



State of Missouri

Division of Senior and Disability Services



Annual Report FY 2016

Prepared By

APS Automation, Data Analysis, & Training Unit

Po Box 570, Jefferson City Mo 65102

(573) 522-6132

Division of Senior and Disability Services

Vision

Healthy Missourians for Life.

Mission

To promote a comprehensive, coordinated, and cost-effective continuum of long-term care options and protective services that support older persons (60+) and adults with disabilities (18+) to maintain their health and independence wherever they choose to live.

Values

The following guiding principles and values are utilized by Division of Senior and Disability Services employees while working with the public:

Promote Independence: Individuals have the right to live in the least restrictive environment

Maximize Choice: Individuals have the right to self-determination and participation in care planning as well as the right to refuse assistance offered

Respect: All persons will be treated with fairness and respect including those with different values, cultures, and abilities

Professionalism: DSDS holds staff members to the highest standards of professionalism with dedication to our mission

Compassion, Integrity, & Ethics: Compassion, concern for human welfare, honesty, and an adherence to a strict ethical code are key characteristics of all of our staff members

Support: Regardless of the situation, we are committed to empowering and being tireless advocates for the persons we serve

Commitment: We are committed to providing the public with knowledgeable staff members who care about the services we provide and are supportive of the division's mission. Our staff members are professional and have uncompromising integrity and, as a division, we are committed to respecting each employee as an individual and for his or her role in the division.

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Director's Office

Celesta Hartgraves, Director

Dear Readers:

I want to thank you for your interest in our organization. The Division of Senior and Disability Services is devoted to assisting adults in protecting themselves from Abuse, Neglect, or Exploitation; advocating for adults in safely maintaining their independence at home; and empowering adults to attain or maintain optimal self-determination. We want you to get to know each of our offices, bureaus, and units within the division; enclosed you will find basic descriptions and information regarding each, as well as contact numbers.

Additionally, the Division of Senior and Disability Services produces a report, Stop Adult Abuse: It's A Crime, which presents information and data on all Adult Abuse, Neglect and Exploitation allegations that were addressed by the division. Certainly, the enclosed report illustrates a continued need for strong community support for adults, both seniors and those with disabilities. Through ongoing support of committed citizens and community partnerships, we believe our shared desires for Missouri's seniors and adults with disabilities will be realized.

I would like to thank division staff members for the hard work shown throughout the year. I am deeply grateful for your continued commitment to provide excellent service to the community. Your efforts have resulted in numerous successful outcomes for the people we serve. Your loyalty during this past year is appreciated and your dedication to the citizens of Missouri shows.



With regards,

A handwritten signature in cursive script that reads "Celesta Hartgraves".

Celesta Hartgraves
Director, Division of Senior & Disability Services

Division of Senior and Disability Services

The Division of Senior and Disability Services (DSDS) is one of four divisions that make up the Missouri Department of Health and Senior Services. DSDS is the designated State Unit on Aging, carrying out the mandates of the State of Missouri regarding programs and services for seniors and adults with disabilities. Mandates for the division include oversight, implementation, and administration of state, federal, and community based programs designed to maximize independence and safety for adults who choose to remain independent in the community. In coordination with the department director, the division advises legislators, advocates, state agencies and other organizations and individuals regarding services and available data to support this function.

DSDS is primarily charged with the responsibility to provide aid and assistance to the elderly and low-income disabled adults living in the state.

DSDS has three main responsibilities:

- Investigate abuse, neglect, and exploitation (ANE) and provide Adult Protective Services (APS) to eligible adults, who, for reason of age, physical, or mental disabilities, are unable to provide or secure services for themselves or to meet essential human needs;
- The administration and operation of the Medicaid funded Home and Community Based Services (HCBS) programs authorized on behalf of adults choosing to received long-term care in the home or community.; and
- Monitor the Area Agencies on Aging to ensure services are provided in accordance with the mandates of Title III of the Older American’s Act and also direct the Senior Community Services Employment Program.

DSDS comprises the Director’s Office, the Bureau of CRU & HCBS Call Center; the Bureau of Senior Programs; the Bureau of Home and Community Services; the Bureau of Long Term Services and Supports; and the Bureau of Systems and Staff Development.



Constituent Liaison and Emergency Services Unit

Wendy Bruemmer, Constituent and Emergency Services Coordinator

BY THE NUMBERS

- 82 presentations
- 64 exhibiting events
- 201 literature requests
- 162 constituent inquiries
- 5 Program inquiries
- 4 COOP trainings
- 3 COOP exercises
- 3 Disaster Response presentations
- 1 Disaster event
- 8 MARC participations

Constituent Liaison and Emergency Services

Phone: (573) 751-2413

The Constituent Liaison and Emergency Services Unit is responsible for the coordination of all public outreach by the Division; liaising with all statewide advocacy organizations; coordinating disaster relief efforts and emergency preparedness training on behalf of the division; and responding to requests or inquiries from the public, or constituents, directed to the Department Director's Office, Division Director's Office or through a legislative office.

The unit promotes DSDS and Older Americans Act initiatives related to well-being and health of seniors and adults with disabilities. Specific activities may include public addresses to interested groups, promotional outreach to community members, and networking with governmental and business entities that have an interest in supporting seniors.

The Constituent Liaison and Emergency Services Unit also coordinates for the Missouri Silver Haired Legislature, a statewide volunteer advocacy organization of older adults created in 1973, which advocates with the state legislature on behalf of Missouri's older adults and makes recommendations for statewide legislative changes.

This unit is also responsible for ensuring that Missouri's most vulnerable citizens, seniors and adults with disabilities, are included in emergency planning and preparation, as well as disaster recovery. When disasters and/or emergencies strike anywhere in Missouri, the Disaster Response Coordinator responds to assist and protect seniors and adults with disabilities by coordinating with DSDS staff, Agencies on Aging, Centers for Independent Living, other state agencies, and Voluntary Organizations Active in Disasters. The Disaster Res-

ponse Coordinator also maintains situational awareness, communication, and collaborations on needs and resources with the State Emergency Management Agency, the Federal Emergency Management Agency, as well as the Administration for Community Living. In addition, the Disaster Response Coordinator conducts trainings and exercises on emergency preparedness/response/recovery and on continuity of operations (COOP) for all DSDS staff statewide and DSDS partners and providers, as well as coordinating division activities related to Multi-Agency Resource Centers (MARC).

Financial Support Unit

Jake Luebbering, Chief

The Financial Support Unit assists the director's office in providing financial oversight of the division's annual budget. The Financial Support unit also performs a variety of financial services for different bureaus within the division such as purchasing, oversight of expense accounts, and accounts payable.

This unit assures division employees' time accounting is accurately entered into Missouri's payroll system as well as assisting bureaus with the financial end of the hiring process such as salary justification and requests to fill vacant positions.

The Financial Support Unit is also responsible for legislative oversight and fiscal notes received during the legislative session. Unit staff members review fiscal notes for financial and indirect impact to the division.

The Financial Support Unit provides oversight of financial matters related to all the division's federal grants and contracts. They also communicate with the department level fiscal unit as necessary.



Financial Support Unit

Phone: (573) 526-3626

Fax: (573) 751-6499

Office of Long-Term Care Ombudsman

Kay Dinolfo, state Ombudsman

BY THE NUMBERS

- 3 paid staff members
- 230 Ombudsman volunteers
- 900 facilities
- 5,341 complaints with 2,565 resolved

Ombudsman program

Phone: (573) 526-0727

Fax: (573) 751-6499

The Office of the Long-Term Care Ombudsman advocates for facility residents and has responsibility for complaint resolution on behalf of facility residents. This office also educates and trains staff, consumers, and community partners on issues related to long-term facility care and manages volunteer Ombudsman serving in facilities across the state.

The mission of the program is to improve the quality of life for residents of long term care facilities through advocacy and education. The goals of the program are:

- To provide ombudsman services to all residents of all long-term care facilities in Missouri;
- To advocate for residents' rights; and
- To provide community education regarding long-term care facility issues

Missouri's ombudsman program consists of volunteers serving residents of nursing homes and residential care facilities to provide support and assistance with any problems or complaints.

Each volunteer is assigned to one, or sometimes two or more, nursing homes (or other residential facilities) and is expected to visit the residents on a regular basis. By becoming a regular visitor, the volunteer gets to know the residents and the facility.



Special Investigations Unit

David Lanigan, Manager

The Special Investigations Unit, as part of the director's office, has been charged with assisting the Bureau of Home and Community Services with complex investigations typically involving crimes and law enforcement.

This unit conducts investigations that may involve such things as jurisdictional issues, multiple crimes, multiple victims or multiple suspects, investigations that are particularly heinous, sensitive, detrimentally impact the department, or involve complex financial situations and internal employee investigations.

Special Investigations Unit also acts as a go-between with field staff and local law enforcement. In addition, SIU provides daily consultations with field staff and provides training to internal and external partners.

In May of 2016, the Special Investigations Unit became the primary investigator for allegations made against Home and Community Based Services provider employees. These investigations may result in the provider employee being placed on a disqualification list.

BY THE NUMBERS

- 54 investigations
- 8 referrals to prosecution

Special Investigations Unit

Phone: (573) 526-8537

Fax: (573) 522-4149



Bureau of Central Registry Unit and HCBS Call Center

Joseph Salter, Chief

The Bureau of Central Registry Unit and HCBS Call Center was created in 2015 to combine the division's two call centers.

The Central Registry Unit, operates the state's toll-free Adult Abuse hotline, which serves as the primary intake point for receiving and processing reports of Abuse, Neglect, or Exploitation of eligible adults (age 60+ and adults with disabilities ages 18-59) residing in the community, long term care facilities, and other institutional settings.

The Central Registry Unit also receives referrals on behalf of individuals in need of long-term care, registers hospital and home-health complaints, and completes registration into the Shared Care Program that offers tax credits to caregivers providing care to seniors in the community.

The Home and Community Based Services (HCBS) Call Center operates the division's toll-free centralized intake line for Medicaid funded HCBS. HCBS are provided to eligible persons in order to prevent nursing facility placement. Examples of HCBS include state plan personal care, respite, and adult day care.

Most referrals are received via phone, fax, and the internet from the 1172 providers of HCBS and the public. The HCBS Call Center also fields inquiries into the status of pending referrals.



Adult Abuse &
Neglect Hotline

1-800-392-0210

Make a difference. Make the call.

Relay Missouri 1-800-735-2466

BY THE NUMBERS

Central Registry Unit

- 28,630 hotlines
- 7864 complaints
- 11,216 requests for information
- Operates 365 days year:
7AM– Midnight

HCBS Call Center

- 34,970 incoming calls
- 20,909 prescreens
- 8,730 faxes
- Operates 8AM-5PM, M-F

Central Registry Unit

Adult Abuse Hotline: 800-392-0210

Fax: (573) 751-4386

HCBS Call Center

Referral line: 866-835-3505

Fax: (314) 877-2292

Bureau of Home and Community Services

Kathryn Sapp and Terry Black, Chiefs

BY THE NUMBERS

Home and Community Based Services

- 71,081 participants
- 18,059 new referrals
- 49,528 care plan change requests
- 231 transitions in MFP
- 155 staff members

Adult Protective Services

- 28630 investigations
- 782 Protective Services cases
- 127 presentations
- 244 staff members

Home and Community Services

Phone: (573) 522-9709

Fax: (573) 522-4888

The Bureau of Home and Community Services is responsible for referrals for and authorization of Home and Community Based Services as well as the investigation of Adult Abuse, Neglect and Exploitation for eligible adults 60 years and older and adults with disabilities ages 18-59.

Home and Community Based Services

Bureau staff authorize a variety of Medicaid funded HCBS programs designed to allow adults requiring long-term care to continue living in the community. Such HCBS programs are supportive in nature and not meant to supplant services the client already has in place.

This requires evaluating each individual's eligibility for services as well as determining the type of services that each person requires to remain in the least restrictive environment. Bureau staff also are responsible for any changes required in the person's care plan. For information on HCBS eligibility and available services see our [website](#).

In addition to the HCBS, the bureau also coordinates the Money Follows the Person Demonstration (MFP) which is an initiative to support adults with disabilities and older adults in Missouri to transition from an institutional setting to specified community settings.

Adult Protective Services

The Bureau of Home and Community Services staff investigate all allegations of abuse, neglect, and exploitation on eligible adults living in the community believed to be at risk of injury or harm and offer Adult Protective Services to those who require it. Bureau staff safeguard the protection of elderly and disabled adults who are unable to provide or secure services for themselves by ensuring a safe and healthy environment.

Protective Services are 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. For further information on signs and symptoms of Abuse, Neglect, and Exploitation as well as reporting guidelines visit our [website](#).

Bureau of Long-Term Services and Supports

Jessica Bax, Chief

The Bureau of Long Term Services and Supports is responsible for the interpretation, development, implementation, and maintenance of Missouri's home and community based services' case-management policies.

Staff members create, review, and interpret state regulations, as well as coordinate and develop protocols and operating procedures to maximize efficiency and effectiveness on behalf of management and sister state agencies in the provision of home-and-community-based services.

The bureau provides oversight, support and program evaluation to division management in the administration of the Aged and Disabled, Adult Day Care, and Independent Living Medicaid Waivers, in coordination with the Department of Social Services' MO HealthNet Division.

Policy interpretation and technical assistance are provided to all division field staff, management, supervisors, stakeholders and other interested individuals. Policies are developed in compliance with the MO HealthNet Division, the Senior and Disability Services' Code of State Regulations, state and federal statutes, guidelines and rules.



BY THE NUMBERS

- 44 external partner memos
- 17 internal memos
- 3 new policies
- 28 manual updates
- 1934 email enquiries
- 8 presentations

Long-Term Services and Supports

Phone: (573) 526-8557

Fax: (573) 522-3024

Bureau of Senior Programs

Michael Brewer, Chief

BY THE NUMBERS

- 7,727,751 million meals served
- 1,272,249 million units of service to 129,000 persons
- 329 workers participate in Senior Community Services Employment Program

Senior Programs

Phone: (573) 526-4542

Fax: (573) 751-6499

The Bureau of Senior Programs is responsible for oversight of programs authorized and funded through the Older Americans Act as well as coordination of programs within various state agencies and local communities as necessary to set policy and integrate state and federal goals for seniors in Missouri with emphasis on programs that enable seniors to maximize independence and safety in the community.

Senior Programs provides oversight and technical assistance to the ten [Missouri Area Agencies on Aging](#), or AAAs, who administer a variety of services to adults 60 years of age or older, or grandparents who are caregivers age 55 and older such as congregate and home delivered meals, information and benefits assistance, legal services, transportation, respite and homemaker services.

The Bureau also administers grants for Alzheimer's respite and related services, in-home services for caregivers of persons with dementia, naturalization (citizenship) services for legal senior immigrants and refugees, and services for naturally occurring retirement communities in Kansas City and St. Louis. Additionally, the Bureau administers the Senior Community Services Employment Program which offers training and job placement services to low-income Missourians age 55 or older.

Bureau of Systems and Staff Development

Waunita Schwandtner and Terri Woodward, Chiefs

The Bureau of Systems and Staff Development was created in 2014 to combine the two units responsible for the web based computer systems that the division utilizes.

APS Systems and Training is responsible for the oversight and maintenance of the Adult Protective Service (APS) computer system called Case Compass. This system houses all Adult Abuse, Neglect, and Exploitation investigations and protective services cases completed by the Bureau of Home and Community Services.

APS Systems and Training provides training to all division staff members in a variety of topics centered around APS and Home and Community Based Services (HCBS). The unit also trains HCBS providers on APS and HCBS reassessments.

Staff members in this unit also create reports on Adult Protective Service and provides analysis of data related to APS to internal and external partners.

HCBS Systems and Data Reporting is responsible for the oversight and maintenance of the HCBS Web Tool and analysis of data related to the authorization and delivery of HCBS in collaboration with HCBS providers.

Implemented in March, 2011 the HCBS Web Tool is an internet based gateway to access screening, assessment, and authorization information for HCBS in order to meet the needs of the participants.

The Web Tool interfaces with sister agencies to provide Medicaid eligibility information and submit prior authorizations for HCBS. HCBS Systems and Data Reporting analyzes data of current HCBS participants and assigns annual evaluations to ensure all recipients of service are assessed on an annual basis. Also, the unit frequently collects and reports data essential to the division's budget process.

BY THE NUMBERS

APS Systems and Training

- 13 internal trainings: 119 people
- 4 external trainings: 75 people
- Statewide APS training: 220 people
- 3 release updates to Case Compass
- 35 requests for data

HCBS Systems and Data Reporting

- Manage 55,000 open cases
- 600 persons utilize system
- Train an average of 60 new state staff annually
- Train average of 65 new providers annually

APS Systems and Training

Phone: (573) 526-0714

HCBS Systems and Data Reporting

Phone: (573) 526-8557

STOP Adult Abuse



*IT'S
A
CRIME*

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

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.

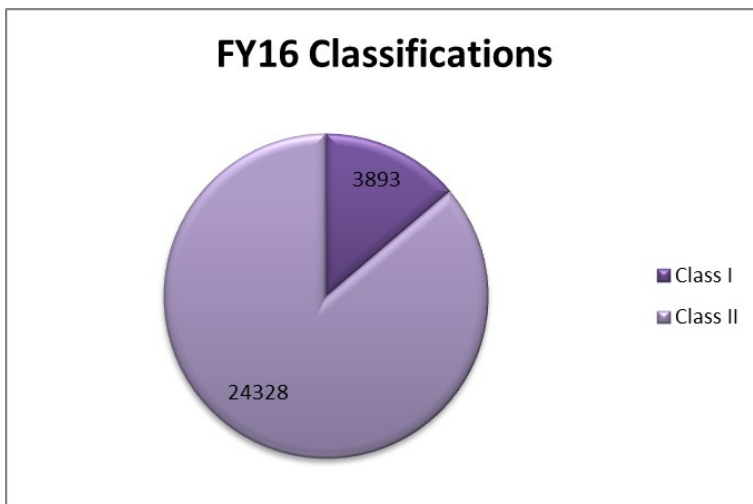
Stop Adult Abuse: It's a Crime provides the public with educational information and data regarding Adult Protective Services in Missouri. The enclosed report illustrates a continued need for strong community support for adults, both seniors and those with disabilities. This report is completed by state 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

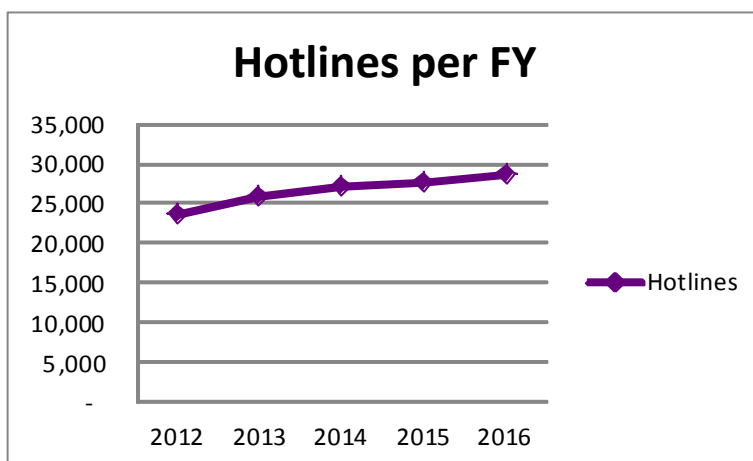
Reports of abuse, neglect, and exploitation (ANE) are typically received by the division's Central Registry Unit (CRU). CRU's professionally trained staff members are responsible for evaluating whether or not a report meets all the statutory requirements for eligibility and for classifying the report 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
- Personal care attendant
- Pharmacist
- Minister
- Nurse
- Physical therapist
- Nurse practitioner
- Nurse practitioner
- Physician
- Optometrist
- Other health practitioner
- Physician's assistant
- Podiatrist
- Peace officer
- Probation or parole officer
- Consumer Directed Services Vendor
- Emergency medical technician
- In-home services owner or provider
- Long-term care facility administrator or employee
- In-home services operator or employee
- Law enforcement officer
- Psychologist
- Social worker
- Firefighter
- First responder
- Funeral director
- Home health agency or home health agency 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.

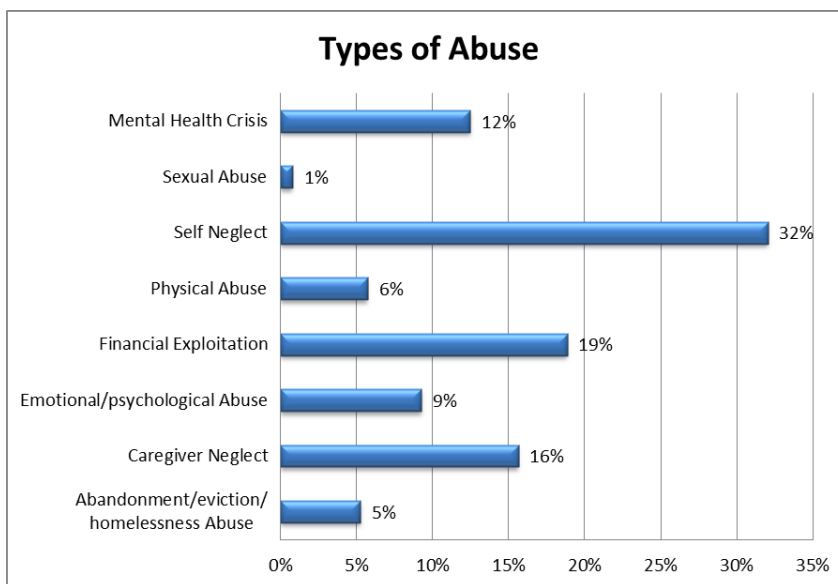
- [Abuse](#) is the infliction of physical, sexual, or emotional injury or harm including financial exploitation by any person, firm, or corporation and bullying;
- [Neglect](#) is defined as the failure to provide services to an eligible adult by any person, firm or corporation with a legal or contractual 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%.

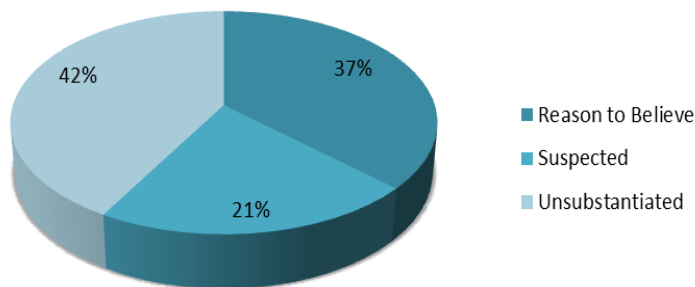
After an investigation is conducted, allegation findings are coded one of three ways:

- 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

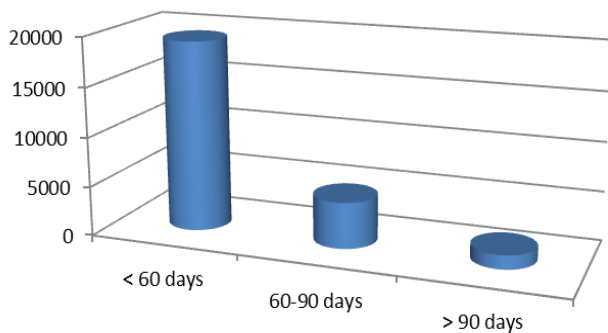
Allegation Rates



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

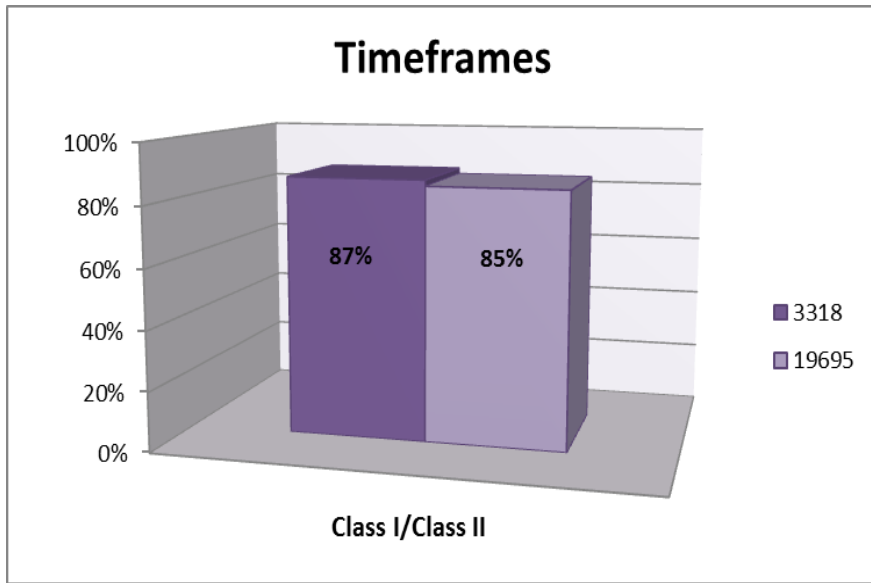


Though exceptions exist, DSDS has 60 days to complete an investigation.

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

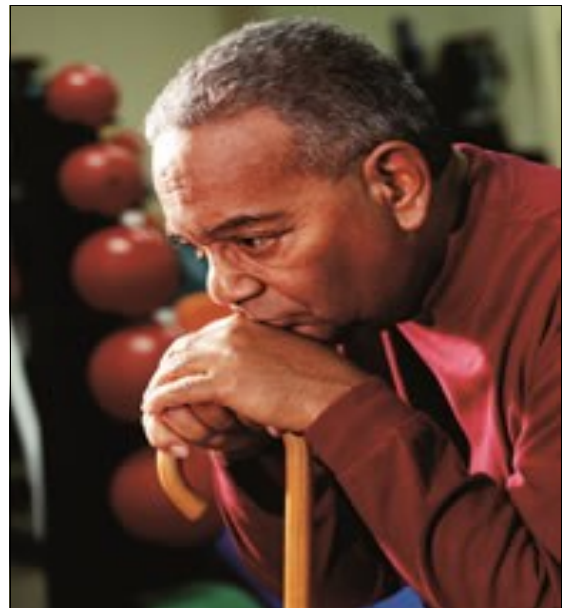
STOP Adult Abuse: It's a Crime

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.



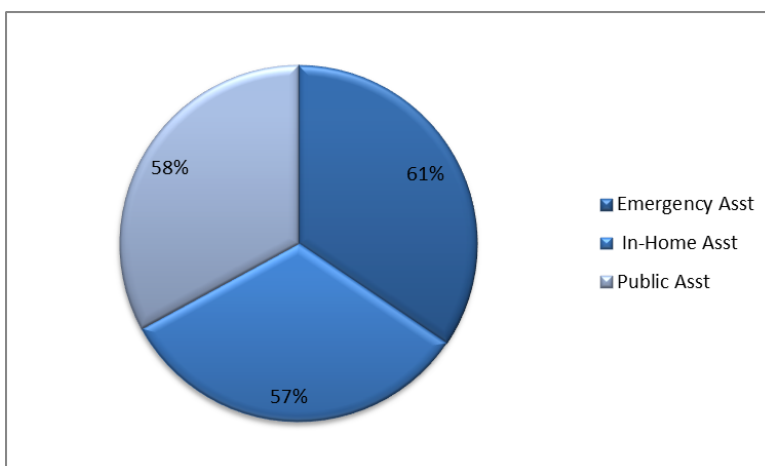
STOP Adult Abuse: It's a Crime

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.



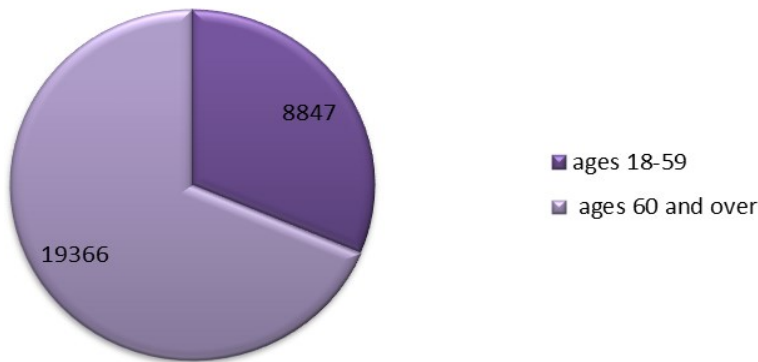
In a recent survey conducted with division staff, Emergency Assistance, In-Home Assistance, and Public Benefits were the interventions most often provided to eligible adults.

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

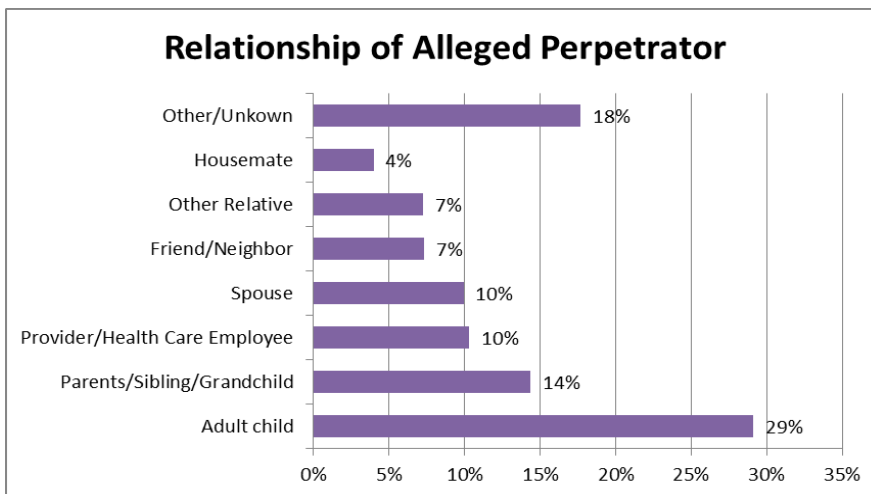


STOP Adult Abuse: It's a Crime

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



Success Stories in 2016

From a Home and Community Services staff member in the Neosho area during the May 2017 floods:

“I assisted at the Multi Agency Resource Center (MARC) in Neosho on May 8, 2017. The MARC was very organized and structured to provide optimal assistance while also affording a very welcoming, safe and inviting atmosphere to all who came.

It was at this MARC that I met MJ, a 69 year old mother and RJ, her 47 year old daughter. Prior to meeting with me, they met with the Family Support Division staff to apply for assistance. MJ and RJ were soft spoken and timid, appreciative for the generosity and kindness felt at the MARC but also a bit embarrassed.

I learned MJ received no income at all; she and RJ were barely surviving on RJ’s \$150 per month house cleaning income. RJ did not know how to seek assistance but was determined to help her mother remain at home as she desired.

As MJ needed more oversight and care RJ’s work opportunities were fewer, and sometime in 2015, all utilities were disconnected. A few years back the city of Neosho was reportedly planning to buy the flood zone home but the city reportedly ran out of money to do so. MJ and RJ did not have home owners insurance due to the cost as well as the inability to insure the home due to electrical wiring issues.

When the April 29, 2017 flood waters began coming into the home, RJ called 911 as she steadied her mother on a rail and was told responders were responding to people already submersed in water and would get to them as soon as possible. RJ continued to pray and hold on; her mother was getting weaker and very disoriented.

Soon neighbors came, walking through waist and neck high water, holding on to each other with a rope and rescued them both. MJ was so weak a neighbor had to carry her out of the flood water and she was kept for 24 hrs at the hospital as her body temp was below 90 and she was very disoriented.

RJ was very humbled by assistance from the MARC and was emotional as she expressed their need. Both MJ and RJ were approved for immediate housing assistance through Economic Security and they received funding to stay at the motel until an apartment was secured. MJ’s Medicaid was approved expediently as well as Food Stamps for both. Through help from Salvation Army and Catholic Charities, MJ and RJ were able to purchase essentials not otherwise obtained through clothing donations.

RJ was assigned a case manager through Economic Security to assist with securing employment and DSDS assisted with a Social Security benefit application for MJ as well as potential referral Home and Community Based Services.

As of 5/25/17, MJ and RJ have chosen an affordable and efficient duplex and moved from the hotel to their apartment, with the aid of church volunteers. Until RJ gains employment and MJ receives Social Security benefits, their housing costs will be covered (up to 12 months) through funds received by Economic Security due to the flood disaster.”

Success Stories in 2016

From an Special Investigations Unit staff member:

“We received a report of financial exploitation on an elderly woman in the Nevada area. She had been swindled out of nearly \$1.2 million by two gentlemen. One of the perpetrators befriended the elderly woman and convinced her that he was having legal trouble; he told her he’d had an accident while working for a trucking company and had to pay for the truck. The elderly woman made cash withdrawals out of her living trust to assist the alleged perpetrator. After an investigation conducted by SIU, one of the alleged perpetrators confessed. That confession was given to the prosecuting attorney who filed felony financial exploitation charges against both men. The first alleged perpetrator was convicted of a Class B felony which carries up to a 15 year sentence.”

From a Home and Community Services staff member in Warren County

“We received a report of sexual abuse on an 18 year old mentally impaired woman; she had the capacity of an 8 to 9 year old. Her stepfather was having sex with her up to 4 nights per week. The APCW immediately involved law enforcement and they worked together to get the woman safe. The local prosecuting attorney took the case and the stepfather was charged with incest and rape. The case recently went to trial and the stepfather was found guilty. Without the hard work of the APCW investigating, advocating, and testifying at trial, the situation may have ended differently. We truly made an impact and changed a life forever.”

From the Bureau of Senior Programs

“LR came to the Senior Community Service Program (SCSEP) through a referral. He was in the recovery process from bone cancer and had lost his job, apartment, and car because of the prolonged illness. He was left to live in the local Kansas City Rescue Mission, a homeless shelter. He was determined to not just wander the streets; he wanted to live and he wanted to work. He asked if the SCSEP program could help him with a training assignment and supportive services to get him back on his feet. SCSEP Contractor Catholic Charities enrolled him in the program and placed him at the Morning Glory Café host site. LR found an apartment and stabilized his housing situation. LR worked with SCSEP staff to develop a resume and attended Catholic Charities Workforce Readiness classes. LR was not having much luck finding work in the Kansas City area so he sent his resume to a friend who passed it onto their own employer. LR was offered employment as a manager of a plumbing supply warehouse. He was offered \$54,000 a year, a company truck, and full benefits. He started with the company on February 1, 2017.”

Accomplishments in 2016

In FY16, the Division of Senior and Disability Services celebrated the following accomplishments:

- The division had multiple successful prosecutions of ANE. For example, a [financial exploitation](#) case involving more than \$517,000 was successfully prosecuted.
- Awarded a two year [Administration for Community Living grant](#) of \$400,000 to expand and strengthen the delivery of services provided to vulnerable adults, utilizing new software to capture and improve investigation outcomes.
- Partnered with the Wells Fargo Corporate Office in St. Louis to develop a multidisciplinary team focused on preventing, reducing, and, when possible, prosecuting financial exploitation of seniors. The team comprises APS staff, Wells Fargo Elder Crime Initiatives Unit, probate commissioners, circuit court judges and attorneys, the IRS, police departments, the St. Louis Area Agency on Aging and the St. Louis Long Term Care Ombudsman Program. The vision of the team is to provide case specific resolutions, possible prosecution, and ultimately expand community outreach efforts and training for the community, banking institutions, and law enforcement.
- Expanded partnership with the Missouri Secretary of State's Office, the Consumer Division of the Missouri Attorney General's Office, and the Department of Insurance and Financial Protection to provide training at police academies throughout Missouri regarding the financial exploitation of seniors.
- Held a statewide Adult Protective Services training for the first time since 2009 with 230 attendees
- APS data was partly in two systems and, in 2016, all information was integrated into the current computer system, Case Compass. This allowed for full functionality and transparency to all division staff.
- The Special Investigations Unit was honored with the 2016-2017 Investigative Unit of the Year award presented by the Missouri State Investigator's Association consisting of law enforcement, state investigative units, and private investigators.
- The division became current on annual assessments

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/>

