

# STOP Adult Abuse



Fiscal Year 2016



Adult Abuse &  
Neglect Hotline

**1-800-392-0210**

*Make a difference. Make the call.*

Relay Missouri 1-800-735-2466



Department of Health and Senior Services  
PO Box 570, Jefferson City, Mo. 65102  
[Health.mo.gov](http://Health.mo.gov)

APS Automation, Data Analysis, &  
Training Unit  
Po Box 570, Jefferson City Mo 65102  
573/522-6132

# STOP Adult Abuse: It's a Crime

## Introduction

Adult Protective Services are provided, in some form, to eligible adults in all 50 states and U.S. territories as well as around the world. Research shows that as many as two million elders are abused in the United States and many more go unreported. Adult abuse, neglect, and exploitation is a serious problem that has harmful effects on victims in the short and long-term.

The Department of Health and Senior Services, Division of Senior and Disability Services is the state agency responsible for providing Adult Protective Services to eligible adults in all 114 of Missouri's counties as well as the city of St. Louis. Hotline reports are received at central intake which operates 365 days per year from 7 a.m. to 12 a.m.

Adult Protective Services staff receive those reports and investigate allegations of abuse, neglect, and exploitation. Staff members also provide Protective Services, a combination of services, preventative and supportive in nature, which are meant to resolve an issue or assist with meeting a need essential to the eligible adult's safety and well-being.

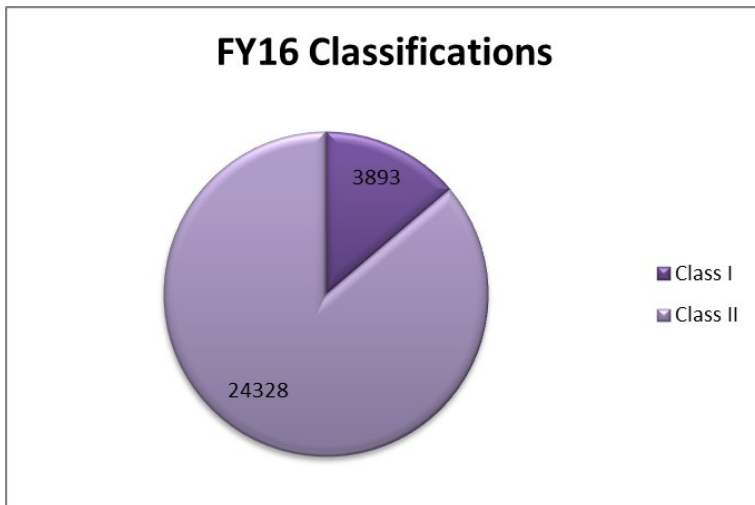
Stop Adult Abuse: It's a Crime provides the public with educational information and data regarding Adult Protective Services in Missouri. The enclosed report illustrates a continued need for strong community support for adults, both seniors and those with disabilities. This report is completed by state fiscal year and all the data contained within the report is for FY16 which runs from July of 2015 to June of 2016.

To report suspected Adult abuse, neglect, or exploitation, call **800-392-0210**. For further information on Adult abuse, neglect, and exploitation in Missouri, visit our [website](#).

# STOP Adult Abuse: It's a Crime

## Reports

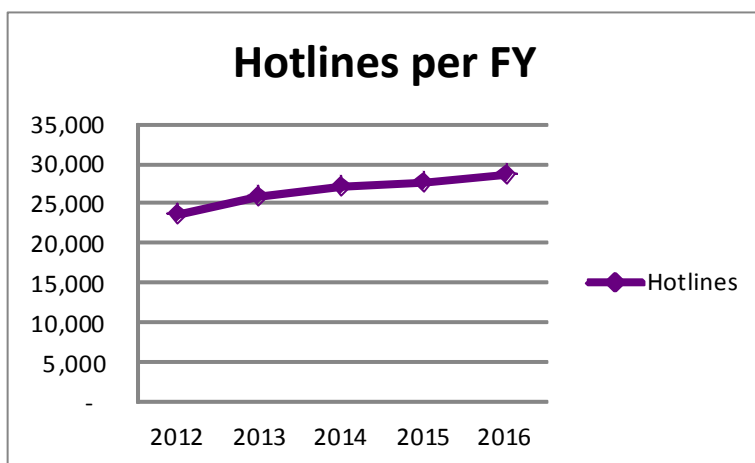
Reports of abuse, neglect, and exploitation (ANE) are typically received by the division's Central Registry Unit (CRU). CRU's professionally trained staff members are responsible for evaluating whether or not a report meets all the statutory requirements for eligibility and for classifying the report as to the level risk of the eligible adult. Reports that don't meet statutory criteria are referred to the appropriate agency.



Class I reports involve life threatening, imminent danger situations that indicate a high risk of injury or harm to the eligible adult.

Class II reports involve situations that may result in harm or injury but are not life threatening.

The division received 3,893 Class I reports, a 24.5% increase over the previous fiscal year.



Over the past 5 fiscal years, investigations have increased an average of 21% though the number of investigative staff hasn't changed.

The division employs 211 staff members to complete these reports. In FY16, the division investigated 28,630 reports averaging 136 per worker.

# STOP Adult Abuse: It's a Crime

## Reporting criteria

[Missouri revised statutes](#) list specific persons mandated to report ANE:

- Adult day care worker
- Employee of a local area agency on aging or an organized area agency on aging program
- Hospital and clinic personnel engaged in the care or treatment of others
- Medical examiner
- Person with the responsibility for the care of an eligible adult
- Psychiatrist
- Medical resident or intern
- Mental health professional
- Minister
- Nurse
- Nurse practitioner
- Optometrist
- Other health practitioner
- Peace officer
- Personal care attendant
- Pharmacist
- Physical therapist
- Physician
- Physician's assistant
- Podiatrist
- Probation or parole officer
- Psychologist
- Social worker
- Christian Science practitioner
- Consumer Directed Services Vendor
- Coroner
- Dentist
- Embalmer
- Employee of the departments of social services, mental health, or health and senior services
- Emergency medical technician
- Firefighter
- First responder
- Funeral director
- Home health agency or home health agency employee
- In-home services owner or provider
- In-home services operator or employee
- Law enforcement officer
- Long-term care facility administrator or employee

When making a report to the division, the caller should be prepared to answer the following questions to the best of his or her ability:

- The eligible adult's name, address, telephone number, sex, age and general condition;
- The alleged perpetrator's name, address, sex, age, relationship to eligible adult and condition;
- The circumstances which lead the reporter to believe that the eligible adult is being abused, neglected or financially exploited, with as much specificity as possible;
- Whether the eligible adult is in immediate danger, the best time to contact the eligible adult, if he or she knows of the report, and if there is any danger to the worker going out to investigate;
- The name, daytime telephone number, and relationship of the reporter to the eligible adult;
- The names of others with information about the situation;
- If the reporter is not a required reporter, whether he or she is willing to be contacted again; and
- Any other relevant information.

# STOP Adult Abuse: It's a Crime

## Investigating allegations

The division is required to conduct an investigation on any eligible adult in Missouri. An eligible adult is an individual with a disability between the ages 18-59 and seniors 60 and older who are unable to protect their own interests or adequately perform or obtain services which are necessary to meet his or her essential human needs.

DSDS recognizes that all adults have the right to self-determination; that is, the free choice over one's personal decisions including the right to receive help or refuse it. If it is determined during the course of an investigation the eligible adult lacks the mental capacity to do so, DSDS will pursue other legal remedies.

The investigation will focus on gathering all pertinent information and will generally include:

- Contact with the reporter for additional information;
- An interview with the eligible adult;
- An interview with any relevant witnesses;
- Interventions/services to alleviate the eligible adult's level of risk; and
- An interview, if appropriate, with the alleged perpetrator.

The revised statutes of Missouri define the kinds of reports that will be investigated.

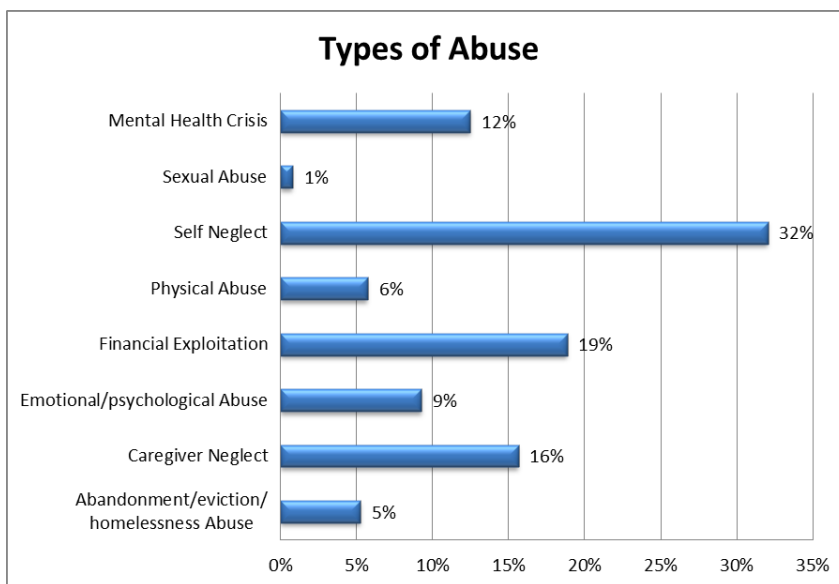
- [Abuse](#) is the infliction of physical, sexual, or emotional injury or harm including financial exploitation by any person, firm, or corporation and bullying;
- [Neglect](#) is defined as the failure to provide services to an eligible adult by any person, firm or corporation with a legal or contractual duty to do so, when such failure presents either an imminent danger to the health, safety, or welfare of the client or a substantial probability that death or serious physical harm would result; and
- [Financial Exploitation](#) is defined in part as knowingly obtaining control over the property of the elderly person or person with a disability with the intent to permanently deprive the person of the use, benefit or possession of his or her property thereby benefitting the offender or detrimentally affecting the elderly person or person with a disability.



# STOP Adult Abuse: It's a Crime

## Investigations continued

The division further distinguishes types of abuse, neglect, and exploitation. Often there are multiple allegation types and alleged perpetrators associated with a single report making the investigation and intervention strategies more complex. The more complex the investigation, the more difficult it is to resolve issues and alleviate the eligible adult's risk.



In FY16, the division investigated 50,540 allegations of ANE. Self-neglect comprised the largest allegation at 32%.

Financial Exploitation had the largest increase from the previous fiscal year at 4.75%.

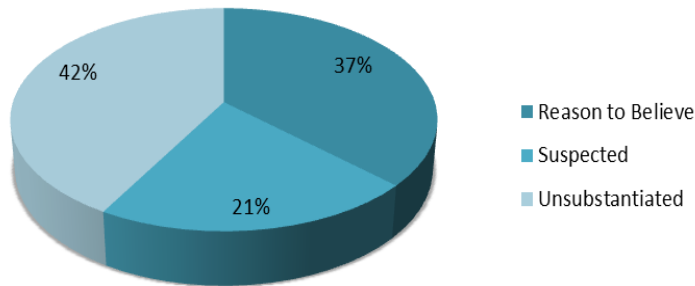
After an investigation is conducted, allegation findings are coded one of three ways:

- Reason to Believe: meaning a substantial amount of evidence is found supporting the allegations contained in the report have occurred;
- Suspected: meaning that based on worker judgment, allegations contained in the report are probable or likely; or
- Unsubstantiated: meaning the evidence of the investigation does not support the allegations.

# STOP Adult Abuse: It's a Crime

## Investigations continued

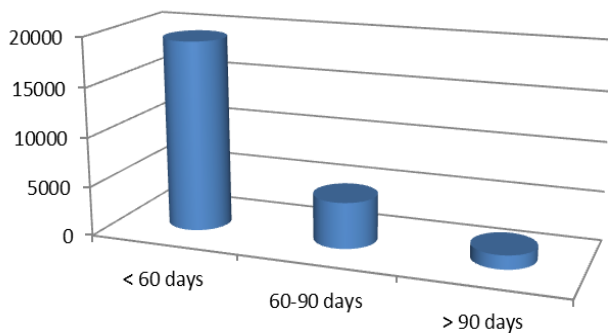
### Allegation Rates



In FY16, HCS staff members found reason to believe 37% of reports received by the division occurred with 21% suspected to have occurred.

This represents a 58% likelihood that the reported ANE allegations occurred.

### Investigation Completion Rates



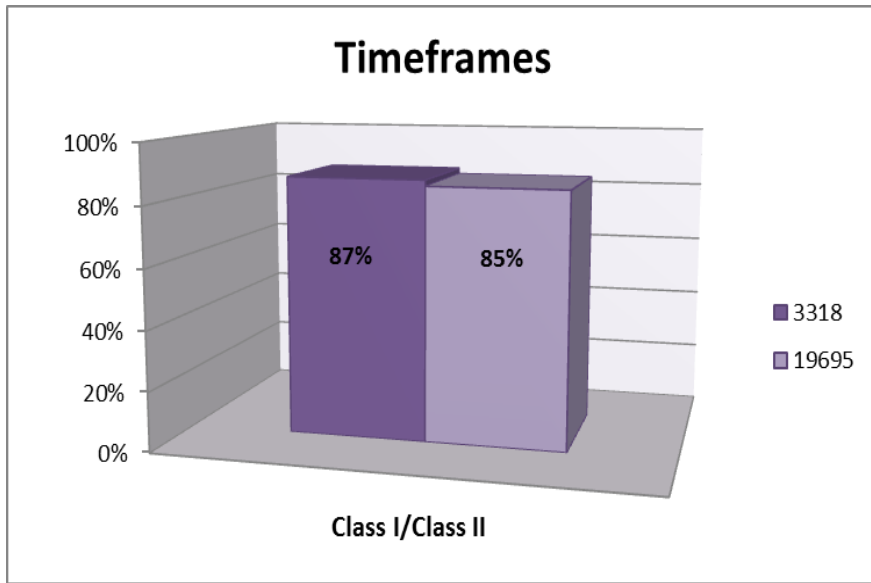
Though exceptions exist, DSDS has 60 days to complete an investigation.

77% of the cases investigated were closed in 60 days with a further 19% closed between 60-90 days of receipt.



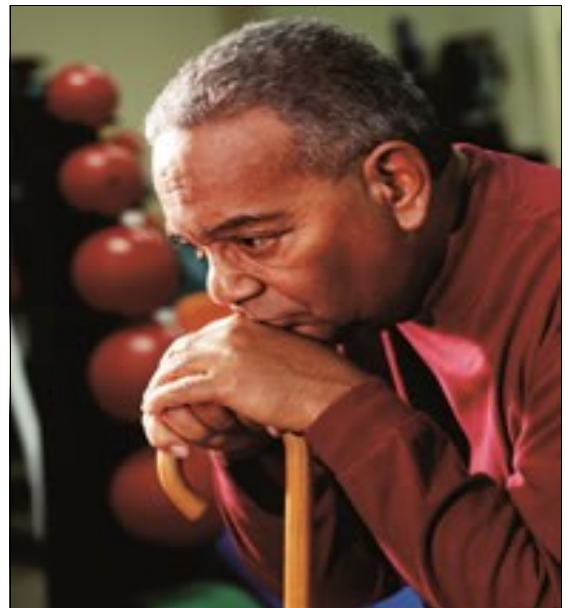
# STOP Adult Abuse: It's a Crime

## Investigations continued



Division staff are required to visit the eligible adult within 24 hours on a Class I report and within 7 calendar days on a Class II report.

In FY16, division staff saw the eligible adult within allowable timeframes in 87% of Class I reports and 85% of Class II reports.





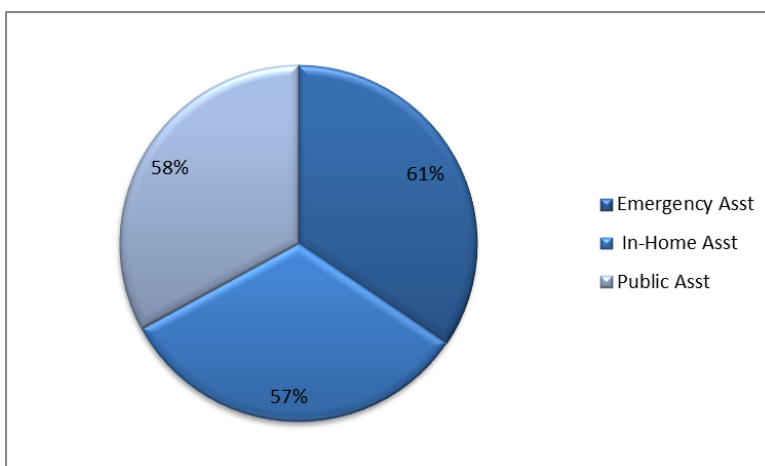
# STOP Adult Abuse: It's a Crime

## Interventions

During the investigative process, the Adult Protective and Community Worker (APCW) assesses the situation and assists in arranging appropriate intervention services if the eligible adult chooses to receive services. The eligible adult is empowered to make his or her own choices, including those regarding long-term care.

Such interventions may include:

- Case Management Services: develop/plan for resources/services to meet the adult's needs;
- Emergency Assistance Services: typically emergency food, clothing, utility assistance;
- Housing/Relocation Services: typical activities associated with moving the adult;
- In-Home Assistance Services: services such as personal care to support the adult at home;
- Legal/Law Enforcement Services: addressing civil/criminal matters such as guardianships;
- Medical/Dental Services: assisting the adult to make appointments or access local medical services;
- Mental Health Services: may include commitment, evaluation, or referral to local mental health organizations;
- Public Assistance Benefits: Medicaid, SNAP (food stamps), and energy assistance as well as other public assistance programs; or
- Transportation: Assist in arranging travel to and from various locations including medical appointments or grocery shopping.



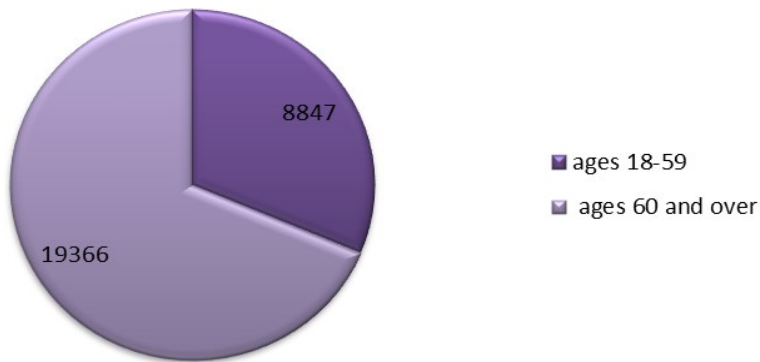
In a recent survey conducted with division staff, Emergency Assistance, In-Home Assistance, and Public Benefits were the interventions most often provided to eligible adults.

# STOP Adult Abuse: It's a Crime

## Eligible Adults:

According to the last census, there are an estimated 6 million people living in Missouri with approximately 1.3 million of those people over 60 and 314,000 between the ages of 18-59 with a disability. The [National Center on Elder Abuse](#) (NCEA) estimates that one in ten elderly persons are a victim of abuse, which in Missouri means that for every report received on an individual over 60, approximately 113,000 go unreported.

### Eligible Adult Age Range



In FY16, of the eligible adults with ages known to the division, 30% were ages 18-59 with a disability.

This number has stayed static for the past 2 years.

## In Missouri, an eligible adult is more likely:

- Female - 60% were female
- 62 years old on average
- White - 8,349 of females were white
- Living with someone - 56% lived with someone

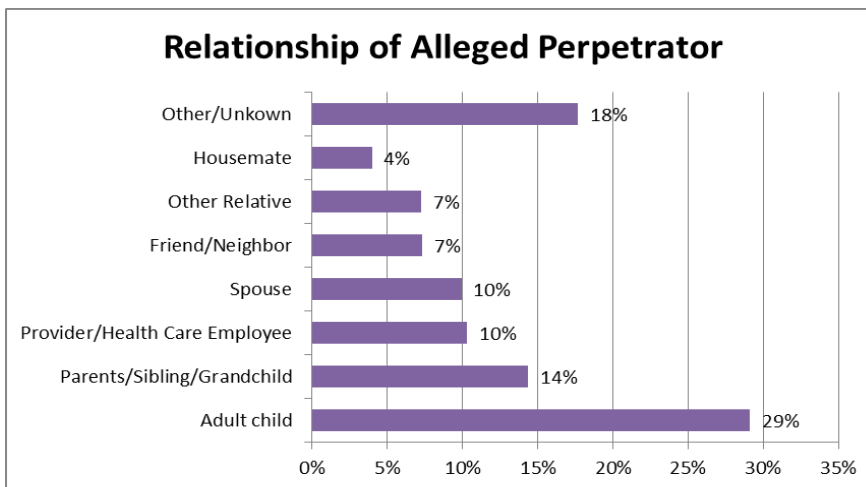


# STOP Adult Abuse: It's a Crime

## Alleged Perpetrators

The division takes reports of self-neglect as well as reports of Abuse, Neglect, and Exploitation on third party perpetrators. Self-Neglect means that the eligible adult is disregarding some aspect of their health, safety and welfare; examples may include hoarding, disregarding medical advice, and refusing to care for one's physical self such as bathing, grooming, or hygiene issues.

In FY16, a third party is alleged in more than half of the reports called in to the division. In general, alleged perpetrators tend to be individuals who are in the eligible adults' lives on a regular basis such as relatives or caregivers. In the past 5 years, the type of alleged perpetrator has shifted from an adult male relative to an adult female relative. This shift may be attributed to the fact that female relatives are more likely to be caregivers. [The Family Caregiver Alliance](#) estimates that in 2015, 66% of women are caregivers of a mother at least 60 years old. The negative impact of caregiving on the caregiver can be significant ranging from social isolation to depression and stress which in turn may cause an increase in adult abuse.



In 29% of reports, an adult child was reported to be the alleged perpetrator.

Of all the alleged perpetrators, 61% are related to the eligible adult in some fashion.

## In Missouri, an alleged perpetrator is more likely\*:

- Female - 52% of alleged perpetrators are female
- Between the ages of 50-60
- White - over 5,500 are white
- An adult child

\*based on available data



---

## Website References:

Abuse, neglect and exploitation: <http://health.mo.gov/safety/abuse/>

Home and Community Based Services: <http://health.mo.gov/seniors/hcbs/info.php>

Census data: <https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=CF>

Area Agencies on Aging: <http://health.mo.gov/seniors/aaa/>

Missouri Statutes: <http://revisor.mo.gov/main/Home.aspx>

National Center on Elder Abuse: <https://ncea.acl.gov/>

National Adult Protective Services Association: <http://www.napsa-now.org/>

Administration for Community Living: <https://www.acl.gov/>

