

Transforming
Lives

Adult Protective Services



Transforming lives

APS

- **APS is a program within the Department of Social Health Services.**
 - The revised code of Washington (RCW) 74.34, gives APS the authority to investigate allegations of abuse, neglect, exploitation, abandonment, and provide protective services to vulnerable adults.

APS

- **APS does not have the authority to:**
 - Remove a client against their will.
 - Investigate an allegation unless the person is a vulnerable adult.
 - Detain or arrest an individual.
 - Act as a Guardianship service.
 - Act as emergency response.

Who is considered a 'vulnerable adult'?

- **RCW 74.34 defines a vulnerable adult as:**
 - **Individuals 60 years of age or older who have the functional, mental, or physical inability to care for themselves or;**
 - **Adults over the age of 18 who;**
 - **Have a court appointed legal Guardian**
 - **Have a developmental disability**
 - **Live in a facility licensed by DSHS**
 - **Receive services from an individual provider**
 - **Receive in-home services through a licensed health, hospice, or home care agency**
 - **Self Directs their own care to a personal care aide who performs that care for compensation**

RESEARCH STUDY



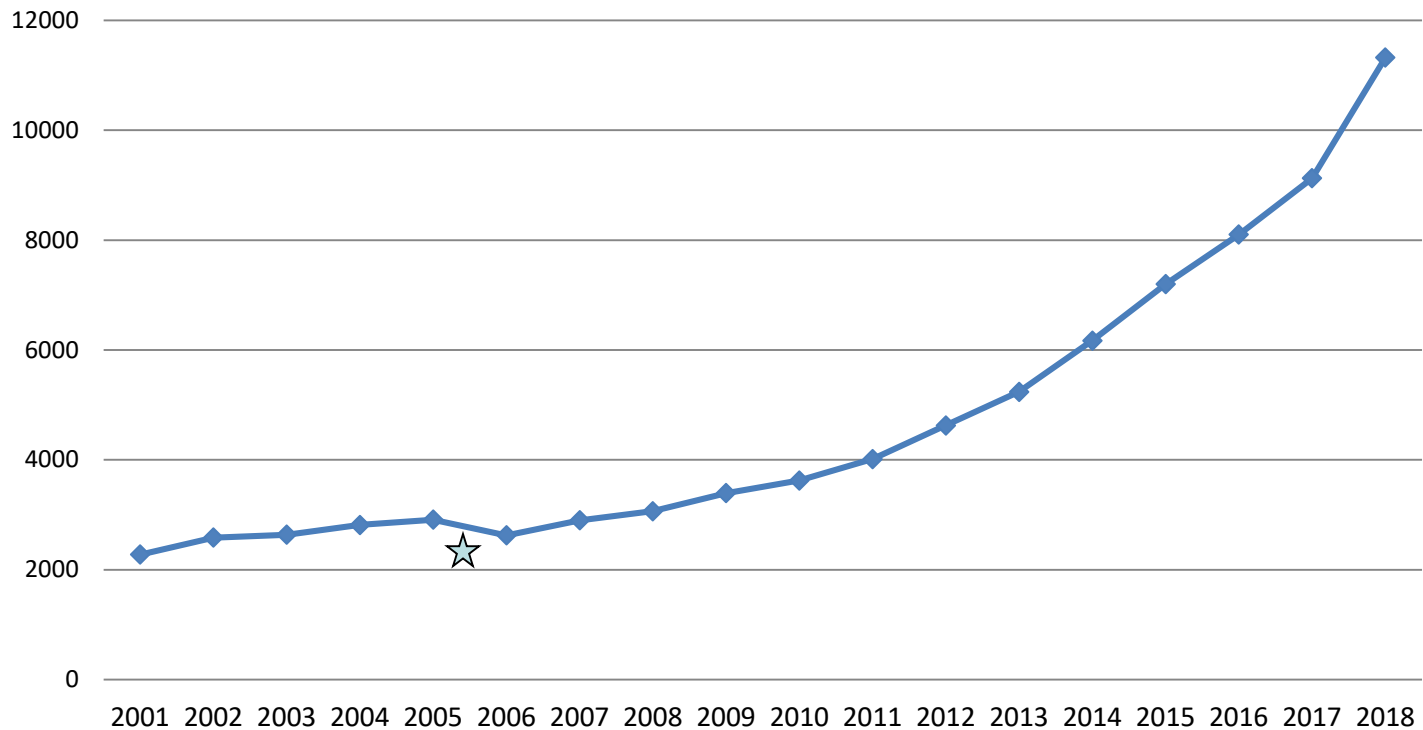
- A 2015 True Link Financial research study revealed that over 36 billion dollars a year is financially exploited from Seniors.
- Approximately 37% of all seniors are affected by financial exploitation in any five-year period.
- Seniors who were described as “extremely friendly” lose four times as much to financial exploitation.

Changes in 2014 to APS

- In November 2014, Adult Protective Services took over investigations of abuse, neglect, and exploitation in licensed facilities from Residential Care Services (RCS).
- RCS will continue to conduct investigations under provider practice (licensing requirements of the facility).

APS Statistics

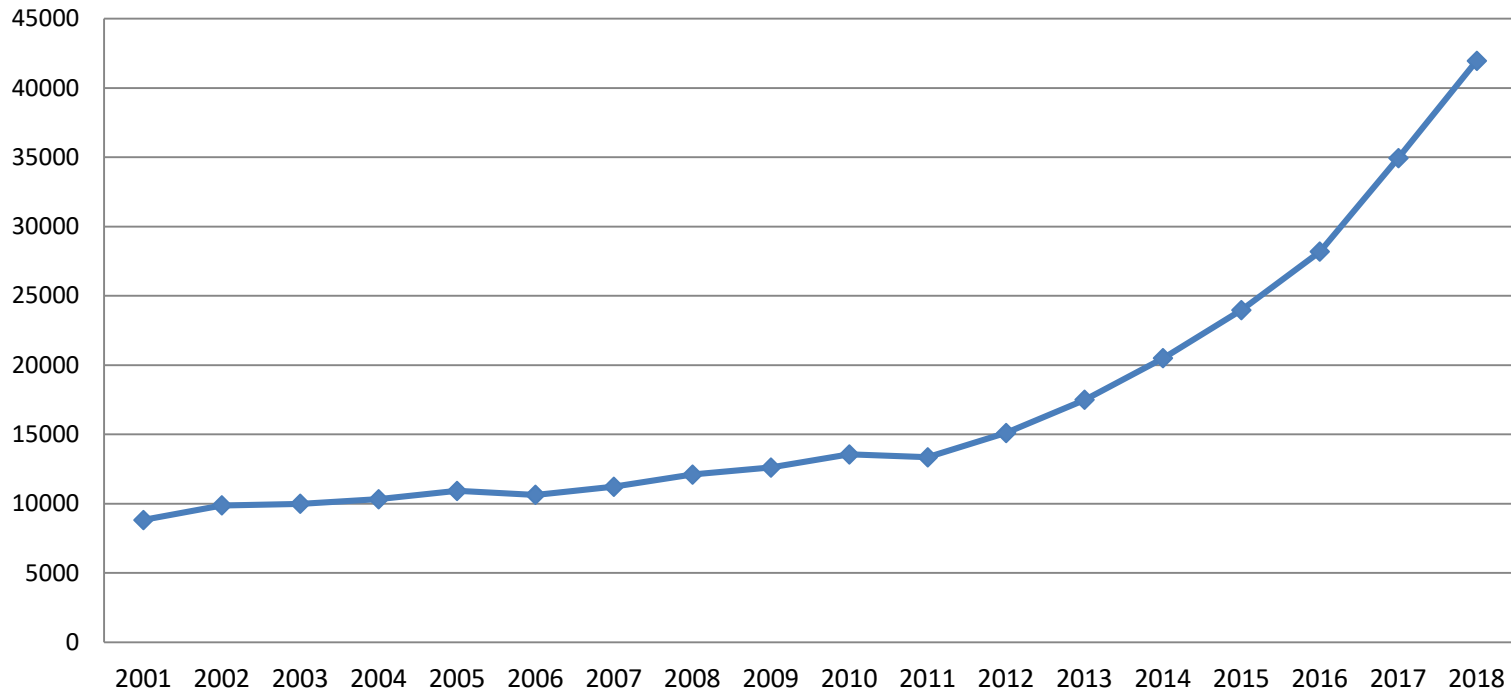
Region 1-Investigations



*In 2006 Investigations in supported living setting went from APS to RCS.

APS Statistics

Statewide-Investigations



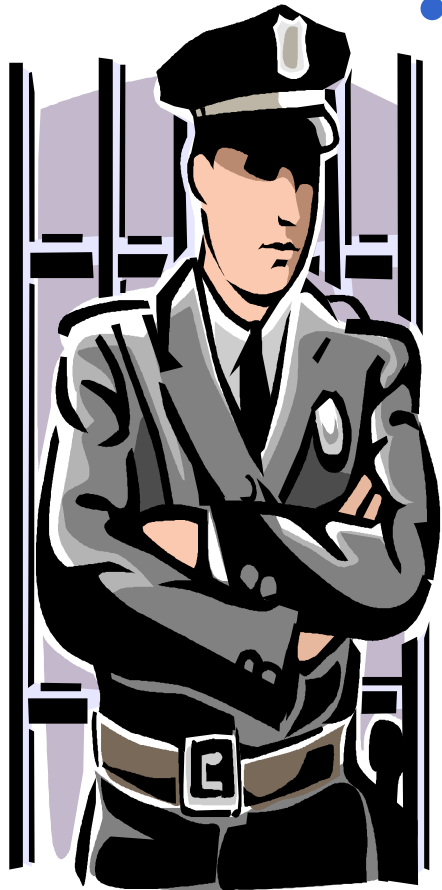
Possible Signs and Symptoms

- Burns, bruises, welts, evidence of bites
- Visitors refused access to home or by phone
- Withdrawn behavior
- Lack of personal hygiene or inadequate clothing
- Weight loss, hunger, begging or searching for food
- Lack of utilities in home
- Unhealthy or unsanitary surroundings
- Use of monies or resources by another
- Withdrawal of money in substantial amounts
- Lack of needed medications, failure to meet medical appointments
- Controlling behaviors by the perpetrator

Why me?

Let someone else report!

- Mandatory reporting
 - It's the law! RCW 74.34.035
 - When there is reasonable cause to believe that **abandonment, abuse, exploitation, or neglect** of a vulnerable adult has occurred. Mandated reporters shall immediately report to the department.
 - When there is suspected physical and or sexual abuse, mandatory reporters are also required by law to contact local law enforcement.



Who is a Mandatory Reporter?

RCW 74.34 identifies but is not limited to;

- Employees of the department
- Law Enforcement officers
- Social Workers
- Professional School Personnel
- Individual Providers
- Licensed facility personnel
- Employees of a social service, welfare, mental health, adult day health, adult day care, home health, home care, or hospice agency.
- County coroners or medical examiners
- Christian Science practitioners
- Health Care Providers, subject to RCW 18.130

Who, When, and Why

- *Report immediately to DSHS if you have reasonable cause to believe that a vulnerable adult is being **abused, neglected, abandoned, or exploited.***

- Region 1 APS reporting phone numbers:
 - (800) 459-0421 (Toll free)
 - (509) 568-3717 (Local Spokane Number)
 - (509) 568-3697 (TTY)
 - (509) 568-3699 (Fax)
 - www.dshs.wa.gov/altsa/reportadultabuse

- To report suspected abuse of a person living in an adult family home, boarding home, or nursing home; call the Complaint Resolution Unit (CRU) number:
 - (800)-562-6078
 - (360)-725-2644 (Fax)

- To report suspected abuse of a person who is abused by a licensed professional; call Department of Health
 - (800)-525-0127
 - (360)-236-2626 (Fax)

Confidentiality

- ***The reporter's identity may be released by the department if ...***
 - The reporter provides consent for disclosure;
 - There is a judicial proceeding;
 - APS refers an intake report to DOH;
 - APS shares intake or case information with Law Enforcement or the Medicaid Fraud Control Unit.

What happens when there is reasonable
cause to believe?

Mental abuse

Exploitation

- **Intake**

- **Assignment**

Financial exploitation

- **Investigation**

- **Outcome**

Abandonment

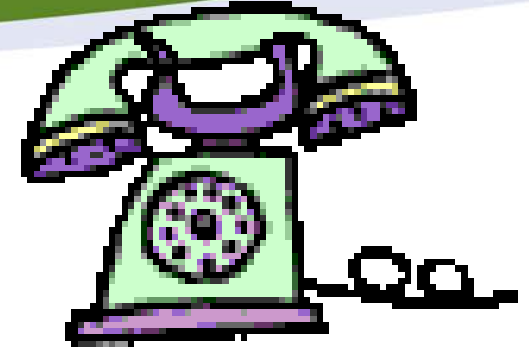
- **Due Process**

Sexual abuse


Neglect

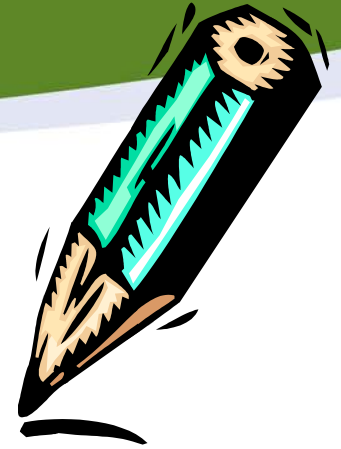
Self-Neglect

Physical abuse



- **Intake**

- Initial gathering of report information via phone, fax, TTY, walk in, or written.  APS intake report should contain available information pertinent to the situation.



- **Assignment**

- Each intake report is reviewed to determine:
 - If APS has jurisdiction
 - The two criteria are met (allegation and person is a Vulnerable Adult).
 - Time frame assigned for each investigation.





- **Investigation**

- Through interviews, observations, and review of records, APS conducts objective, timely, and thorough investigations in order to:
 1. Determine the validity of the allegation(s);
 2. Provide protective services when needed and wanted.

- **Outcome**



- **Substantiated**: Enough facts exist to show that the allegation occurred.
- **Unsubstantiated**: Enough facts exist to show that the allegation did not occur.
- **Inconclusive**: Facts are unreliable, not credible, not available, or insufficient to determine whether or not the allegation occurred.



• Due Process

- When an allegation is substantiated:
 - The substantiated case is submitted to the APS review panel.
 - A notification letter is sent to the alleged perpetrator.
 - The alleged perpetrator is provided with the right to a fair hearing request through the Office of Administrative Hearing (OAH).
 - If a hearing is requested, the Department's Legal Benefits Advisor (LBA) defends the APS finding.
 - The finding becomes final once due process is complete.
 - The alleged perpetrator's name is sent to the Background Check Centralized Unit (BCCU). 🔊

Adult Protective Services

- <https://www.dshs.wa.gov/>
- <http://www.adsa.dshs.wa.gov/APS/>
- <http://www.adsa.dshs.wa.gov/APS/training/>
- <http://www.adsa.dshs.wa.gov/caregiving/>
- <http://www.apsnetwork.org/> (NAPSA)
- <http://www.doh.wa.gov/>

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