

**The National Adult Protective Services Technical Assistance**

**Resource Center**



# FFY2016 Data Report - Release 1

August 22, 2017



## Acknowledgements

The Administration for Community Living gratefully acknowledges the voluntary submission of data to the National Adult Maltreatment Reporting System (NAMRS) by the States, District of Columbia, and Territories. Without the support of the Adult Protective Services (APS) staff, supervisors, and program administrators' collection of data and reporting into state systems, it would have been impossible to have achieved the historical, first submission of data (FFY2016) into the National Adult Maltreatment Reporting System.

In addition, we applaud the work of the

- Elder Justice Coordinating Council in making the collection of data regarding adult maltreatment a priority issue;
- Department of Health and Human Services (HHS) Assistant Secretary for Planning and Evaluation (ASPE) support of the initial development and piloting of NAMRS; and,
- Numerous experts, university faculty, medical researchers, and national organizations representing the field of adult maltreatment who provided guidance on NAMRS development.

### Disclaimer

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## Executive Summary

The idea of a national reporting system for adult abuse, similar to the system for child abuse reporting has been discussed for decades. The leadership of HHS Assistant Secretary for Planning and Evaluation (ASPE) and Administration for Community Living (ACL) directed the development and piloting of an adult abuse reporting system in 2013 based on data from state APS agency information systems. The project was funded by Administration for Community Living through an interagency agreement with ASPE. The project team conducted extensive outreach to gain an understanding of information needs. More than forty state administrators, researchers, service providers, and other individuals in the field participated in stakeholder calls. Over thirty state representatives from twenty-five states participated in three in-person working sessions to discuss the uses of collected data and the key functionalities that should be included in a national system. ACL contracted with WRMA, Inc. to develop and pilot a system. The National Adult Maltreatment Reporting System (NAMRS) was developed and piloted with nine states during the years 2013-2015. Nine states volunteered to pilot and test the system from January through May 2015. A [final report of the pilot phase](#) was published by ASPE in September 2015.

From October 2015 through February 2017, ACL, through its Adult Protective Services Technical Assistance Resource Center (APS TARC), operated by WRMA, Inc., refined and built the final system and provided training and technical assistance to states in preparation of the first NAMRS submission. States, the District of Columbia, and five territories received training and assistance in preparation for and during their submission of FFY2016 information and data. The U.S. Office of Management and Budget (#0985-0054) gave approval for submission of data in March 2017. Fifty-four (54) APS reporting jurisdictions volunteered to participate by providing (APS) information and data. For NAMRS, a reporting jurisdiction is the officially designated APS office in each state, territory, or district. In this report, APS reporting jurisdictions will be referred to as “states” for ease of reading.

NAMRS is an annual, voluntary system to collect both summary and de-identified case level data on APS investigations. NAMRS consists of three components.

1. Agency Component, comprised of state policy and practice information.
2. Case Component, comprised of data on client characteristics, services and perpetrator characteristics, provided by states that have report-level tracking systems.
3. Key Indicator Component, aggregated data on key statistics of investigations and victims, provided by states that do not have report-level data tracking systems or are unable to provide case-level data.

States are asked to submit Agency Component data and to select to submit either Case Component or Key Indicator Component data.

Information regarding the Federal Fiscal Year 2016 (FFY2016) data will be provided in a series of separate report releases. This first release contains information and data the reporting states provided in their historical first submission. These FFY2016 data were entered into the NAMRS by states in early 2017. ACL is aware that the field is anxious to see the preliminary data and approved a series of report releases to address these desires. This release contains a summary of data submitted by states. As is common practice, ACL will continue over the next years to study the data set and provide further public research findings. ACL is also in the process of developing protocols for requesting additional NAMRS data.

In this first release, we report upon the submission of information and investigation data by states, the District of Columbia, and territories (states). This report contains information about the quantity and type of data submitted by states. In summary, fifty-four (54) of fifty-six (56) states submitted Agency Component information. Forty-four (44) states submitted either Key Indicators or Case Component. We explain the content of these components in this report.

The NAMRS FFY2016 Report Release Two will include a Key Indicators /Case Component Combined Report and we will describe FFY2016 data pertaining to victim and perpetrator demographics. The Combined Key Indicators report will have Key Indicator data from 20 states and the extraction of the same Key Indicator data reported by 24 other states in their Case Component case records. The combined Key Indicator report presents data from 44 states. Report Release Two will explain the demographic groupings, definitions, and the resources that guided the development of the demographic data categories.

The NAMRS FFY2016 Report Release Three will provide a Case Component Submission Summary. The Case Component data provided by 24 states includes case level information about the investigation of maltreatments, clients, victims, services, and perpetrators.

The NAMRS FFY2016 Report Release Four will cover Key Indicator and Case Component related data not highlighted in previous release reports.

WRMA, Inc. will prepare additional discussion papers to explore certain results in more depth and pose questions for on-going discussion of the topic area. Focus areas to be discussed with and approved by ACL are yet to be determined. These papers will be developed during federal fiscal year 2018.

For more information about NAMRS please direct inquiries to ACL Program Officer:  
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## Background

The idea of a national reporting system for adult abuse, similar to the system for child abuse reporting has been discussed for decades. The leadership of HHS Assistant Secretary for Planning and Evaluation (ASPE) and Administration for Community Living (ACL) directed the development and piloting of an adult abuse reporting system in 2013 based on data from state APS agency information systems. The pilot effort addressed the Elder Justice Coordinating Council's recommendation to develop a national APS system based on standardized data collection and a core set of service provision standards and best practices. The project was funded by Administration for Community Living through an interagency agreement with ASPE. The project team conducted extensive outreach to gain an understanding of information needs. More than forty state administrators, researchers, service providers, and other individuals in the field participated in stakeholder calls. Over thirty state representatives from twenty-five states participated in three in-person working sessions to discuss the uses of collected data and the key functionalities that should be included in a national system. ACL contracted with WRMA, Inc. to develop and pilot a system. The National Adult Maltreatment Reporting System (NAMRS) was developed and piloted with nine states during the years 2013-2015. Nine states volunteered to pilot and test the system from January through May 2015. A [final report of the pilot phase](#) was published by ASPE in September 2015.

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NAMRS is an annual, voluntary system to collect both summary and de-identified case level data on APS investigations. NAMRS consists of three components.

1. Agency Component is comprised of state policy and practice information.
2. Case Component is data on client characteristics, services and perpetrator characteristics, provided by states that have report-level tracking systems.
3. Key Indicator Component consists of aggregated data on key statistics of investigations and victims, provided by states that do not have report-level data tracking systems or are unable to provide case-level data.

States are asked to submit Agency Component data and to select to submit either Case Component or Key Indicator Component data.

The information and data provided in the report releases are reflective of the information and data states provided for this historical first submission of FFY2016 data entered into the system in 2017. There has been no in-depth analysis of the NAMRS data by researchers. It is typical that data analysts and researchers will spend an average of two years studying a data set before providing public research findings. ACL is in the process of developing protocols for requesting additional NAMRS data.

The reader is cautioned to be mindful of the limitations of data in this report. As stated above, this is the first year of data submission. While states aspire to submit information in all data fields, they are unable to do so now. When creating the national reporting system, consideration was given to the fact that APS programs vary from state to state. Here are a few examples of the uniqueness of APS programs:

- Variability in who is served: A state's statute may require that all adults, 18 years of age and older with reported alleged maltreatments will receive an investigation, and if needed, protective services. Other states' statutes may specify population served as: 60 years of age and older, 18 to 59 years old with a developmental disability, adults living in the community and not in institutions, etc.
- Variability in handling reports: Many states require that a report of alleged maltreatments be investigated and a determination be made as to whether the allegation can be substantiated. A few states based on their state statute do not investigate or make a substantiation (determination) of alleged maltreatment reports. Instead, staff assess a person for risk of maltreatment and need for protective services.
- Variability in recording information: Until NAMRS, there has never been a national reporting system for adult maltreatment. States have created their own state information systems to collect data based on state guidelines and definitions.

States are asked to voluntarily submit data to NAMRS in one of the following combinations for the Federal Fiscal Year reporting period:

- Agency Component only, or
- Agency Component and Key Indicators, or
- Agency Component and Case Component data.

The information and data requested is a combination of data that most states typically collect along with aspirational data not commonly gathered at the state level. APS programs and experts recommended collecting data that would enhance the understanding of the characteristics and experiences of adults who are abused and the abusers.

- The Agency Component includes agency information such as name, addresses, and contact information. The Agency Component also collects information on states statutes, policies and practices.

- The Key Indicators include aggregated counts of key statistics related to an investigation, clients, and perpetrators. This component is designed to collect data that are most commonly computed by states.
- The Case Component includes information pertaining to each report that is screened in and investigated by the adult protective services (APS) agency. The information is specific to the investigation, including the clients, maltreatments, and perpetrators associated with the specific investigation.

States have mapped data from their reporting systems as closely as possible to NAMRS. They volunteered staff time and resources to make the submission possible. Currently many data details are in case records in narrative format and are not yet retrievable as a data element for reporting into NAMRS. Over the years, it is anticipated that states will be able to:

- evolve their information systems to collect a larger number of data elements;
- incorporate additional data elements into their systems;
- train staff on new data collection; and,
- report additional data into NAMRS.

This first release of FFY2016 data includes submission of information and investigation data by states, the District of Columbia, and territories (states). This report lists the amount and type of data submitted by states. Fifty-four (54) of fifty-six (56) states submitted Agency Component information. Forty-four (44) states submitted either Key Indicators or Case Component

The NAMRS FFY2016 Report Release Two will include a Key Indicators /Case Component Combined Report and FFY2016 data pertaining to victim and perpetrator demographics. The Combined Key Indicators report is a merger of Key Indicator data from 20 states and the extraction of the same Key Indicator data from Case Component case records data submitted by 24 states. The combined Key Indicator report represents 44 states. The Report Release Two will explain the demographic groupings, definitions, and the resources that guided the development of the demographic data categories.

The NAMRS FFY2016 Report Release Three will provide a Case Component Submission Summary. The Case Component data provided by 24 states includes case level information about the investigation of maltreatments, clients, victims, services, and perpetrators.

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# Introduction of FFY2016 Data Report Release 1

## Structure of Data Report Release One

The first release of FFY2016 NAMRS data includes information and data derived from the state submissions of information and data by 48 states, the District of Columbia, and the five territories, totaling 54 reporting jurisdictions referred to as “states” in this report. Each state submitted Agency Component. Forty-four (44) also submitted either Key Indicators or Case Component.

The Agency Component is a wealth of information about the uniqueness of each state program. In addition to the data elements, states provided narratives regarding statutes, policies and procedures, investigative practices, data systems, intake processes, staffing, training, and client assessments. Narrative information such as state statutes, policies, training, etc. will be used in developing future discussion papers.

The Key Indicators provide high-level aggregate data regarding clients, victims, and perpetrators. The Case Component includes the same information at an individual level in terms of each report that is screened in and investigated by the APS agency. For purposes of reporting, we merged Key Indicator data from the 20 reporting states and extracted the same data from the Case Component case records data submitted by 24 states. This merged data is referred to as Combined Key Indicators and represents data from 44 states.

In this first submission year, no state could provide all Case Component or Key Indicators data elements., This was expected based on the work done with states to prepare for the FFY 2016 submission. States were encouraged to provide as much information as possible. The submission process is evolutionary and the quantity and quality of data submitted will increase over time as states improve information systems by adding to their ability to collect additional data elements and train staff on new data elements.

Definitions for the data elements reference in this report are available in *Appendix A: [Data Element and Value Definitions](#)*.

# Component and Data Submission

## State Component Submissions

This section of the Report depicts the response rates to the three NAMRS components. All 54 states that elected to participate submitted the Agency Component. The second decision for states was to submit either Key Indicator or Case Component data. States could submit Case Component if their automated information system allowed for extraction of investigation specific, case-level data. If unable to provide detailed data, states submitted aggregated counts via the Key Indicator component.

The following exhibit provides component submission details for FFY2016.

Exhibit 1 State Component Submission				
Number of States, District, and Territories that participated in NAMRS				<b>54</b>
Component	# of States, District, and Territories	% of states out of possible 56	# of States and District	# of Territories
Did not participate	2	3.6%	2	-
Agency Only	10	17.9%	7	3
Agency and Key Indicators	20	35.7%	18	2
Agency and Case	24	42.9%	24	-

# Agency Component

## Agency Component Submission

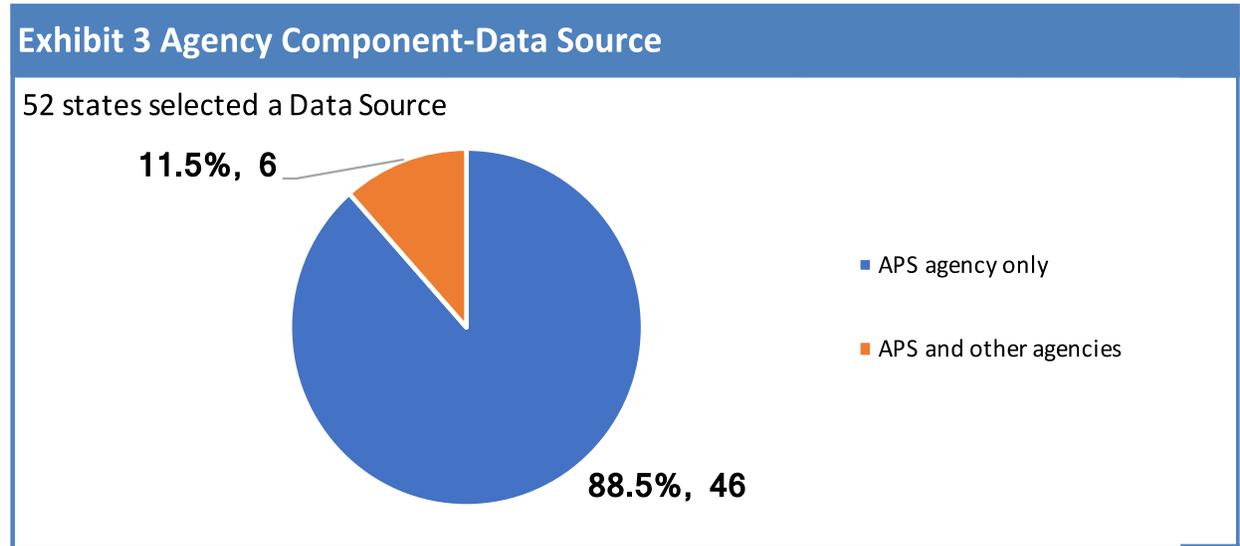
The Agency Component has 12 data elements that include 7 numerical fields and 5 narrative fields. The following exhibit reflects response rates for the data elements. The optional narrative fields allow states to describe unique state statutes, policies, populations served, and method of collection of data. We have not included the narrative submissions in this report. Narrative information such as state statutes, policies, training, etc. will be included in future reports on these data and information.

Exhibit 2 Agency Component Submission			
Number of States, District, and Territories that submitted AC			<b>54</b>
Data Element	# of States that submitted data element	% of states out of possible 56	% of states out of 54 that submitted
Data Source	52	92.9%	96.3%
Investigator FTEs filled	47	83.9%	87.0%
Supervisor FTEs filled	44	78.6%	81.5%
Intake Model	53	94.6%	98.1%
Reports Accepted for Investigation	49	87.5%	90.7%
Reports Not Accepted or I&R/I&RA	42	75.0%	77.8%
Response Time	45	80.4%	83.3%
Completion Time	39	69.6%	72.2%
Maltreatment Types	53	94.6%	98.1%
Standard of Evidence	50	89.3%	92.6%
Assessment Tool	51	91.1%	94.4%
Service Gaps	24	42.9%	44.4%

*Note: These reports of maltreatment are assessed for next steps of either (1) investigate and/or assess for intervention and services; or (2) provision of information, assistance and referral for services.*

### Agency Component-Data Source

The data source represents the entity from which the data was gathered. Examples of “APS and Other Agencies” includes but is not limited to agencies responsible for maltreatment investigations, licensing and certification agencies, and regulatory authorities.



### Agency Component-Staff

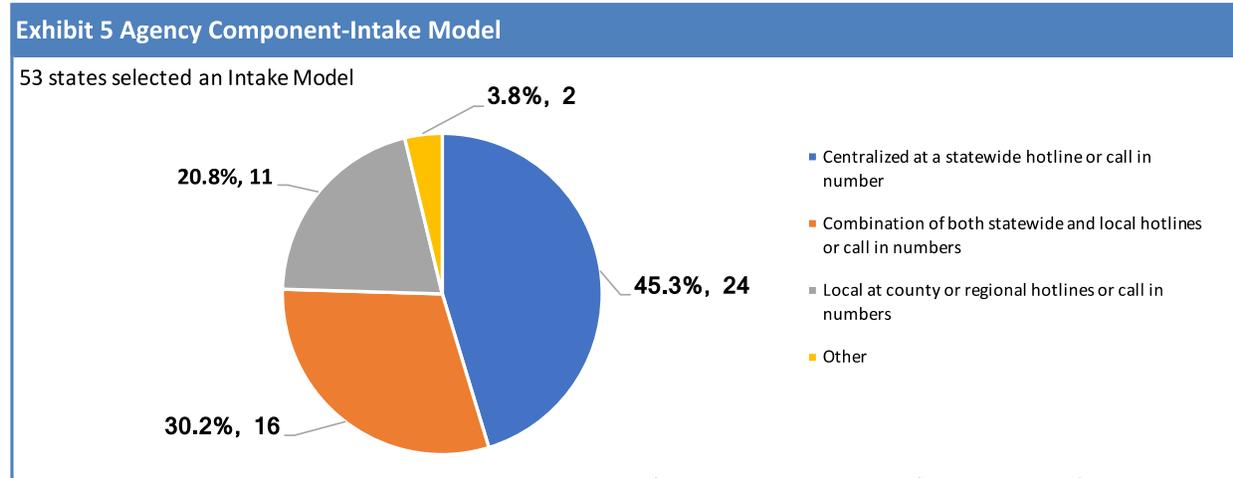
The agency component staffing reflects the numbers of full time equivalent (FTE) positions.

**Exhibit 4 Agency Component-Staff**

Staff	# of states that submitted data element	% of states out of possible 56	Count	Count of 44 states that provided both	% using the 44 states	Ratio Investigators to Supervisors
Investigator FTEs filled	47	83.9%	6,079	4,859	80.5%	4 : 1
Supervisor FTEs filled	44	78.6%	1,180	1,180	19.5%	

## Agency Component-Intake Model

Centralized intake hotline or call-in number provides a single point of entry for reports of maltreatments. Decentralized options include regional or county hotlines or call-in numbers.



## Agency Component-Reports

Maltreatment reports were assessed for next steps of either (1) investigation and/or assessment for intervention and services; or (2) provision of information, assistance and referral.

**Exhibit 6 Agency Component-Reports**

Reports	# of states that submitted data element	% of states out of possible 56	Count	Count of 42 states that provided both	Count using the 42 states	% using the 42 states
Reports Accepted for Investigation	49	87.5%	728,049	556,730	1,499,043	37.1%
Reports Not Accepted or I&R/I&RA	42	75.0%	942,313	942,313		62.9%

## Agency Component-Time (Days)

The response time is the length of time from receipt by APS of an alleged maltreatment to APS contact with the client. The completion time is the length of time in days from investigation start to investigation completion.

Exhibit 7 Agency Component-Time (Days)			
Time (Days)	# of states that submitted data element	% of states out of possible 56	Average Days
Response Time	45	80.4%	4.2
Completion Time	39	69.6%	47.0

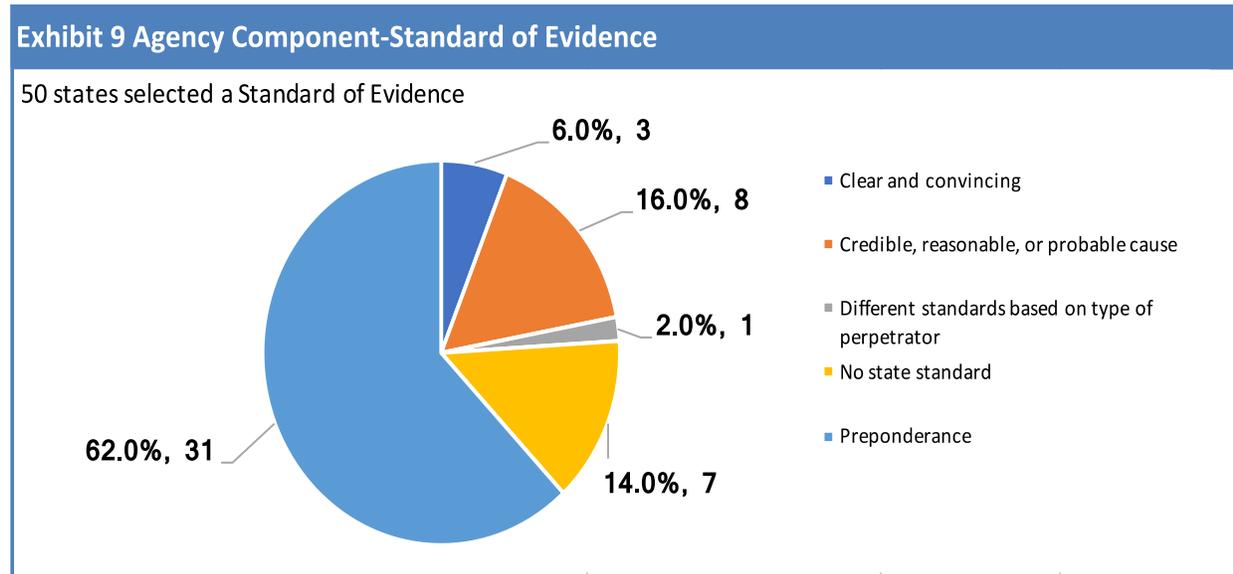
## Agency Component-Maltreatment Types

Each state has distinct laws and policies defining what types of adult maltreatment the APS program will investigate or assess. See definitions of maltreatment types in Appendix A: [Key Indicators Data Elements](#).

Exhibit 8 Agency Component-Maltreatment Types			
Number of States, District, and Territories that submitted data			<b>53</b>
Maltreatment Types	# of states that selected the type	% of states out of possible 56	% of states out of the 53 that submitted
Abandonment	24	42.9%	45.3%
Emotional Abuse	41	73.2%	77.4%
Exploitation (non-specific)	28	50.0%	52.8%
Financial Exploitation	44	78.6%	83.0%
Other Exploitation	23	41.1%	43.4%
Neglect	53	94.6%	100.0%
Physical Abuse	51	91.1%	96.2%
Sexual Abuse	47	83.9%	88.7%
Suspicious Death	10	17.9%	18.9%
Self-Neglect	50	89.3%	94.3%
Other	20	35.7%	37.7%

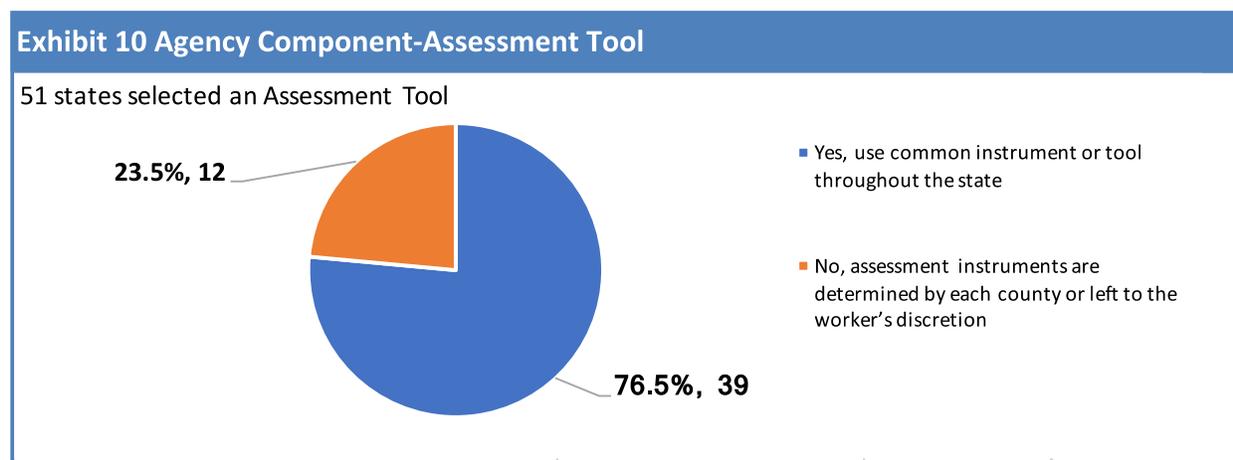
## Agency Component-Standard of Evidence

Each state has distinct laws and policies defining what standard of evidence is used for substantiating (determining) an allegation of maltreatment. See definitions of maltreatment types in Appendix A: [Key Indicators Data Elements](#).



## Agency Component-Assessment Tool

Each state has distinct laws and policies defining whether APS personnel use standard assessment tools throughout the state, such as client safety, at risk factors, or behavioral conditions. See definitions of maltreatment types in Appendix A: [Key Indicators Data Elements](#).



## Agency Component-Service Gaps

The information provided on client service gaps, reflects the APS programs' efforts to arrange or make referrals for needed services for clients/victims. Service gaps are an indication that services may not be available or are limited, perhaps due to lack of providers or funding.

Exhibit 11 Agency Component-Service Gaps			
Number of States, District, and Territories that submitted data			<b>24</b>
Service Gaps	# of states that selected the service	% of states out of possible 56	% of states out of 24 that submitted
Care/Case Management Services	10	17.9%	41.7%
Caregiver Support Services	11	19.6%	45.8%
Community Day Services	11	19.6%	45.8%
Education, Employment, and Training Services	7	12.5%	29.2%
Emergency Assistance and Material Aid Services	11	19.6%	45.8%
Financial Planning Services	13	23.2%	54.2%
Housing and Relocation Services	19	33.9%	79.2%
In-home Assistance Services	10	17.9%	41.7%
Legal Services	12	21.4%	50.0%
Medical and Dental Services	10	17.9%	41.7%
Medical Rehabilitation Services	8	14.3%	33.3%
Mental Health Services	15	26.8%	62.5%
Nutrition Services	9	16.1%	37.5%
Public Assistance Benefits	6	10.7%	25.0%
Substance Use Services	10	17.9%	41.7%
Transportation Services	14	25.0%	58.3%
Victim Services	8	14.3%	33.3%
Other Services	8	14.3%	33.3%

# Key Indicators Component

## Key Indicators Combined Submission

In this release report one, several data highlights are being provided. As mentioned in the executive summary, it takes time to review and process national data. Future report releases and discussion papers will continue to highlight significant data from the Key Indicators combined submission data and the Case Component data.

The Key Indicators Combined Submission chart below indicates response rates for the 20 Key Indicator data elements. Key Indicators (aggregated counts derived by the state) were submitted by 20 states. We derived the same Key Indicators for 24 additional states using the data in the Case Component case-level records as mentioned previously. The chart below illustrates the Combined Key Indicators submissions for 44 states.

Exhibit 12 Key Indicators Combined Submission						
Data Element	Number of States, District, and Territories that submitted KI or Case				44	
	# of states that submitted data element			% of states out of possible 56	% of states out of 44 that submitted	
	KI	Case	Total			
Investigations closed	20	24	44	78.6%	100.0%	
Clients who received an investigation	20	24	44	78.6%	100.0%	
Clients who received interagency coordination	13	5	18	32.1%	40.9%	
Clients by case closure reason	20	20	40	71.4%	90.9%	
Clients found to be victims	20	23	43	76.8%	97.7%	
Victims by Age Group	16	22	38	67.9%	86.4%	
Victims by Race	12	21	33	58.9%	75.0%	
Victims by Ethnicity	10	18	28	50.0%	63.6%	
Victims by Gender Identity	15	23	38	67.9%	86.4%	
Victims receiving benefits	3	6	9	16.1%	20.5%	
Victims with disabilities	11	10	21	37.5%	47.7%	
Victims with behavioral conditions	4	7	11	19.6%	25.0%	
Victims by maltreatment type	20	23	43	76.8%	97.7%	
Victims with guardian or conservator	3	4	7	12.5%	15.9%	
Victims who received or were referred for services	13	8	21	37.5%	47.7%	
Perpetrators by Age Group	9	17	26	46.4%	59.1%	
Perpetrators by Gender Identity	10	20	30	53.6%	68.2%	
Perpetrators with kinship relationship	11	20	31	55.4%	70.5%	
Perpetrators with association to victim	8	5	13	23.2%	29.5%	
Perpetrators with legal remedy recommendations	3	2	5	8.9%	11.4%	

## Key Indicators Combined-Investigations and Clients

The following chart shows the number of closed investigations; the number of clients receiving an investigation; and interagency coordination on behalf of clients.

Exhibit 13 KI Combined - Investigations and Clients		
Data Element	# of states that submitted data element	Count
Investigations Completed/Closed	44	661,832
Clients who received an investigation	44	877,286
Clients who received interagency coordination	18	66,988

## Key Indicators Combined-Clients by Case Closure Reason

FFY2016 data submissions were of cases closed during the FFY reporting period.

See definitions of case closure reasons in Appendix A: [Key Indicators Data Elements](#)

Exhibit 14 KI Combined - Clients by Case Closure Reason			
Number of States, District, and Territories that submitted data			<b>40</b>
Clients by Case Closure Reason	# of states that selected reason	Count	%
Investigation completed	31	293,047	34.7%
Investigation completed and protective services case completed	24	240,775	28.5%
Investigation unable to be completed (non-specific)	18	17,359	2.1%
Investigation unable to be completed due to death of client during investigation	12	5,141	0.6%
Investigation unable to be completed due to refusal of client	11	6,918	0.8%
Protective services case opened but not completed (non-specific)	10	3,453	0.4%
Protective services case closed due to death of client	13	3,320	0.4%
Protective services case closed due to client decision to not continue	15	21,839	2.6%
Other	16	236,093	27.9%
Unknown	11	17,320	2.0%

## Key Indicators Combined-Victims

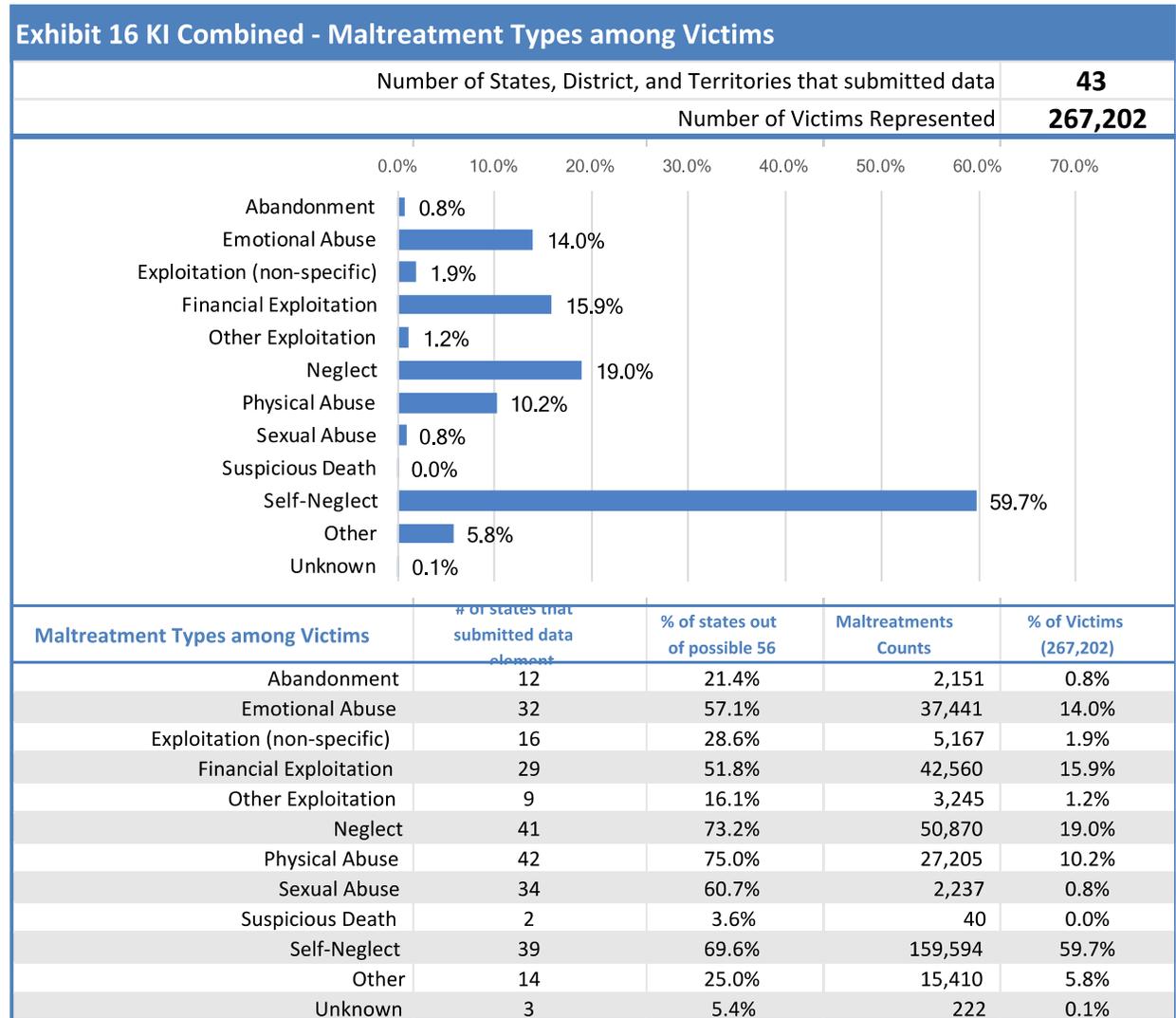
In NAMRS, a client is considered a victim if at least one maltreatment allegation within an investigation has the disposition “substantiated.” Definitions for maltreatment types, substantiation, and other data elements may be found in Appendix A. The following table provides the count of victims and some characteristics as submitted by the states.

Exhibit 15 KI Combined - Victims			
Data Element	# of states that submitted data element	% of states out of possible 56	Count
Clients found to be victims	43	76.8%	267,202
Victims receiving benefits	9	16.1%	15,200
Victims with disabilities	21	37.5%	62,227
Victims with behavioral conditions	11	19.6%	21,481
Victims with guardian or conservator	7	12.5%	246
Victims who received or were referred for services	21	37.5%	34,843

## Key Indicators Combined-Maltreatment Types among Victims

Each state has distinct statutes and policies guiding: the types of alleged maltreatment investigated; substantiation of an allegation of maltreatment; or no substantiation of an allegation of maltreatment because a client is only assessed for being at-risk and in-need of services. Another distinction between APS programs is that not every state investigates reports of all of these maltreatment types.

See definitions of maltreatment types in Appendix A: [Key Indicators Data Elements](#).



## Next Steps

Information regarding the Federal Fiscal Year 2016 (FFY2016) data will be provided in a series of separate report releases. This first release of FFY2016 data includes this report on the submission of information and investigation data by states, the District of Columbia, and territories (states). This report lists the amount and type of data submitted by states. Fifty-four (54) of fifty-six (56) states submitted Agency Component information. Forty-four (44) states submitted either Key Indicators or Case Components.

The NAMRS FFY2016 Report Release Two will include a Key Indicators /Case Component Combined Report and FFY2016 data pertaining to victim and perpetrator demographics. The Combined Key Indicators report is a merger of Key Indicator data from 20 states and the extraction of the same Key Indicator data from Case Component case records data submitted by 24 states. The combined Key Indicator report represents 44 states. The Report Release Two will explain the demographic groupings, definitions, and the resources that guided the development of the demographic data categories.

The NAMRS FFY2016 Report Release Three will provide a Case Component Submission Summary. The Case Component data was provided by 24 states includes case level information about the investigation of maltreatments, clients, victims, services, and perpetrators.

The NAMRS FFY2016 Report Release Four will cover Key Indicator and Case Component related data not highlighted in previous release reports.

WRMA, Inc. will prepare additional discussion papers to explore certain results in more depth and pose questions for on-going discussion of the topic area. Focus areas will be discussed with and approved by ACL. These papers will be developed during federal fiscal year 2018.

When developing and creating the system, valuable input was received from stakeholders regarding their concerns and expectations. The reporting of data into the system is completely voluntary. We are appreciative of states' efforts to participate to the fullest extent possible. This tells us that APS administrators, staff, and advocates realize the value of learning from nationally submitted data to address the needs of clients and victims; to target prevention services; and to use data to more effectively manage APS programs.

## FFY 2016 Data Report - Release 1

### Appendix A: Data Element and Value Definitions

#### Agency Component Data Elements: Agency Profile

Data Element	Definitions
Data Sources	The sources of information used to submit data this year to NAMRS: <ul style="list-style-type: none"> <li>• APS agency only</li> <li>• APS and other agencies</li> </ul>
Investigator FTEs filled	Number of filled APS FTEs responsible for the hotline and/or conducting investigations.
Supervisor FTEs filled	Number of filled APS FTEs responsible for supervision.
Intake	<ul style="list-style-type: none"> <li>• Centralized or localized intake of APS reports.</li> <li>• Centralized at a statewide hotline or call in number</li> <li>• Combination of both statewide and local hotlines or call in numbers</li> <li>• Local at county or regional hotlines or call in numbers</li> <li>• Other</li> </ul>
Reports Accepted for Investigation	Number of reports accepted for investigation during the reporting period.
Reports Not Accepted, or Resolved Through I&R/I&RA	Number of reports that were either not accepted by APS for investigation, or were resolved through Information and Referral (I&R) / Information and Referral Assistance (I&RA).
Response Time	The length of time (days) from receipt of call or notice of alleged maltreatment to face-to-face contact with the client by the APS worker, based on the standard set by policy or practice.
Investigation Completion Time	The length of time (days) from investigation start to investigation completion, based on the standard set by policy or practice.
Types of Maltreatment	Indicates which types of maltreatment are investigated by APS. <i>See definitions of maltreatment types in <a href="#">Key Indicators Data Elements</a>.</i> <ul style="list-style-type: none"> <li>• Abandonment</li> <li>• Emotional abuse</li> <li>• Suspicious death</li> <li>• Self-neglect</li> <li>• Exploitation (non-specific)</li> <li>• Financial exploitation</li> <li>• Other exploitation</li> <li>• Neglect</li> <li>• Physical abuse</li> <li>• Sexual abuse</li> <li>• Other</li> </ul>
Standard of Evidence	Standard used for substantiating an allegation of maltreatment. <ul style="list-style-type: none"> <li>• Clear and convincing</li> <li>• Credible, reasonable, or probable cause</li> <li>• Different standards based on type of perpetrator</li> <li>• No state standard</li> <li>• Preponderance</li> <li>• Other</li> </ul>

Data Element	Definitions
Assessment Tools	Indicates whether APS personnel use standard assessment tools throughout the state, such as client safety, at risk factors, or behavioral conditions.
Service Gaps	Indicates which services are not available or accessible in the state.
Care/case management services	Development and implementation of a service plan to mobilize the formal and informal resources and services identified in the assessment to meet the needs of the client. Includes the development and oversight of a plan to ensure the safety and well-being of the client; developing a safety plan with a person's support network; referring and arranging support services, etc.
Caregiver support services	Assistance to family and other informal caregivers to improve or sustain capacity for caring for the older adult or adult with disabilities. Includes counseling, support groups, training, respite, etc.
Community day services	Services or activities provided to adults who require care and supervision in a protective setting for a portion of a 24-hour day. Includes out of home supervision, health care, recreation, and/or independent living skills training offered in centers most commonly known as Adult Day, Adult Day Health, Senior Centers, and Disability Day Programs.
Education, employment, and training services	Services and activities to assist people in achieving or maintaining economic self-support. Includes training programs, job coaches, supported employment, senior employment programs, and public school individualized education plans.
Emergency assistance and material aid services	Providing, arranging for, or facilitating the provision of medical, social service, economic, emergency, or support services. Includes financial assistance or referral for food, clothing, energy/utility assistance, and home repairs/modifications; environmental clean-up of client's home including but not limited to removal of trash, extermination services and cleaning; relocation assistance; urgent medical expenses not typically covered by insurance (eye glasses, dentures); emergency housing/shelter; etc.
Financial planning services	Services or activities to assist in managing finances or planning for future financial needs. Includes meeting with bank officials, financial planning, estate planning, money management, and retirement income planning.
Housing and relocation services	Services or activities designed to assist in the obtaining of suitable or safe housing and living arrangements. Includes tenant counseling; helping to identify and correct substandard housing conditions; making moving arrangements and minor renovations to personal residence; and relocating to institutional care or facility care.
In-home assistance services	Services or activities provided to clients to achieve or maintain self-sufficiency. Includes homemakers and home health aides; visiting and telephone reassurance; chore maintenance; personal care services, etc.
Legal services	Legal counsel and representation provided by an attorney to address civil matters such as housing issues and advance care planning, and criminal matters.
Medical and dental services	Services and activities designed to assist individuals and families to attain and maintain a favorable condition of health; includes evaluations.

Data Element	Definitions
Medical rehabilitation services	Services and activities for persons with developmental or physical disabilities, or persons with visual or auditory impairments, are services or activities to maximize the potential of persons with disabilities, help alleviate the effects of physical, mental or emotional disabilities, and to enable these persons to live in the least restrictive environment possible. Includes training in mobility, communication skills, the use of special aids and appliances, self-sufficiency skills for people with disabilities, occupational therapy, physical therapy, speech and language pathology, early intervention and other therapies that help people learn the skills they need to live, learn, work and play in their communities.
Mental health services	Services and activities, including commitment, assessment, and evaluations, for people with behavioral health conditions characterized by dysregulation of mood, thought, and/or behavior, as recognized by the DSM-5. Includes services and activities that apply therapeutic processes to personal, family, situational, or occupational problems in order to bring about a positive resolution of the problem or improved individual or family functioning or circumstances.
Nutrition services	Services and activities, including appeals and applications, to provide food to a client lacking recommended daily nutritional requirements and/or Activities of Daily Living (ADL) limitations. Includes home delivered meals, nutritional counseling, congregate meals, senior farmers' market program, etc.
Public assistance benefits	Services and assistance to provide a safety net for disadvantaged individuals who lack the resources to provide basic necessities for themselves and their families. Includes such programs as financial aid (TANF), nutrition (SNAP), energy assistance (LIHEAP), health care (Medicaid), etc.
Substance use services	Services and activities primarily designed to deter, reduce, or eliminate substance abuse or chemical dependence. Includes a comprehensive range of personal and family counseling methods, methadone treatment for opiate abusers, or detoxification treatment for alcohol abusers. Services and activities may be provided in alternative living arrangements such as institutional settings and community-based halfway houses.
Transportation services	Services or activities that provide or arrange for the travel, including travel costs, of individuals in order to access services, or obtain medical care or employment.
Victim services	Services and activities provided to, or on behalf of, victims at any stage of the criminal justice process, including post sentencing services and support. Includes programs supporting victims of domestic violence, sexual assault, abuse of older women, violence against women, and general crimes which are being handled by the police or prosecutors' offices.
Other services	Client receives services and activities not included in the categorizations provided.

## Key Indicators Component Data Elements

Data Element	Definitions
Investigations closed	Number of investigations closed during the reporting period.
Clients who received an investigation	Number of clients involved in an investigation that was closed or completed during the reporting period.
Clients who received interagency coordination	Number of clients referred to an agency in which an interagency coordination was part of the investigation.
Case Closure Reason: Investigation completed	The case was closed after a finding was made on the allegation of maltreatment, the investigation was closed, and no ongoing protective services case was opened.
Case Closure Reason: Investigation completed and protective services case completed	The case was closed after the investigation was completed, additional protective services were provided, and the protective services case was closed.
Case Closure Reason: Investigation unable to be completed (non-specific)	A finding was not able to be made on the allegations of maltreatment for an unspecified reason and the case was closed.
Case Closure Reason: Investigation unable to be completed due to death of client during investigation	The client died during the investigation, the investigation was terminated without a finding, and the case was closed.
Case Closure Reason: Investigation unable to be completed due to refusal of client	The client refused to cooperate with the investigation worker, the investigation was terminated without a finding, and the case was closed.
Case Closure Reason: Protective services case opened but not completed (non-specific)	The protective services case was terminated prematurely; reason not specified.
Case Closure Reason: Protective services case closed due to death of client	The client died during the case and the case was closed.
Case Closure Reason: Protective services case closed due to client decision to not continue	The client decided not to continue work with the protective services agency, and the case was closed.
Case Closure Reason: Other	Case was closed for a reason not included in the categorizations provided.
Clients found to be victims	Number of victims in which at least one maltreatment disposition was substantiated per investigation.
Victims who received one or more benefits	Number of victims who received one or more benefits.

Data Element	Definitions
Victims with one or more disabilities	Number of victims with one or more disabilities.
Victims with one or more screened or diagnosed behavioral conditions	Number of victims with one or more screened or diagnosed behavioral conditions.
Victims with guardian or conservator at start of investigation	Number of victims with guardian or conservator at start of investigation.
Victims who received services or were referred for services by APS	Number of victims who received services or were referred for services by APS.
Maltreatment: Abandonment	The desertion of a person by an individual who has assumed responsibility for providing care for that person, or by an individual with physical custody of another person.
Maltreatment: Emotional abuse	The infliction of anguish, pain, or distress through verbal or nonverbal acts. This includes but is not limited to verbal assaults, insults, threats, intimidation, humiliation, and harassment.
Maltreatment: Exploitation (non-specific)	The illegal or improper use of an individual or of an individual's funds, property, or assets for another's profit or advantage.
Maltreatment: Financial exploitation	The illegal or improper use of an individual's funds, property, or assets for another person's profit or advantage.
Maltreatment: Other exploitation	The illegal or improper use of an individual for another person's profit or advantage, including exploitation of person, servitude, etc.
Maltreatment: Neglect	The failure of a caregiver or fiduciary to provide the goods or services necessary to maintain the health or safety of a person. Includes acts of omission and of commission; includes willful deprivation, etc.
Maltreatment: Physical abuse	The use of force or violence resulting in bodily injury, physical pain, or impairment. Excludes sexual abuse.
Maltreatment: Sexual abuse	Non-consensual sexual contact of any kind, including sexual contact with any person incapable of giving consent.
Maltreatment: Suspicious death	An unexpected fatality or one in which circumstances or cause are medically or legally unexplained.
Maltreatment: Self-neglect	A person's inability, due to physical or mental impairment or diminished capacity, to perform essential self-care tasks including obtaining essential food, clothing, shelter, and medical care; obtaining goods and services necessary to maintain physical health, mental health, or general safety; or managing one's own financial affairs. Includes hoarding.
Maltreatment: Other	A type of maltreatment not included in the categorizations provided.