

Executive Office of Elder Affairs



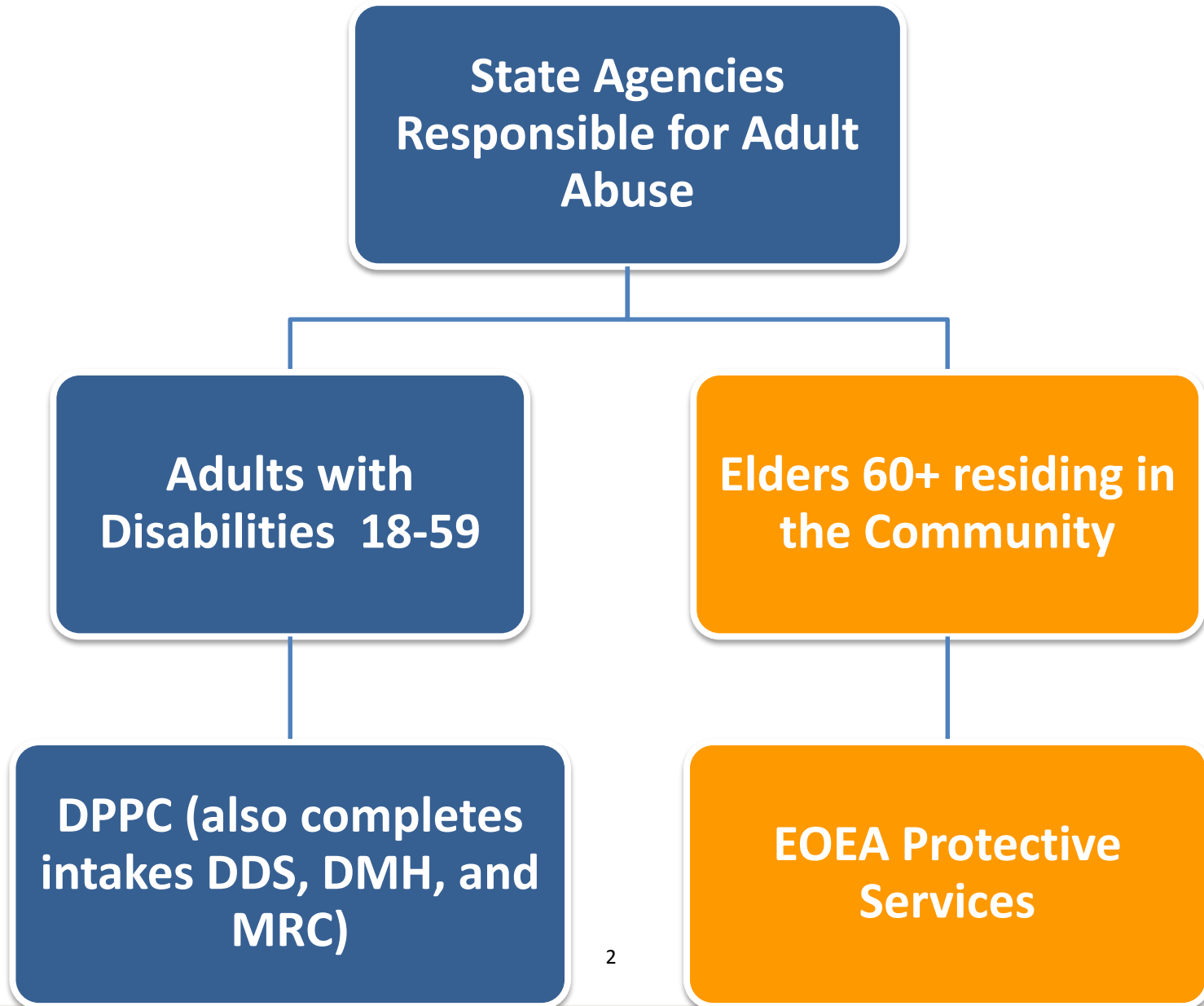
March, 2019

Massachusetts Elder Protective Services Program Updates



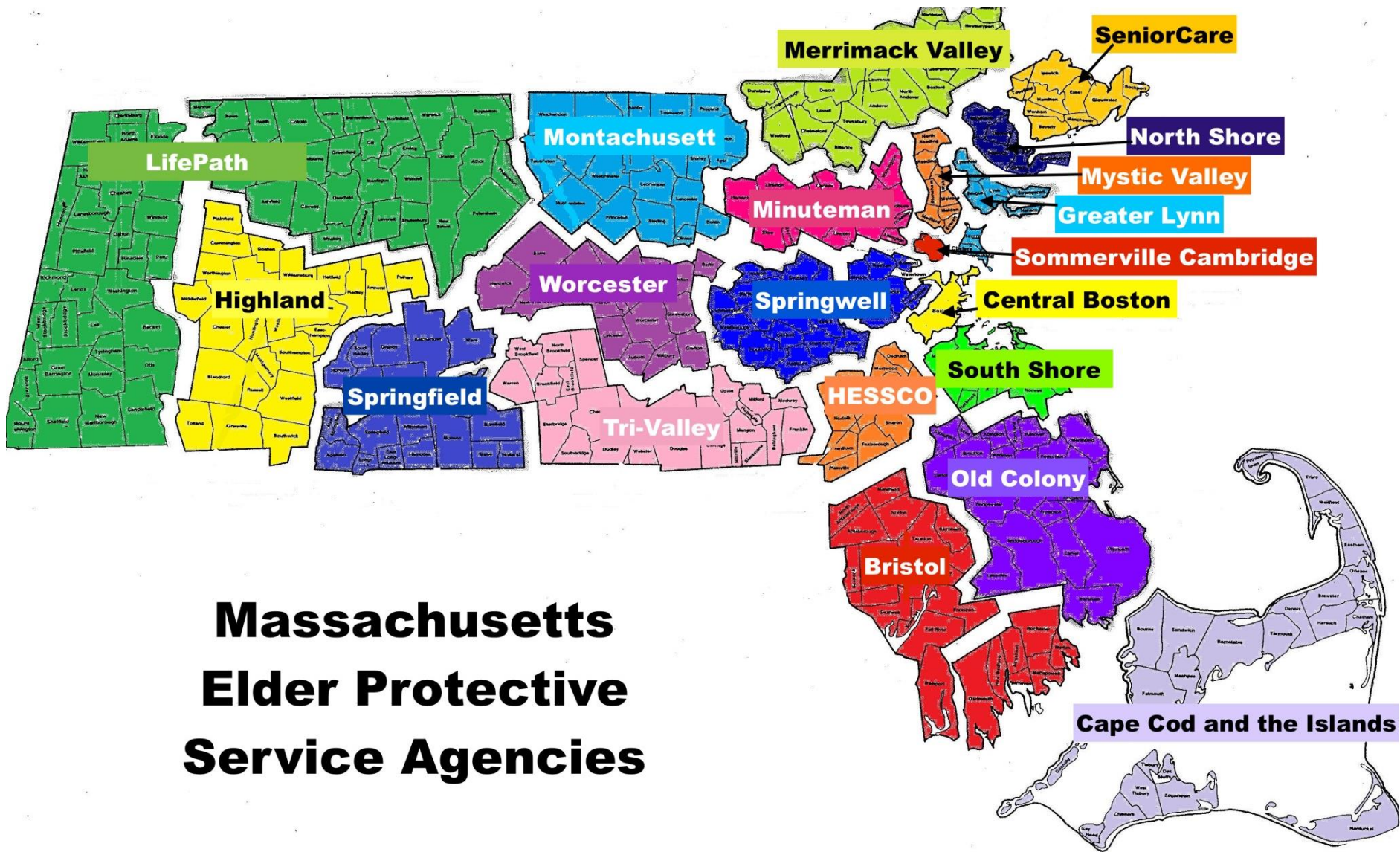


State Agencies Responsible for Abuse





Elder Protective Service Agencies



Massachusetts Elder Protective Service Agencies



What Is Elder Abuse?

**Physical
Abuse**

**Sexual
Abuse**

**Emotional
Abuse**

**Financial
Exploitation**

Neglect

Self-neglect



Physical Abuse

Physical Abuse

- ❑ **Intentional infliction of serious physical injury or threat to inflict serious injury and reasonable cause to believe the person has the intent and ability to carry out the threat**

Factors/Signs

- ❑ **Elder's physical condition**
- ❑ **Type, size, number and location of injuries**
- ❑ **Circumstances under which the injury occurred, including potential for serious injury**
- ❑ **Emotional impact**
- ❑ **Potential for escalation**



Emotional Abuse

Emotional Abuse

- Intentional act or omission -- verbal abuse, confinement, isolation, humiliation, intimidation, or other acts that
- Results in significant harm to emotional state, decisional or functional capacity of an elder or
- Creates risk of significant harm

Factors/Signs

- Name calling
- Ignoring the feelings
- Mental health or self-esteem declines or changes
- Fear or anxiety when around others
- Physiological changes
- Isolation



Sexual Abuse

Sexual Abuse

- ❑ **Sexual assault, rape, sexual misuse or sexual exploitation or threats of sexual abuse where the person has the intent and ability to carry out the threat.**
 - ❑ Elder forced to engage in sexual activities they don't want to
 - ❑ Elder forced to watch pornography
- ❑ **Harmful genital practices**
 - ❑ Unneeded perineal care
 - ❑ Insertion of suppositories, etc. without a medical reason

Factors/Signs

- ❑ **Frequent Urinary Tract Infections (UTIs)**
- ❑ **Injury to face, chest, abdomen, thighs or buttocks**
- ❑ **Unnecessary, intrusive, not medically prescribed treatments**
- ❑ **Human bite marks or burn marks**
- ❑ **Evidence of being tied and/or restrained**
- ❑ **Presence of a sexually transmitted disease**
- ❑ **'Acting out' or other dramatic changes in behavior away from the individual's norm**
- ❑ **Inappropriate, or sexualized, comments, behaviors and/or gestures**



Financial Exploitation

Financial Exploitation

- ❑ Intentional act or omission by another person, without the consent of the elder, results in substantial monetary or property loss to the elder or gain to the other person.
- ❑ May also result from consent obtained through misrepresentation, undue influence, coercion, or threat of force.

Factors/Signs

- ❑ Financial activity inconsistent with usual patterns
- ❑ Unusual changes in transaction patterns
- ❑ Withdrawals, trades, deposits
- ❑ Lack of knowledge regarding where the money is going
- ❑ Not receiving financial information
- ❑ Co-signers added
- ❑ Mailing address changes
- ❑ Request to change and/or release password
- ❑ Inappropriate influence by third party



Care Taker Neglect

Care Taker Neglect

- ❑ **Failure or refusal by a caretaker to provide one or more basic necessities essential for physical well-being, which has caused, or will immediately result in, serious physical injury to the elder.**

Factors/Signs

- ❑ **Malnourished or dehydrated**
- ❑ **Poor personal hygiene**
- ❑ **Inappropriate clothing**
- ❑ **Untreated injuries or medical conditions**
- ❑ **Mismanagement of medications**
- ❑ **Infestation- insects, rodents, or other pests**
- ❑ **Extreme clutter**
- ❑ **Inappropriate facilities**
- ❑ **Unsafe environment**
- ❑ **Lack of utilities**
- ❑ **Lack of appropriate services**
- ❑ **Financial mismanagement**
- ❑ **Lack of appropriate supervision**



Self Neglect

Self Neglect

- ❑ Failure, refusal, inability, or resistance by an elder to meet one or more basic necessities essential for physical or emotional well-being, which has resulted in, or has the immanent risk of, serious physical injury or emotional harm.
- ❑ Factors and signs the same as CGN

Financial scam

- ❑ Offered deal that is too good to be true
 - ❑ Send money to receive money
 - ❑ Cashier's checks
 - ❑ Requests to wire money or send cash
 - ❑ Usually request a hurried response
- ❑ Receiving unsolicited calls/requests for personal information
 - ❑ Requests for Social Security #, account numbers, PIN numbers, mother's maiden name



Self Neglect vs. Caretaker Neglect

Self Neglect

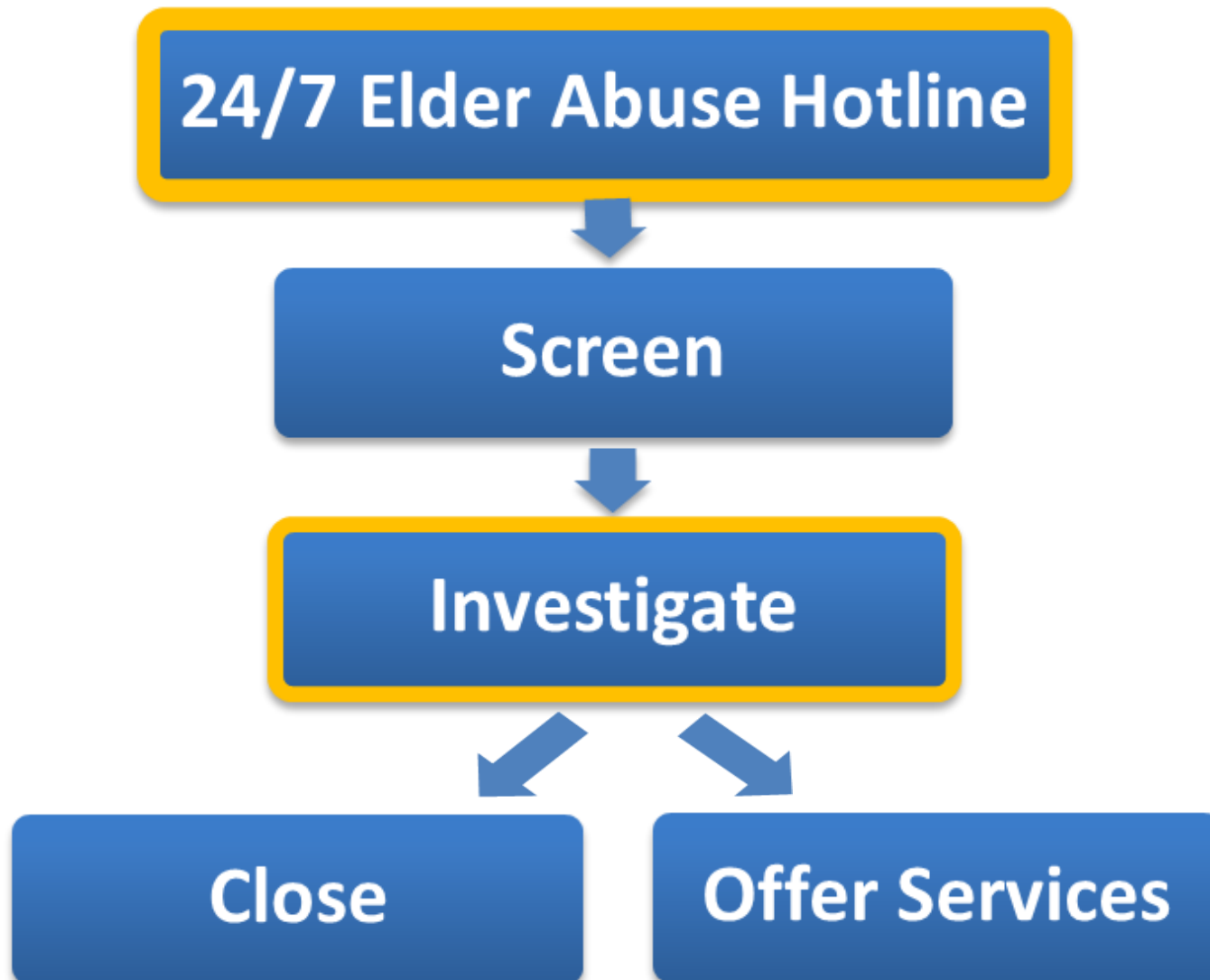
- ❑ 2017- 9,180 completed investigations
 - ❑ 6,417 substantiated
- ❑ <https://www.youtube.com/watch?v=q3a7DIOjgYc> (play from 2mins to 5:40mins)

Care Taker Neglect

- ❑ FY2017 - 5,301 completed investigations
 - ❑ 2,934 substantiated
- ❑ <https://www.youtube.com/watch?v=OEGhbbspel30> (play from 3:07min – 4:45min)

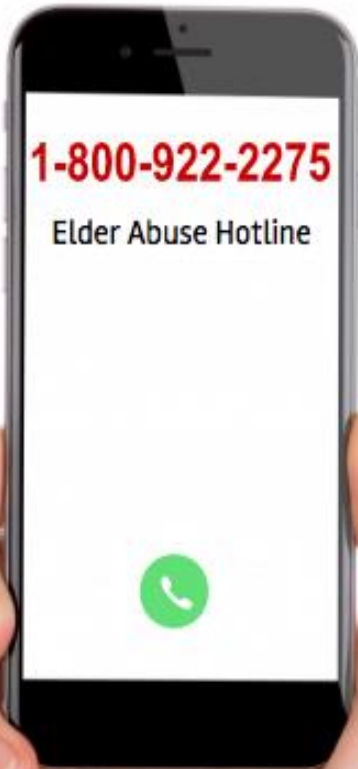


Addressing Elder Abuse





Report by Phone



REPORT ELDER ABUSE

1-800-922-2275

Operating **7** days a week **24** hours a day.



Report Online

<https://www.mass.gov/reporting-elder-abuse-neglect>

Report Elder Abuse

Elder abuse includes physical, sexual, and emotional abuse, caretaker neglect, financial exploitation, and self neglect.

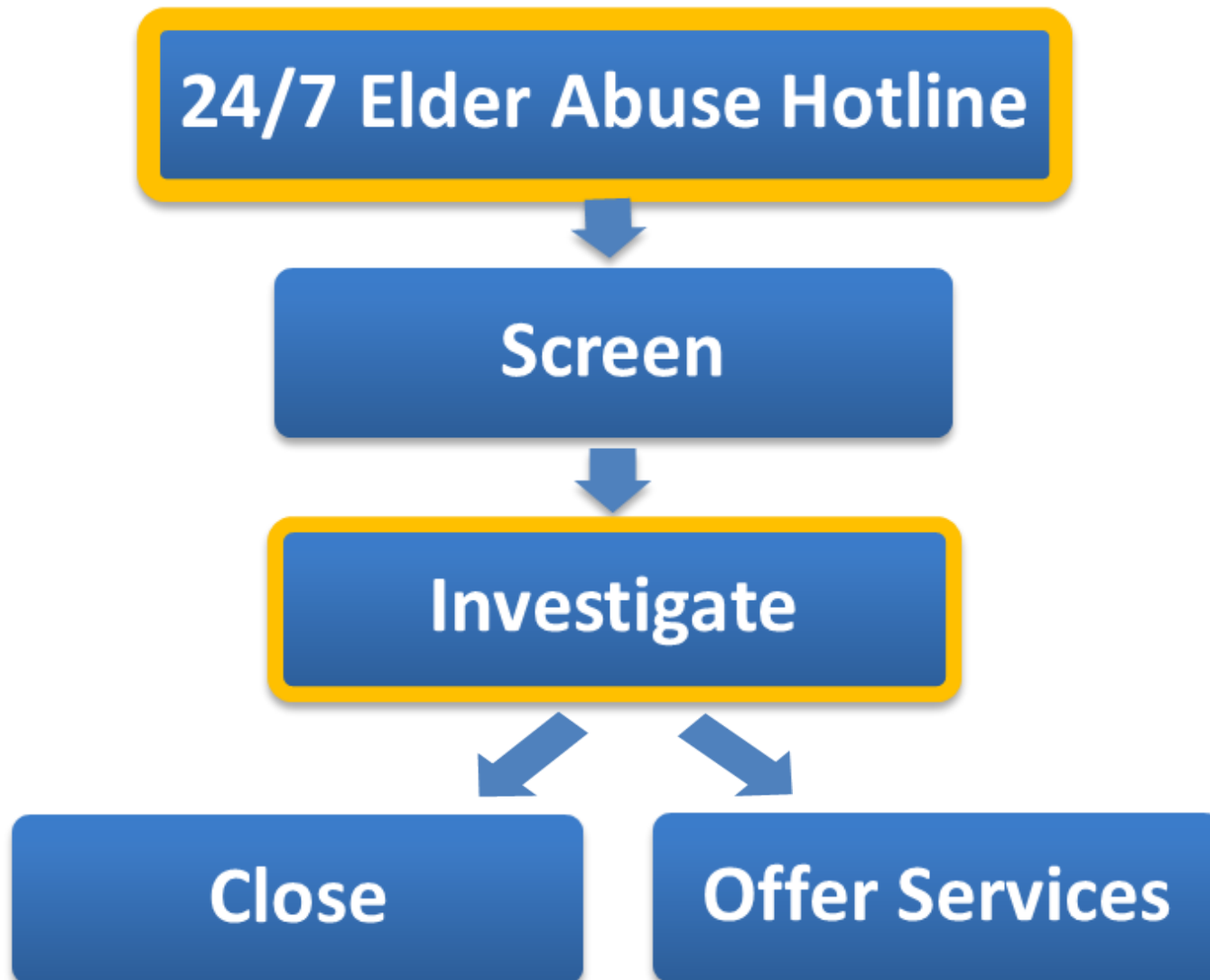


What should be provided?

- Be as detailed as possible, include all involved parties, injuries and examples**
- Describe risk as much as possible**
 - Names, addresses and age(s)
 - Extent of abuse, including examples
 - Caretakers if applicable
 - Medical treatment received or needed
 - Medications
 - Risk to elder and worker
 - Any other pertinent information



Addressing Elder Abuse





2016 National Investigation Guidelines



1. Conduct unannounced initial home visits
2. Elder has right to refuse participation in investigation but investigation should continue
3. Communication and coordination with Collaterals



2017 MA Regulations Update

| | 2017 REGULATIONS |
|---------------------------------------|--|
| Home Visits | <ul style="list-style-type: none">• Reasonable efforts to conduct 1 home visit even if the elder refuses |
| Elder Refusal | <ul style="list-style-type: none">• Elder may refuse to participate in an investigation.• Elders with decisional capacity may refuse services. |
| Communication with Collaterals | <ul style="list-style-type: none">• PS Agency may release information in effort to protect the safety of elders• Limitations:<ul style="list-style-type: none">○ Balance privacy and safety of elders○ Limited to what is necessary to satisfy the safety of elders. |



Communication with Collaterals

CASE BY CASE BASIS

- Is there a connection?
- What is the risk to the elder?
- Balance **SAFETY** and **PRIVACY**



Offering Services

- ❑ If the elder has the capacity to consent to services:
 - Protective Service worker presents variety of options
 - least restrictive, most appropriate interventions



Offering Services

- **Casework Intervention**: Information, Support, Referrals and Advocacy
- **Home Care Services**: Homemaker, Home Health Aide, Home Delivered Meals, Adult Day Health, Lifeline, Emergency Shelter, Money Management, Respite Care, Caregiver Support
- **Assistance to Apply for Benefits**: Food Stamps, Supplemental Security Income, MA Health Insurance, Fuel Assistance, Subsidized Housing
- **Referrals and Advocacy**: Legal Services, Mental Health and Substance Abuse Services, Medical Services and Therapies, Alternative Housing Arrangements, Medical/ Neurological/Capacity Evaluations



Home Care Referral Process

- 1. Referral is made**
- 2. Referral processed by an Intake specialist**
- 3. Referral is assigned to a case manager**
- 4. Case manager calls to assure acceptance of services and schedules a home visit**
- 5. Case manager works with team RN to schedule home visit**
- 6. Case manager searches for available vendor to provide services**



Self Determination

An Elder may choose to accept or reject any or all of services offered by
Protective Services



Offering Services

- ❑ If the Elder **lacks capacity** to consent:
 - Family member may agree to services to which elder does not object
 - Protective Order may be sought from Probate Court
 - Protective Services may petition court for an appointment of a conservator or a guardian
 - Open for up to 6 months with exception of Court cases





Decisional Capacity

- Ability to understand and appreciate the nature and consequences of decisions, including
- Benefits and risks of and alternatives to any proposed protective services
- Ability to reach an informed decision while free from any apparent duress, intimidation, coercion, use of force, or threat of force by another



State Wide Trends Since 2011

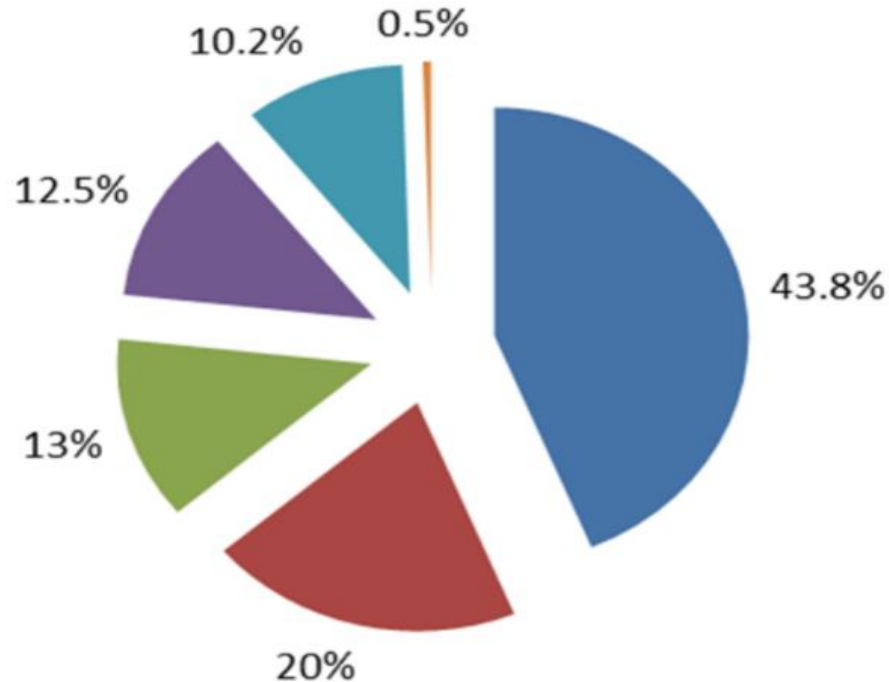
- **68%**  in reports
- **115%**  in confirmed allegations
- **1** in **10** reports were repeated within a year



Statewide Trends

Category breakdown for confirmed abuse and neglect allegations for FY 2017:

■ Self-Neglect ■ Neglect ■ Financial ■ Emotional ■ Physical ■ Sexual





| | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 | Feb-18 | Mar-18 | Apr-18 | May-18 | Jun-18 | |
|---|--------|--------|--------|---------------------------------|--------------------|--------|--------|--------|--------|--------|---------------------------------------|--------|---------|
| Completed reports | 223 | 286 | 242 | 304 | 264 | 245 | 301 | 222 | 269 | 263 | 325 | 282 | 3434 |
| Screened in | 143 | 166 | 148 | 165 | 137 | 133 | 143 | 112 | 182 | 151 | 184 | 173 | 1953 |
| Completed investigations | 150 | 138 | 136 | 131 | 130 | 142 | 301 | | | 119 | 142 (? Compare to EOE report | | 1339 |
| Substantiated | 93 | 88 | 96 | 93 | 79 | 89 | 110 | | | 83 | | | 790 |
| Homeless | 14 | 19 | 17 | 20 | 17 | 14 | 19 | 14 | 23 | 23 | 17 | 27 | 238 |
| Suicide ideation | 4 | 6 | 7 | 0 | 9 | 9 | 4 | 5 | 7 | 4 | 5 | 11 | 73 |
| Substance Abuse | 12 | 22 | 11 | 22 | 19 | 18 | 19 | 23 | 22 | 19 | 21 | 28 | 254 |
| Average cases per worker | 21.33 | 21.08 | 21.33 | 24.87 | 26.31 | 23.90 | 24.66 | 21.56 | 22.05 | 22.48 | 23.95 | 23.76 | 24.5003 |
| Total number of PSWs | 19.5 | 19.5 | 19.5 | 19.5 (2 vacancies though) | 19.5 (vacancie) | | 19 | 20.5 | 20.5 | 20.5 | 20.5 | 20.5 | 18.25 |
| Total number of cases used for calculation | 416 | 411 | 416 | 485 | 513 | 466 | 481 | 442 | 452 | 461 | 491 | 487 | 5847 |
| Total cases in dept on 1 st of the month | 253 | 278 | 318 | 346 | 353 | 334 | 323 | 294 | 350 | 335 | 359 | 375 | 4159 |



| | Jul-18 | Aug-18 | Sep-18 | Oct-18 | Nov-18 | Dec-18 | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 |
|---|--------|--------|------------|---------------|---------------|------------|----------------------|--------|--------|--------|--------|--------|
| Completed reports | 277 | 281 | 261 | 269 | 274 | 223 | 273 | 235 | | | | |
| Screened in | 167 | 157 | 137 | 151 | 157 | 138 | 154 | 142 | | | | |
| Screened Out | 110 | 124 | 124 | 118 | 117 | 85 | 119 | 93 | 0 | 0 | 0 | 0 |
| Completed investigations | 158 | 156 | 119 | 143 | 121 | 107 | 122 | | | | | |
| Substantiated | 115 | 103 | 81 | 122 | 87 | 68 | 85 | | | | | |
| Active Investigations at end of month | | | | | | 139 | 148 | | | | | |
| Ongoing cases at end of month | 163 | 209 | 201 | | | 226 | 239 (187 units paid) | 225 | | | | |
| Budgeted FTEs | | | 20.5 | 20.5 | 20.5 | 20.5 | 20.5 | 20.5 | | | | |
| Actual FTEs | | | 16 | 16.5 | 17.5 | 18.5 | 20.5 | 20.5 | | | | |
| Homeless | 28 | 35 | 40 | 35 | 16 | 13 | 30 | 28 | | | | |
| Suicide ideation | 7 | 11 | 6 | 6 | 8 | 7 | 6 | 7 | | | | |
| Substance Abuse | 21 | 18 | 15 | 21 | 21 | | | | | | | |
| Average cases per worker | 24.29 | 25.85 | 23.66 (29) | 23.56 (29.27) | 24.35 (27.83) | 23.46 (26) | 25.02 | 23.12 | | | | |
| Total number of cases used for calculation | 498 | 530 | 485 | 483 | 487 | 481 | 513 | 474 | | | | |
| Total cases in dept on 1 st of the month | 414 | 402 | 370 | 345 | 364 | 365 | 370 | 344 | | | | |



Elder Protective Services

Any Questions?

