

Brian Sandoval
Governor



Richard Whitley
Director

State of Nevada
Department of Health and Human Services

Dena Schmidt, Administrator
Aging and Disability Services Division
Presented by Elder Protective Services



Agenda Item V (SILVER)
Meeting Date: 07-10-18

Aging and Disability Services Division



**CARRIE EMBREE, ELDER RIGHTS
CHIEF**

Elder Protective Services

Mission Statement

To assist older persons, age 60 and over, who are abused, neglected, exploited, isolated, or abandoned by investigating and providing or arranging for services to alleviate and prevent further maltreatment while safeguarding their civil liberties.

Elder Protective Services (EPS) Program



- **NRS 200.5093 mandates that Aging and Disability Services Division receive and investigate reports of abandonment, abuse, neglect, exploitation and isolation of older persons, defined as 60 years or older;**
- **Licensed Social Workers;**
- **Investigations and Interventions;**
- **Investigation commences within 3 working days of the report;**
- **Law Enforcement and Emergency Responders;**
- **Law Enforcement Referrals;**
- **Crisis Call Center.**

EPS Ancillary Services

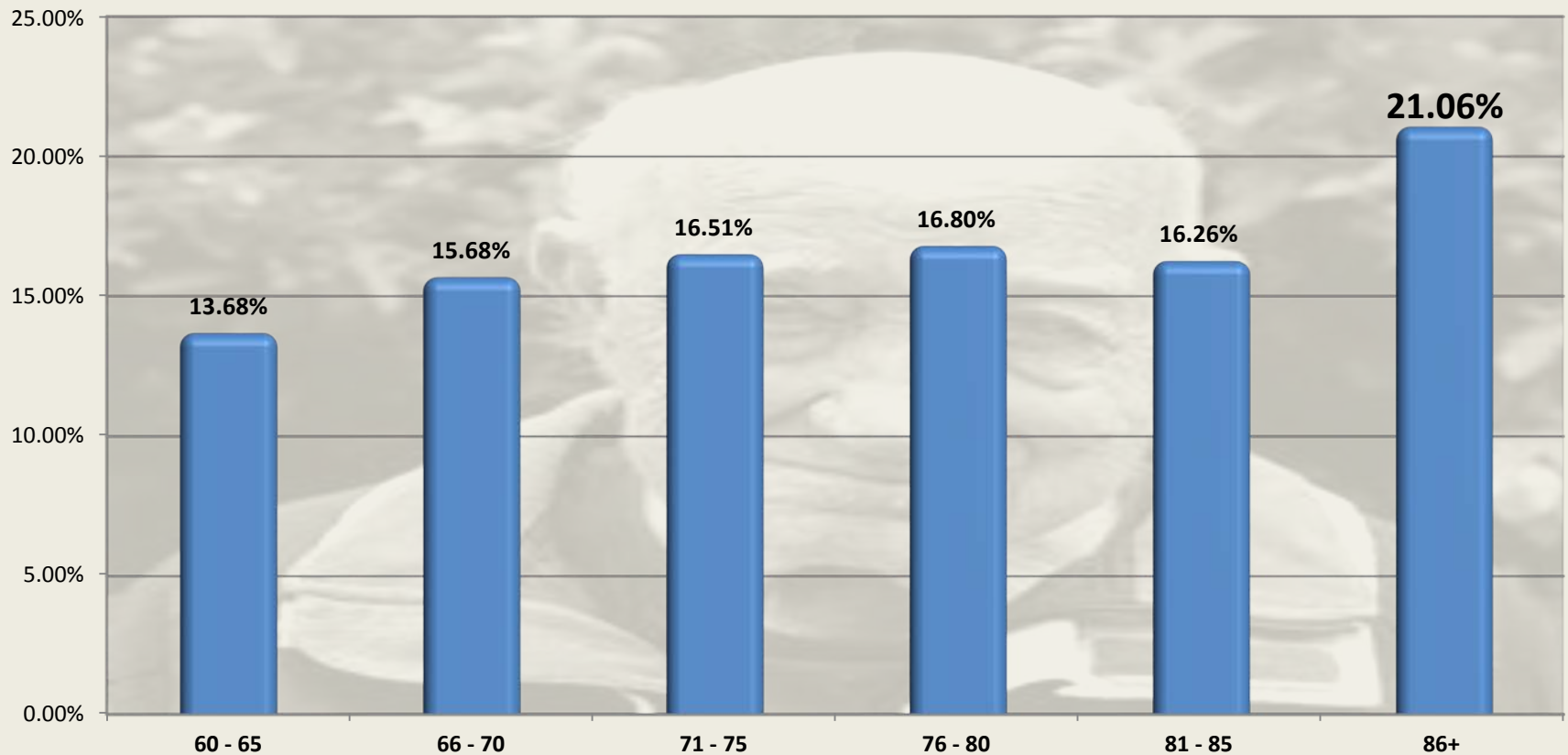


- Emergency Funds
- Forensic Accounting Specialist
- Forensic Medical Specialists
- Homemaker Services
- Mental Capacity Evaluations
- Temporary Assistance for Displaced Seniors (TADS)

In SFY 17, ADSD Received 8,488 Reports of Elder Abuse Approximately 1 in 4 Reports are Substantiated



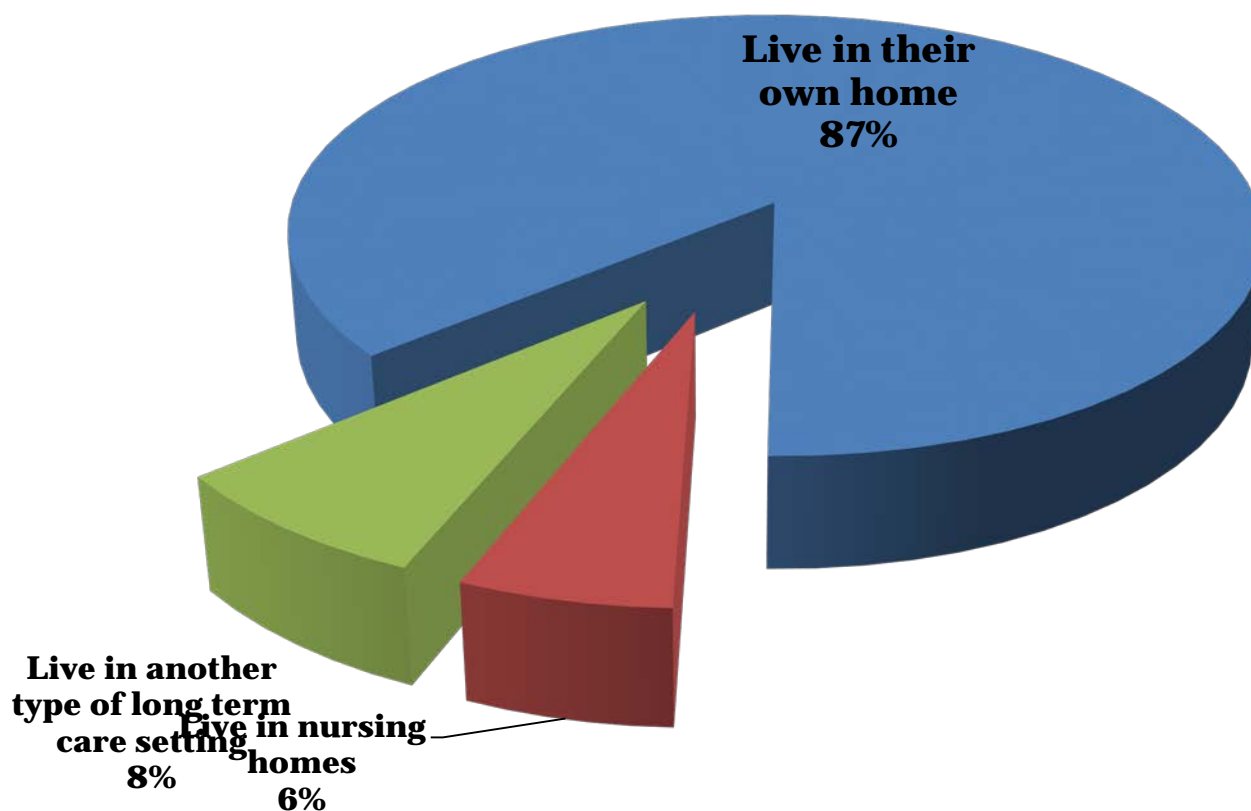
SFY 17 - Percent of Elder Abuse by Age Group



SFY 17 - Percent of Elder Abuse by Residence

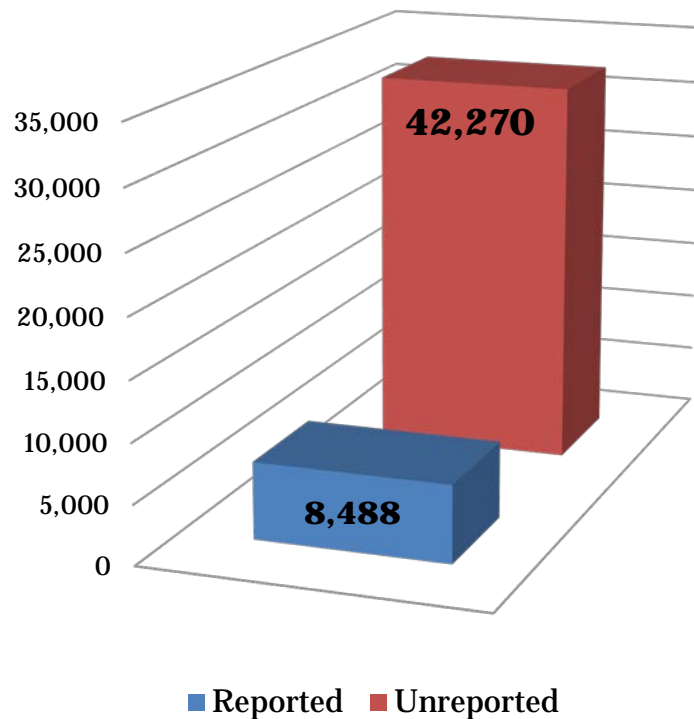


SFY 17 - Percent of Elder Abuse by Residence



The Importance of Education: For Every One Report of Abuse, Five go Unreported*

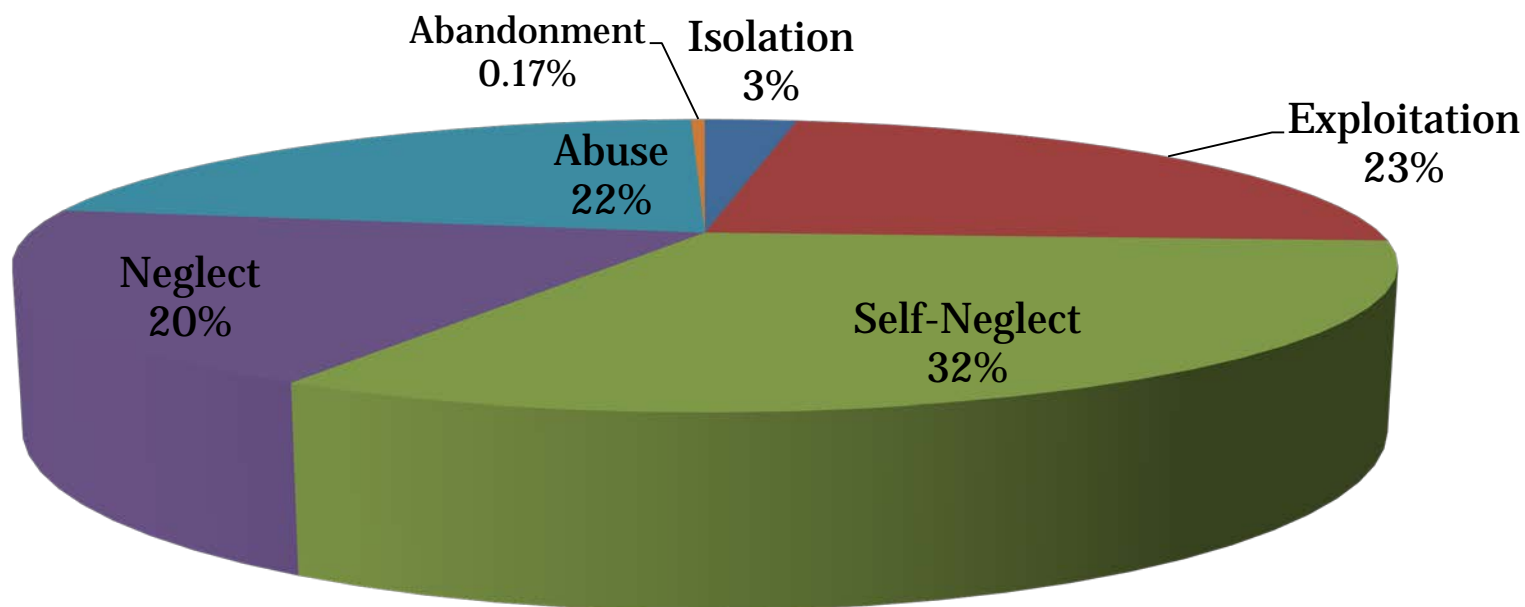
**For Every One Report
of Abuse, Five go
Unreported ***



SFY 17 - Percent of Elder Abuse by Allegation



SFY 17 - Percent of Elder Abuse by Allegation

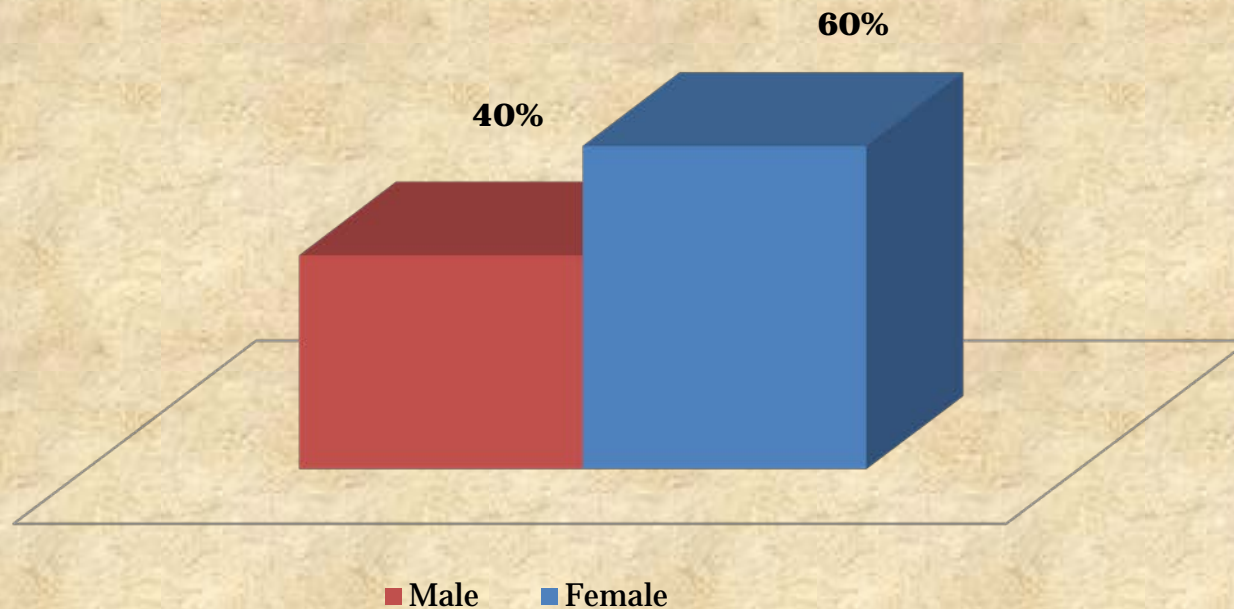


Abandonment as of 10/1/2015

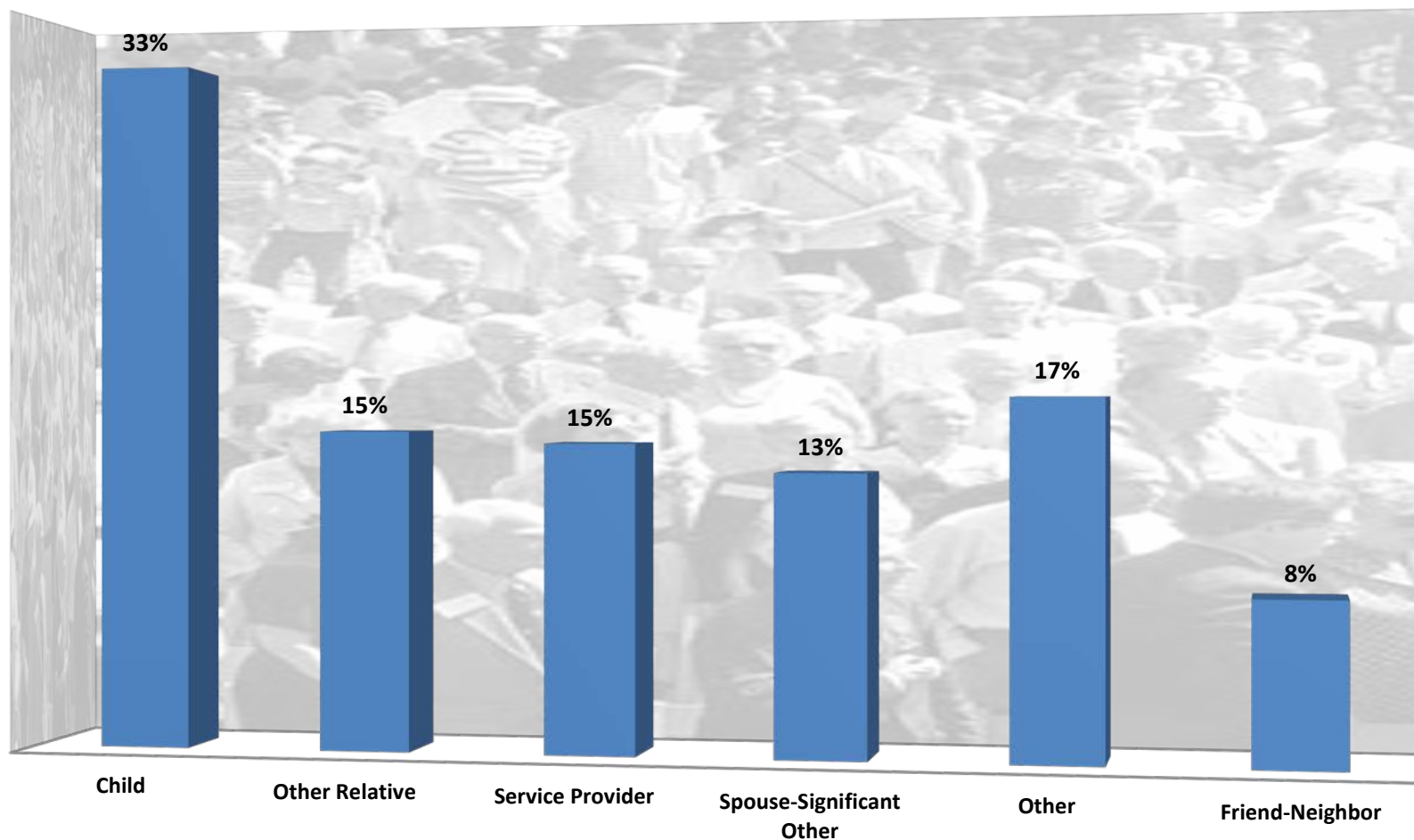
SFY 17 - Percent of Elder Abuse by Gender



SFY 17 - Percent of Elder Abuse by Gender



SFY 17 - Percentage of Elder Abuse by Persons of Interest (Excluding Self)



Statewide Trends



1. EPS Quality Assurance
2. National Adult Maltreatment Reporting System (NAMRS)
3. Office of the Attorney General, End Abuse in Later Life Program
4. EPS Elder Multi-Disciplinary Team (MDT) Meetings

1. EPS Quality Assurance



- EPS adopts many of the Administration for Community Living Voluntary Consensus Guidelines for the State Adult Protective Services Systems.
- Guidelines provide for a core set of principles and common expectations to assist with consistency in policy and practice for adult protective service programs nationwide.
- Two key elements addressed within the voluntary guidelines are Case Review-Supervisory Process and Case Worker Initial and Ongoing Training.
- The Case File Review Form is a tool for the Quality Assurance Team to address areas in need of improvement, as well as to ensure quality services are provided across the state.
- The Case File Review Form is a tool for supervisors to train new and ongoing staff in areas of proficiencies and deficiency.
- The form is also used to identify areas where policy and procedure may need to be updated or changed within the program.

2. National Adult Maltreatment Reporting System (NAMRS)



- NAMRS is the first consistently, systematically, and nationally collected data on the abuse of older adults and adults with disabilities.
- NAMRS is voluntary data collection for states to report data gathered through APS investigations.
- NAMRS is still in its infancy, the information it will provide in the years to come will directly inform prevention and intervention practices at all levels of the adult maltreatment field.
- NAMRS will provide a better understanding of the characteristics of those experiencing, and perpetrating, abuse and identify system gaps for responding to maltreatment and preventing repeat maltreatment.
- Data collected by NAMRS includes APS staff and case-load, response and response time, intake and investigation practices, maltreatment type, victim characteristics, and perpetrator characteristics. For example, 44 states and territories reported opening investigations for over 877,000 clients.
- NAMRS reporting will help provide with funding protective services and elder abuse research.

3. Office of the Attorney General (OAG), End Abuse in Later In Life Program



- The OAG was awarded the End Abuse in Later Life Program grant by the U.S. Department of Justice, Office on Violence Against Women (OVW).
- ADSD is a MOU partner and the EPS program is collaborating closely with the OAG on this project.
- The grant addresses elder abuse, neglect, exploitation, including domestic violence, dating violence, sexual assault, or stalking against victims who are 50 years of age or older through training and services.
- OVW choose Nevada as a 3 year pilot project to carry out this program statewide.
- The goal of this project is to create or enhance existing multidisciplinary teams with a focus on comprehensive and multidisciplinary approach to addressing elder abuse in Nevada's communities.
- The program will provide training to assist law enforcement agencies, prosecutors, judges, victim service providers, and other professionals in recognizing and addressing elder abuse, neglect, and exploitation.
- These projects support a comprehensive and multidisciplinary approach to addressing elder abuse in communities.

Office of the Attorney General (OAG), End Abuse in Later In Life Program, continued



Statewide trends as a result of the End Abuse in Later Life Program

- Increased collaboration between law enforcement, victim services and EPS in responding to reports of elder abuse in the community.
- Increased understanding of the different roles law enforcement, victim services and EPS have in responding to reports of elder abuse.
- Elder Abuse training for law enforcement officers, prosecutors, judges and victim services.

4. EPS Multi-Disciplinary Team Meetings (MDT)



- Pursuant to NRS 200.5098, Aging and Disability Services Division may organize and operate teams for provision of assistance:

- **NRS 200.5098 Duties of Aging and Disability Services Division of Department of Health and Human Services regarding older persons; organization and operation of teams for provision of assistance.**

2. The Administrator of the Aging and Disability Services Division of the Department may organize one or more teams to assist in strategic assessment and planning of protective services, issues regarding the delivery of service, programs or individual plans for preventing, identifying, remedying or treating abuse, neglect, exploitation, isolation or abandonment of older persons. Members of the team serve at the invitation of the Administrator and must be experienced in preventing, identifying, remedying or treating abuse, neglect, exploitation, isolation or abandonment of older persons. The team may include representatives of other organizations concerned with education, law enforcement or physical or mental health.

3. The team may receive otherwise confidential information and records pertaining to older persons to assist in assessing and planning. The confidentiality of any information or records received must be maintained under the terms or conditions required by law. The content of any discussion regarding information or records received by the team pursuant to this subsection is not subject to discovery and a member of the team shall not testify regarding any discussion which occurred during the meeting. Any information disclosed in violation of this subsection is inadmissible in all judicial proceedings. (Added to NRS by [1981, 1335](#); A [1983, 1655](#); [1991, 134](#); [1997, 1352](#); [2015, 811](#))

EPS MDT, continued



- MDT meetings provide opportunity for professionals from diverse disciplines to work together to review challenging cases of persons 60 years and older, make recommendations for case planning and coordination for preventing, identifying, remedying or treating abuse, neglect, exploitation, isolation or abandonment.
- ADSD is involved in MDT meetings in Washoe, Carson City, Lyon, and Churchill counties. Several other counties that have expressed interest in having MDT meetings, Storey and Douglas county.

Additional MDT type meetings:

- Seniors and Law Enforcement Together (SALT) Meetings.
- Senior Issues Review Team (SIRT) meetings.

Kind of Issues EPS Encounters



- Complex exploitation cases
- Mental Illness
- Dementia or Alzheimer's Disease
- Self-Neglect
- Hoarding
- Hostile and Aggressive Persons
- Unsafe environments
- Threats to the social workers
- Weapons
- Bug infested homes
- Drugs and alcohol
- Infectious Diseases
- Dog Attacks

Case Sample
by Michele Knittle
Elder Protective Services, Social Services Manager, Reno, NV



Urban

The case was opened for allegations of exploitation and isolation. The reported concerns were for a 96-year-old female who was allegedly being exploited by her son and daughter in-law. The report indicated the client had her assets (7 homes) taken from her and her son and daughter in-law were using her money and client was placed in an assisted living against her wishes and isolated from communicating with others.

- Client is alert and oriented and after experiencing a fall in the home, she was transferred from the hospital a rehabilitation center for 2 weeks.
- Son requested client sign documents while in rehabilitation giving her son her properties.
- Client transferred to an assisted living facility against her wishes.
- Son then removed client's properties out of the client's Trust into his Trust without client's permission. Son and Daughter in Law accessed over \$80,000.00 of client's money for their personal use.
- Son and Daughter-in Law restricted client's ability to receive or make calls to her family or to receive her mail. Client's Son and Daughter in Law informed family/friends the client was unable to care for herself and had dementia.

Interventions by EPS social worker :

- Legal services/attorney to assist with getting the client's properties transferred back into the client's Trust
- Ombudsman participation to assist with advocacy for client
- Law enforcement report made to Reno Police Department.
- Referral to Attorney General's Office for further investigation.

Resolution:

- Client returned to her private residence and has assistance in her home. Client manages her own finances and properties.

Case Sample

by Michele Knittle

Elder Protective Services, Social Services Manager, Reno, NV



Rural

Case opened for exploitation. The report indicated the client's account was overdrawn and there had been a significant change in the client's bank balance and exploitation was suspected.

- Client was alert and oriented and confirmed his son had requested to become the client's Power of Attorney to "assist" the client with paying bills
- Client did not have sufficient food and was delinquent in bills for essential services for water, sewer, taxes, Medicare insurance payments, etc.
- Allegations of neglect and self-neglect were added during the investigation.
- Client confirmed his son was using his money without his permission.
- Expenditures made by the client's son was approximately \$ 98,000.00.
- Son used the client's income and identity to purchase a separate home for himself and had taken out numerous credit cards in the client's name without the client's knowledge or consent.

Interventions by EPS social Worker:

- Representative Payee for management of client's funds
- Legal Services to rescind the Power of Attorney
- Legal Services to evict the son and his family from the home purchased with the client's money.
- Emergency funds for payment of delinquent bills.
- Law Enforcement report completed to Douglas County Sheriff's Department.
- Temporary Protection Order obtained against son.

Resolution:

The client's son was arrested and accepted a plea deal for "lower level embezzlement" and was found guilty and forced to pay restitution.

Case Sample

by Stephanie Pappas

Elder Protective Services, Social Worker Supervisor, Las Vegas, NV



URBAN

The client was a widowed female who had lost her only son. The client had recently moved to Las Vegas from Oklahoma with a friend she had known for approximately 5 years.

- Allegation was exploitation in the amount of \$750,000.
- Person of Interest (POI) was reported to be client's daughter, but the EPS social worker discovered the client did not have a daughter.
- POI used a Power of Attorney obtained under false pretenses to withdraw funds from the client's retirement account and deposit to a joint account with the client. Funds were then spent for the POI's benefit.

Intervention

- Client contacted her financial institutions and rescinded the Power of Attorney.
- EPS Social Worker completed law enforcement referral, and they opened an investigation.
- EPS Social Worker assisted law enforcement with completing inventory of client's missing belongings.
- EPS Social Worker assisted client with calling her friend in Oklahoma and helped arrange for her move back home

Resolution

- Client moved back to Oklahoma, but did return to Nevada to attend POI's trial where she testified.
- POI was charged with elder exploitation, she was found guilty and received 5 years in prison

Case Sample

by Stephanie Pappas

Elder Protective Services, Social Worker Supervisor, Las Vegas, NV



Rural

The client is a married 85-year-old female. She lives with her 95-year-old husband.

Report:

- Allegation was for Self-Neglect due to the client not being able to meet her basic needs and not having a suitable caregiver.
- Client is bed-bound and requires assistance with all activities of daily living and her spouse, due to his age, is not able to provide adequate care.
- Client and her spouse have no family in the area to assist them.

Intervention:

- Social Worker completed initial home visit. The home was clean but the client's living area had a overpowering urine odor due to it being difficult to keep clean.
- Client's spouse reported that he had to do several loads of laundry a day to attempt to keep up but it was becoming more difficult for him to do so.
- Social Worker discussed with both client and spouse the services available to help the client with her personal care needs. The couple stated that they had no knowledge of any services available to assist them.
- EPS Social Worker completed a referral to the Community Based Care Program through Aging and Disability Services Division.
- EPS Social Worker was given permission to speak to the client's daughter in law in regards to other services that maybe available. The client's spouse is a Veteran and the EPS Social Worker is assisting the daughter in law in applying for the VA's Aide and Attendance Program.
- While waiting for the approval process for personal care services, the EPS Social Worker processed the client to receive Emergency Homemaker Services. This is assisting the spouse with the client's laundry and cleaning her living area. Having this service enables the spouse to have time and energy to assist with personal care for his wife and also to provide for his own needs.

Resolution:

- Client is receiving Emergency Homemaker Services while waiting for personal care/homemaker services to be provided by Aging and Disability Services Division's Community Based Care Unit.
- CBC Referral was expedited and the estimated time for the client to be on service is a month.

Questions



Elder Abuse Training



**FOR MORE INFORMATION ON ELDER ABUSE
TRAINING,
PLEASE CONTACT:**

**CARRIE EMBREE
ELDER RIGHTS CHIEF
(775) 687-0517
CLEMBREE@ADSD.NV.GOV**

Report Elder Abuse!



To report suspected elder abandonment, abuse, neglect, exploitation or isolation, call:

Las Vegas/Clark County

(702) 486-6930

Statewide/Other Areas

(888) 729-0571

If an older person is in immediate danger, the local police, sheriff's office or emergency medical service should be contacted.

For more information see:

Elder Protective Services

http://adsd.nv.gov/Programs/Seniors/EPS/EPS_Prog/

Elder Abuse Prevention Training

<http://nevadaadrc.com/component/k2/item/744-elder-abuse-prevention-training-e-learning-path>