

# Arizona's Adult Protective Services Annual Report



December 1, 2016

*Empowering Others, Inspiring Hope*



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# DEPARTMENT OF ECONOMIC SECURITY

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*Your Partner For A Stronger Arizona*

Division of Aging and Adult Services  
**Adult Protective Services**

Annual Report  
July 1, 2015 – June 30, 2016

Henry R. Darwin, Interim Director

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## **EXECUTIVE SUMMARY**

The Arizona Department of Economic Security (ADES) is pleased to present the Arizona Adult Protective Services (APS) Annual Report for state fiscal year (SFY) 2016, which covers the period of July 1, 2015 – June 30, 2016. The APS Annual Report is produced to inform state government officials, community stakeholders, and the general public about program statistics, client outcomes, and progress made to strengthen the program to best serve the vulnerable adults and their families in Arizona.

Maintaining the focus and momentum on safely reducing caseloads in recent years, the APS program successfully reduced the number of open APS cases by 49 percent this state fiscal year from 9,195 in July 2015 to 4,709 in June 2016. This reduction in caseloads has enabled the APS program to hone in on quality of services. Specific efforts include the expansion of tools for data driven performance management and decision-making, and collaborative partnership with APS colleagues across the state to improve policy and strengthen person-centered practice.

A few highlights from this year's report include the following:

- Investigated 11,629 reports of vulnerable adult abuse, neglect, self-neglect, or financial exploitation, representing a 16 percent decrease from SFY 2015.
- Closed 17,395 cases, a 30 percent increase from SFY 2015.
- Increased the rate of calls answered from 73 percent in July 2015 to 95 percent in June 2016.
- Developed and implemented new policies to promote urgency and diligent efforts to locate vulnerable adults who are alleged to be the victims of maltreatment.
- Established a partnership with the ADES Office of Inspector General to pursue justice for vulnerable adults victimized through financial exploitation.

The APS program is eager to continue building on this progress in SFY 2017, by continuing to embed practice changes and undertake new initiatives to better serve Arizona's vulnerable adults. A primary area of focus this coming year will be the development of improved information gathering and decision-making tools for the Central Intake Hotline and APS Investigators. To ensure the success of these initiatives, the APS program will continue to use data, as well as colleague and community engagement, to drive program improvements.

Vulnerable adults have the right to live a life free from abuse, neglect, and exploitation. When they lack the capacity to meet their basic needs, they should be provided assistance to ensure their safety and well-being. It takes collaborative partnerships between APS, families, and community stakeholders to ensure vulnerable adults are protected and their needs are met. The Department is thankful for the continued support and partnerships to improve outcomes for vulnerable adults and their families.

Arizona's Adult Protective Services program is state-administered and includes a statewide Central Intake Hotline, Financial Exploitation Unit, and an Appeals process. The program is managed through six districts in the respective counties as outlined in Figure 1, with APS colleagues in 23 offices across the state, and as can be seen in Figure 2, in the District Boundary map.

Arizona Adult Protective Services Districts and Counties	
District	Counties
District I	Maricopa
District II	Pima
District III	Apache, Coconino, Navajo, and Yavapai
District IV	La Paz, Mojave, and Yuma
District V	Gila and Pinal
District VI	Cochise, Graham, Greenlee, and Santa Cruz

A map of Arizona showing county boundaries, names, and major cities. The map is color-coded by county: Mohave (blue), Coconino (orange), Navajo (yellow), Yavapai (light blue), Maricopa (red), Gila (purple), Pinal (pink), Yuma (light blue), Pima (yellow), Graham (green), Cochise (green), and Santa Cruz (green). Major cities are marked with black dots and labeled. The map also shows the state's outline and the location of the Mexican border.

**Counties and Major Cities:**

- MOHAVE:** Kingman, Bullhead City, Lake Havasu City, Parker, Ehrenberg.
- COCONINO:** Page, Tuba City, Kykotsmovi, Lower Greasewood, Flagstaff, Cottonwood, Prescott, Holbrook, St. Johns, Show Low, Eager, Whiteriver.
- NAVAJO:** Teec Nos Pos, Chinle, Fort Defiance, Window Rock, St. Michaels.
- YAVAPAI:** Payson, Globe, Clifton, Safford.
- MARICOPA:** Metro Phoenix, Coolidge, Casa Grande, Marana, Tucson, Ajo, Sells.
- GILA:** Payson, Globe, Clifton, Safford.
- PINAL:** Apache Jct., Kearny, Marana, Tucson, Ajo, Sells.
- YUMA:** Yuma, Wellton, Somerton.
- PIMA:** Tucson, Ajo, Sells.
- GRAHAM:** Clifton, Safford.
- COCHISE:** Benson, Sierra Vista, Douglas, Bisbee, Willcox.
- SANTA CRUZ:** (Partially visible at the bottom).

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The APS program is comprised of just over 200 full-time positions as outlined in Figure 3.

<b>Arizona Adult Protective Services Positions</b>	
<b>Role</b>	<b>Quantity</b>
Program Administration	3
Central Intake Unit <ul style="list-style-type: none"> <li>Supervisors</li> <li>Intake Specialists</li> </ul>	2 14
District Program Managers	6
Assistant Program Managers	2
Supervisors	17
Investigators <ul style="list-style-type: none"> <li>Senior Level</li> <li>Entry Level</li> </ul>	122 16
Case Aides	15
Administrative Support Staff	9
Appeals Specialist	1
Financial Exploitation Unit <ul style="list-style-type: none"> <li>Manager</li> <li>Investigators</li> <li>Accountant Specialist</li> </ul>	1 4 1
Quality Assurance Team <ul style="list-style-type: none"> <li>Manager</li> <li>Quality Assurance Specialists</li> </ul>	1 3

*Figure 3: APS Service Positions*

APS' case management system is the Arizona Adult Protective Services System (AZAPSS), which is a web-based computerized program that provides information management and tracking of APS client cases from intake to closure. AZAPSS provides for a consistent retrieval of APS records and data for statistical reports. The system is also structured to meet the legislative mandate of a central APS Registry. Equally important, AZAPSS is used to track vulnerable adults served by APS during local or statewide emergencies. The data source for most data presented in this report is AZAPSS; additional data is captured through the Central Intake Hotline's phone system, Cisco Unified Intelligence Center.

### **Statutory Authority**

The first APS statutes were enacted in 1980, giving APS the authority to receive and assess reports of abuse, neglect, and exploitation of vulnerable or incapacitated adults. Arizona Revised Statutes (A.R.S.) § 46-451 and § 46-452 established the roles and responsibilities of an APS professional. Investigations are conducted in both private residences and in facilities. All APS professionals are issued a Level 1 Fingerprint Clearance Card after successfully clearing both state and federal background checks.

To be eligible for APS program services, individuals must be:

- Eighteen years of age or older;
- Vulnerable;
- Abused, neglected, or exploited by others or self-neglecting; and
- Residing within the State of Arizona (excluding Tribal Communities unless a written request is made by the Tribal Council).

Under state law, a “vulnerable adult” is an individual who is eighteen years of age or older and who is unable to protect him/herself from abuse, neglect, or exploitation by others because of a physical or mental impairment. “Vulnerable adult” includes an incapacitated person, as defined in A.R.S. § 14-5101, who has a physical or mental impairment and is unable to protect him/herself. An “incapacitated person” is any person who is impaired by reason of mental illness, mental deficiency, mental disorder, physical illness or disability, chronic use of drugs, chronic intoxication or other cause, to the extent that the person lacks sufficient understanding or capacity to make or communicate responsible decisions concerning his/her person.

### **Reporting Process**

To report the abuse, neglect, or exploitation by others and self-neglect of vulnerable adults, the public may contact the toll-free APS Central Intake Hotline at 1-877-SOS-Adult (1-877-767-2385). The Central Intake Hotline is available Monday through Friday from 7:00 a.m. to 7:00 p.m., Saturday and Sunday from 10:00 a.m. to 6:00 p.m., and State service holidays from 10:00 a.m. to 6:00 p.m. Concerns can also be submitted on-line 24 hours a day, seven days a week at [www.azdes.gov/reportadultabuse](http://www.azdes.gov/reportadultabuse).

An APS Intake Specialist assesses the information provided by the reporting source and determines whether the information meets the criteria necessary to accept an APS report. The reporting source will be asked a series of questions to include:

- The vulnerable adult’s identifying information, such as date of birth, address, and telephone number;
- Family members living in the home and their identifying information;
- The adult’s vulnerability factors, including physical, functional, and cognitive status;
- Concern regarding the adult, including details of the maltreatment or self-neglect, when and where the alleged incident occurred, and witnesses; and
- Potential health and safety concerns in the living environment.

Once it is determined that the information gathered meets report criteria, the APS Intake Specialist determines the response time priority level, and the report is then routed to the field for investigation. The APS Central Intake Hotline also provides information on statewide community resources to individuals contacting its general information line.

### **Investigation Process**

Upon receipt of a report from the APS Central Intake Hotline, a field APS Supervisor reviews and evaluates the report and assigns it to an Investigator. Based on the response time determined



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by the APS Central Intake Hotline, the Investigator makes diligent efforts to locate and meet with the vulnerable adult within one, two, or five business days.

When successful contact is made, an interview with and assessment of the vulnerable adult is completed. The Investigator uses his/her observations and evaluation of the vulnerable adult as well as additional information gathered (e.g., medical records) to establish vulnerability and assess whether there is a factual basis for the allegation(s) of abuse, neglect, or exploitation by others, or self-neglect. Diligent efforts are also made to locate and interview the alleged perpetrator, if applicable. The Investigator completes a risk assessment and develops a case plan to provide protective services based on the vulnerable adult's need and acceptance, provided the individual has the capacity to make or communicate informed decisions. APS does not have the authority to take control of the vulnerable adult or his/her finances or to remove an adult against his/her will.

If it is determined through coordination with the vulnerable adult's medical professional(s) that he/she can no longer make decisions, APS will file for the appointment of a guardian/conservator if one has not already been appointed and if there is no one else who is willing or able to serve. A public or private fiduciary may be appointed by the court. Per statute, APS professionals are not allowed to serve as guardians for APS clients [A.R.S. § 46-452 (B)].

After the allegations of abuse, neglect, or exploitation by others or self-neglect are investigated and the necessary services for the vulnerable adult (if accepted) are in place, the APS Investigator submits the case for closure. The APS Supervisor reviews the case for completeness and quality before approving the case for closure.

### **Financial Exploitation Unit**

APS has a Financial Exploitation Unit that is responsible for providing consultation services to the field Investigators and investigating the most complex financial exploitation allegations across the state. This unit is comprised of Investigators that are specifically trained to conduct financial analysis. They work closely with local law enforcement, the Arizona Attorney General's (AAG) Office, and the Department's Office of Inspector General (OIG) to bring alleged perpetrators to justice.

### **Administrative Appeals**

An Appeals Specialist is responsible for the review and coordination of the cases in which the allegations of abuse, neglect, or exploitation are being proposed to be substantiated in preparation for the administrative hearing. After completing a quality review of the case to ensure the alleged perpetrator is positively identified and the evidence meets the preponderance of the evidence minimum threshold, the Appeals Specialist may work with the APS Investigator to gather additional information or clarify supporting documentation. The case is then submitted to the AAG's Office for review and approval.

If the case is approved for substantiation by the AAG's Office, the Appeals Specialist notifies the alleged perpetrator that his/her name will appear on the APS Registry and provides information regarding the administrative hearing process. If the alleged perpetrator is eligible for and requests an administrative hearing, the Appeals Specialist coordinates with the Office of Administrative Hearings to schedule the hearing and serves as the Department's representative at

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the hearing. Once the alleged perpetrator's appeal options are exhausted and a case is substantiated, the Appeals Specialist places the perpetrator on the APS Registry.

In SFY 2016, the Appeals Specialist reviewed and submitted 189 proposed substantiated case files to the AAG's Office. Of the 170 perpetrators entered onto the APS Registry, 110 individuals were eligible for an administrative hearing. Twenty-four administrative hearings were scheduled and either held or vacated.

The APS Registry is available to the public online on the Department's website at <https://des.az.gov/services/aging-and-adult/arizona-adult-protective-services-aps> and is updated weekly. If the perpetrator's name was placed on the APS Registry prior to July 3, 2015, his/her name will remain on the registry for 10 years. If the perpetrator's name was placed on the registry after July 3, 2015, his/her name will remain on the APS Registry for 25 years.

In addition, the Appeals Specialist provides substantiation and appeals training to new APS Investigators during New Investigator Training and provides ongoing statewide training to APS Supervisors and Investigators throughout the year.

## **PARTNERSHIPS**

Through active collaboration with a variety of agencies and stakeholders across the state, APS and their partners serve and protect Arizona's vulnerable adults and provide community awareness and education to prevent vulnerable adult abuse.

### **Area Agencies on Aging**

APS is a partner with the Area Agencies on Aging (AAA) established in each county across eight regions in Arizona to promote the safety and well-being of mutual individuals served. Each AAA provides Home and Community Based Services Programs and services through the Long-Term Care Ombudsman Program.

Home and Community Based Services are provided to individuals who are functionally impaired and unable to perform activities of daily living. The intended purpose of the services is to provide assistance to individuals to maintain their independence and remain in the least restrictive setting for as long as possible. Close coordination between APS and the AAA for Home and Community Based Services is aimed to reduce the APS recidivism rate in Maricopa County.

The Long-Term Care Ombudsman responds to reported complaints concerning residents of long-term care facilities. The Long-Term Care Ombudsman intervenes to mediate or resolve complaints that do not rise to the level of an APS investigation or involve a resident's rights. APS and the Long-Term Care Ombudsman also work together to relocate residents whenever a facility closes.

### **Arizona Attorney General's Office**

The Arizona Attorney General's (AAG) Office provides legal counsel for the APS program as it pertains to casework activities that require legal advice or intervention, such as petitioning for the appointment of guardians and conservators for vulnerable adults served by APS. The AAG's Office also represents the APS program in cases that go before an Administrative Law Judge as part of the APS Appeals Process. APS also participates in the AAG's Office Taskforce Against Senior Abuse (TASA) and refers criminal cases and cases involving Medicaid providers to the taskforce for review for prosecution.

### **Arizona Department of Economic Security, Division of Developmental Disabilities**

APS has a written agreement with the Department's Division of Developmental Disabilities (DDD) to jointly advocate, assist, and protect vulnerable adults with developmental disabilities. The agreement outlines the roles and responsibilities of each Division as it pertains to incidents of maltreatment of vulnerable adults receiving DDD services and establishes open communication and information sharing between the Divisions. To ensure these vulnerable adults receive the best possible service to meet their unique needs, both Divisions participate in joint case staffings and quality assurance reviews. DDD also funds three APS Investigator positions, which specialize in conducting maltreatment investigations involving individuals who have developmental disabilities.

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## **Arizona Department of Economic Security, Office of Inspector General**

In 2016, APS began a partnership with the Department's Office of Inspector General (OIG) to investigate and prosecute alleged perpetrators of financial exploitation of vulnerable adults. APS' Financial Exploitation Unit collaborates with the two dedicated OIG detectives on the most complex financial exploitation cases in an effort to expand APS' efforts to bring justice and protection to vulnerable adults who have been exploited.

## **Arizona Department of Health Services**

The Arizona Department of Economic Security (ADES) has an Agreement of Cooperation with Arizona Department of Health Services (ADHS) that outlines the roles and responsibilities of each agency pertaining to incidents of maltreatment of residents in facilities licensed by ADHS. There is also a Memorandum of Understanding between ADES and ADHS that states ADES/APS will continue to evaluate and investigate reports concerning patients at Arizona State Hospital. APS works closely with ADHS in sharing information about residents of long-term care facilities and patients at the Arizona State Hospital.

## **Arizona State University**

Faculty members from the Arizona State University (ASU) School of Social Work actively engage with the APS program to share their expertise and support specific projects. ASU faculty members were integral in planning and supporting the APS statewide conference this year and contributed to a grant application for external funding as evaluation partners.

## **Elder Abuse Coalitions and Taskforces**

APS professionals participate in a variety of elder abuse coalitions and taskforces to share information and knowledge, to create awareness and provide training, and to assist in the prosecution of crimes against vulnerable adults. Membership in these groups also include the AAG's Office, local law enforcement agencies, AAA, county public fiduciaries, county prosecutors, health care professionals, and local Bar Association attorneys.

## **Law Enforcement Agencies**

APS works with law enforcement agencies across the state by referring cases to them for investigation into the criminal activity of the alleged perpetrators. When required, APS and law enforcement conduct joint investigations.

## **Medallion Program**

APS created the Client Identification Program, also known as the Medallion Program, which allows at-risk and older adults to voluntarily obtain a client identification pendant to help ensure their safety and protection in case of an emergency or disaster. The client identification pendant contains non-personally identifiable information that helps first responders during emergencies or situations that require evacuations. The client identification pendant contains the individual's APS case number so that first responders can call the APS Central Intake Hotline to quickly obtain information about the individual and instructions about any special needs or medical conditions.

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## CONTINUOUS QUALITY IMPROVEMENT AND STRATEGIC PLANNING

The Department's long-term goal is to transform its APS program, creating one of the best adult protection programs in the nation. There are substantial opportunities to strengthen its program and a road-map or strategic plan is nearing finalization that will outline goals, priorities, and objectives for the next five years. The plan will outline how the program will create long-term sustainable changes to transform the culture of adult protection and improve outcomes for vulnerable adults and their families. The strategic planning process included conducting focus groups with all APS professionals at Central Intake Hotline, the six districts, Financial Exploitation Unit, and the administrative teams. In addition, focus groups were held across the state with community stakeholders to identify strengths of the program, along with providing individuals an opportunity to provide suggestions on how best to strengthen the practice to improve outcomes for the individuals served.

The transformation of the APS program will be built upon three fundamental tenets. The first tenet is *people first; people always* – all efforts to improve the APS program will focus on the vulnerable adults and the professionals serving them. The program holds steadfastly to the value of being person-centered by honoring and understanding an individual's self-determination, history, and culture. In addition, the value of engagement is recognized by interacting with the adult with a sense of compassion, while focusing on excellent customer service. The second tenet is *improved outcomes* – it takes active collaboration between APS, the adult protective stakeholders, community partners, vulnerable adults, and their families working cooperatively and creatively together towards mutual goals. The third tenet is *strong commitment and engagement* – from all APS professionals, the Department's Executive Leadership Team, and the community to move the program forward.

The APS program plans to expand its continuous quality improvement efforts in SFY 2017. With the formation of its new Continuous Quality Improvement team, comprised of program and policy development and quality assurance professionals, the APS program is poised to embark on continued program improvements. The vision continues to center on creating a robust, continuous quality improvement system to ensure fidelity of current practices and creating a culture to support the development of future enhancements. The priorities are to improve data collection to foster data-driven and evidence-based decision making; provide APS professionals with the appropriate tools, training, and resources to strive for excellence; generate program development and process improvements to adopt best practices and to enhance efficiency; and support a learning culture.

In SFY 2016, the utilization of Franklin Covey's 4 Disciplines of Execution (4DX) continued to provide a platform for the APS program to identify its "wildly important goals" of decreasing the number of open cases to 7,718 and increasing the percentage of answered calls at Central Intake Hotline to 95 percent by April 30, 2016, while maintaining the adult's safety. Weekly huddle meetings and the use of visual management boards at the unit, district, and statewide levels created a cadence of accountability and a structured format to discuss progress towards achieving these goals and commitments to promote continued improvement. Through these efforts, the APS program successfully reached its goal of decreasing the number of open cases by September 2015 and then implemented a new goal of reducing the total number of adults receiving APS services longer than 365 days to zero by November 30, 2016. The Central Intake Hotline met

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the goal of 95 percent of calls answered in June 2016 and continues to make strides in maintaining that goal.

With the support of the Department's Office of Lean Transformation, APS implemented scorecards and outcomes-focused team meetings to build on existing visual management and huddle meetings. The APS program developed and utilized scorecards at the statewide level for field investigations and Central Intake Hotline, with metrics related to the safety of adults and customer service. These scorecards are posted on visual management boards and utilized in weekly huddles attended by APS leadership. In May 2016, the weekly huddle agenda was adjusted to include good news, roadblocks, and program status updates which provide the opportunity for effective communication, celebration of successes, resolution of barriers, and accountability through regular reporting on key performance measures identified on the scorecards. The APS program will implement scorecards at the district, unit, and individual level in SFY 2017. The combination of these tools has enhanced the program's use of data for establishing priorities, making decisions, and assessing the implementation of new policies and procedures.

With the reduction in caseload, the APS program has now prioritized timely completion of investigative and service referral activities to ensure that the vulnerable adult's needs are evaluated and addressed as efficiently and effectively as possible. The APS program convened workgroups with colleagues from across the state to advance related policy and practice improvements. As a result of these efforts, policy changes were made to promote urgent and diligent efforts to locate vulnerable adults who are alleged to be victims of maltreatment, as well as alleged perpetrators. Over the course of just three months (May to July 2016), APS Investigators reduced their average time to initial contact with a vulnerable adult from 3.3 to 2.3 calendar days.

The APS program has also explored external funding and partnership opportunities to support continued system improvements. In May 2016, the APS program submitted a grant proposal through the U.S. Department of Health and Human Services Administration for Community Living to enhance its APS program. The funding would be used in fiscal years 2017 and 2018 to develop a new screening tool for the Central Intake Hotline and new safety and risk assessment tools to be used during APS investigations. Colleagues from across the state will be engaged in these efforts to improve outcomes for vulnerable adults in Arizona.

Lastly, the APS program continued to explore the feasibility of procuring a new case management system. This has been identified as a priority for the program in order to support the goals of improved data collection, provide APS professionals with the best tools and resources, and enhance efficiencies and best practices. The program is also committed to enhancing data collection efforts consistent with national data collection standards set forth by the National Adult Maltreatment Reporting System. A new case management system would allow the APS program to gather and submit data that is consistent with these standards.

### **Quality Assurance**

The APS Quality Assurance (QA) team is responsible for the review and support of the Central Intake Hotline and investigation activities with a focus on ensuring the safety of the vulnerable

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adults served, strengthening APS practices, and improving efficiencies. In SFY 2016, the QA function was moved from the District Program Managers' responsibility to that of the QA team.

The QA team reviews a sampling of APS reports and Information and Referral (I&R) communications at the Central Intake Hotline, along with a relevant sampling of closed APS cases to assess quality, accuracy, and compliance with Arizona's state statutes, administrative rules, and the Department's policies and procedures. In SFY 2016, the QA team began drawing a separate sampling of APS cases for the Central Intake Hotline review process to ensure a random distribution among the APS Intake Specialists. The APS reports and I&R communications are reviewed utilizing instruments that contain 19 and three compliance measurements, respectively. The sampling of closed cases for the investigation case reviews for each district is proportional to the number of reports filed in each district during the previous month. The QA instrument for the review of closed cases was revised in SFY 2016 and contains 30 compliance measurements.

In SFY 2016, the QA team began providing direct feedback and reflective coaching to the APS Investigators and Supervisors on an individual basis, and also during regularly scheduled critical incident review consultations. During these meetings, cases are reviewed and strengths are identified, along with systemic problems and possible solutions to improve practice. In SFY 2017, the QA team will continue to build on its work to provide real-time guidance, coaching, and mentoring of APS professionals, with a focus on consistency in practice, program, and process improvements to improve the efficiency and effectiveness of services provided to vulnerable adults.

## **Training**

In SFY 2016, the Department dedicated two full-time positions, a trainer and curriculum designer, to focus on providing training to new APS Investigators. There are substantial opportunities to improve training for APS professionals, to include improving new Investigator training and developing training for Central Intake Specialists, Case Aides, Supervisors, and Managers. The program is committed to develop professional curriculum for these subject areas and engage adjunct instructors to support the APS training program.

As a means to support professional development, the program hosted an APS statewide conference in July 2016. APS professionals from across the state spent two days together in workshops and keynote sessions focused on the theme, "Empowering Others, Inspiring Hope." Session topics were identified through colleague feedback and included legal planning, safety awareness, wound identification and documentation, partnership with law enforcement, stress management, caregiver support and engagement, and communication. Presenters included ADES colleagues, community members, and nationally-recognized experts in the adult protective services discipline.

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## SUMMARY OF APS STATISTICS

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Arizona has seen a significant upward trend of inquiries received through the APS Central Intake Hotline involving concerns of vulnerable adults in Arizona over the past five years. The upward trend began in SFY 2012 and has resulted in a corresponding increase in the number of APS reports of vulnerable adult abuse, neglect, self-neglect, or exploitation in four of the last five years.

In SFY 2015, statewide caseloads averaged 139 per APS Investigator (70 in rural settings and 172 in urban settings). Due to a concerted effort, the average caseload size decreased significantly in SFY 2016 to 49 per APS Investigator (35 in rural settings and 54 in urban settings). For cases closed during SFY 2016, the average number of days a case was open was 296, with a median of 154 days open.

Details of the APS program statistics are outlined below. County specific activity summaries and client demographics for SFY 2016 are located in the Appendix.

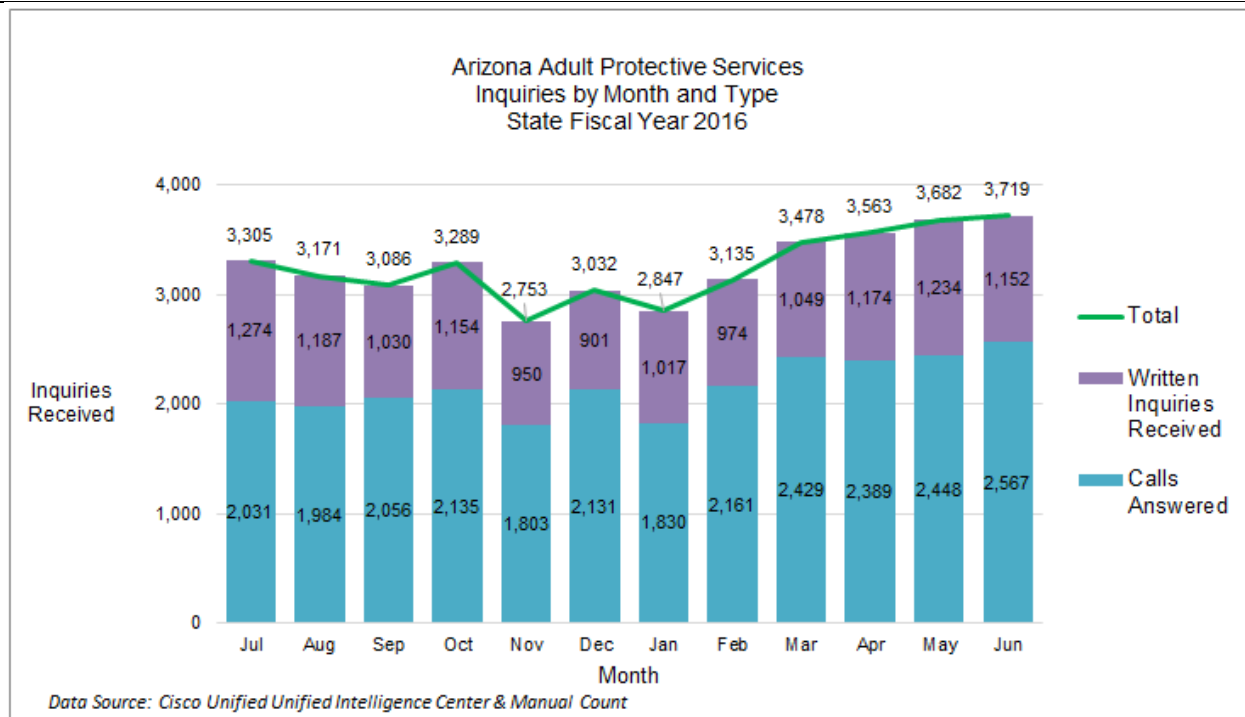
### **Inquiries, Reports, and Allegations**

The Central Intake Hotline has three phone queues for receiving inquiries from the public:

- General Resource Line: Individuals who have general questions about the APS program and/or may need community resources;
- Report Line: Mandated reporters and other individuals who have concerns regarding the suspected abuse, neglect, self-neglect, or financial exploitation of a vulnerable adult; and
- Law Enforcement line: Law enforcement officers who have concerns regarding the suspected abuse, neglect, self-neglect, or financial exploitation of a vulnerable adult.

Between July 1, 2015 and June 30, 2016, there were 28,961 incoming inquiries to these three Central Intake Hotline phone queues. Of those, 25,964 calls (90 percent) were answered by an Intake Specialist. During this same time period, APS received 13,096 written inquiries (i.e., online, mail, and fax inquiries) regarding suspected maltreatment of a vulnerable adult. Figure 4 illustrates the volume of inquiries by type and month for this fiscal year.



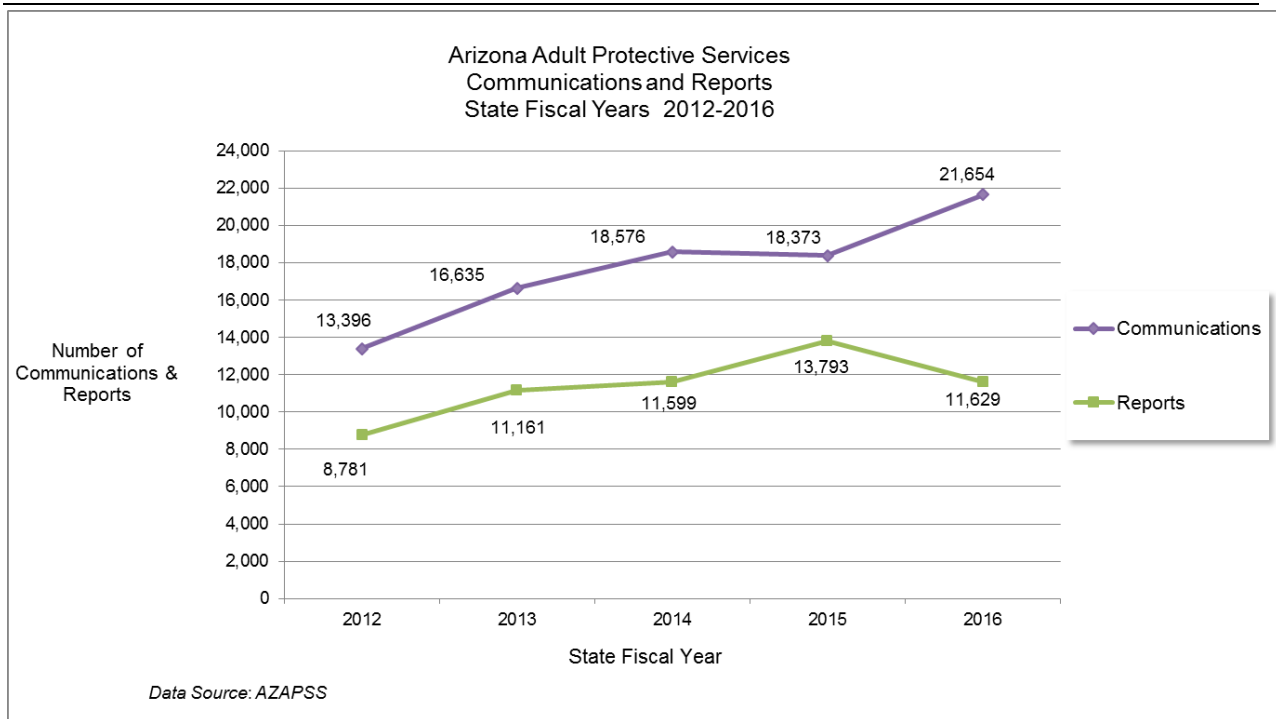


**Figure 4: Inquiries by Month and Types**

Phone and written inquiries concerning allegations of maltreatment of a vulnerable adult are documented as one of two communication types in AZAPSS:

- Information and Referral (I&R): An inquiry not meeting the criteria for a report, in which assistance is provided to enable individuals or their representatives to locate services through the provision of information and referral to appropriate resources. A directory assistance type call does not constitute an I&R; and
- Report: Information received by the Central Intake Hotline that meets the statutory criteria of an APS report.

For the period of July 1, 2015 to June 30, 2016, the number of communications entered into AZAPSS involving concerns of vulnerable adults reached an all-time high of 21,654 and represents a 62 percent increase since SFY 2012. Of the communications received in SFY 2016, 11,629 or 54 percent were accepted as reports. Although the number of reports decreased by 2,164 in SFY 2016, or 16 percent from the previous year, the number of reports accepted for investigation has increased in four out of the last five years. The number of communications and reports received over the past five years is displayed in Figure 5.



**Figure 5: Communications and Reports**

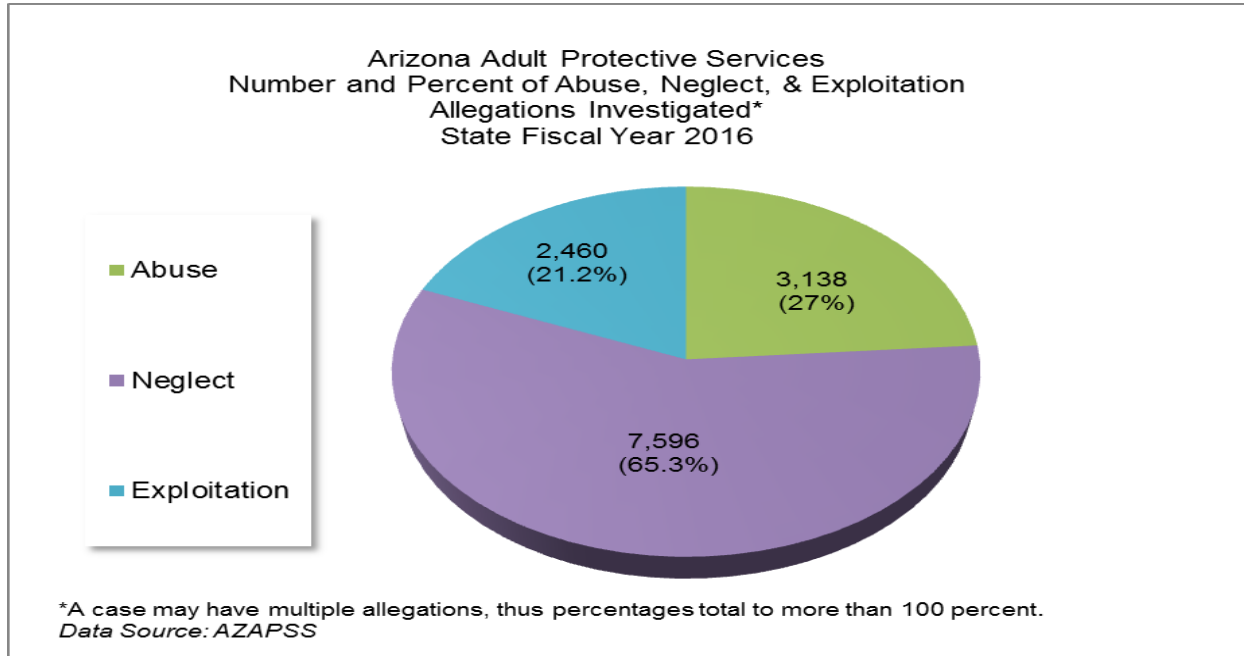
In SFY 2016 there were 11,629 reports made alleging abuse, neglect, self-neglect, or exploitation of vulnerable adults.

As indicated in Figure 6 below, in SFY 2016, District I received 6,153 reports, which is 53 percent of the total reports received. District VI received 512 reports, which is 4 percent of the total reports received.

Arizona Adult Protective Services Reports Received by District SFY 2016				
District	Number of Reports*	Allegations		
		Abuse	Neglect	Exploitation
I	6,153	1,921	3,801	1,276
II	2,318	567	1,567	488
III	1,040	211	742	223
IV	938	174	666	215
V	668	173	443	147
VI	512	92	377	111
Statewide	11,629	3,138	7,596	2,460
*A report may have more than one type of allegation; therefore, the total numbers of allegations are higher than the number of reports. Data Source: AZAPSS				

**Figure 6: Reports Received by District**

There are three allegation types designated for APS reports: abuse, neglect, and exploitation. As indicated in Figure 7, of the 11,629 reports received, there were 7,596 reports that contained an allegation of neglect, which is a total of 65.3 percent. The percentage of reports that contained an allegation of exploitation and abuse were 21.2 percent and 27 percent, respectively. In SFY 2016, the substantiation rate for neglect was .04 percent and the substantiation rates for abuse and exploitation were 1.33 and 1.84 percent, respectively.



**Figure 7: Number and Percent of Abuse, Neglect, & Exploitation Allegations Investigated for SFY 2016**

<b>Arizona Adult Protective Services Number and Percent of Abuse, Neglect, &amp; Exploitation Allegations Investigated* State Fiscal Years 2012-2016</b>						
State Fiscal Year	Abuse		Neglect		Exploitation	
	Number	Percent	Number	Percent	Number	Percent
2012	2,049	23.3%	6,060	69.0%	2,486	28.3%
2013	2,734	24.5%	7,728	69.2%	3,138	28.1%
2014	3,308	28.5%	8,185	70.6%	3,426	29.5%
2015	3,661	26.5%	9,408	68.2%	4,243	30.8%
2016	3,138	27.0%	7,596	65.3%	2,460	21.2%
* Yearly totals exceed 100 percent as a case may have multiple allegations. Data Source: AZAPSS						

**Figure 8: Number and Percent of Abuse, Neglect, & Exploitation Allegations Investigated for SFYs 2012-2016**

In analyzing the allegation types over the past five years, neglect continues to be the largest percentage of maltreatment, as demonstrated in Figure 8. It should be noted that if a client is not

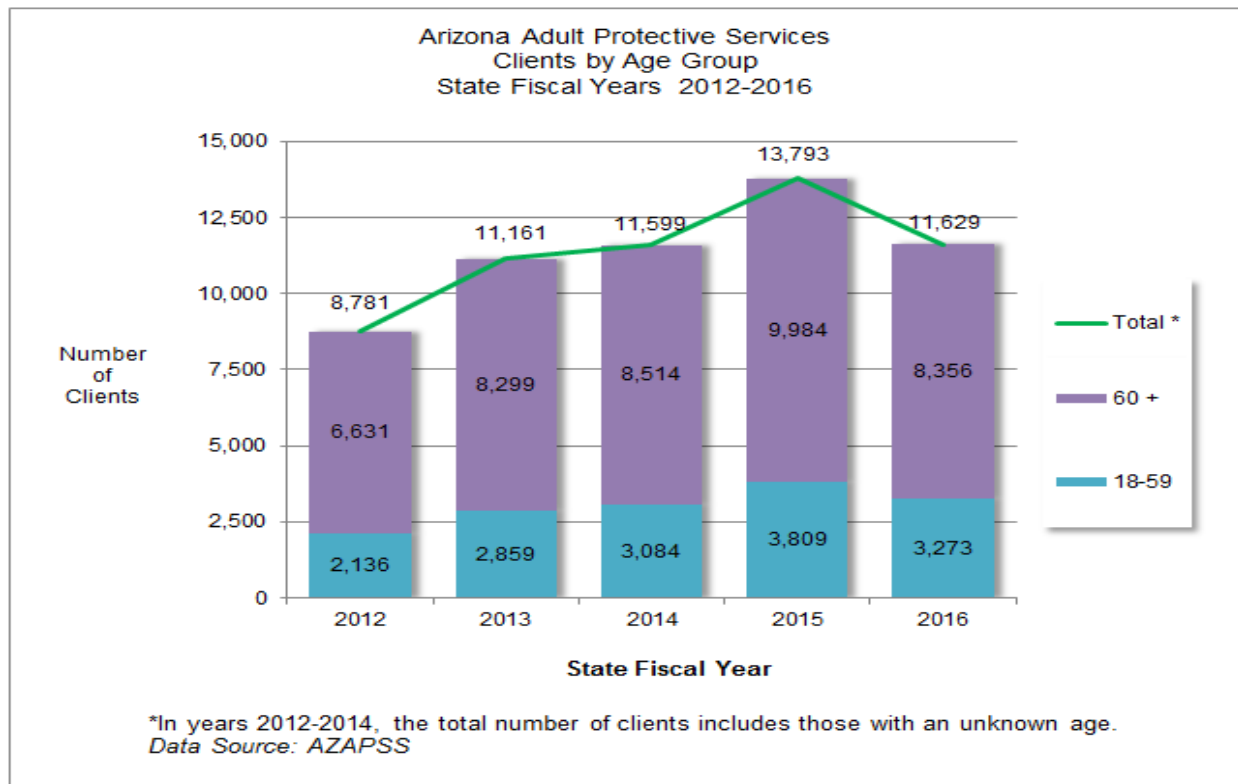
able to meet his/her basic needs due to his/her vulnerability, this is considered self-neglect and is captured within this neglect category. The percentage of exploitation and neglect allegations has decreased by 9.6 percent and 2.9 percent respectively over the past year.

### Client Demographics

The following graphs depict the trends in age, gender, race, and living arrangements for the APS clients between SFYs 2012 and 2016. Client demographic characteristics have remained fairly consistent over the years.

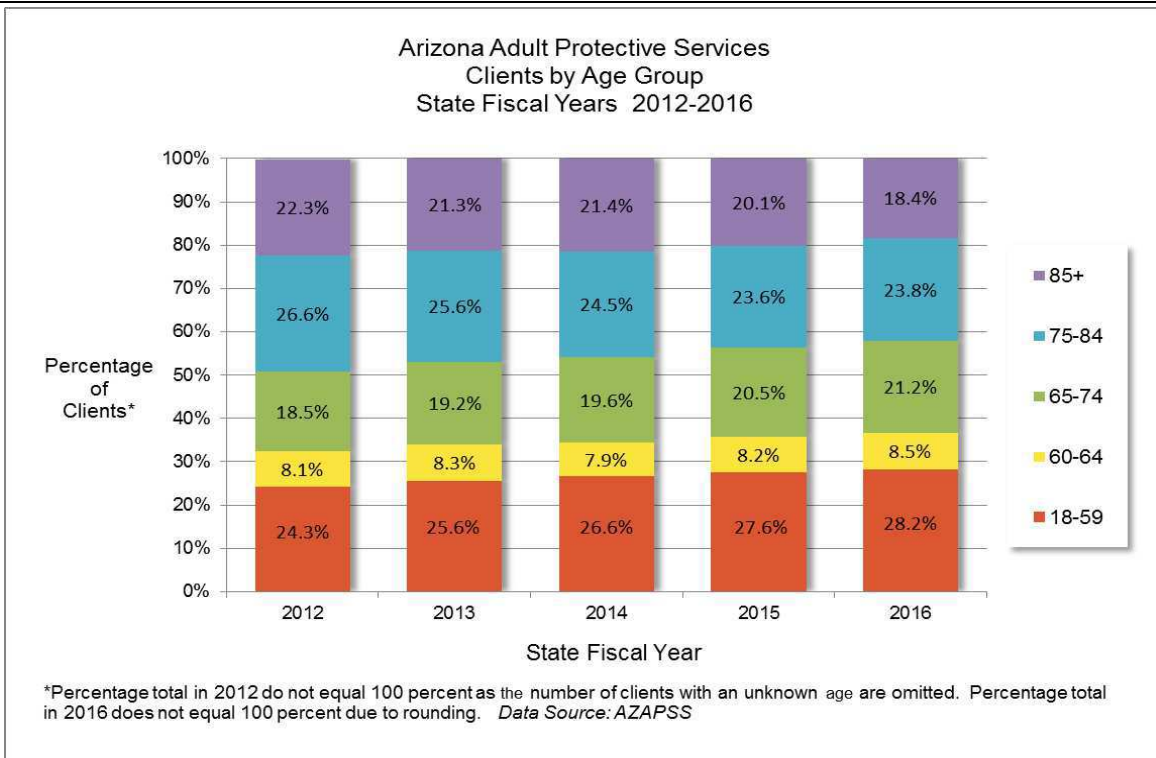
#### ■ Age

Although APS serves individuals 18 years of age or older, the majority of APS services are provided to individuals 60 and older. As indicated in Figure 10, 72 percent of APS clients were over the age of 60, while 28 percent were 18 to 59 years of age, in SFY 2016.



**Figure 9: Total Number of Clients by Age Group**

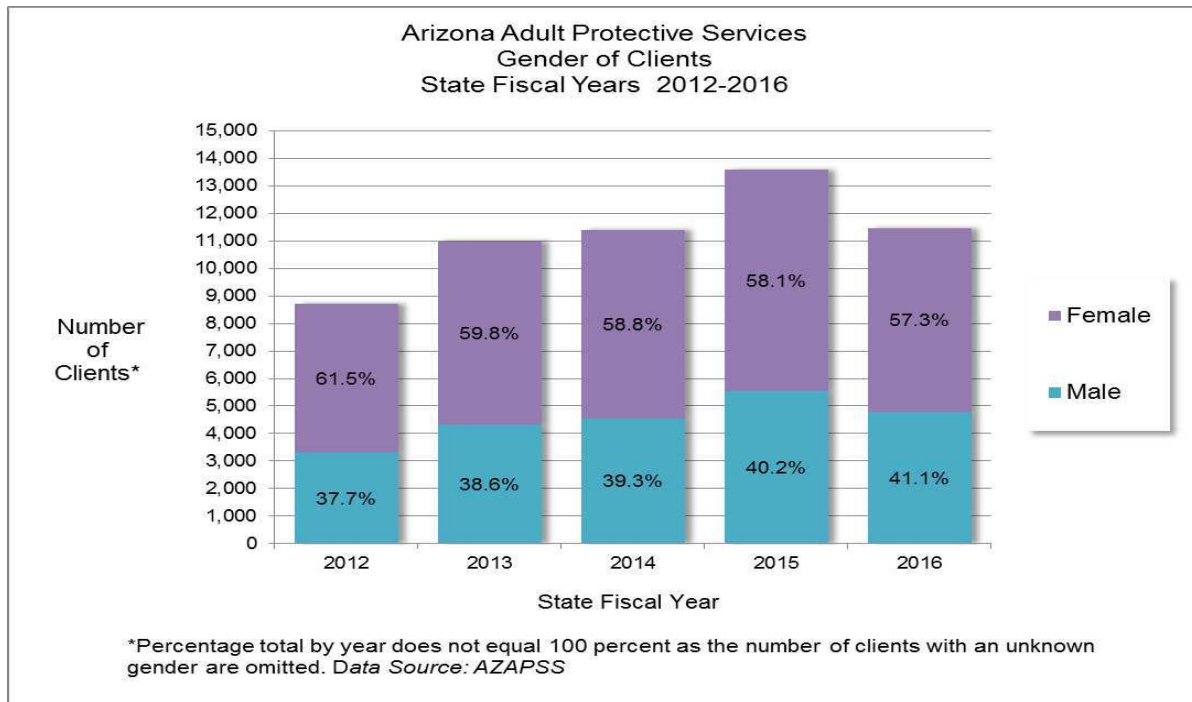
In analyzing the clients ages 60 and over, the different age categories have also remained fairly consistent over the past five years. As indicated in Figure 10, the largest age group over 60 is 75 to 84 years of age, which is 23.8 percent of the total clients. The age group of 65 to 74 and over the age of 85 accounts for 21.2 percent and 18.4 percent of the clients, respectively.



**Figure 10: Percentage of Clients by Age Group**

■ **Gender**

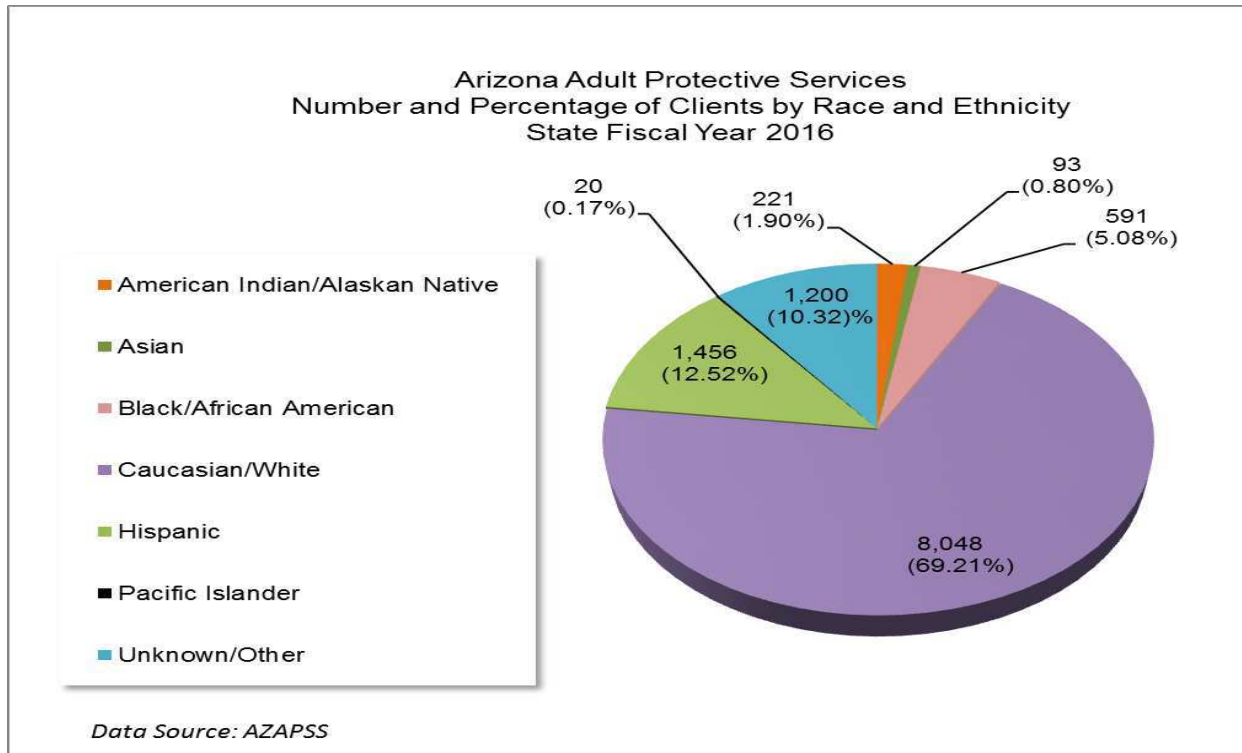
As indicated in Figure 11, between SFYs 2012 and 2016, approximately six out of every ten clients have been female. Females have a longer life expectancy than males which may contribute to this particular statistic.



**Figure 11: Gender of Clients**

## Race and Ethnicity

In SFY 2016, 69 percent of APS clients identified themselves as Caucasian, 13 percent identified themselves as Hispanic, and 5 percent identified themselves as African American, as displayed in Figures 12 and 13 below. APS clients identifying themselves as American Indian or Alaskan Native are clients who primarily reside off the reservation. APS participates in a very small number of on-reservation cases and will only do so at the invitation of the Tribal Council.



**Figure 12: Number and Percentage of Clients by Race and Ethnicity for SFY 2016**

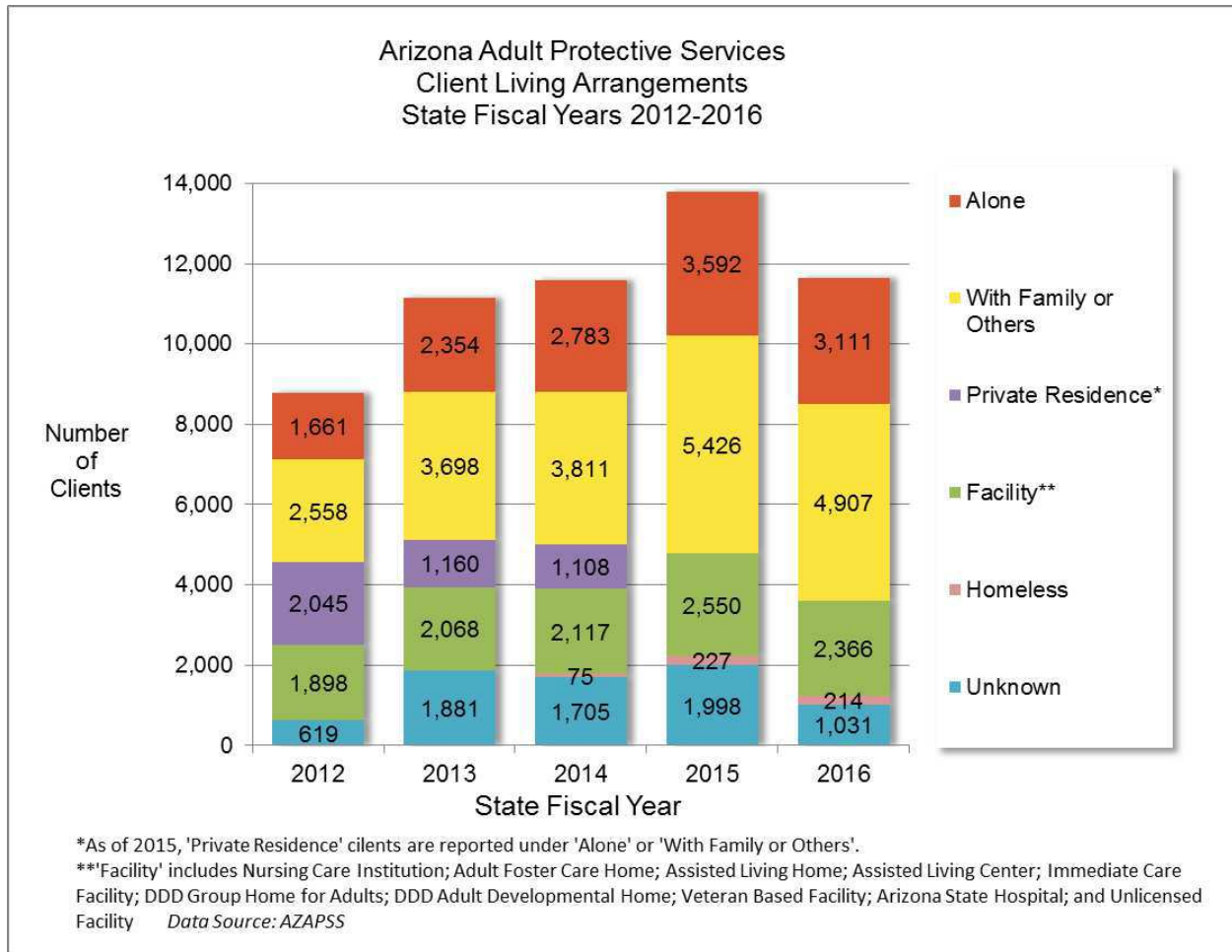
<b>Arizona Adult Protective Services Number of Clients by Race and Ethnicity State Fiscal Years 2012-2016</b>					
Race/Ethnicity	State Fiscal Year				
	2012	2013	2014	2015	2016
American Indian/Alaskan Native	136	198	211	272	221
Asian	72	107	81	115	93
Black/African American	446	464	485	649	591
Caucasian/White	6,035	7,129	7,342	9,106	8,048
Hispanic	1,074	1,318	1,412	1,706	1,456
Pacific Islander	11	12	17	38	20
Unknown/Other	1,007	1,933	2,051	1,907	1,200

**Figure 13: Number of Clients by Race and Ethnicity for SFYs 2012-2016**

Cultural diversity may also contribute to the smaller number of cases for the majority of racial minority groups. Familial obligations, religious beliefs, and various perceptions on the kinds of information to be shared with non-family members, as well as a lack of awareness, may lead to the reluctance of certain minority groups to make contact with APS.

### ■ *Living Arrangements*

The trends in APS client living arrangements between SFYs 2012 and 2016 are indicated in Figure 14 below. In SFY 2016, the top three categories of living arrangements and dwelling type in numbers of clients are those who reside with family or others, clients who live alone, and clients in care facilities, respectively. In SFY 2016, 35 percent of APS clients lived with family, while 24 percent of APS clients lived alone with little to no assistance.



**Figure 14: Client Living Arrangements**

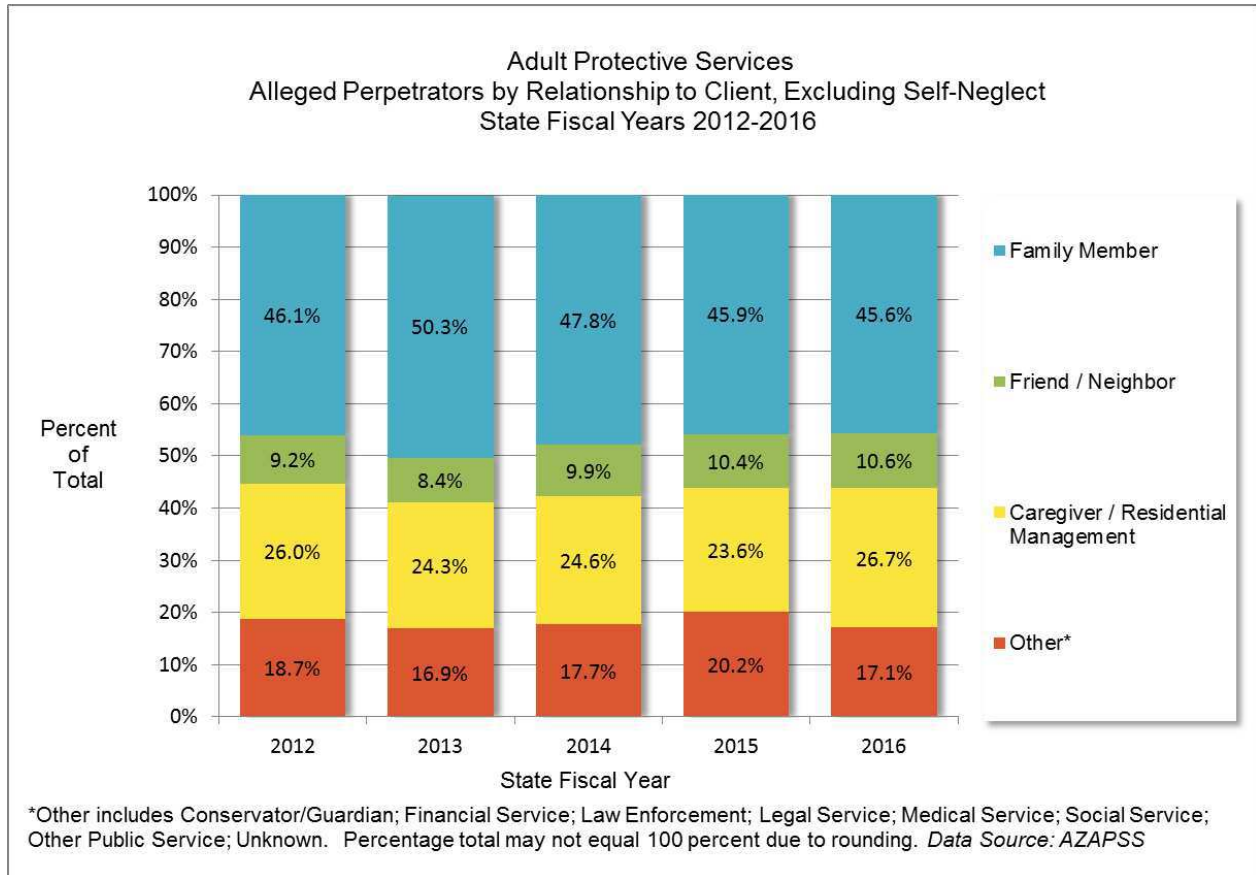
### **Alleged Perpetrators**

In SFY 2016, vulnerable adults who were unable to meet their own needs accounted for 38 percent of all individuals reported to have maltreated an adult.

The trends of alleged perpetrators and their relationships with clients between SFYs 2012 and 2016 are indicated in Figures 15 and 16 below. These figures exclude individuals reported for



self-neglect, who accounted for 38% of alleged perpetrators in SFY 2016. The percentages in Figure 15 therefore differ from those included in the Appendix. In SFY 2016, family members accounted for 46 percent of alleged perpetrators, and paid caregivers or residential management accounted for 27 percent.



**Figure 15: Alleged Perpetrators by Relationship to Client, Excluding Self-Neglect**

<b>Arizona Adult Protective Services Number of Alleged Perpetrators by Relationship to Client, Excluding Self-Neglect State Fiscal Years 2012-2016</b>					
Relationship of Alleged Perpetrator to Client	State Fiscal Year				
	2012	2013	2014	2015	2016
Family Member	2,770	3,952	4,037	4,602	3,520
Friend/Neighbor	552	663	837	1,041	821
Caregiver/Residential Management	1,560	1,909	2,082	2,370	2,059
Other/Unknown	1,126	1,326	1,493	2,024	1,321

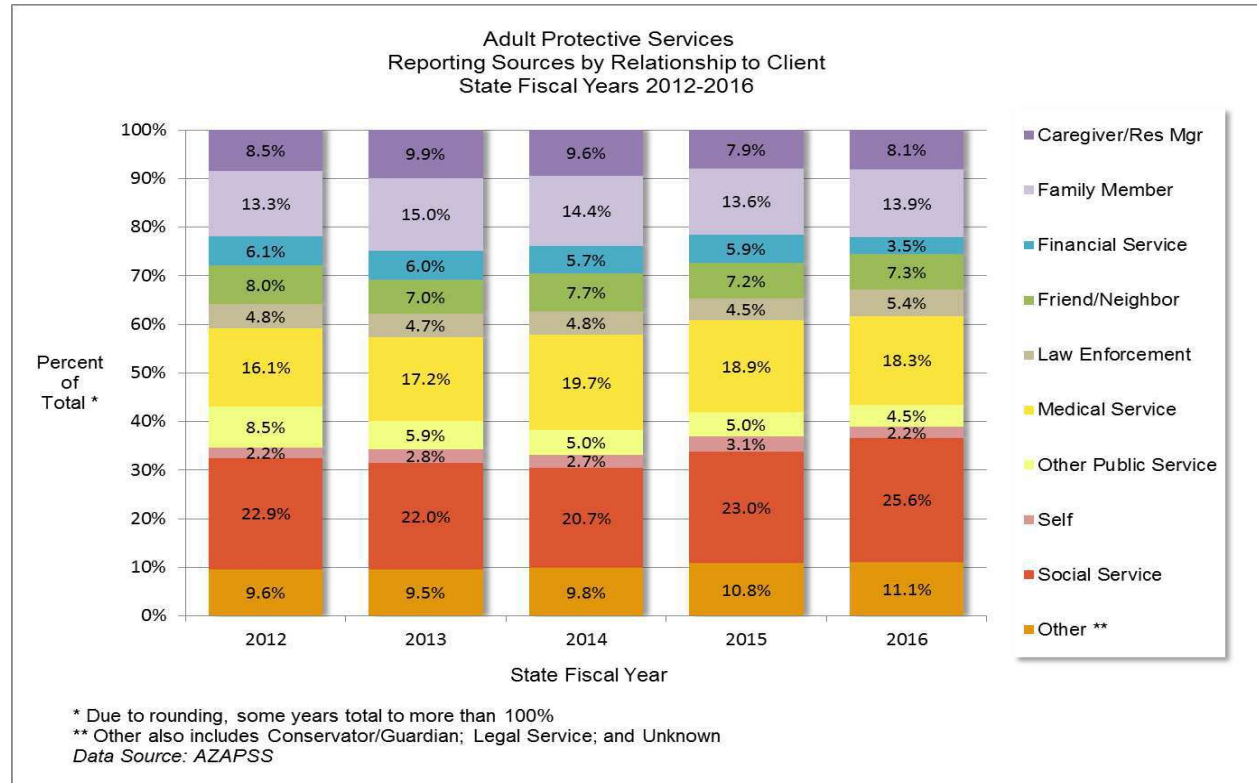
**Figure 16: Number of Alleged Perpetrators by Relationship to Client, Excluding Self-Neglect**

## Reporting Sources

The trends in reporting sources between SFYs 2012 and 2016 are indicated in Figures 17 and 18. Mandatory reporters, medical services, social services, and other public services consistently



make up the largest number of reporting sources. In SFY 2016, 46 percent of the reporting sources were professionals from medical services, social services, and other public services. Also in SFY 2016, family members were reporting sources 14 percent of the time.



**Figure 17: Percentages of Reporting Sources by Relationship to Client**

<b>Arizona Adult Protective Services Number of Reporting Sources by Relationship to Client State Fiscal Years 2012-2016</b>					
Relationship of Reporting Source to Client	State Fiscal Year				
	2012	2013	2014	2015	2016
Caregiver/Residential Manager	832	1,293	1,384	1,338	1,150
Family Member	1,303	1,966	2,089	2,296	1,971
Financial Service	598	788	824	1,001	489
Friend or Neighbor	779	914	1,119	1,223	1,037
Law Enforcement	472	621	700	768	760
Medical Service	1,577	2,256	2,853	3,199	2,593
Other Public Service	828	773	717	848	639
Self	211	360	390	521	314
Social Service	2,239	2,879	3,004	3,896	3,612
Other*	940	1,247	1,412	1,827	1,572

\*Other also includes Conservator/Guardian; Legal Service; and Unknown Data source: AZAPSS

**Figure 18: Number of Reporting Sources by Relationship to Client**

## **ACKNOWLEDGEMENTS**

During this past state fiscal year, the APS program continued to maintain its momentum in safely reducing its caseloads, allowing increased focus on the quality of services provided to vulnerable adults. Program and process improvement efforts will continue in SFY 2017 as the APS program finalizes its strategic plan, develops improved information gathering and decision-making tools, and enhances data collection efforts.

The success of these efforts requires ongoing active collaboration between APS, the adult protective stakeholders, community partners, the individuals served, and their families to work cooperatively and creatively together toward mutual goals. The Department would like to share its heartfelt gratitude for the sustained support of these partners to ensure vulnerable adults are protected, and their needs are met.

APS professionals are honored by the individuals touched by the APS program, their family members, and their caregivers who willingly share their personal stories. Their perseverance during times of adversity, their unyielding love, and their strength and stamina are to be admired. In the sharing of these stories, APS professionals were taught valuable lessons, including the importance of self-determination and always remaining mindful of what it is like to walk in someone else's shoes. The APS program is forever indebted to the individuals and family members who shared their honest opinions on how to improve services. When asked how the APS program could be improved, a beautiful woman touched by the APS program simply stated, "Close your book and look into my eyes and heart." Arizona's APS professionals will always remember how the individuals served touched their hearts.

The APS program deeply values its community partnerships and looks forward to further strengthening these relationships in the coming year to better serve Arizona's most vulnerable. These caring professionals provide services and supports, advocacy, and education to individuals and their families to assist in maintaining their independence. They willingly share their expertise and collaborate with APS professionals across the state to ensure individuals are safe, their needs are met, and family members and caregivers are supported.

Lastly, the APS professionals are to be commended for their ongoing perseverance and unwavering commitment to reaching their goals. The success seen this past year was fully realized through the continued dedication of the APS professionals who directly serve vulnerable adults in Arizona with dignity and compassion. Each and every day, these professionals make a difference in the lives of many by empowering others and inspiring hope. They are tireless in their work to ensure the safety and well-being of the individuals they serve, and it is through their commitment and passion that Arizona's APS program will continue to move its practice forward in continuous pursuit of excellence.

**APPENDIX**



**Arizona Department of Economic Security**  
**Adult Protective Services Investigations 7/1/2015 thru 6/30/2016**

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<b>ACTIVITY SUMMARY - ARIZONA</b>									
<b>REPORTED INVESTIGATIONS</b>					<b>CLOSED INVESTIGATIONS</b>				
<b>ABUSE</b>	<b>3,138</b>	<b>26.98%</b>			<b>ABUSE</b>	<b>5,259</b>	<b>30.23%</b>		
					Not Substantiated or Verified	4,932	93.78%		
					Verified	257	4.89%		
					Substantiated	70	1.33%		
<b>NEGLECT</b>	<b>7,596</b>	<b>65.32%</b>			<b>NEGLECT</b>	<b>11,331</b>	<b>65.14%</b>		
					Not Substantiated or Verified	9,945	87.77%		
					Verified	1,381	26.26%		
					Substantiated	5	0.04%		
<b>EXPLOITATION</b>	<b>2,460</b>	<b>21.15%</b>			<b>EXPLOITATION</b>	<b>5,012</b>	<b>28.81%</b>		
					Not Substantiated or Verified	4,837	96.51%		
					Verified	83	1.58%		
					Substantiated	92	1.84%		
<b>REPORTED ALLEGATIONS</b>	<b>13,194</b>				<b>CLOSED ALLEGATIONS</b>	<b>21,602</b>			
<b>REPORTED CASES</b>	<b>11,629</b>				<b>CLOSED CASES</b>	<b>17,395</b>			
<b>DEMOGRAPHICS FOR REPORTED CASES</b>									
<b>CLIENT AGE GROUP</b>				<b>CLIENT DWELLING / PRIVATE RESIDENCE</b>					
18 - 29 years	856	7.36%		Alone - Little or No Assistance	2,766	23.79%			
30 - 39 years	536	4.61%		Alone - Some Family Assistance	345	2.97%			
40 - 49 years	529	4.55%		With Family	4,105	35.30%			
50 - 59 years	1,352	11.63%		With Non-Family	802	6.90%			
60 - 64 years	989	8.50%		<b>CLIENT DWELLING / FACILITY TYPE</b>					
65 - 69 years	1,209	10.40%		Nursing Care Institution	717	6.17%			
70 - 74 years	1,260	10.83%		Adult Foster Care Home (4 or less residents)	38	0.33%			
75 - 79 years	1,383	11.89%		Assisted Living Home (10 or less residents)	528	4.54%			
80 - 84 years	1,380	11.87%		Assisted Living Center (11 or more residents)	427	3.67%			
85 years and older	2,135	18.36%		Immediate Care Facility (Intellectual Disability)	20	0.17%			
Unknown	0	0.00%		DDD Group Home for Adults (6 or less residents)	317	2.73%			
<b>CLIENT RACE</b>				DDD Adult Dev Home (up to 3 adults in family home)	90	0.77%			
Amer Indian/AK Native	221	1.90%		Veteran Based Facility	37	0.32%			
Asian	93	0.80%		Arizona State Hospital	160	1.38%			
Black/African Amer	591	5.08%		Unlicensed Facility	32	0.28%			
Caucasian/White	8,048	69.21%		Homeless	214	1.84%			
Hispanic	1,456	12.52%		Unknown	1,031	8.87%			
Pacific Islander	20	0.17%		<b>RELATION TO CLIENT</b>		<b>Reporting Source</b>		<b>Perpetrator</b>	
Unknown/Other	1,200	10.32%		Caregiver/Resident Mgr	1,150	8.13%	2,059	16.48%	
<b>CLIENT MONTHLY INCOME</b>				Conservator/Guardian	63	0.45%	136	1.09%	
\$300 or Less	10	0.09%		Family Member	1,971	13.94%	3,520	28.17%	
\$301 - \$500	19	0.16%		Financial Service	489	3.46%	30	0.24%	
\$501 - \$750	159	1.37%		Friend/Neighbor	1,037	7.34%	821	6.57%	
\$751 - \$1,000	122	1.05%		Law Enforcement	760	5.38%	1	0.01%	
Over \$1,000	405	3.48%		Legal Service	37	0.26%	3	0.02%	
Unknown	10,914	93.85%		Medical Service	2,593	18.34%	131	1.05%	
<b>CLIENT GENDER</b>				Other	1,287	9.10%	884	7.07%	
Female	6,667	57.33%		Other Public Service	639	4.52%	21	0.17%	
Male	4,784	41.14%		Self	314	2.22%	4,774	38.21%	
Unknown	178	1.53%		Social Service	3,612	25.55%	35	0.28%	
				Unknown	185	1.31%	80	0.64%	
<b>TOTAL</b>					<b>14,137</b>	<b>100.00%</b>	<b>12,495</b>	<b>100.00%</b>	



**Arizona Department of Economic Security**  
**Adult Protective Services Investigations 7/1/2015 thru 6/30/2016**

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ACTIVITY SUMMARY - APACHE									
REPORTED INVESTIGATIONS					CLOSED INVESTIGATIONS				
ABUSE	4	11.11%			ABUSE	5	14.29%		
					Not Substantiated or Verified	5	100.00%		
					Verified	0	0.00%		
					Substantiated	0	0.00%		
NEGLECT	27	75.00%			NEGLECT	27	77.14%		
					Not Substantiated or Verified	26	96.30%		
					Verified	1	20.00%		
					Substantiated	0	0.00%		
EXPLOITATION	9	25.00%			EXPLOITATION	12	34.29%		
					Not Substantiated or Verified	12	100.00%		
					Verified	0	0.00%		
					Substantiated	0	0.00%		
REPORTED ALLEGATIONS	40				CLOSED ALLEGATIONS	44			
REPORTED CASES	36				CLOSED CASES	35			
DEMOGRAPHICS FOR REPORTED CASES									
CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE						
18 - 29 years	0	0.00%	Alone - Little or No Assistance		18	50.00%			
30 - 39 years	1	2.78%	Alone - Some Family Assistance		0	0.00%			
40 - 49 years	0	0.00%	With Family		10	27.78%			
50 - 59 years	5	13.89%	With Non-Family		5	13.89%			
60 - 64 years	6	16.67%	CLIENT DWELLING / FACILITY TYPE						
65 - 69 years	6	16.67%	Nursing Care Institution		1	2.78%			
70 - 74 years	8	22.22%	Adult Foster Care Home (4 or less residents)		0	0.00%			
75 - 79 years	3	8.33%	Assisted Living Home (10 or less residents)		0	0.00%			
80 - 84 years	4	11.11%	Assisted Living Center (11 or more residents)		0	0.00%			
85 years and older	3	8.33%	Immediate Care Facility (Intellectual Disability)		0	0.00%			
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)		0	0.00%			
CLIENT RACE			DDD Adult Dev Home (up to 3 adults in family home)		0	0.00%			
Amer Indian/AK Native	1	2.78%	Veteran Based Facility		0	0.00%			
Asian	0	0.00%	Arizona State Hospital		0	0.00%			
Black/African Amer	0	0.00%	Unlicensed Facility		0	0.00%			
Caucasian/White	30	83.33%	Homeless		0	0.00%			
Hispanic	2	5.56%	Unknown		2	5.56%			
Pacific Islander	0	0.00%	RELATION TO CLIENT	Reporting Source		Perpetrator			
Unknown/Other	3	8.33%	Caregiver/Resident Mgr	2	4.35%	1	2.63%		
CLIENT MONTHLY INCOME			Conservator/Guardian	0	0.00%	0	0.00%		
\$300 or Less	0	0.00%	Family Member	5	10.87%	10	26.32%		
\$301 - \$500	0	0.00%	Financial Service	2	4.35%	0	0.00%		
\$501 - \$750	0	0.00%	Friend/Neighbor	10	21.74%	4	10.53%		
\$751 - \$1,000	0	0.00%	Law Enforcement	4	8.70%	0	0.00%		
Over \$1,000	0	0.00%	Legal Service	0	0.00%	0	0.00%		
Unknown	36	100.00%	Medical Service	7	15.22%	0	0.00%		
CLIENT GENDER			Other	2	4.35%	2	5.26%		
Female	21	58.33%	Other Public Service	1	2.17%	0	0.00%		
Male	15	41.67%	Self	3	6.52%	21	55.26%		
Unknown	0	0.00%	Social Service	10	21.74%	0	0.00%		
			Unknown	0	0.00%	0	0.00%		
			TOTAL	46	100.00%	38	100.00%		



**Arizona Department of Economic Security**  
**Adult Protective Services Investigations 7/1/2015 thru 6/30/2016**

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**ACTIVITY SUMMARY - COCHISE**

REPORTED INVESTIGATIONS			CLOSED INVESTIGATIONS		
<b>ABUSE</b>	<b>67</b>	<b>16.34%</b>	<b>ABUSE</b>	<b>97</b>	<b>18.34%</b>
			Not Substantiated or Verified	88	90.72%
			Verified	5	5.15%
			Substantiated	4	4.12%
<b>NEGLECT</b>	<b>310</b>	<b>75.61%</b>	<b>NEGLECT</b>	<b>388</b>	<b>73.35%</b>
			Not Substantiated or Verified	289	74.48%
			Verified	99	102.06%
			Substantiated	0	0.00%
<b>EXPLOITATION</b>	<b>88</b>	<b>21.46%</b>	<b>EXPLOITATION</b>	<b>175</b>	<b>33.08%</b>
			Not Substantiated or Verified	161	92.00%
			Verified	3	3.09%
			Substantiated	11	6.29%
<b>REPORTED ALLEGATIONS</b>	<b>465</b>		<b>CLOSED ALLEGATIONS</b>	<b>660</b>	
<b>REPORTED CASES</b>	<b>410</b>		<b>CLOSED CASES</b>	<b>529</b>	

**DEMOGRAPHICS FOR REPORTED CASES**

CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE		
18 - 29 years	16	3.90%	Alone - Little or No Assistance	143	34.88%
30 - 39 years	12	2.93%	Alone - Some Family Assistance	24	5.85%
40 - 49 years	15	3.66%	With Family	139	33.90%
50 - 59 years	52	12.68%	With Non-Family	35	8.54%
60 - 64 years	36	8.78%	CLIENT DWELLING / FACILITY TYPE		
65 - 69 years	38	9.27%	Nursing Care Institution	13	3.17%
70 - 74 years	37	9.02%	Adult Foster Care Home (4 or less residents)	0	0.00%
75 - 79 years	51	12.44%	Assisted Living Home (10 or less residents)	6	1.46%
80 - 84 years	58	14.15%	Assisted Living Center (11 or more residents)	7	1.71%
85 years and older	95	23.17%	Immediate Care Facility (Intellectual Disability)	0	0.00%
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	8	1.95%
			DDD Adult Dev Home (up to 3 adults in family home)	1	0.24%
CLIENT RACE			Veteran Based Facility	0	0.00%
Amer Indian/AK Native	2	0.49%	Arizona State Hospital	1	0.24%
Asian	6	1.46%	Unlicensed Facility	0	0.00%
Black/African Amer	5	1.22%	Homeless	6	1.46%
Caucasian/White	296	72.20%	Unknown	27	6.59%
Hispanic	75	18.29%	RELATION TO CLIENT		
Pacific Islander	1	0.24%	Reporting Source		Perpetrator
Unknown/Other	25	6.10%	Caregiver/Resident Mgr	29 5.86%	53 12.27%
			Conservator/Guardian	4 0.81%	4 0.93%
			Family Member	62 12.53%	101 23.38%
			Financial Service	20 4.04%	6 1.39%
			Friend/Neighbor	56 11.31%	16 3.70%
			Law Enforcement	40 8.08%	0 0.00%
			Legal Service	2 0.40%	0 0.00%
			Medical Service	116 23.43%	2 0.46%
			Other	56 11.31%	19 4.40%
			Other Public Service	24 4.85%	2 0.46%
			Self	7 1.41%	223 51.62%
			Social Service	72 14.55%	1 0.23%
			Unknown	7 1.41%	5 1.16%
			<b>TOTAL</b>	<b>495 100.00%</b>	<b>432 100.00%</b>
CLIENT MONTHLY INCOME					
\$300 or Less	0	0.00%			
\$301 - \$500	1	0.24%			
\$501 - \$750	10	2.44%			
\$751 - \$1,000	12	2.93%			
Over \$1,000	25	6.10%			
Unknown	362	88.29%			
CLIENT GENDER					
Female	234	57.07%			
Male	171	41.71%			
Unknown	5	1.22%			



**Arizona Department of Economic Security**  
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ACTIVITY SUMMARY - COCONINO									
REPORTED INVESTIGATIONS					CLOSED INVESTIGATIONS				
ABUSE	44	30.56%			ABUSE	42	31.58%		
					Not Substantiated or Verified	42	100.00%		
					Verified	0	0.00%		
					Substantiated	0	0.00%		
NEGLECT	90	62.50%			NEGLECT	81	60.90%		
					Not Substantiated or Verified	55	67.90%		
					Verified	26	61.90%		
					Substantiated	0	0.00%		
EXPLOITATION	26	18.06%			EXPLOITATION	28	21.05%		
					Not Substantiated or Verified	28	100.00%		
					Verified	0	0.00%		
					Substantiated	0	0.00%		
REPORTED ALLEGATIONS	160				CLOSED ALLEGATIONS	151			
REPORTED CASES	144				CLOSED CASES	133			
DEMOGRAPHICS FOR REPORTED CASES									
CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE						
18 - 29 years	20	13.89%			Alone - Little or No Assistance	37	25.69%		
30 - 39 years	8	5.56%			Alone - Some Family Assistance	5	3.47%		
40 - 49 years	9	6.25%			With Family	43	29.86%		
50 - 59 years	18	12.50%			With Non-Family	5	3.47%		
60 - 64 years	18	12.50%			CLIENT DWELLING / FACILITY TYPE				
65 - 69 years	9	6.25%			Nursing Care Institution	1	0.69%		
70 - 74 years	20	13.89%			Adult Foster Care Home (4 or less residents)	0	0.00%		
75 - 79 years	13	9.03%			Assisted Living Home (10 or less residents)	7	4.86%		
80 - 84 years	12	8.33%			Assisted Living Center (11 or more residents)	4	2.78%		
85 years and older	17	11.81%			Immediate Care Facility (Intellectual Disability)	0	0.00%		
Unknown	0	0.00%			DDD Group Home for Adults (6 or less residents)	15	10.42%		
CLIENT RACE					DDD Adult Dev Home (up to 3 adults in family home)	2	1.39%		
Amer Indian/AK Native	17	11.81%			Veteran Based Facility	1	0.69%		
Asian	1	0.69%			Arizona State Hospital	0	0.00%		
Black/African Amer	0	0.00%			Unlicensed Facility	0	0.00%		
Caucasian/White	99	68.75%			Homeless	6	4.17%		
Hispanic	11	7.64%			Unknown	18	12.50%		
Pacific Islander	1	0.69%			RELATION TO CLIENT	Reporting Source		Perpetrator	
Unknown/Other	15	10.42%			Caregiver/Resident Mgr	17	10.00%	22	14.57%
CLIENT MONTHLY INCOME					Conservator/Guardian	0	0.00%	2	1.32%
\$300 or Less	0	0.00%			Family Member	14	8.24%	44	29.14%
\$301 - \$500	0	0.00%			Financial Service	5	2.94%	0	0.00%
\$501 - \$750	0	0.00%			Friend/Neighbor	11	6.47%	4	2.65%
\$751 - \$1,000	0	0.00%			Law Enforcement	5	2.94%	0	0.00%
Over \$1,000	1	0.69%			Legal Service	0	0.00%	0	0.00%
Unknown	143	99.31%			Medical Service	40	23.53%	0	0.00%
CLIENT GENDER					Other	10	5.88%	10	6.62%
Female	79	54.86%			Other Public Service	13	7.65%	0	0.00%
Male	64	44.44%			Self	4	2.35%	65	43.05%
Unknown	1	0.69%			Social Service	49	28.82%	2	1.32%
					Unknown	2	1.18%	2	1.32%
					TOTAL	170	100.00%	151	100.00%



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ACTIVITY SUMMARY - GILA									
REPORTED INVESTIGATIONS					CLOSED INVESTIGATIONS				
ABUSE	38	34.55%	ABUSE	46	31.94%				
			Not Substantiated or Verified	46	100.00%				
			Verified	0	0.00%				
			Substantiated	0	0.00%				
NEGLECT	68	61.82%	NEGLECT	94	65.28%				
			Not Substantiated or Verified	82	87.23%				
			Verified	12	26.09%				
			Substantiated	0	0.00%				
EXPLOITATION	16	14.55%	EXPLOITATION	30	20.83%				
			Not Substantiated or Verified	29	96.67%				
			Verified	0	0.00%				
			Substantiated	1	3.33%				
REPORTED ALLEGATIONS	122		CLOSED ALLEGATIONS	170					
REPORTED CASES	110		CLOSED CASES	144					
DEMOGRAPHICS FOR REPORTED CASES									
CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE						
18 - 29 years	9	8.18%	Alone - Little or No Assistance	29	26.36%				
30 - 39 years	3	2.73%	Alone - Some Family Assistance	2	1.82%				
40 - 49 years	5	4.55%	With Family	30	27.27%				
50 - 59 years	10	9.09%	With Non-Family	7	6.36%				
60 - 64 years	5	4.55%	CLIENT DWELLING / FACILITY TYPE						
65 - 69 years	16	14.55%	Nursing Care Institution	20	18.18%				
70 - 74 years	11	10.00%	Adult Foster Care Home (4 or less residents)	0	0.00%				
75 - 79 years	16	14.55%	Assisted Living Home (10 or less residents)	1	0.91%				
80 - 84 years	15	13.64%	Assisted Living Center (11 or more residents)	3	2.73%				
85 years and older	20	18.18%	Immediate Care Facility (Intellectual Disability)	0	0.00%				
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	4	3.64%				
CLIENT RACE			DDD Adult Dev Home (up to 3 adults in family home)	1	0.91%				
Amer Indian/AK Native	11	10.00%	Veteran Based Facility	1	0.91%				
Asian	1	0.91%	Arizona State Hospital	0	0.00%				
Black/African Amer	0	0.00%	Unlicensed Facility	2	1.82%				
Caucasian/White	75	68.18%	Homeless	3	2.73%				
Hispanic	16	14.55%	Unknown	7	6.36%				
Pacific Islander	0	0.00%	RELATION TO CLIENT	Reporting Source		Perpetrator			
Unknown/Other	7	6.36%	Caregiver/Resident Mgr	16	12.12%	25	21.37%		
CLIENT MONTHLY INCOME			Conservator/Guardian	0	0.00%	2	1.71%		
\$300 or Less	0	0.00%	Family Member	21	15.91%	24	20.51%		
\$301 - \$500	0	0.00%	Financial Service	5	3.79%	0	0.00%		
\$501 - \$750	0	0.00%	Friend/Neighbor	6	4.55%	10	8.55%		
\$751 - \$1,000	0	0.00%	Law Enforcement	11	8.33%	0	0.00%		
Over \$1,000	0	0.00%	Legal Service	1	0.76%	0	0.00%		
Unknown	110	100.00%	Medical Service	19	14.39%	2	1.71%		
CLIENT GENDER			Other	15	11.36%	10	8.55%		
Female	60	54.55%	Other Public Service	7	5.30%	0	0.00%		
Male	47	42.73%	Self	1	0.76%	44	37.61%		
Unknown	3	2.73%	Social Service	28	21.21%	0	0.00%		
			Unknown	2	1.52%	0	0.00%		
TOTAL				132	100.00%	117	100.00%		





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ACTIVITY SUMMARY - GRAHAM									
REPORTED INVESTIGATIONS					CLOSED INVESTIGATIONS				
ABUSE	13	28.26%			ABUSE	15	26.79%		
					Not Substantiated or Verified	15	100.00%		
					Verified	0	0.00%		
					Substantiated	0	0.00%		
NEGLECT	29	63.04%			NEGLECT	36	64.29%		
					Not Substantiated or Verified	29	80.56%		
					Verified	7	46.67%		
					Substantiated	0	0.00%		
EXPLOITATION	9	19.57%			EXPLOITATION	18	32.14%		
					Not Substantiated or Verified	17	94.44%		
					Verified	0	0.00%		
					Substantiated	1	5.56%		
REPORTED ALLEGATIONS	51				CLOSED ALLEGATIONS	69			
REPORTED CASES	46				CLOSED CASES	56			
DEMOGRAPHICS FOR REPORTED CASES									
CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE						
18 - 29 years	3	6.52%	Alone - Little or No Assistance			13	28.26%		
30 - 39 years	1	2.17%	Alone - Some Family Assistance			2	4.35%		
40 - 49 years	5	10.87%	With Family			17	36.96%		
50 - 59 years	4	8.70%	With Non-Family			2	4.35%		
60 - 64 years	5	10.87%	CLIENT DWELLING / FACILITY TYPE						
65 - 69 years	5	10.87%	Nursing Care Institution			4	8.70%		
70 - 74 years	5	10.87%	Adult Foster Care Home (4 or less residents)			0	0.00%		
75 - 79 years	5	10.87%	Assisted Living Home (10 or less residents)			0	0.00%		
80 - 84 years	5	10.87%	Assisted Living Center (11 or more residents)			1	2.17%		
85 years and older	8	17.39%	Immediate Care Facility (Intellectual Disability)			0	0.00%		
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)			1	2.17%		
CLIENT RACE			DDD Adult Dev Home (up to 3 adults in family home)			1	2.17%		
Amer Indian/AK Native	0	0.00%	Veteran Based Facility			0	0.00%		
Asian	0	0.00%	Arizona State Hospital			0	0.00%		
Black/African Amer	0	0.00%	Unlicensed Facility			2	4.35%		
Caucasian/White	35	76.09%	Homeless			0	0.00%		
Hispanic	8	17.39%	Unknown			3	6.52%		
Pacific Islander	0	0.00%	RELATION TO CLIENT		Reporting Source		Perpetrator		
Unknown/Other	3	6.52%	Caregiver/Resident Mgr		6	10.91%	6	12.24%	
CLIENT MONTHLY INCOME			Conservator/Guardian		0	0.00%	0	0.00%	
\$300 or Less	0	0.00%	Family Member		7	12.73%	15	30.61%	
\$301 - \$500	0	0.00%	Financial Service		1	1.82%	0	0.00%	
\$501 - \$750	3	6.52%	Friend/Neighbor		3	5.45%	2	4.08%	
\$751 - \$1,000	0	0.00%	Law Enforcement		2	3.64%	0	0.00%	
Over \$1,000	1	2.17%	Legal Service		0	0.00%	0	0.00%	
Unknown	42	91.30%	Medical Service		7	12.73%	2	4.08%	
CLIENT GENDER			Other		9	16.36%	2	4.08%	
Female	26	56.52%	Other Public Service		3	5.45%	0	0.00%	
Male	20	43.48%	Self		3	5.45%	21	42.86%	
Unknown	0	0.00%	Social Service		14	25.45%	1	2.04%	
					Unknown	0	0.00%	0	0.00%
					TOTAL	55	100.00%	49	100.00%



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ACTIVITY SUMMARY - GREENLEE									
REPORTED INVESTIGATIONS					CLOSED INVESTIGATIONS				
ABUSE	1	25.00%	ABUSE	2	40.00%				
			Not Substantiated or Verified	2	100.00%				
			Verified	0	0.00%				
			Substantiated	0	0.00%				
NEGLECT	4	100.00%	NEGLECT	5	100.00%				
			Not Substantiated or Verified	5	100.00%				
			Verified	0	0.00%				
			Substantiated	0	0.00%				
EXPLOITATION	2	50.00%	EXPLOITATION	2	40.00%				
			Not Substantiated or Verified	2	100.00%				
			Verified	0	0.00%				
			Substantiated	0	0.00%				
REPORTED ALLEGATIONS	7		CLOSED ALLEGATIONS	9					
REPORTED CASES	4		CLOSED CASES	5					
DEMOGRAPHICS FOR REPORTED CASES									
CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE						
18 - 29 years	0	0.00%	Alone - Little or No Assistance	3	75.00%				
30 - 39 years	0	0.00%	Alone - Some Family Assistance	0	0.00%				
40 - 49 years	0	0.00%	With Family	0	0.00%				
50 - 59 years	0	0.00%	With Non-Family	0	0.00%				
60 - 64 years	0	0.00%	CLIENT DWELLING / FACILITY TYPE						
65 - 69 years	0	0.00%	Nursing Care Institution	0	0.00%				
70 - 74 years	2	50.00%	Adult Foster Care Home (4 or less residents)	0	0.00%				
75 - 79 years	1	25.00%	Assisted Living Home (10 or less residents)	0	0.00%				
80 - 84 years	0	0.00%	Assisted Living Center (11 or more residents)	0	0.00%				
85 years and older	1	25.00%	Immediate Care Facility (Intellectual Disability)	0	0.00%				
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	0	0.00%				
CLIENT RACE			DDD Adult Dev Home (up to 3 adults in family home)	0	0.00%				
Amer Indian/AK Native	0	0.00%	Veteran Based Facility	0	0.00%				
Asian	0	0.00%	Arizona State Hospital	0	0.00%				
Black/African Amer	0	0.00%	Unlicensed Facility	0	0.00%				
Caucasian/White	1	25.00%	Homeless	0	0.00%				
Hispanic	3	75.00%	Unknown	1	25.00%				
Pacific Islander	0	0.00%	RELATION TO CLIENT	Reporting Source		Perpetrator			
Unknown/Other	0	0.00%	Caregiver/Resident Mgr	0	0.00%	0	0.00%		
CLIENT MONTHLY INCOME			Conservator/Guardian	0	0.00%	0	0.00%		
\$300 or Less	0	0.00%	Family Member	2	50.00%	2	40.00%		
\$301 - \$500	0	0.00%	Financial Service	1	25.00%	0	0.00%		
\$501 - \$750	0	0.00%	Friend/Neighbor	0	0.00%	0	0.00%		
\$751 - \$1,000	0	0.00%	Law Enforcement	0	0.00%	0	0.00%		
Over \$1,000	0	0.00%	Legal Service	0	0.00%	0	0.00%		
Unknown	4	100.00%	Medical Service	1	25.00%	0	0.00%		
CLIENT GENDER			Other	0	0.00%	1	20.00%		
Female	1	25.00%	Other Public Service	0	0.00%	0	0.00%		
Male	3	75.00%	Self	0	0.00%	2	40.00%		
Unknown	0	0.00%	Social Service	0	0.00%	0	0.00%		
			Unknown	0	0.00%	0	0.00%		
TOTAL				4	100.00%	5	100.00%		



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**ACTIVITY SUMMARY - LA PAZ**

REPORTED INVESTIGATIONS			CLOSED INVESTIGATIONS		
<b>ABUSE</b>	<b>5</b>	<b>11.63%</b>	<b>ABUSE</b>	<b>7</b>	<b>20.59%</b>
			Not Substantiated or Verified	7	100.00%
			Verified	0	0.00%
			Substantiated	0	0.00%
<b>NEGLECT</b>	<b>35</b>	<b>81.40%</b>	<b>NEGLECT</b>	<b>27</b>	<b>79.41%</b>
			Not Substantiated or Verified	18	66.67%
			Verified	9	128.57%
			Substantiated	0	0.00%
<b>EXPLOITATION</b>	<b>9</b>	<b>20.93%</b>	<b>EXPLOITATION</b>	<b>5</b>	<b>14.71%</b>
			Not Substantiated or Verified	5	100.00%
			Verified	0	0.00%
			Substantiated	0	0.00%
<b>REPORTED ALLEGATIONS</b>	<b>49</b>		<b>CLOSED ALLEGATIONS</b>	<b>39</b>	
<b>REPORTED CASES</b>	<b>43</b>		<b>CLOSED CASES</b>	<b>34</b>	

**DEMOGRAPHICS FOR REPORTED CASES**

CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE		
18 - 29 years	0	0.00%	Alone - Little or No Assistance	24	55.81%
30 - 39 years	0	0.00%	Alone - Some Family Assistance	0	0.00%
40 - 49 years	0	0.00%	With Family	14	32.56%
50 - 59 years	7	16.28%	With Non-Family	0	0.00%
60 - 64 years	2	4.65%	CLIENT DWELLING / FACILITY TYPE		
65 - 69 years	2	4.65%	Nursing Care Institution	0	0.00%
70 - 74 years	7	16.28%	Adult Foster Care Home (4 or less residents)	0	0.00%
75 - 79 years	5	11.63%	Assisted Living Home (10 or less residents)	0	0.00%
80 - 84 years	13	30.23%	Assisted Living Center (11 or more residents)	0	0.00%
85 years and older	7	16.28%	Immediate Care Facility (Intellectual Disability)	0	0.00%
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	0	0.00%
			DDD Adult Dev Home (up to 3 adults in family home)	0	0.00%
CLIENT RACE			Veteran Based Facility	0	0.00%
Amer Indian/AK Native	0	0.00%	Arizona State Hospital	0	0.00%
Asian	0	0.00%	Unlicensed Facility	0	0.00%
Black/African Amer	0	0.00%	Homeless	2	4.65%
Caucasian/White	39	90.70%	Unknown	3	6.98%
Hispanic	0	0.00%	RELATION TO CLIENT Reporting Source Perpetrator		
Pacific Islander	0	0.00%	Caregiver/Resident Mgr	4 6.78%	0 0.00%
Unknown/Other	4	9.30%	Conservator/Guardian	0 0.00%	0 0.00%
CLIENT MONTHLY INCOME			Family Member	10 16.95%	10 20.83%
\$300 or Less	0	0.00%	Financial Service	1 1.69%	0 0.00%
\$301 - \$500	0	0.00%	Friend/Neighbor	8 13.56%	6 12.50%
\$501 - \$750	2	4.65%	Law Enforcement	2 3.39%	0 0.00%
\$751 - \$1,000	1	2.33%	Legal Service	0 0.00%	0 0.00%
Over \$1,000	0	0.00%	Medical Service	12 20.34%	0 0.00%
Unknown	40	93.02%	Other	8 13.56%	2 4.17%
CLIENT GENDER			Other Public Service	3 5.08%	0 0.00%
Female	20	46.51%	Self	1 1.69%	29 60.42%
Male	22	51.16%	Social Service	9 15.25%	1 2.08%
Unknown	1	2.33%	Unknown	1 1.69%	0 0.00%
<b>TOTAL</b>			<b>59 100.00%</b>	<b>48 100.00%</b>	



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ACTIVITY SUMMARY - MARICOPA									
REPORTED INVESTIGATIONS					CLOSED INVESTIGATIONS				
ABUSE		1,921	31.24%	ABUSE		3,553	33.98%		
				Not Substantiated or Verified		3,318	93.39%		
				Verified		199	5.60%		
				Substantiated		36	1.01%		
NEGLECT		3,801	61.80%	NEGLECT		6,538	62.52%		
				Not Substantiated or Verified		6,108	93.42%		
				Verified		428	12.05%		
				Substantiated		2	0.03%		
EXPLOITATION		1,276	20.75%	EXPLOITATION		2,981	28.51%		
				Not Substantiated or Verified		2,899	97.25%		
				Verified		55	1.55%		
				Substantiated		27	0.91%		
REPORTED ALLEGATIONS		6,998		CLOSED ALLEGATIONS		13,072			
REPORTED CASES		6,150		CLOSED CASES		10,457			
DEMOGRAPHICS FOR REPORTED CASES									
CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE						
18 - 29 years	502	8.16%	Alone - Little or No Assistance			1,235	20.08%		
30 - 39 years	346	5.63%	Alone - Some Family Assistance			168	2.73%		
40 - 49 years	321	5.22%	With Family			2,178	35.41%		
50 - 59 years	710	11.54%	With Non-Family			385	6.26%		
60 - 64 years	493	8.02%	CLIENT DWELLING / FACILITY TYPE						
65 - 69 years	632	10.28%	Nursing Care Institution			447	7.27%		
70 - 74 years	650	10.57%	Adult Foster Care Home (4 or less residents)			20	0.33%		
75 - 79 years	705	11.46%	Assisted Living Home (10 or less residents)			358	5.82%		
80 - 84 years	713	11.59%	Assisted Living Center (11 or more residents)			254	4.13%		
85 years and older	1,078	17.53%	Immediate Care Facility (Intellectual Disability)			14	0.23%		
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)			194	3.15%		
CLIENT RACE			DDD Adult Dev Home (up to 3 adults in family home)			61	0.99%		
Amer Indian/AK Native	123	2.00%	Veteran Based Facility			17	0.28%		
Asian	52	0.85%	Arizona State Hospital			159	2.59%		
Black/African Amer	446	7.25%	Unlicensed Facility			17	0.28%		
Caucasian/White	4,123	67.04%	Homeless			116	1.89%		
Hispanic	735	11.95%	Unknown			527	8.57%		
Pacific Islander	11	0.18%	RELATION TO CLIENT		Reporting Source		Perpetrator		
Unknown/Other	660	10.73%	Caregiver/Resident Mgr		587	7.90%	1,252	18.96%	
CLIENT MONTHLY INCOME			Conservator/Guardian		34	0.46%	81	1.23%	
\$300 or Less	1	0.02%	Family Member		1,046	14.08%	1,872	28.34%	
\$301 - \$500	7	0.11%	Financial Service		234	3.15%	11	0.17%	
\$501 - \$750	60	0.98%	Friend/Neighbor		499	6.72%	520	7.87%	
\$751 - \$1,000	51	0.83%	Law Enforcement		275	3.70%	0	0.00%	
Over \$1,000	124	2.02%	Legal Service		15	0.20%	3	0.05%	
Unknown	5,907	96.05%	Medical Service		1,368	18.41%	92	1.39%	
CLIENT GENDER			Other		632	8.51%	529	8.01%	
Female	3,584	58.28%	Other Public Service		365	4.91%	14	0.21%	
Male	2,466	40.10%	Self		171	2.30%	2,175	32.93%	
Unknown	100	1.63%	Social Service		2,111	28.42%	17	0.26%	
			Unknown		92	1.24%	39	0.59%	
			TOTAL		7,429	100.00%	6,605	100.00%	



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**ACTIVITY SUMMARY - MOHAVE**

REPORTED INVESTIGATIONS			CLOSED INVESTIGATIONS		
<b>ABUSE</b>	<b>117</b>	<b>18.11%</b>	<b>ABUSE</b>	<b>118</b>	<b>19.31%</b>
			Not Substantiated or Verified	112	94.92%
			Verified	5	4.24%
			Substantiated	1	0.85%
<b>NEGLECT</b>	<b>464</b>	<b>71.83%</b>	<b>NEGLECT</b>	<b>427</b>	<b>69.89%</b>
			Not Substantiated or Verified	296	69.32%
			Verified	129	109.32%
			Substantiated	2	0.47%
<b>EXPLOITATION</b>	<b>153</b>	<b>23.68%</b>	<b>EXPLOITATION</b>	<b>172</b>	<b>28.15%</b>
			Not Substantiated or Verified	169	98.26%
			Verified	3	2.54%
			Substantiated	0	0.00%
<b>REPORTED ALLEGATIONS</b>	<b>734</b>		<b>CLOSED ALLEGATIONS</b>	<b>717</b>	
<b>REPORTED CASES</b>	<b>646</b>		<b>CLOSED CASES</b>	<b>611</b>	

**DEMOGRAPHICS FOR REPORTED CASES**

CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE		
18 - 29 years	36	5.57%	Alone - Little or No Assistance	179	27.71%
30 - 39 years	25	3.87%	Alone - Some Family Assistance	19	2.94%
40 - 49 years	29	4.49%	With Family	249	38.54%
50 - 59 years	64	9.91%	With Non-Family	62	9.60%
60 - 64 years	56	8.67%	CLIENT DWELLING / FACILITY TYPE		
65 - 69 years	65	10.06%	Nursing Care Institution	26	4.02%
70 - 74 years	56	8.67%	Adult Foster Care Home (4 or less residents)	1	0.15%
75 - 79 years	97	15.02%	Assisted Living Home (10 or less residents)	14	2.17%
80 - 84 years	92	14.24%	Assisted Living Center (11 or more residents)	38	5.88%
85 years and older	126	19.50%	Immediate Care Facility (Intellectual Disability)	1	0.15%
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	4	0.62%
			DDD Adult Dev Home (up to 3 adults in family home)	2	0.31%
CLIENT RACE			Veteran Based Facility	0	0.00%
Amer Indian/AK Native	7	1.08%	Arizona State Hospital	0	0.00%
Asian	7	1.08%	Unlicensed Facility	0	0.00%
Black/African Amer	7	1.08%	Homeless	14	2.17%
Caucasian/White	555	85.91%	Unknown	37	5.73%
Hispanic	22	3.41%	RELATION TO CLIENT		
Pacific Islander	1	0.15%	Reporting Source		Perpetrator
Unknown/Other	47	7.28%	Caregiver/Resident Mgr	69 8.72%	87 12.46%
CLIENT MONTHLY INCOME			Conservator/Guardian	0 0.00%	3 0.43%
\$300 or Less	1	0.15%	Family Member	130 16.43%	197 28.22%
\$301 - \$500	0	0.00%	Financial Service	43 5.44%	2 0.29%
\$501 - \$750	13	2.01%	Friend/Neighbor	83 10.49%	36 5.16%
\$751 - \$1,000	6	0.93%	Law Enforcement	45 5.69%	0 0.00%
Over \$1,000	27	4.18%	Legal Service	4 0.51%	0 0.00%
Unknown	599	92.72%	Medical Service	128 16.18%	5 0.72%
CLIENT GENDER			Other	72 9.10%	44 6.30%
Female	370	57.28%	Other Public Service	28 3.54%	0 0.00%
Male	271	41.95%	Self	19 2.40%	320 45.85%
Unknown	5	0.77%	Social Service	161 20.35%	1 0.14%
			Unknown	9 1.14%	3 0.43%
			<b>TOTAL</b>	<b>791 100.00%</b>	<b>698 100.00%</b>



**Arizona Department of Economic Security**  
**Adult Protective Services Investigations 7/1/2015 thru 6/30/2016**

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ACTIVITY SUMMARY - NAVAJO									
REPORTED INVESTIGATIONS					CLOSED INVESTIGATIONS				
ABUSE	38	22.89%			ABUSE	43	25.00%		
					Not Substantiated or Verified	41	95.35%		
					Verified	2	4.65%		
					Substantiated	0	0.00%		
NEGLECT	118	71.08%			NEGLECT	128	74.42%		
					Not Substantiated or Verified	112	87.50%		
					Verified	16	37.21%		
					Substantiated	0	0.00%		
EXPLOITATION	39	23.49%			EXPLOITATION	43	25.00%		
					Not Substantiated or Verified	42	97.67%		
					Verified	1	2.33%		
					Substantiated	0	0.00%		
REPORTED ALLEGATIONS	195				CLOSED ALLEGATIONS	214			
REPORTED CASES	166				CLOSED CASES	172			
DEMOGRAPHICS FOR REPORTED CASES									
CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE						
18 - 29 years	13	7.83%	Alone - Little or No Assistance			48	28.92%		
30 - 39 years	5	3.01%	Alone - Some Family Assistance			6	3.61%		
40 - 49 years	7	4.22%	With Family			61	36.75%		
50 - 59 years	25	15.06%	With Non-Family			8	4.82%		
60 - 64 years	16	9.64%	CLIENT DWELLING / FACILITY TYPE						
65 - 69 years	13	7.83%	Nursing Care Institution			12	7.23%		
70 - 74 years	13	7.83%	Adult Foster Care Home (4 or less residents)			0	0.00%		
75 - 79 years	24	14.46%	Assisted Living Home (10 or less residents)			2	1.20%		
80 - 84 years	19	11.45%	Assisted Living Center (11 or more residents)			5	3.01%		
85 years and older	31	18.67%	Immediate Care Facility (Intellectual Disability)			0	0.00%		
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)			3	1.81%		
CLIENT RACE			DDD Adult Dev Home (up to 3 adults in family home)			1	0.60%		
Amer Indian/AK Native	20	12.05%	Veteran Based Facility			0	0.00%		
Asian	1	0.60%	Arizona State Hospital			0	0.00%		
Black/African Amer	4	2.41%	Unlicensed Facility			0	0.00%		
Caucasian/White	114	68.67%	Homeless			3	1.81%		
Hispanic	11	6.63%	Unknown			17	10.24%		
Pacific Islander	0	0.00%	RELATION TO CLIENT		Reporting Source		Perpetrator		
Unknown/Other	16	9.64%	Caregiver/Resident Mgr		12	6.38%	14	7.82%	
CLIENT MONTHLY INCOME			Conservator/Guardian		3	1.60%	6	3.35%	
\$300 or Less	0	0.00%	Family Member		28	14.89%	57	31.84%	
\$301 - \$500	0	0.00%	Financial Service		13	6.91%	0	0.00%	
\$501 - \$750	0	0.00%	Friend/Neighbor		14	7.45%	9	5.03%	
\$751 - \$1,000	0	0.00%	Law Enforcement		12	6.38%	0	0.00%	
Over \$1,000	0	0.00%	Legal Service		0	0.00%	0	0.00%	
Unknown	166	100.00%	Medical Service		22	11.70%	0	0.00%	
CLIENT GENDER			Other		20	10.64%	13	7.26%	
Female	91	54.82%	Other Public Service		5	2.66%	0	0.00%	
Male	72	43.37%	Self		2	1.06%	80	44.69%	
Unknown	3	1.81%	Social Service		54	28.72%	0	0.00%	
			Unknown		3	1.60%	0	0.00%	
			TOTAL		188	100.00%	179	100.00%	



**Arizona Department of Economic Security**  
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ACTIVITY SUMMARY - PIMA									
REPORTED INVESTIGATIONS					CLOSED INVESTIGATIONS				
ABUSE		567	24.48%	ABUSE		954	26.94%		
				Not Substantiated or Verified		902	94.55%		
				Verified		39	4.09%		
				Substantiated		13	1.36%		
NEGLECT		1,567	67.66%	NEGLECT		2,419	68.31%		
				Not Substantiated or Verified		1,913	79.08%		
				Verified		506	53.04%		
				Substantiated		0	0.00%		
EXPLOITATION		488	21.07%	EXPLOITATION		1,062	29.99%		
				Not Substantiated or Verified		1,020	96.05%		
				Verified		14	1.47%		
				Substantiated		28	2.64%		
REPORTED ALLEGATIONS		2,622		CLOSED ALLEGATIONS		4,435			
REPORTED CASES		2,316		CLOSED CASES		3,541			
DEMOGRAPHICS FOR REPORTED CASES									
CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE						
18 - 29 years	154	6.65%	Alone - Little or No Assistance			621	26.81%		
30 - 39 years	88	3.80%	Alone - Some Family Assistance			69	2.98%		
40 - 49 years	82	3.54%	With Family			771	33.29%		
50 - 59 years	302	13.04%	With Non-Family			155	6.69%		
60 - 64 years	221	9.54%	CLIENT DWELLING / FACILITY TYPE						
65 - 69 years	260	11.23%	Nursing Care Institution			138	5.96%		
70 - 74 years	255	11.01%	Adult Foster Care Home (4 or less residents)			11	0.47%		
75 - 79 years	282	12.18%	Assisted Living Home (10 or less residents)			84	3.63%		
80 - 84 years	250	10.79%	Assisted Living Center (11 or more residents)			77	3.32%		
85 years and older	422	18.22%	Immediate Care Facility (Intellectual Disability)			1	0.04%		
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)			54	2.33%		
CLIENT RACE			DDD Adult Dev Home (up to 3 adults in family home)			9	0.39%		
Amer Indian/AK Native	25	1.08%	Veteran Based Facility			15	0.65%		
Asian	18	0.78%	Arizona State Hospital			0	0.00%		
Black/African Amer	80	3.45%	Unlicensed Facility			10	0.43%		
Caucasian/White	1,515	65.41%	Homeless			36	1.55%		
Hispanic	378	16.32%	Unknown			265	11.44%		
Pacific Islander	3	0.13%	RELATION TO CLIENT		Reporting Source		Perpetrator		
Unknown/Other	297	12.82%	Caregiver/Resident Mgr		273	9.53%	378	15.15%	
CLIENT MONTHLY INCOME			Conservator/Guardian		10	0.35%	19	0.76%	
\$300 or Less	7	0.30%	Family Member		388	13.55%	676	27.09%	
\$301 - \$500	4	0.17%	Financial Service		101	3.53%	5	0.20%	
\$501 - \$750	55	2.37%	Friend/Neighbor		197	6.88%	133	5.33%	
\$751 - \$1,000	42	1.81%	Law Enforcement		233	8.14%	0	0.00%	
Over \$1,000	199	8.59%	Legal Service		10	0.35%	0	0.00%	
Unknown	2,009	86.74%	Medical Service		503	17.56%	17	0.68%	
CLIENT GENDER			Other		268	9.36%	181	7.25%	
Female	1,335	57.64%	Other Public Service		106	3.70%	2	0.08%	
Male	946	40.85%	Self		61	2.13%	1,051	42.12%	
Unknown	35	1.51%	Social Service		665	23.22%	8	0.32%	
			Unknown		49	1.71%	25	1.00%	
			TOTAL		2,864	100.00%	2,495	100.00%	



**Arizona Department of Economic Security**  
**Adult Protective Services Investigations 7/1/2015 thru 6/30/2016**

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ACTIVITY SUMMARY - PINAL									
REPORTED INVESTIGATIONS					CLOSED INVESTIGATIONS				
ABUSE		135	24.15%	ABUSE		187	25.58%		
				Not Substantiated or Verified		178	95.19%		
				Verified		2	1.07%		
				Substantiated		7	3.74%		
NEGLECT		375	67.08%	NEGLECT		504	68.95%		
				Not Substantiated or Verified		449	89.09%		
				Verified		55	29.41%		
				Substantiated		0	0.00%		
EXPLOITATION		131	23.43%	EXPLOITATION		234	32.01%		
				Not Substantiated or Verified		227	97.01%		
				Verified		0	0.00%		
				Substantiated		7	2.99%		
REPORTED ALLEGATIONS		641		CLOSED ALLEGATIONS		925			
REPORTED CASES		559		CLOSED CASES		731			
DEMOGRAPHICS FOR REPORTED CASES									
CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE						
18 - 29 years	49	8.77%	Alone - Little or No Assistance			118	21.11%		
30 - 39 years	19	3.40%	Alone - Some Family Assistance			10	1.79%		
40 - 49 years	23	4.11%	With Family			246	44.01%		
50 - 59 years	71	12.70%	With Non-Family			51	9.12%		
60 - 64 years	56	10.02%	CLIENT DWELLING / FACILITY TYPE						
65 - 69 years	51	9.12%	Nursing Care Institution			20	3.58%		
70 - 74 years	67	11.99%	Adult Foster Care Home (4 or less residents)			3	0.54%		
75 - 79 years	77	13.77%	Assisted Living Home (10 or less residents)			19	3.40%		
80 - 84 years	59	10.55%	Assisted Living Center (11 or more residents)			6	1.07%		
85 years and older	87	15.56%	Immediate Care Facility (Intellectual Disability)			4	0.72%		
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)			9	1.61%		
CLIENT RACE			DDD Adult Dev Home (up to 3 adults in family home)			8	1.43%		
Amer Indian/AK Native	3	0.54%	Veteran Based Facility			0	0.00%		
Asian	3	0.54%	Arizona State Hospital			0	0.00%		
Black/African Amer	35	6.26%	Unlicensed Facility			0	0.00%		
Caucasian/White	414	74.06%	Homeless			8	1.43%		
Hispanic	64	11.45%	Unknown			57	10.20%		
Pacific Islander	3	0.54%	RELATION TO CLIENT	Reporting Source		Perpetrator			
Unknown/Other	37	6.62%	Caregiver/Resident Mgr	35	5.00%	75	12.34%		
CLIENT MONTHLY INCOME			Conservator/Guardian	1	0.14%	7	1.15%		
\$300 or Less	0	0.00%	Family Member	91	13.00%	213	35.03%		
\$301 - \$500	3	0.54%	Financial Service	22	3.14%	2	0.33%		
\$501 - \$750	9	1.61%	Friend/Neighbor	50	7.14%	27	4.44%		
\$751 - \$1,000	9	1.61%	Law Enforcement	39	5.57%	0	0.00%		
Over \$1,000	22	3.94%	Legal Service	0	0.00%	0	0.00%		
Unknown	516	92.31%	Medical Service	147	21.00%	5	0.82%		
CLIENT GENDER			Other	68	9.71%	28	4.61%		
Female	317	56.71%	Other Public Service	43	6.14%	0	0.00%		
Male	236	42.22%	Self	25	3.57%	251	41.28%		
Unknown	6	1.07%	Social Service	168	24.00%	0	0.00%		
			Unknown	11	1.57%	0	0.00%		
TOTAL				700	100.00%	608	100.00%		





**Arizona Department of Economic Security**  
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ACTIVITY SUMMARY - SANTA CRUZ									
REPORTED INVESTIGATIONS					CLOSED INVESTIGATIONS				
ABUSE	11	20.37%	ABUSE	10	18.52%				
			Not Substantiated or Verified	9	90.00%				
			Verified	1	10.00%				
			Substantiated	0	0.00%				
NEGLECT	34	62.96%	NEGLECT	39	72.22%				
			Not Substantiated or Verified	30	76.92%				
			Verified	9	90.00%				
			Substantiated	0	0.00%				
EXPLOITATION	12	22.22%	EXPLOITATION	10	18.52%				
			Not Substantiated or Verified	8	80.00%				
			Verified	1	10.00%				
			Substantiated	1	10.00%				
REPORTED ALLEGATIONS	57		CLOSED ALLEGATIONS	59					
REPORTED CASES	54		CLOSED CASES	54					
DEMOGRAPHICS FOR REPORTED CASES									
CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE						
18 - 29 years	3	5.56%	Alone - Little or No Assistance	11	20.37%				
30 - 39 years	2	3.70%	Alone - Some Family Assistance	4	7.41%				
40 - 49 years	0	0.00%	With Family	27	50.00%				
50 - 59 years	7	12.96%	With Non-Family	6	11.11%				
60 - 64 years	3	5.56%	CLIENT DWELLING / FACILITY TYPE						
65 - 69 years	4	7.41%	Nursing Care Institution	0	0.00%				
70 - 74 years	6	11.11%	Adult Foster Care Home (4 or less residents)	0	0.00%				
75 - 79 years	6	11.11%	Assisted Living Home (10 or less residents)	1	1.85%				
80 - 84 years	8	14.81%	Assisted Living Center (11 or more residents)	0	0.00%				
85 years and older	15	27.78%	Immediate Care Facility (Intellectual Disability)	0	0.00%				
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	0	0.00%				
CLIENT RACE			DDD Adult Dev Home (up to 3 adults in family home)	0	0.00%				
Amer Indian/AK Native	0	0.00%	Veteran Based Facility	1	1.85%				
Asian	0	0.00%	Arizona State Hospital	0	0.00%				
Black/African Amer	0	0.00%	Unlicensed Facility	0	0.00%				
Caucasian/White	14	25.93%	Homeless	1	1.85%				
Hispanic	36	66.67%	Unknown	3	5.56%				
Pacific Islander	0	0.00%	RELATION TO CLIENT	Reporting Source		Perpetrator			
Unknown/Other	4	7.41%	Caregiver/Resident Mgr	1	1.54%	2	3.64%		
CLIENT MONTHLY INCOME			Conservator/Guardian	0	0.00%	0	0.00%		
\$300 or Less	0	0.00%	Family Member	15	23.08%	23	41.82%		
\$301 - \$500	0	0.00%	Financial Service	4	6.15%	0	0.00%		
\$501 - \$750	0	0.00%	Friend/Neighbor	3	4.62%	4	7.27%		
\$751 - \$1,000	0	0.00%	Law Enforcement	6	9.23%	0	0.00%		
Over \$1,000	0	0.00%	Legal Service	1	1.54%	0	0.00%		
Unknown	54	100.00%	Medical Service	14	21.54%	0	0.00%		
CLIENT GENDER			Other	9	13.85%	2	3.64%		
Female	26	48.15%	Other Public Service	0	0.00%	0	0.00%		
Male	27	50.00%	Self	0	0.00%	24	43.64%		
Unknown	1	1.85%	Social Service	10	15.38%	0	0.00%		
			Unknown	2	3.08%	0	0.00%		
			TOTAL	65	100.00%	55	100.00%		



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**ACTIVITY SUMMARY - YAVAPAI**

REPORTED INVESTIGATIONS			CLOSED INVESTIGATIONS		
<b>ABUSE</b>	<b>125</b>	<b>17.96%</b>	<b>ABUSE</b>	<b>113</b>	<b>18.65%</b>
			Not Substantiated or Verified	107	94.69%
			Verified	2	1.77%
			Substantiated	4	3.54%
<b>NEGLECT</b>	<b>507</b>	<b>72.84%</b>	<b>NEGLECT</b>	<b>426</b>	<b>70.30%</b>
			Not Substantiated or Verified	382	89.67%
			Verified	44	38.94%
			Substantiated	0	0.00%
<b>EXPLOITATION</b>	<b>149</b>	<b>21.41%</b>	<b>EXPLOITATION</b>	<b>153</b>	<b>25.25%</b>
			Not Substantiated or Verified	143	93.46%
			Verified	2	1.77%
			Substantiated	8	5.23%
<b>REPORTED ALLEGATIONS</b>	<b>781</b>		<b>CLOSED ALLEGATIONS</b>	<b>692</b>	
<b>REPORTED CASES</b>	<b>696</b>		<b>CLOSED CASES</b>	<b>606</b>	

**DEMOGRAPHICS FOR REPORTED CASES**

CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE		
18 - 29 years	29	4.17%	Alone - Little or No Assistance	215	30.89%
30 - 39 years	19	2.73%	Alone - Some Family Assistance	25	3.59%
40 - 49 years	25	3.59%	With Family	221	31.75%
50 - 59 years	55	7.90%	With Non-Family	66	9.48%
60 - 64 years	56	8.05%	CLIENT DWELLING / FACILITY TYPE		
65 - 69 years	86	12.36%	Nursing Care Institution	24	3.45%
70 - 74 years	91	13.07%	Adult Foster Care Home (4 or less residents)	2	0.29%
75 - 79 years	66	9.48%	Assisted Living Home (10 or less residents)	28	4.02%
80 - 84 years	100	14.37%	Assisted Living Center (11 or more residents)	28	4.02%
85 years and older	169	24.28%	Immediate Care Facility (Intellectual Disability)	0	0.00%
Unknown	0	0.00%	DDD Group Home for Adults (6 or less residents)	14	2.01%
			DDD Adult Dev Home (up to 3 adults in family home)	3	0.43%
CLIENT RACE			Veteran Based Facility	2	0.29%
Amer Indian/AK Native	12	1.72%	Arizona State Hospital	0	0.00%
Asian	4	0.57%	Unlicensed Facility	0	0.00%
Black/African Amer	5	0.72%	Homeless	14	2.01%
Caucasian/White	590	84.77%	Unknown	54	7.76%
Hispanic	16	2.30%	RELATION TO CLIENT		
Pacific Islander	0	0.00%	Reporting Source		Perpetrator
Unknown/Other	69	9.91%	Caregiver/Resident Mgr	69 8.29%	110 14.80%
CLIENT MONTHLY INCOME			Conservator/Guardian	8 0.96%	11 1.48%
\$300 or Less	0	0.00%	Family Member	101 12.14%	192 25.84%
\$301 - \$500	0	0.00%	Financial Service	25 3.00%	3 0.40%
\$501 - \$750	3	0.43%	Friend/Neighbor	70 8.41%	37 4.98%
\$751 - \$1,000	0	0.00%	Law Enforcement	71 8.53%	0 0.00%
Over \$1,000	4	0.57%	Legal Service	2 0.24%	0 0.00%
Unknown	689	98.99%	Medical Service	149 17.91%	5 0.67%
CLIENT GENDER			Other	97 11.66%	30 4.04%
Female	362	52.01%	Other Public Service	29 3.49%	3 0.40%
Male	320	45.98%	Self	15 1.80%	344 46.30%
Unknown	14	2.01%	Social Service	192 23.08%	3 0.40%
			Unknown	4 0.48%	5 0.67%
			<b>TOTAL</b>	<b>832 100.00%</b>	<b>743 100.00%</b>



**Arizona Department of Economic Security**  
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ACTIVITY SUMMARY - YUMA									
REPORTED INVESTIGATIONS					CLOSED INVESTIGATIONS				
ABUSE	52	20.88%			ABUSE	67	23.34%		
					Not Substantiated or Verified	60	89.55%		
					Verified	2	2.99%		
					Substantiated	5	7.46%		
NEGLECT	167	67.07%			NEGLECT	192	66.90%		
					Not Substantiated or Verified	151	78.65%		
					Verified	40	59.70%		
					Substantiated	1	0.52%		
EXPLOITATION	53	21.29%			EXPLOITATION	87	30.31%		
					Not Substantiated or Verified	75	86.21%		
					Verified	4	5.97%		
					Substantiated	8	9.20%		
REPORTED ALLEGATIONS	272				CLOSED ALLEGATIONS	346			
REPORTED CASES	249				CLOSED CASES	287			
DEMOGRAPHICS FOR REPORTED CASES									
CLIENT AGE GROUP			CLIENT DWELLING / PRIVATE RESIDENCE						
18 - 29 years	22	8.84%			Alone - Little or No Assistance	72	28.92%		
30 - 39 years	7	2.81%			Alone - Some Family Assistance	11	4.42%		
40 - 49 years	8	3.21%			With Family	99	39.76%		
50 - 59 years	22	8.84%			With Non-Family	15	6.02%		
60 - 64 years	16	6.43%			CLIENT DWELLING / FACILITY TYPE				
65 - 69 years	22	8.84%			Nursing Care Institution	11	4.42%		
70 - 74 years	32	12.85%			Adult Foster Care Home (4 or less residents)	1	0.40%		
75 - 79 years	32	12.85%			Assisted Living Home (10 or less residents)	8	3.21%		
80 - 84 years	32	12.85%			Assisted Living Center (11 or more residents)	4	1.61%		
85 years and older	56	22.49%			Immediate Care Facility (Intellectual Disability)	0	0.00%		
Unknown	0	0.00%			DDD Group Home for Adults (6 or less residents)	11	4.42%		
CLIENT RACE					DDD Adult Dev Home (up to 3 adults in family home)	1	0.40%		
Amer Indian/AK Native	0	0.00%			Veteran Based Facility	0	0.00%		
Asian	0	0.00%			Arizona State Hospital	0	0.00%		
Black/African Amer	9	3.61%			Unlicensed Facility	1	0.40%		
Caucasian/White	148	59.44%			Homeless	5	2.01%		
Hispanic	79	31.73%			Unknown	10	4.02%		
Pacific Islander	0	0.00%			RELATION TO CLIENT	Reporting Source		Perpetrator	
Unknown/Other	13	5.22%			Caregiver/Resident Mgr	30	9.77%	34	12.50%
CLIENT MONTHLY INCOME					Conservator/Guardian	3	0.98%	1	0.37%
\$300 or Less	1	0.40%			Family Member	51	16.61%	84	30.88%
\$301 - \$500	4	1.61%			Financial Service	12	3.91%	1	0.37%
\$501 - \$750	4	1.61%			Friend/Neighbor	27	8.79%	13	4.78%
\$751 - \$1,000	1	0.40%			Law Enforcement	15	4.89%	1	0.37%
Over \$1,000	2	0.80%			Legal Service	2	0.65%	0	0.00%
Unknown	237	95.18%			Medical Service	60	19.54%	1	0.37%
CLIENT GENDER					Other	21	6.84%	11	4.04%
Female	141	56.63%			Other Public Service	12	3.91%	0	0.00%
Male	104	41.77%			Self	2	0.65%	124	45.59%
Unknown	4	1.61%			Social Service	69	22.48%	1	0.37%
					Unknown	3	0.98%	1	0.37%
					TOTAL	307	100.00%	272	100.00%