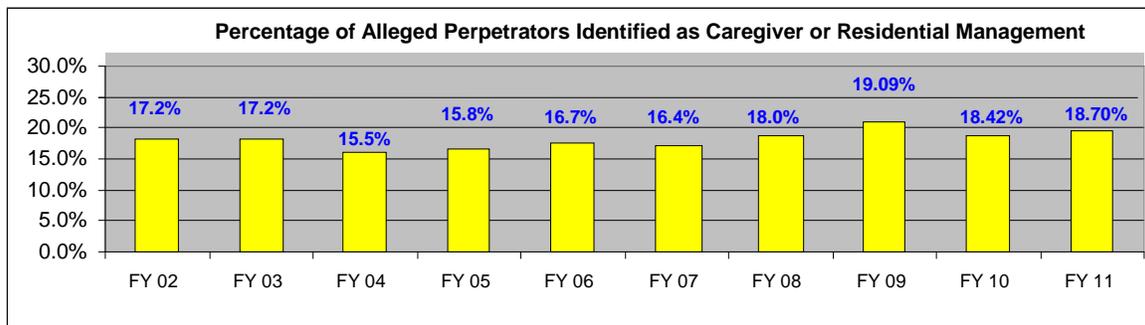
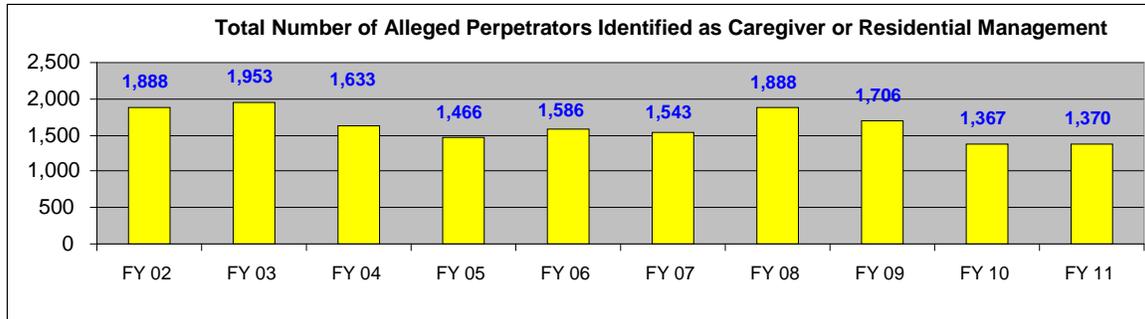
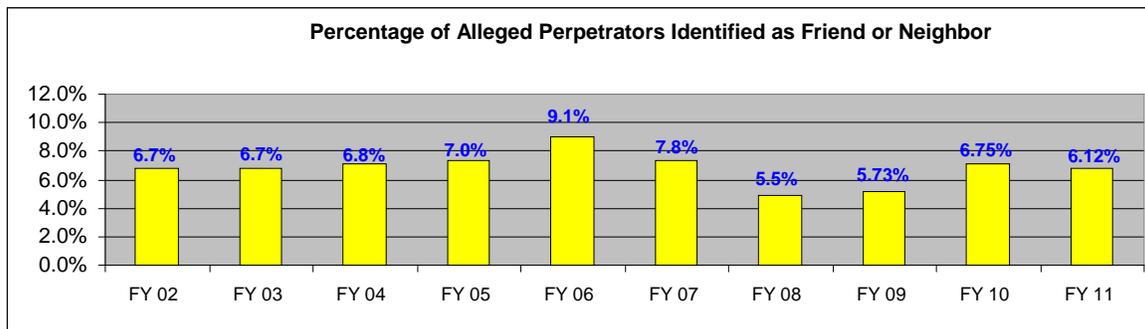
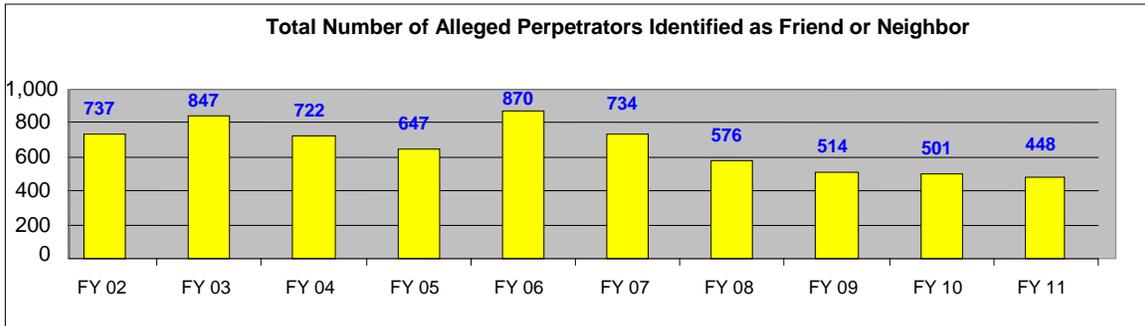
ALLEGED PERPETRATORS

The following graphs depict the trends in alleged perpetrators between SFY 2002-2011.

Neglect continues to be the leading cause for protective services investigations although the alleged perpetrator identified as “self” has decreased by six percent since SFY 2002. 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.



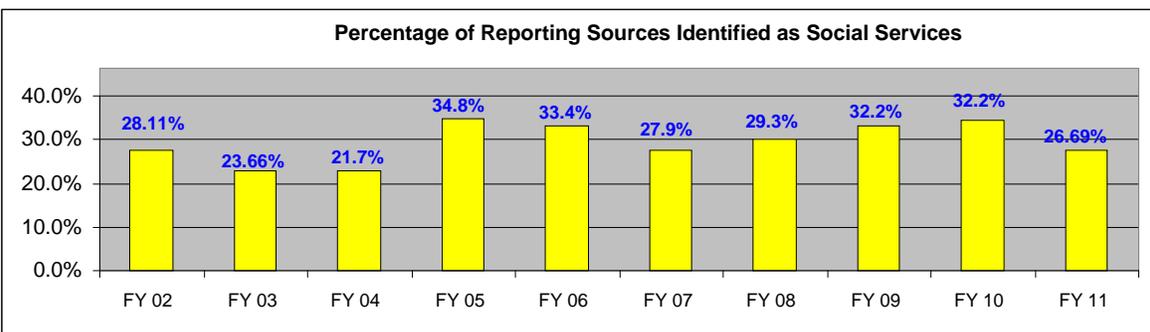
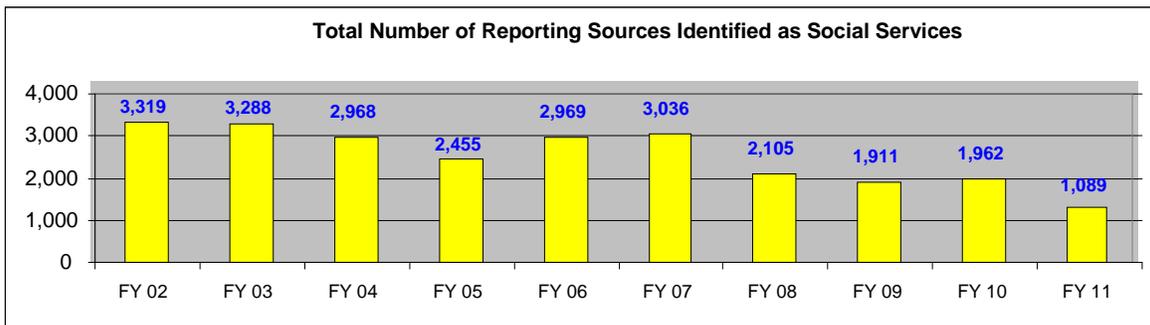
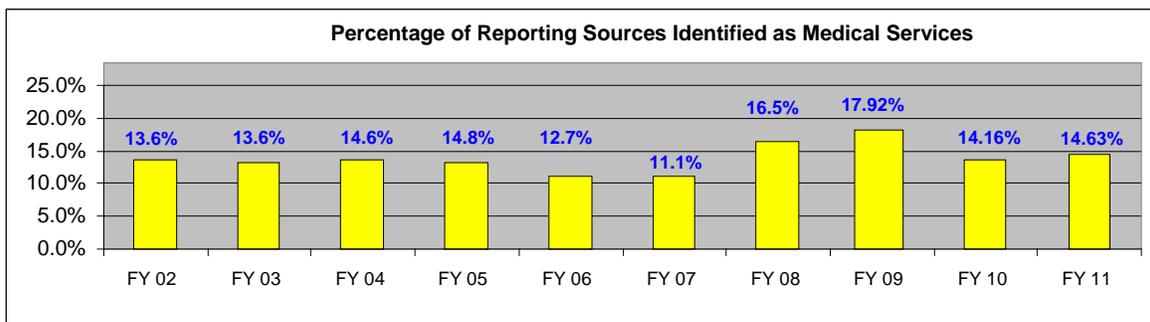
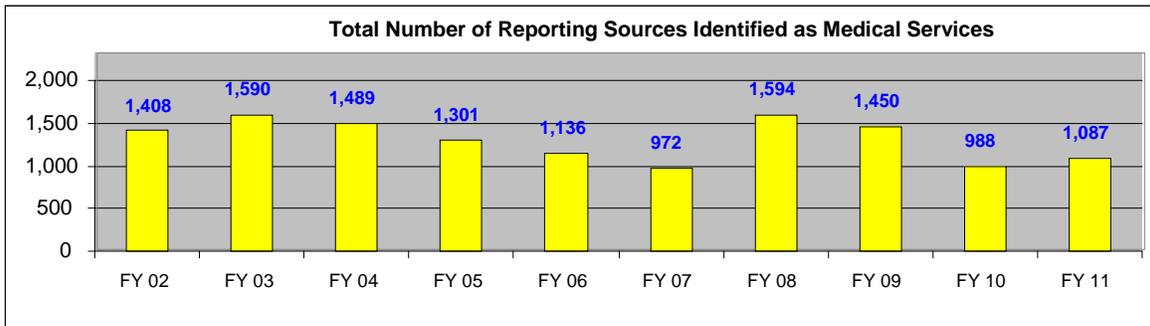
- Family members or neighbors identified as the alleged perpetrator has increased three percent from SFY 2002 to SFY 2011.

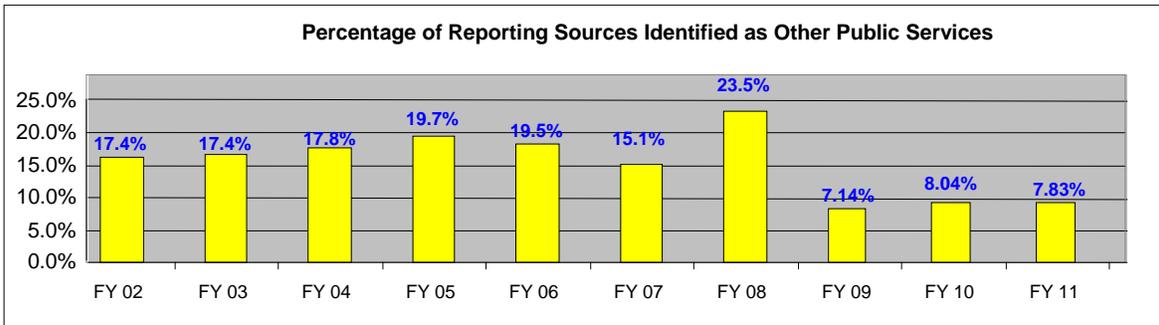
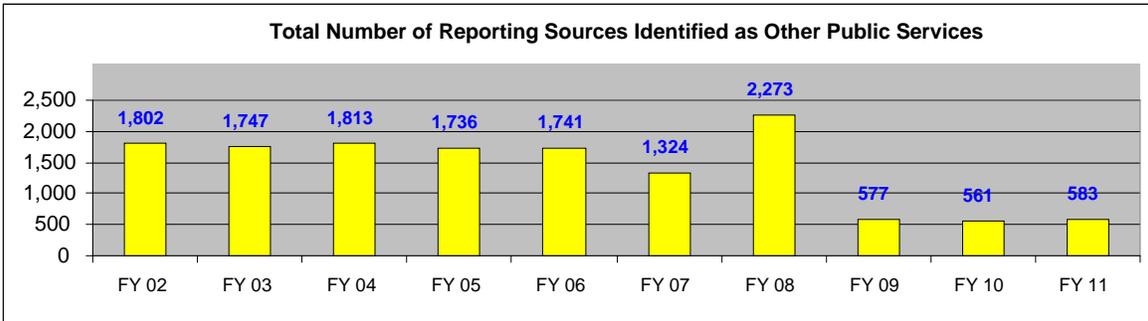


- There is an increase of 1.5 percent in alleged perpetrators identified as paid caregivers or residential management employees since SFY 2002.

REPORTING SOURCES

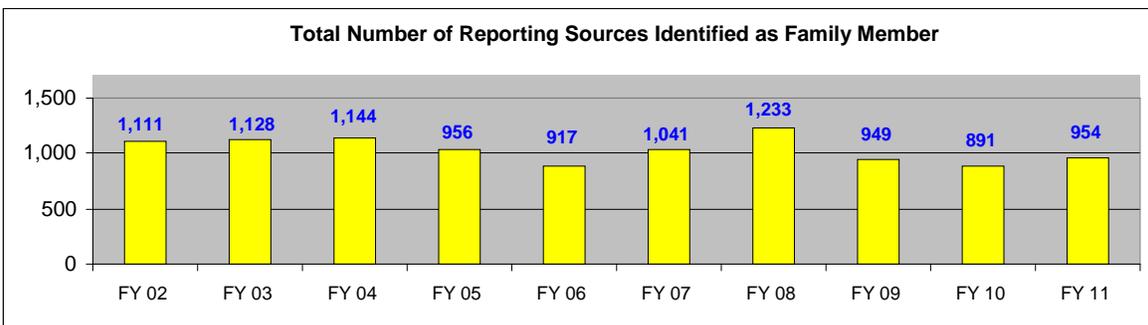
The following graphs depict the trends in reporting sources between SFY 2002-2011. As mandatory reporters, medical services, social services, and public services consistently make up the largest portions of reporting sources.

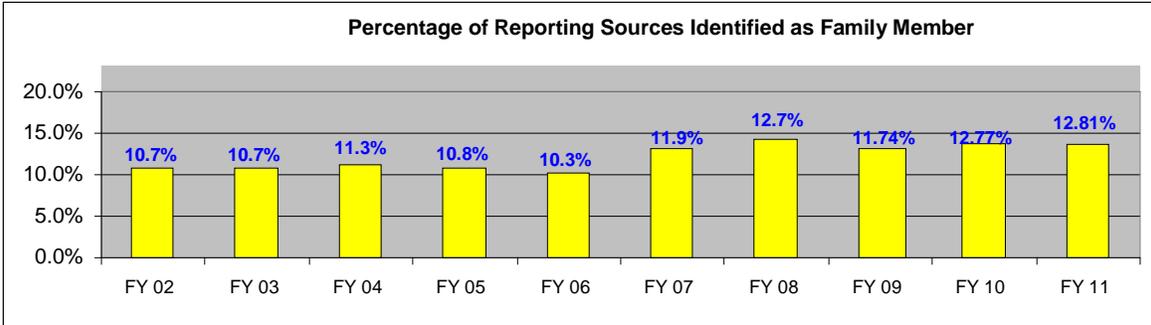




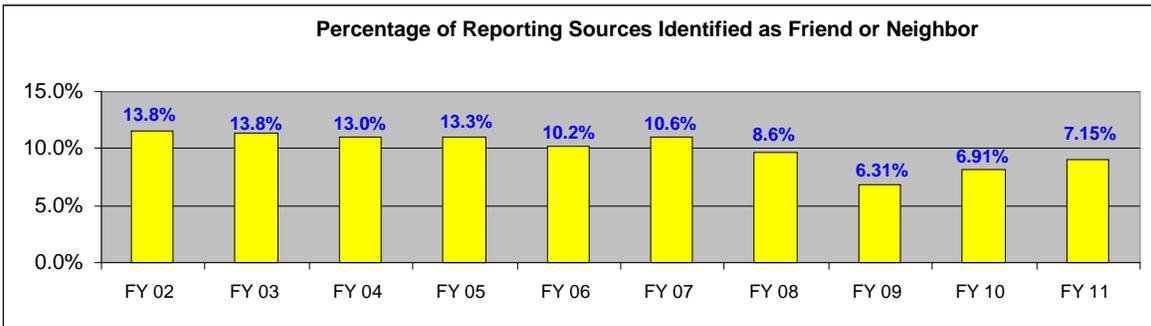
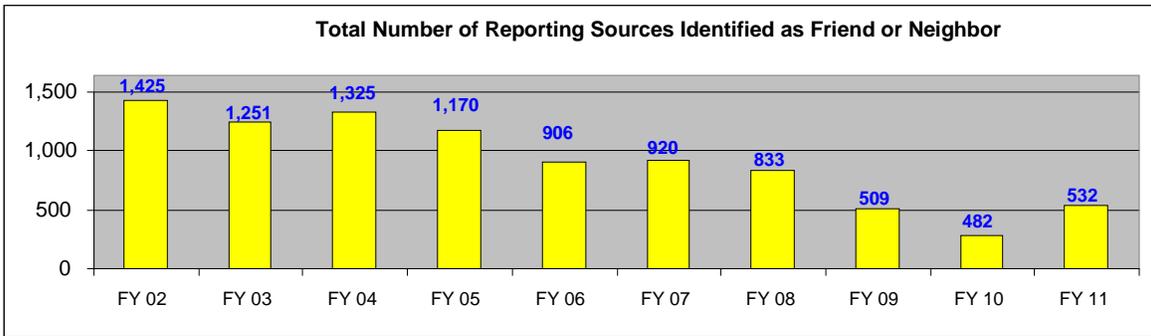
Note: In SFY 2009, the category of public services was separated into several categories that more accurately illustrate the relationship to the client, thus reflecting a decrease that is namely due to the expanded category options.

- Public Services as a reporting source increased by eight percent between SFY 2007 and SFY 2008, most likely due to 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. Those efforts were not sustainable after SFY 2008 due to reduced staffing as a result of the state's economic downturn.

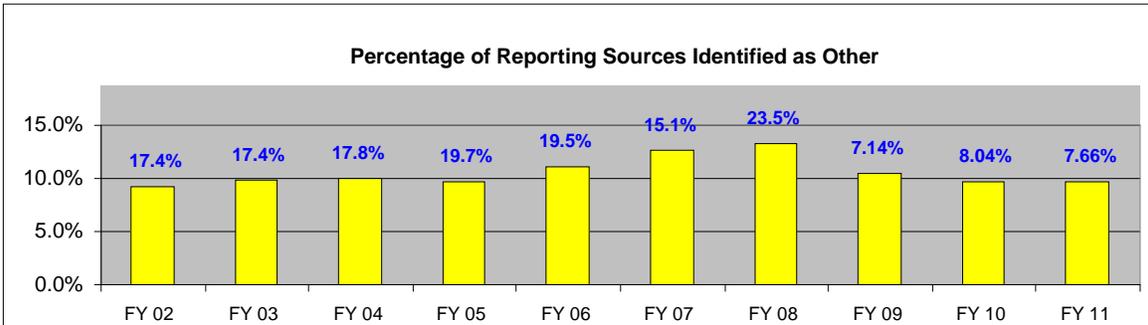
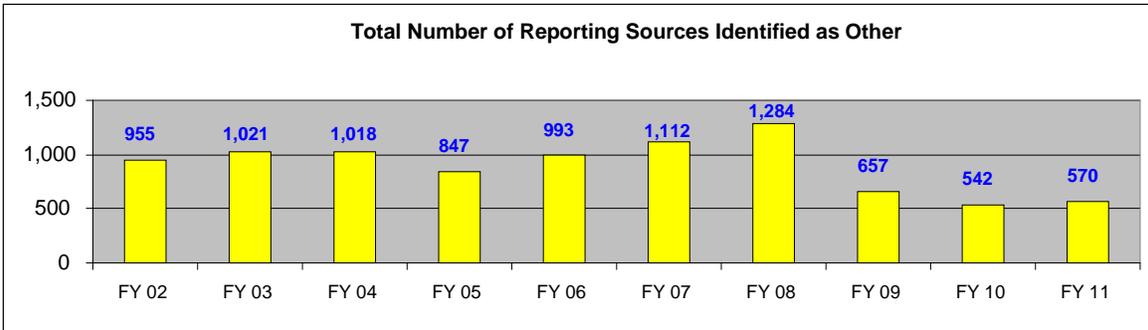




- Since SFY 2002, reporting sources identified as “friend and neighbor” have decreased by seven percent.



- Reporting sources identified as “other” have decreased by ten percent since SFY 2002. This is primarily due to improved and more consistent categorization of reporting sources identified under the category of “other.”



CONCLUSION

Thank you for your interest in Arizona Adult Protective Services and the report of APS client and service trends from 2002-2011. For SFY 2011 county-level data for the information presented throughout this report, please see the Appendix.

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

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

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

Fax at (602) 277-4984

On-line at www.azdes.gov/reportadultabuse

Appendix



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

ADULT PROTECTIVE SERVICES

7/1/2010 thru 6/30/2011

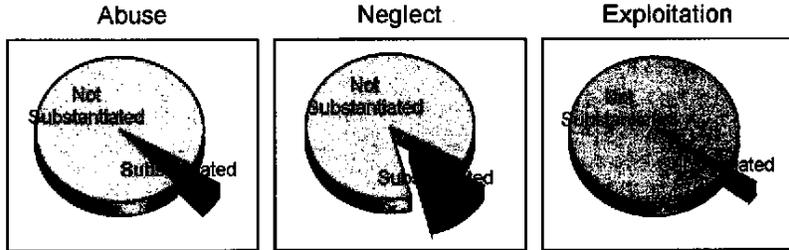
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ACTIVITY SUMMARY - ARIZONA

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	1,755	25.48%
Not Substantiated	1,668	95.04%
Substantiated	87	4.96%
NEGLECT	4,964	72.06%
Not Substantiated	4,333	87.29%
Substantiated	631	12.71%
EXPLOITATION	1,931	28.03%
Not Substantiated	1,892	97.98%
Substantiated	39	2.02%
TOTAL CASES	6,889	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	428	6.21%
30 - 39	238	3.46%
40 - 49	379	5.50%
50 - 59	673	9.77%
60 - 64	493	7.16%
65 - 69	559	8.11%
70 - 74	702	10.19%
75 - 79	837	12.15%
80 - 84	1,031	14.97%
85+	1,529	22.20%
Unknown	20	0.29%

CLIENT RACE

Am Ind/Ak Native	135	1.96%
Asian	45	0.65%
Black/African Amer	304	4.41%
Caucasian/White	4,713	68.41%
Hispanic	803	11.66%
Pacific Islander	8	0.12%
Unknown/Other	881	12.79%

CLIENT MONTHLY INCOME

\$300 or Less	5	0.07%
\$301 - \$500	4	0.06%
\$501 - \$750	90	1.31%
\$751 - \$1,000	95	1.38%
Over \$1,000	205	2.98%
Unknown	6,490	94.21%

CLIENT GENDER

Female	4,241	61.56%
Male	2,592	37.63%
Unknown	56	0.81%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	1,114	16.17%
Alone-Some Asst	123	1.79%
With Family	1,839	26.70%
With Non Family	298	4.33%

CLIENT DWELLING / FACILITY TYPE

Private Residence	1,494	21.69%
Adult Foster Care	18	0.26%
Assisted Living	366	5.31%
Board & Care	14	0.20%
DDD Placement	218	3.16%
Nursing Facility	731	10.61%
Residential Care	126	1.83%
Supervisory Care	53	0.77%
Unlicensed	2	0.03%
VA	3	0.04%
Unknown	490	7.11%

RELATION TO CLIENT

Relation to Client	Rptg Source	Perpetrator
Care Giver/Res Mgr	671 9.01%	1,370 18.70%
Conserv/Guardian	52 0.70%	161 2.20%
Family Member	954 12.81%	2,236 30.52%
Financial Service	406 5.45%	46 0.63%
Friend/Neighbor	532 7.15%	448 6.12%
Law Enforcement	346 4.65%	1 0.01%
Legal Service	36 0.48%	3 0.04%
Medical Service	1,089 14.63%	97 1.32%
Other	570 7.66%	539 7.36%
Other Public Service	583 7.83%	19 0.26%
Self	170 2.28%	2,351 32.09%
Social Service	1,987 26.69%	15 0.21%
Unknown	49 0.66%	40 0.55%

TOTAL	7,445	100.00%	7,326	100.00%
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DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

ADULT PROTECTIVE SERVICES

7/1/2010 thru 6/30/2011

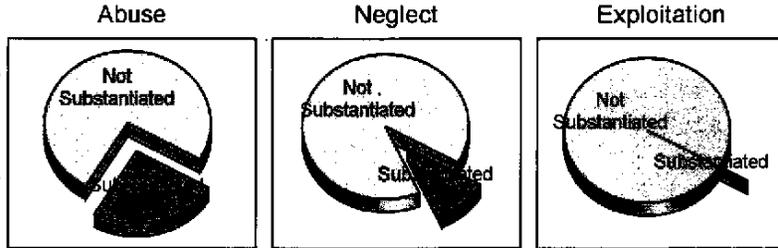
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ACTIVITY SUMMARY - APACHE

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	4	16.67%
Not Substantiated	3	75.00%
Substantiated	1	25.00%
NEGLECT	20	83.33%
Not Substantiated	18	90.00%
Substantiated	2	10.00%
EXPLOITATION	5	20.83%
Not Substantiated	5	100.00%
Substantiated	0	0.00%
TOTAL CASES	24	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	0	0.00%
30 - 39	0	0.00%
40 - 49	0	0.00%
50 - 59	5	20.83%
60 - 64	1	4.17%
65 - 69	3	12.50%
70 - 74	4	16.67%
75 - 79	4	16.67%
80 - 84	4	16.67%
85+	3	12.50%
Unknown	0	0.00%

CLIENT RACE

Am Ind/Ak Native	0	0.00%
Asian	0	0.00%
Black/African Amer	1	4.17%
Caucasian/White	19	79.17%
Hispanic	2	8.33%
Pacific Islander	0	0.00%
Unknown/Other	2	8.33%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	2	8.33%
\$751 - \$1,000	0	0.00%
Over \$1,000	1	4.17%
Unknown	21	87.50%

CLIENT GENDER

Female	16	66.67%
Male	8	33.33%
Unknown	0	0.00%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	4	16.67%
Alone-Some Asst	1	4.17%
With Family	4	16.67%
With Non Family	2	8.33%

CLIENT DWELLING / FACILITY TYPE

Private Residence	8	33.33%
Adult Foster Care	0	0.00%
Assisted Living	2	8.33%
Board & Care	0	0.00%
DDD Placement	0	0.00%
Nursing Facility	1	4.17%
Residential Care	1	4.17%
Supervisory Care	0	0.00%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	1	4.17%

RELATION TO CLIENT

Care Giver/Res Mgr	4	13.79%
Conserv/Guardian	1	3.45%
Family Member	4	13.79%
Financial Service	0	0.00%
Friend/Neighbor	6	20.69%
Law Enforcement	3	10.35%
Legal Service	0	0.00%
Medical Service	2	6.90%
Other	2	6.90%
Other Public Service	3	10.35%
Self	1	3.45%
Social Service	3	10.35%
Unknown	0	0.00%
TOTAL	29	100.00%

Rptg Source

Perpetrator

3	11.11%
1	3.70%
6	22.22%
0	0.00%
4	14.82%
0	0.00%
0	0.00%
0	0.00%
3	11.11%
0	0.00%
10	37.04%
0	0.00%
0	0.00%
27	100.00%



DEPARTMENT OF ECONOMIC SECURITY
Your Partner For A Stronger Arizona

ADULT PROTECTIVE SERVICES

7/1/2010 thru 6/30/2011

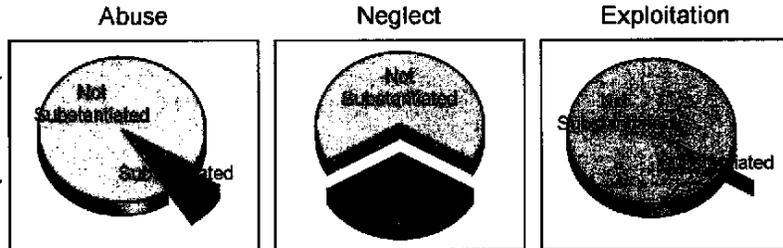
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ACTIVITY SUMMARY - COCHISE

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	53	16.83%
Not Substantiated	49	92.45%
Substantiated	4	7.55%
NEGLECT	240	76.19%
Not Substantiated	160	66.67%
Substantiated	80	33.33%
EXPLOITATION	86	27.30%
Not Substantiated	86	100.00%
Substantiated	0	0.00%



TOTAL CASES 315

DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	10	3.18%
30 - 39	4	1.27%
40 - 49	20	6.35%
50 - 59	27	8.57%
60 - 64	19	6.03%
65 - 69	34	10.79%
70 - 74	49	15.56%
75 - 79	35	11.11%
80 - 84	39	12.38%
85+	77	24.44%
Unknown	1	0.32%

CLIENT RACE

Am Ind/Ak Native	1	0.32%
Asian	2	0.64%
Black/African Amer	4	1.27%
Caucasian/White	214	67.94%
Hispanic	55	17.46%
Pacific Islander	1	0.32%
Unknown/Other	38	12.06%

CLIENT MONTHLY INCOME

\$300 or Less	1	0.32%
\$301 - \$500	0	0.00%
\$501 - \$750	8	2.54%
\$751 - \$1,000	9	2.86%
Over \$1,000	22	6.98%
Unknown	275	87.30%

CLIENT GENDER

Female	183	58.10%
Male	129	40.95%
Unknown	3	0.95%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	76	24.13%
Alone-Some Asst	9	2.86%
With Family	69	21.91%
With Non Family	12	3.81%

CLIENT DWELLING / FACILITY TYPE

Private Residence	76	24.13%
Adult Foster Care	0	0.00%
Assisted Living	9	2.86%
Board & Care	1	0.32%
DDD Placement	9	2.86%
Nursing Facility	32	10.16%
Residential Care	2	0.64%
Supervisory Care	2	0.64%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	18	5.71%

RELATION TO CLIENT

Care Giver/Res Mgr	27	7.76%
Conserv/Guardian	1	0.29%
Family Member	44	12.64%
Financial Service	16	4.60%
Friend/Neighbor	27	7.76%
Law Enforcement	22	6.32%
Legal Service	4	1.15%
Medical Service	57	16.38%
Other	36	10.35%
Other Public Service	25	7.18%
Self	11	3.16%
Social Service	76	21.84%
Unknown	2	0.58%

Rptg Source

49	14.67%
7	2.10%
98	29.34%
2	0.60%
22	6.59%
0	0.00%
0	0.00%
2	0.60%
18	5.39%
2	0.60%
132	39.52%
0	0.00%
2	0.60%

Perpetrator

49	14.67%
7	2.10%
98	29.34%
2	0.60%
22	6.59%
0	0.00%
0	0.00%
2	0.60%
18	5.39%
2	0.60%
132	39.52%
0	0.00%
2	0.60%

TOTAL 348 100.00% 334 100.00%



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

ADULT PROTECTIVE SERVICES

7/1/2010 thru 6/30/2011

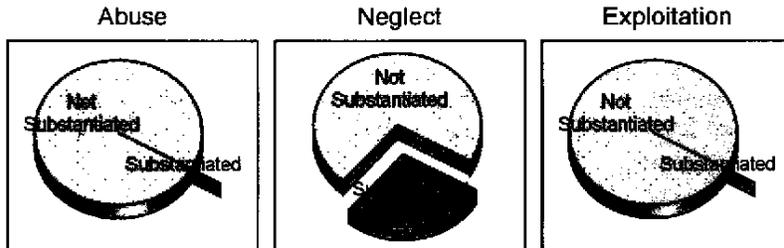
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ACTIVITY SUMMARY - COCONINO

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	25	32.47%
Not Substantiated	25	100.00%
Substantiated	0	0.00%
NEGLECT	54	70.13%
Not Substantiated	39	72.22%
Substantiated	15	27.78%
EXPLOITATION	20	25.97%
Not Substantiated	20	100.00%
Substantiated	0	0.00%
TOTAL CASES	77	



DEMOGRAPHICS

CLIENT AGE GROUP		
18 - 29	13	16.88%
30 - 39	6	7.79%
40 - 49	5	6.49%
50 - 59	6	7.79%
60 - 64	6	7.79%
65 - 69	7	9.09%
70 - 74	6	7.79%
75 - 79	5	6.49%
80 - 84	10	12.99%
85+	13	16.88%
Unknown	0	0.00%
CLIENT RACE		
Am Ind/Ak Native	8	10.39%
Asian	0	0.00%
Black/African Amer	3	3.90%
Caucasian/White	54	70.13%
Hispanic	6	7.79%
Pacific Islander	0	0.00%
Unknown/Other	6	7.79%
CLIENT MONTHLY INCOME		
\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	4	5.20%
\$751 - \$1,000	2	2.60%
Over \$1,000	5	6.49%
Unknown	66	85.71%
CLIENT GENDER		
Female	48	62.34%
Male	28	36.36%
Unknown	1	1.30%

CLIENT LIVING ARRANGEMENT			
Alone-No Assistance	14	18.18%	
Alone-Some Asst	2	2.60%	
With Family	23	29.87%	
With Non Family	2	2.60%	
CLIENT DWELLING / FACILITY TYPE			
Private Residence	15	19.48%	
Adult Foster Care	0	0.00%	
Assisted Living	2	2.60%	
Board & Care	0	0.00%	
DDD Placement	5	6.49%	
Nursing Facility	2	2.60%	
Residential Care	3	3.90%	
Supervisory Care	1	1.30%	
Unlicensed	0	0.00%	
VA	0	0.00%	
Unknown	8	10.39%	
RELATION TO CLIENT		Rptg Source	Perpetrator
Care Giver/Res Mgr	4	4.82%	9 11.11%
Conserv/Guardian	1	1.21%	1 1.24%
Family Member	10	12.05%	25 30.86%
Financial Service	3	3.61%	0 0.00%
Friend/Neighbor	4	4.82%	10 12.35%
Law Enforcement	5	6.02%	0 0.00%
Legal Service	0	0.00%	0 0.00%
Medical Service	16	19.28%	2 2.47%
Other	5	6.02%	7 8.64%
Other Public Service	6	7.23%	0 0.00%
Self	5	6.02%	27 33.33%
Social Service	23	27.71%	0 0.00%
Unknown	1	1.21%	0 0.00%
TOTAL	83	100.00%	81 100.00%



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

ADULT PROTECTIVE SERVICES

7/1/2010 thru 6/30/2011

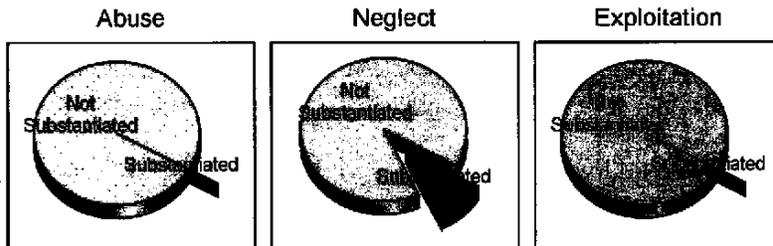
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ACTIVITY SUMMARY - GILA

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	20	19.05%
Not Substantiated	20	100.00%
Substantiated	0	0.00%
NEGLECT	82	78.10%
Not Substantiated	74	90.24%
Substantiated	8	9.76%
EXPLOITATION	28	26.67%
Not Substantiated	28	100.00%
Substantiated	0	0.00%



TOTAL CASES 105

DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	4	3.81%
30 - 39	1	0.95%
40 - 49	6	5.71%
50 - 59	14	13.33%
60 - 64	4	3.81%
65 - 69	6	5.71%
70 - 74	8	7.62%
75 - 79	13	12.38%
80 - 84	17	16.19%
85+	32	30.48%
Unknown	0	0.00%

CLIENT RACE

Am Ind/Ak Native	7	6.67%
Asian	0	0.00%
Black/African Amer	1	0.95%
Caucasian/White	71	67.62%
Hispanic	13	12.38%
Pacific Islander	0	0.00%
Unknown/Other	13	12.38%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	0	0.00%
\$751 - \$1,000	3	2.86%
Over \$1,000	6	5.71%
Unknown	96	91.43%

CLIENT GENDER

Female	66	62.86%
Male	37	35.24%
Unknown	2	1.91%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	23	21.91%
Alone-Some Asst	0	0.00%
With Family	21	20.00%
With Non Family	7	6.67%

CLIENT DWELLING / FACILITY TYPE

Private Residence	26	24.76%
Adult Foster Care	0	0.00%
Assisted Living	3	2.86%
Board & Care	0	0.00%
DDD Placement	1	0.95%
Nursing Facility	16	15.24%
Residential Care	0	0.00%
Supervisory Care	0	0.00%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	8	7.62%

RELATION TO CLIENT

Relation to Client	Rptg Source	Perpetrator
Care Giver/Res Mgr	15 13.39%	19 16.67%
Conserv/Guardian	0 0.00%	3 2.63%
Family Member	7 6.25%	30 26.32%
Financial Service	3 2.68%	1 0.88%
Friend/Neighbor	8 7.14%	9 7.90%
Law Enforcement	11 9.82%	0 0.00%
Legal Service	2 1.79%	0 0.00%
Medical Service	11 9.82%	3 2.63%
Other	11 9.82%	9 7.90%
Other Public Service	6 5.36%	0 0.00%
Self	5 4.46%	39 34.21%
Social Service	32 28.57%	0 0.00%
Unknown	1 0.89%	1 0.88%

TOTAL 112 100.00% 114 100.00%



DEPARTMENT OF ECONOMIC SECURITY
Your Partner For A Stronger Arizona

ADULT PROTECTIVE SERVICES

7/1/2010 thru 6/30/2011

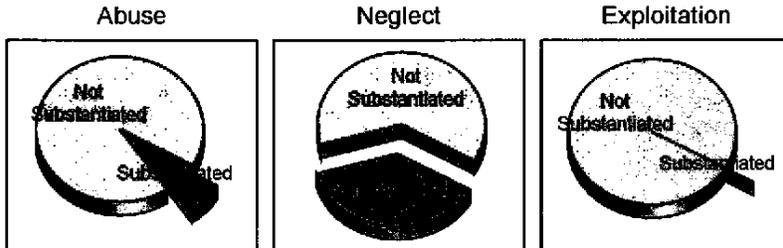
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ACTIVITY SUMMARY - GRAHAM

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	14	24.56%
Not Substantiated	13	92.86%
Substantiated	1	7.14%
NEGLECT	43	75.44%
Not Substantiated	27	62.79%
Substantiated	16	37.21%
EXPLOITATION	15	26.32%
Not Substantiated	15	100.00%
Substantiated	0	0.00%
TOTAL CASES	57	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	5	8.77%
30 - 39	3	5.26%
40 - 49	5	8.77%
50 - 59	9	15.79%
60 - 64	1	1.75%
65 - 69	2	3.51%
70 - 74	4	7.02%
75 - 79	5	8.77%
80 - 84	6	10.53%
85+	16	28.07%
Unknown	1	1.75%

CLIENT RACE

Am Ind/Ak Native	0	0.00%
Asian	0	0.00%
Black/African Amer	2	3.51%
Caucasian/White	42	73.68%
Hispanic	3	5.26%
Pacific Islander	0	0.00%
Unknown/Other	10	17.54%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	3	5.26%
\$751 - \$1,000	2	3.51%
Over \$1,000	1	1.75%
Unknown	51	89.47%

CLIENT GENDER

Female	30	52.63%
Male	27	47.37%
Unknown	0	0.00%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	13	22.81%
Alone-Some Asst	2	3.51%
With Family	13	22.81%
With Non Family	4	7.02%

CLIENT DWELLING / FACILITY TYPE

Private Residence	14	24.56%
Adult Foster Care	0	0.00%
Assisted Living	1	1.75%
Board & Care	0	0.00%
DDD Placement	3	5.26%
Nursing Facility	6	10.53%
Residential Care	0	0.00%
Supervisory Care	1	1.75%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	0	0.00%

RELATION TO CLIENT

Relation to Client	Rptg Source	Perpetrator
Care Giver/Res Mgr	7 11.67%	9 15.00%
Conserv/Guardian	0 0.00%	3 5.00%
Family Member	5 8.33%	16 26.67%
Financial Service	1 1.67%	0 0.00%
Friend/Neighbor	9 15.00%	3 5.00%
Law Enforcement	4 6.67%	0 0.00%
Legal Service	0 0.00%	0 0.00%
Medical Service	5 8.33%	0 0.00%
Other	7 11.67%	3 5.00%
Other Public Service	6 10.00%	0 0.00%
Self	0 0.00%	26 43.33%
Social Service	16 26.67%	0 0.00%
Unknown	0 0.00%	0 0.00%
TOTAL	60 100.00%	60 100.00%



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ADULT PROTECTIVE SERVICES

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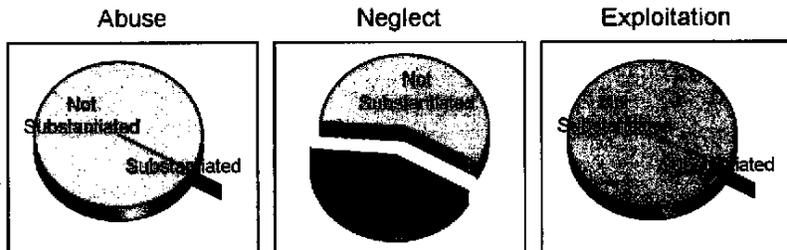
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ACTIVITY SUMMARY - GREENLEE

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	3	37.50%
Not Substantiated	3	100.00%
Substantiated	0	0.00%
NEGLECT	7	87.50%
Not Substantiated	4	57.14%
Substantiated	3	42.86%
EXPLOITATION	3	37.50%
Not Substantiated	3	100.00%
Substantiated	0	0.00%
TOTAL CASES	8	



DEMOGRAPHICS

CLIENT AGE GROUP			CLIENT LIVING ARRANGEMENT				
18 - 29	0	0.00%	Alone-No Assistance	4	50.00%		
30 - 39	0	0.00%	Alone-Some Asst	1	12.50%		
40 - 49	0	0.00%	With Family	2	25.00%		
50 - 59	3	37.50%	With Non Family	1	12.50%		
60 - 64	0	0.00%	CLIENT DWELLING / FACILITY TYPE				
65 - 69	1	12.50%	Private Residence	0	0.00%		
70 - 74	1	12.50%	Adult Foster Care	0	0.00%		
75 - 79	0	0.00%	Assisted Living	0	0.00%		
80 - 84	1	12.50%	Board & Care	0	0.00%		
85+	2	25.00%	DDD Placement	0	0.00%		
Unknown	0	0.00%	Nursing Facility	0	0.00%		
CLIENT RACE			Residential Care	0	0.00%		
Am Ind/Ak Native	0	0.00%	Supervisory Care	0	0.00%		
Asian	0	0.00%	Unlicensed	0	0.00%		
Black/African Amer	0	0.00%	VA	0	0.00%		
Caucasian/White	6	75.00%	Unknown	0	0.00%		
Hispanic	2	25.00%	RELATION TO CLIENT				
Pacific Islander	0	0.00%	Rptg Source		Perpetrator		
Unknown/Other	0	0.00%	Care Giver/Res Mgr	1	12.50%	0	0.00%
CLIENT MONTHLY INCOME			Conserv/Guardian	0	0.00%	0	0.00%
\$300 or Less	0	0.00%	Family Member	2	25.00%	1	11.11%
\$301 - \$500	0	0.00%	Financial Service	0	0.00%	0	0.00%
\$501 - \$750	0	0.00%	Friend/Neighbor	0	0.00%	2	22.22%
\$751 - \$1,000	0	0.00%	Law Enforcement	1	12.50%	0	0.00%
Over \$1,000	0	0.00%	Legal Service	0	0.00%	0	0.00%
Unknown	8	100.00%	Medical Service	0	0.00%	0	0.00%
CLIENT GENDER			Other	0	0.00%	0	0.00%
Female	1	12.50%	Other Public Service	1	12.50%	1	11.11%
Male	7	87.50%	Self	1	12.50%	5	55.56%
Unknown	0	0.00%	Social Service	2	25.00%	0	0.00%
			Unknown	0	0.00%	0	0.00%
			TOTAL	8	100.00%	9	100.00%



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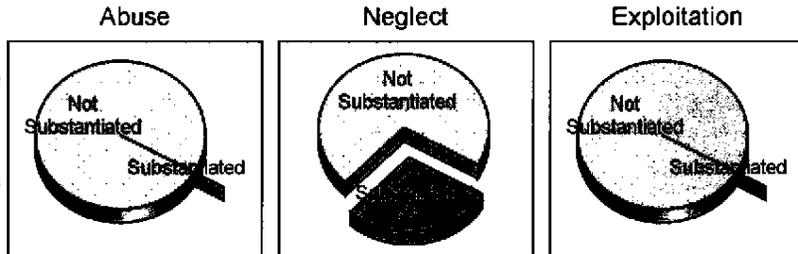
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ACTIVITY SUMMARY - LA PAZ

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	2	7.41%
Not Substantiated	2	100.00%
Substantiated	0	0.00%
NEGLECT	21	77.78%
Not Substantiated	15	71.43%
Substantiated	6	28.57%
EXPLOITATION	7	25.93%
Not Substantiated	7	100.00%
Substantiated	0	0.00%
TOTAL CASES	27	



DEMOGRAPHICS

CLIENT AGE GROUP		
18 - 29	0	0.00%
30 - 39	0	0.00%
40 - 49	1	3.70%
50 - 59	2	7.41%
60 - 64	4	14.82%
65 - 69	4	14.82%
70 - 74	5	18.52%
75 - 79	3	11.11%
80 - 84	6	22.22%
85+	1	3.70%
Unknown	1	3.70%
CLIENT RACE		
Am Ind/Ak Native	2	7.41%
Asian	0	0.00%
Black/African Amer	0	0.00%
Caucasian/White	20	74.07%
Hispanic	1	3.70%
Pacific Islander	0	0.00%
Unknown/Other	4	14.82%
CLIENT MONTHLY INCOME		
\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	1	3.70%
\$751 - \$1,000	0	0.00%
Over \$1,000	0	0.00%
Unknown	26	96.30%
CLIENT GENDER		
Female	15	55.56%
Male	12	44.44%
Unknown	0	0.00%

CLIENT LIVING ARRANGEMENT		
Alone-No Assistance	10 37.04%	
Alone-Some Asst	1 3.70%	
With Family	4 14.82%	
With Non Family	1 3.70%	
CLIENT DWELLING / FACILITY TYPE		
Private Residence	9 33.33%	
Adult Foster Care	0 0.00%	
Assisted Living	0 0.00%	
Board & Care	0 0.00%	
DDD Placement	0 0.00%	
Nursing Facility	0 0.00%	
Residential Care	0 0.00%	
Supervisory Care	0 0.00%	
Unlicensed	0 0.00%	
VA	0 0.00%	
Unknown	2 7.41%	
RELATION TO CLIENT	Rptg Source	Perpetrator
Care Giver/Res Mgr	2 7.14%	3 11.11%
Conserv/Guardian	0 0.00%	0 0.00%
Family Member	3 10.71%	5 18.52%
Financial Service	2 7.14%	0 0.00%
Friend/Neighbor	2 7.14%	1 3.70%
Law Enforcement	3 10.71%	0 0.00%
Legal Service	0 0.00%	0 0.00%
Medical Service	2 7.14%	0 0.00%
Other	1 3.57%	2 7.41%
Other Public Service	6 21.43%	0 0.00%
Self	0 0.00%	16 59.26%
Social Service	6 21.43%	0 0.00%
Unknown	1 3.57%	0 0.00%
TOTAL	28 100.00%	27 100.00%



DEPARTMENT OF ECONOMIC SECURITY

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ADULT PROTECTIVE SERVICES

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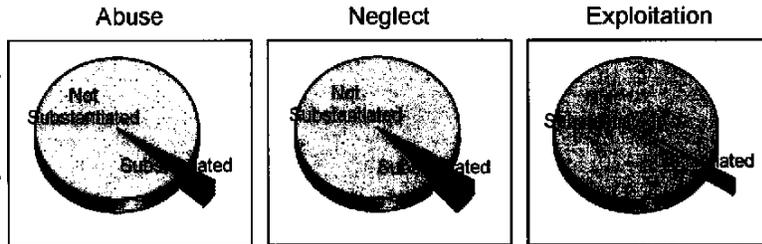
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ACTIVITY SUMMARY - MARICOPA

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	1,036	29.67%
Not Substantiated	1,000	96.53%
Substantiated	36	3.48%
NEGLECT	2,426	69.47%
Not Substantiated	2,301	94.85%
Substantiated	125	5.15%
EXPLOITATION	979	28.04%
Not Substantiated	973	99.39%
Substantiated	6	0.61%
TOTAL CASES	3,492	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	254	7.27%
30 - 39	142	4.07%
40 - 49	208	5.96%
50 - 59	329	9.42%
60 - 64	247	7.07%
65 - 69	287	8.22%
70 - 74	341	9.77%
75 - 79	409	11.71%
80 - 84	515	14.75%
85+	753	21.56%
Unknown	7	0.20%

CLIENT RACE

Am Ind/Ak Native	63	1.80%
Asian	24	0.69%
Black/African Amer	214	6.13%
Caucasian/White	2,356	67.47%
Hispanic	378	10.83%
Pacific Islander	4	0.12%
Unknown/Other	453	12.97%

CLIENT MONTHLY INCOME

\$300 or Less	2	0.06%
\$301 - \$500	2	0.06%
\$501 - \$750	31	0.89%
\$751 - \$1,000	34	0.97%
Over \$1,000	93	2.66%
Unknown	3,330	95.36%

CLIENT GENDER

Female	2,199	62.97%
Male	1,262	36.14%
Unknown	31	0.89%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	468	13.40%
Alone-Some Asst	62	1.78%
With Family	944	27.03%
With Non Family	144	4.12%

CLIENT DWELLING / FACILITY TYPE

Private Residence	704	20.16%
Adult Foster Care	14	0.40%
Assisted Living	247	7.07%
Board & Care	5	0.14%
DDD Placement	120	3.44%
Nursing Facility	421	12.06%
Residential Care	81	2.32%
Supervisory Care	35	1.00%
Unlicensed	1	0.03%
VA	3	0.09%
Unknown	243	6.96%

RELATION TO CLIENT

Care Giver/Res Mgr	326	8.60%
Conserv/Guardian	28	0.74%
Family Member	512	13.51%
Financial Service	218	5.75%
Friend/Neighbor	227	5.99%
Law Enforcement	126	3.33%
Legal Service	18	0.48%
Medical Service	539	14.22%
Other	273	7.20%
Other Public Service	301	7.94%
Self	92	2.43%
Social Service	1,102	29.08%
Unknown	28	0.74%
TOTAL	3,790	100.00%

Perpetrator

832	22.43%
79	2.13%
1,166	31.43%
26	0.70%
215	5.80%
0	0.00%
2	0.05%
66	1.78%
279	7.52%
14	0.38%
1,003	27.04%
10	0.27%
18	0.49%
3,710	100.00%



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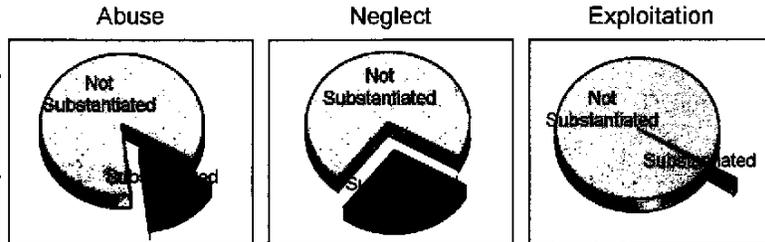
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ACTIVITY SUMMARY - MOHAVE

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	74	20.50%
Not Substantiated	63	85.14%
Substantiated	11	14.87%
NEGLECT	255	70.64%
Not Substantiated	186	72.94%
Substantiated	69	27.06%
EXPLOITATION	117	32.41%
Not Substantiated	116	99.15%
Substantiated	1	0.86%
TOTAL CASES	361	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	13	3.60%
30 - 39	5	1.39%
40 - 49	16	4.43%
50 - 59	27	7.48%
60 - 64	35	9.70%
65 - 69	23	6.37%
70 - 74	40	11.08%
75 - 79	58	16.07%
80 - 84	60	16.62%
85+	82	22.72%
Unknown	2	0.55%

CLIENT RACE

Am Ind/Ak Native	3	0.83%
Asian	4	1.11%
Black/African Amer	3	0.83%
Caucasian/White	282	78.12%
Hispanic	4	1.11%
Pacific Islander	1	0.28%
Unknown/Other	64	17.73%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	3	0.83%
\$751 - \$1,000	3	0.83%
Over \$1,000	2	0.55%
Unknown	353	97.78%

CLIENT GENDER

Female	206	57.06%
Male	152	42.11%
Unknown	3	0.83%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	73	20.22%
Alone-Some Asst	8	2.22%
With Family	70	19.39%
With Non Family	28	7.76%

CLIENT DWELLING / FACILITY TYPE

Private Residence	82	22.72%
Adult Foster Care	0	0.00%
Assisted Living	9	2.49%
Board & Care	0	0.00%
DDD Placement	1	0.28%
Nursing Facility	47	13.02%
Residential Care	6	1.66%
Supervisory Care	1	0.28%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	36	9.97%

RELATION TO CLIENT

Care Giver/Res Mgr	44	11.34%
Conserv/Guardian	0	0.00%
Family Member	49	12.63%
Financial Service	26	6.70%
Friend/Neighbor	45	11.60%
Law Enforcement	15	3.87%
Legal Service	1	0.26%
Medical Service	56	14.43%
Other	32	8.25%
Other Public Service	24	6.19%
Self	10	2.58%
Social Service	83	21.39%
Unknown	3	0.77%
TOTAL	388	100.00%

Rptg Source

Care Giver/Res Mgr	45	11.60%
Conserv/Guardian	10	2.58%
Family Member	100	25.77%
Financial Service	1	0.26%
Friend/Neighbor	47	12.11%
Law Enforcement	0	0.00%
Legal Service	0	0.00%
Medical Service	3	0.77%
Other	35	9.02%
Other Public Service	0	0.00%
Self	145	37.37%
Social Service	0	0.00%
Unknown	2	0.52%
TOTAL	388	100.00%

Perpetrator

Care Giver/Res Mgr	45	11.60%
Conserv/Guardian	10	2.58%
Family Member	100	25.77%
Financial Service	1	0.26%
Friend/Neighbor	47	12.11%
Law Enforcement	0	0.00%
Legal Service	0	0.00%
Medical Service	3	0.77%
Other	35	9.02%
Other Public Service	0	0.00%
Self	145	37.37%
Social Service	0	0.00%
Unknown	2	0.52%
TOTAL	388	100.00%



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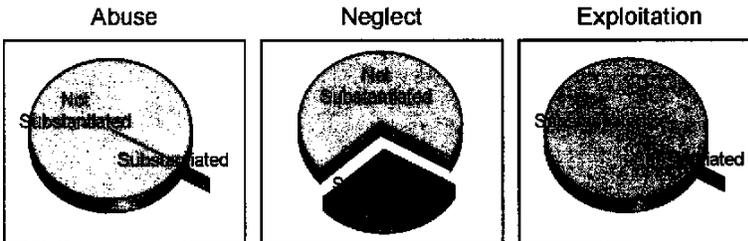
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ACTIVITY SUMMARY - NAVAJO

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	21	20.19%
Not Substantiated	21	100.00%
Substantiated	0	0.00%
NEGLECT	87	83.65%
Not Substantiated	61	70.12%
Substantiated	26	29.89%
EXPLOITATION	20	19.23%
Not Substantiated	20	100.00%
Substantiated	0	0.00%



TOTAL CASES 104

DEMOGRAPHICS

CLIENT AGE GROUP		
18 - 29	8	7.69%
30 - 39	3	2.89%
40 - 49	6	5.77%
50 - 59	16	15.39%
60 - 64	10	9.62%
65 - 69	7	6.73%
70 - 74	13	12.50%
75 - 79	12	11.54%
80 - 84	15	14.42%
85+	14	13.46%
Unknown	0	0.00%
CLIENT RACE		
Am Ind/Ak Native	16	15.39%
Asian	0	0.00%
Black/African Amer	3	2.89%
Caucasian/White	64	61.54%
Hispanic	6	5.77%
Pacific Islander	0	0.00%
Unknown/Other	15	14.42%
CLIENT MONTHLY INCOME		
\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	5	4.81%
\$751 - \$1,000	2	1.92%
Over \$1,000	2	1.92%
Unknown	95	91.35%
CLIENT GENDER		
Female	58	55.77%
Male	45	43.27%
Unknown	1	0.96%

CLIENT LIVING ARRANGEMENT				
Alone-No Assistance	27	25.96%		
Alone-Some Asst	0	0.00%		
With Family	29	27.89%		
With Non Family	4	3.85%		
CLIENT DWELLING / FACILITY TYPE				
Private Residence	19	18.27%		
Adult Foster Care	0	0.00%		
Assisted Living	1	0.96%		
Board & Care	0	0.00%		
DDD Placement	2	1.92%		
Nursing Facility	14	13.46%		
Residential Care	0	0.00%		
Supervisory Care	0	0.00%		
Unlicensed	0	0.00%		
VA	0	0.00%		
Unknown	8	7.69%		
RELATION TO CLIENT	Rptg Source	Perpetrator		
Care Giver/Res Mgr	8	7.08%	11	10.00%
Conserv/Guardian	0	0.00%	2	1.82%
Family Member	13	11.50%	28	25.46%
Financial Service	2	1.77%	2	1.82%
Friend/Neighbor	11	9.74%	2	1.82%
Law Enforcement	5	4.43%	0	0.00%
Legal Service	0	0.00%	0	0.00%
Medical Service	19	16.81%	1	0.91%
Other	8	7.08%	5	4.55%
Other Public Service	15	13.27%	0	0.00%
Self	3	2.66%	58	52.73%
Social Service	29	25.66%	0	0.00%
Unknown	0	0.00%	1	0.91%
TOTAL	113	100.00%	110	100.00%



DEPARTMENT OF ECONOMIC SECURITY

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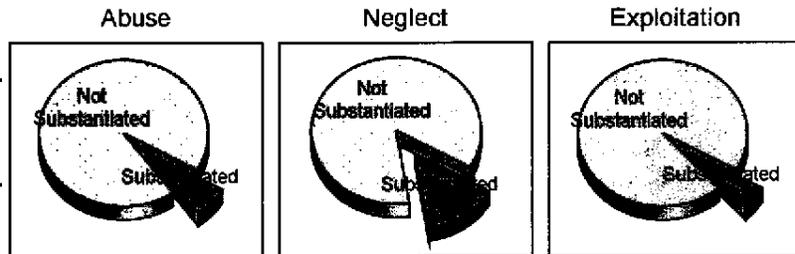
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ACTIVITY SUMMARY - PIMA

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	311	24.20%
Not Substantiated	290	93.25%
Substantiated	21	6.75%
NEGLECT	965	75.10%
Not Substantiated	828	85.80%
Substantiated	137	14.20%
EXPLOITATION	372	28.95%
Not Substantiated	353	94.89%
Substantiated	19	5.11%
TOTAL CASES	1,285	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	74	5.76%
30 - 39	40	3.11%
40 - 49	77	5.99%
50 - 59	130	10.12%
60 - 64	90	7.00%
65 - 69	101	7.86%
70 - 74	121	9.42%
75 - 79	165	12.84%
80 - 84	187	14.55%
85+	295	22.96%
Unknown	5	0.39%

CLIENT RACE

Am Ind/Ak Native	22	1.71%
Asian	12	0.93%
Black/African Amer	57	4.44%
Caucasian/White	847	65.91%
Hispanic	207	16.11%
Pacific Islander	1	0.08%
Unknown/Other	139	10.82%

CLIENT MONTHLY INCOME

\$300 or Less	2	0.16%
\$301 - \$500	1	0.08%
\$501 - \$750	11	0.86%
\$751 - \$1,000	12	0.93%
Over \$1,000	33	2.57%
Unknown	1,226	95.41%

CLIENT GENDER

Female	802	62.41%
Male	474	36.89%
Unknown	9	0.70%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	219	17.04%
Alone-Some Asst	20	1.56%
With Family	364	28.33%
With Non Family	52	4.05%

CLIENT DWELLING / FACILITY TYPE

Private Residence	287	22.34%
Adult Foster Care	2	0.16%
Assisted Living	63	4.90%
Board & Care	7	0.55%
DDD Placement	46	3.58%
Nursing Facility	117	9.11%
Residential Care	21	1.63%
Supervisory Care	10	0.78%
Unlicensed	1	0.08%
VA	0	0.00%
Unknown	76	5.91%

RELATION TO CLIENT

Care Giver/Res Mgr	142	10.27%
Conserv/Guardian	16	1.16%
Family Member	169	12.22%
Financial Service	63	4.56%
Friend/Neighbor	113	8.17%
Law Enforcement	91	6.58%
Legal Service	8	0.58%
Medical Service	222	16.05%
Other	93	6.73%
Other Public Service	80	5.79%
Self	22	1.59%
Social Service	352	25.45%
Unknown	12	0.87%
TOTAL	1,383	100.00%

Rptg Source

Care Giver/Res Mgr	142	10.27%
Conserv/Guardian	16	1.16%
Family Member	169	12.22%
Financial Service	63	4.56%
Friend/Neighbor	113	8.17%
Law Enforcement	91	6.58%
Legal Service	8	0.58%
Medical Service	222	16.05%
Other	93	6.73%
Other Public Service	80	5.79%
Self	22	1.59%
Social Service	352	25.45%
Unknown	12	0.87%
TOTAL	1,383	100.00%

Perpetrator

Care Giver/Res Mgr	254	18.37%
Conserv/Guardian	31	2.24%
Family Member	439	31.74%
Financial Service	9	0.65%
Friend/Neighbor	69	4.99%
Law Enforcement	0	0.00%
Legal Service	1	0.07%
Medical Service	11	0.80%
Other	109	7.88%
Other Public Service	1	0.07%
Self	448	32.39%
Social Service	3	0.22%
Unknown	8	0.58%
TOTAL	1,383	100.00%



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ADULT PROTECTIVE SERVICES

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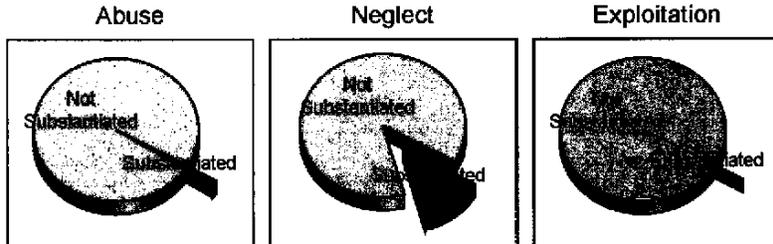
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ACTIVITY SUMMARY - PINAL

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	95	23.34%
Not Substantiated	94	98.95%
Substantiated	1	1.05%
NEGLECT	280	68.80%
Not Substantiated	245	87.50%
Substantiated	35	12.50%
EXPLOITATION	120	29.48%
Not Substantiated	120	100.00%
Substantiated	0	0.00%
TOTAL CASES	407	



DEMOGRAPHICS

CLIENT AGE GROUP		
18 - 29	27	6.63%
30 - 39	10	2.46%
40 - 49	15	3.69%
50 - 59	43	10.57%
60 - 64	37	9.09%
65 - 69	30	7.37%
70 - 74	45	11.06%
75 - 79	56	13.76%
80 - 84	54	13.27%
85+	90	22.11%
Unknown	0	0.00%
CLIENT RACE		
Am Ind/Ak Native	6	1.47%
Asian	2	0.49%
Black/African Amer	11	2.70%
Caucasian/White	279	68.55%
Hispanic	59	14.50%
Pacific Islander	0	0.00%
Unknown/Other	50	12.29%
CLIENT MONTHLY INCOME		
\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	6	1.47%
\$751 - \$1,000	6	1.47%
Over \$1,000	5	1.23%
Unknown	390	95.82%
CLIENT GENDER		
Female	252	61.92%
Male	153	37.59%
Unknown	2	0.49%

CLIENT LIVING ARRANGEMENT		
Alone-No Assistance	60	14.74%
Alone-Some Asst	5	1.23%
With Family	134	32.92%
With Non Family	15	3.69%

CLIENT DWELLING / FACILITY TYPE		
Private Residence	105	25.80%
Adult Foster Care	1	0.25%
Assisted Living	13	3.19%
Board & Care	0	0.00%
DDD Placement	12	2.95%
Nursing Facility	23	5.65%
Residential Care	7	1.72%
Supervisory Care	2	0.49%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	30	7.37%

RELATION TO CLIENT		Rptg Source		Perpetrator	
Care Giver/Res Mgr	25	5.77%	56	13.08%	
Conserv/Guardian	1	0.23%	11	2.57%	
Family Member	52	12.01%	140	32.71%	
Financial Service	25	5.77%	4	0.94%	
Friend/Neighbor	27	6.24%	27	6.31%	
Law Enforcement	15	3.46%	1	0.23%	
Legal Service	1	0.23%	0	0.00%	
Medical Service	59	13.63%	5	1.17%	
Other	46	10.62%	32	7.48%	
Other Public Service	56	12.93%	0	0.00%	
Self	6	1.39%	148	34.58%	
Social Service	120	27.71%	0	0.00%	
Unknown	0	0.00%	4	0.94%	
TOTAL	433	100.00%	428	100.00%	



DEPARTMENT OF ECONOMIC SECURITY

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ADULT PROTECTIVE SERVICES

7/1/2010 thru 6/30/2011

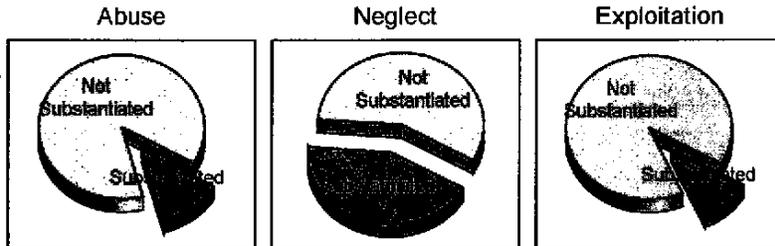
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ACTIVITY SUMMARY - SANTA CRUZ

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	8	18.61%
Not Substantiated	7	87.50%
Substantiated	1	12.50%
NEGLECT	35	81.40%
Not Substantiated	20	57.14%
Substantiated	15	42.86%
EXPLOITATION	10	23.26%
Not Substantiated	9	90.00%
Substantiated	1	10.00%
TOTAL CASES	43	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	1	2.33%
30 - 39	2	4.65%
40 - 49	0	0.00%
50 - 59	9	20.93%
60 - 64	2	4.65%
65 - 69	3	6.98%
70 - 74	2	4.65%
75 - 79	3	6.98%
80 - 84	7	16.28%
85+	14	32.56%
Unknown	0	0.00%

CLIENT RACE

Am Ind/Ak Native	0	0.00%
Asian	0	0.00%
Black/African Amer	0	0.00%
Caucasian/White	13	30.23%
Hispanic	21	48.84%
Pacific Islander	0	0.00%
Unknown/Other	9	20.93%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	1	2.33%
\$751 - \$1,000	0	0.00%
Over \$1,000	2	4.65%
Unknown	40	93.02%

CLIENT GENDER

Female	24	55.81%
Male	18	41.86%
Unknown	1	2.33%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	3	6.98%
Alone-Some Asst	1	2.33%
With Family	17	39.54%
With Non Family	1	2.33%

CLIENT DWELLING / FACILITY TYPE

Private Residence	12	27.91%
Adult Foster Care	0	0.00%
Assisted Living	1	2.33%
Board & Care	0	0.00%
DDD Placement	4	9.30%
Nursing Facility	1	2.33%
Residential Care	0	0.00%
Supervisory Care	0	0.00%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	3	6.98%

RELATION TO CLIENT	Rptg Source	Perpetrator
Care Giver/Res Mgr	4 9.30%	5 11.11%
Conserv/Guardian	0 0.00%	0 0.00%
Family Member	8 18.61%	19 42.22%
Financial Service	4 9.30%	0 0.00%
Friend/Neighbor	4 9.30%	0 0.00%
Law Enforcement	2 4.65%	0 0.00%
Legal Service	0 0.00%	0 0.00%
Medical Service	6 13.95%	0 0.00%
Other	4 9.30%	3 6.67%
Other Public Service	2 4.65%	0 0.00%
Self	1 2.33%	16 35.56%
Social Service	8 18.61%	0 0.00%
Unknown	0 0.00%	2 4.44%
TOTAL	43 100.00%	45 100.00%



DEPARTMENT OF ECONOMIC SECURITY

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ADULT PROTECTIVE SERVICES

7/1/2010 thru 6/30/2011

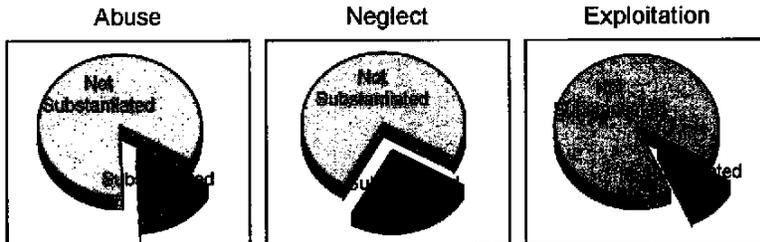
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ACTIVITY SUMMARY - YAVAPAI

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	56	13.97%
Not Substantiated	47	83.93%
Substantiated	9	16.07%
NEGLECT	316	78.80%
Not Substantiated	238	75.32%
Substantiated	78	24.68%
EXPLOITATION	99	24.69%
Not Substantiated	89	89.90%
Substantiated	10	10.10%
TOTAL CASES	401	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	11	2.74%
30 - 39	16	3.99%
40 - 49	10	2.49%
50 - 59	40	9.98%
60 - 64	29	7.23%
65 - 69	38	9.48%
70 - 74	44	10.97%
75 - 79	43	10.72%
80 - 84	71	17.71%
85+	96	23.94%
Unknown	3	0.75%

CLIENT RACE

Am Ind/Ak Native	3	0.75%
Asian	0	0.00%
Black/African Amer	3	0.75%
Caucasian/White	321	80.05%
Hispanic	8	2.00%
Pacific Islander	0	0.00%
Unknown/Other	66	16.46%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	0	0.00%
\$501 - \$750	3	0.75%
\$751 - \$1,000	2	0.50%
Over \$1,000	12	2.99%
Unknown	384	95.76%

CLIENT GENDER

Female	230	57.36%
Male	168	41.90%
Unknown	3	0.75%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	86	21.45%
Alone-Some Asst	7	1.75%
With Family	101	25.19%
With Non Family	17	4.24%

CLIENT DWELLING / FACILITY TYPE

Private Residence	95	23.69%
Adult Foster Care	1	0.25%
Assisted Living	6	1.50%
Board & Care	0	0.00%
DDD Placement	9	2.24%
Nursing Facility	28	6.98%
Residential Care	1	0.25%
Supervisory Care	0	0.00%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	50	12.47%

RELATION TO CLIENT

Care Giver/Res Mgr	38	8.76%
Conserv/Guardian	3	0.69%
Family Member	51	11.75%
Financial Service	28	6.45%
Friend/Neighbor	41	9.45%
Law Enforcement	37	8.53%
Legal Service	2	0.46%
Medical Service	57	13.13%
Other	39	8.99%
Other Public Service	34	7.83%
Self	11	2.54%
Social Service	93	21.43%
Unknown	0	0.00%
TOTAL	434	100.00%

Rptg Source

Care Giver/Res Mgr	37	8.79%
Conserv/Guardian	6	1.43%
Family Member	116	27.55%
Financial Service	1	0.24%
Friend/Neighbor	23	5.46%
Law Enforcement	0	0.00%
Legal Service	0	0.00%
Medical Service	2	0.48%
Other	24	5.70%
Other Public Service	1	0.24%
Self	207	49.17%
Social Service	2	0.48%
Unknown	2	0.48%
TOTAL	421	100.00%

Perpetrator

Care Giver/Res Mgr	37	8.79%
Conserv/Guardian	6	1.43%
Family Member	116	27.55%
Financial Service	1	0.24%
Friend/Neighbor	23	5.46%
Law Enforcement	0	0.00%
Legal Service	0	0.00%
Medical Service	2	0.48%
Other	24	5.70%
Other Public Service	1	0.24%
Self	207	49.17%
Social Service	2	0.48%
Unknown	2	0.48%
TOTAL	421	100.00%



DEPARTMENT OF ECONOMIC SECURITY

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ADULT PROTECTIVE SERVICES

7/1/2010 thru 6/30/2011

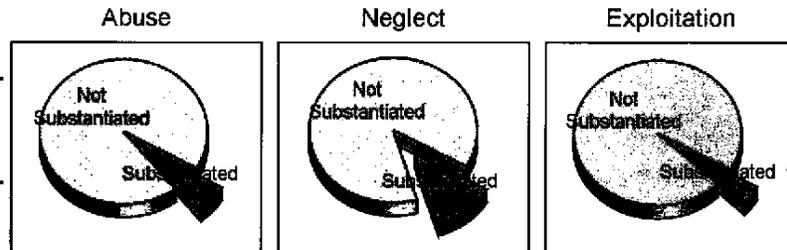
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ACTIVITY SUMMARY - YUMA

ALLEGATIONS INVESTIGATED

a case may have multiple allegations

ABUSE	33	18.03%
Not Substantiated	31	93.94%
Substantiated	2	6.06%
NEGLECT	133	72.68%
Not Substantiated	117	87.97%
Substantiated	16	12.03%
EXPLOITATION	50	27.32%
Not Substantiated	48	96.00%
Substantiated	2	4.00%
TOTAL CASES	183	



DEMOGRAPHICS

CLIENT AGE GROUP

18 - 29	8	4.37%
30 - 39	6	3.28%
40 - 49	10	5.46%
50 - 59	13	7.10%
60 - 64	8	4.37%
65 - 69	13	7.10%
70 - 74	19	10.38%
75 - 79	26	14.21%
80 - 84	39	21.31%
85+	41	22.40%
Unknown	0	0.00%

CLIENT RACE

Am Ind/Ak Native	4	2.19%
Asian	1	0.55%
Black/African Amer	2	1.09%
Caucasian/White	125	68.31%
Hispanic	38	20.77%
Pacific Islander	1	0.55%
Unknown/Other	12	6.56%

CLIENT MONTHLY INCOME

\$300 or Less	0	0.00%
\$301 - \$500	1	0.55%
\$501 - \$750	12	6.56%
\$751 - \$1,000	20	10.93%
Over \$1,000	21	11.48%
Unknown	129	70.49%

CLIENT GENDER

Female	111	60.66%
Male	72	39.34%
Unknown	0	0.00%

CLIENT LIVING ARRANGEMENT

Alone-No Assistance	34	18.58%
Alone-Some Asst	4	2.19%
With Family	44	24.04%
With Non Family	8	4.37%

CLIENT DWELLING / FACILITY TYPE

Private Residence	42	22.95%
Adult Foster Care	0	0.00%
Assisted Living	9	4.92%
Board & Care	1	0.55%
DDD Placement	6	3.28%
Nursing Facility	23	12.57%
Residential Care	4	2.19%
Supervisory Care	1	0.55%
Unlicensed	0	0.00%
VA	0	0.00%
Unknown	7	3.83%

RELATION TO CLIENT

Relation to Client	Rptg Source	Perpetrator
Care Giver/Res Mgr	24 12.44%	38 20.11%
Conserv/Guardian	1 0.52%	7 3.70%
Family Member	25 12.95%	47 24.87%
Financial Service	15 7.77%	0 0.00%
Friend/Neighbor	8 4.15%	14 7.41%
Law Enforcement	6 3.11%	0 0.00%
Legal Service	0 0.00%	0 0.00%
Medical Service	38 19.69%	2 1.06%
Other	13 6.74%	10 5.29%
Other Public Service	18 9.33%	0 0.00%
Self	2 1.04%	71 37.57%
Social Service	42 21.76%	0 0.00%
Unknown	1 0.52%	0 0.00%
TOTAL	193 100.00%	189 100.00%