

1ST QUARTER IN-SERVICE TRAINING

Adult Protective Services (APS) Program Mandated Reporter Training

Office of Adult Protective Services Training
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ADULT PROTECTIVE SERVICES

Illinois Department on
Aging (IDOA)

ADULT PROTECTIVE SERVICES

YOU ARE A MANDATED REPORTER

➤ You may see situations that make you suspect abuse by a family member or another paid caregiver

➤ If you suspect:

- Physical, emotional, or sexual abuse
- Financial exploitation
- Neglect (passive, willful, or self)

➤ **Call the 24 hours APS Hotline**

1-866-800-1409

(TTY) 1-888-206-1237

➤ For more information regarding your role as a mandated reporter:

<https://ilaging.illinois.gov/protectionadvocacy/abuse.html>

PROGRAM PURPOSE

- The goal of Adult Protective Services is to maintain proper health, safety, and welfare of older adults and adults with disabilities.
- APS will work with and on behalf of individuals to:
 - Investigate reports of alleged abuse, neglect, self-neglect, and financial exploitation
 - Intervene to prevent further mistreatment
 - Allow the individual to remain independent to the maximum degree possible

APS: WHO WE ARE AND HOW WE CAN HELP

APS of Illinois

WHO IS APS

Adult Protective Services is a program under Illinois Department on Aging. The APS program conducts investigations and work with adults age 60 or older and adults age 18-59 with disabilities in resolving the abuse, neglect, or financial exploitation situation.

REPORTING 411

Anyone can make a report. Some people like medical professionals, law enforcement and social service staff are mandated to make a report if an elder is unable to do so themselves.

WHAT TO INCLUDE

When making a report, please include: suspected allegations, any dangers to the workers, and the mental and physical health condition of victim and/or abuser(s)

INVESTIGATION

Workers have 30 days to conduct an investigation after a report is made. Workers may call the reporter, interview the victim, possibly the abuser, and any collaterals in order to investigate the alleged abusive situation. Documents may be requested to support any allegations

INTERVENTIONS

APS may provide: educating family on care needs; home support services; act as liaison to accessing law enforcement; advocacy for legal assistance including orders of protection, evictions and guardianships; and housing and relocation services.

REMINDERS

Everything is confidential! As a reporter, your information will not be shared with anyone. Likewise, we cannot give updates to a reporter or other family member without the expressed permission from the client.

PHYSICAL SIGNS OF ELDER ABUSE



Dehydration
or unusual
weight loss



Missing
daily living
aids



Unexplained
injuries, bruises,
cuts, or sores



Unsanitary living
conditions and
poor hygiene



Unattended
medical
needs

EMOTIONAL/BEHAVIORAL SIGNS OF ELDER ABUSE



Increased fear
or anxiety



Isolation from
friends or family



Unusual changes
in behavior or sleep



Withdrawal from
normal activities

FINANCIAL SIGNS OF ELDER ABUSE



Fraudulent signatures
on financial documents



Unpaid bills



Unusual or sudden changes
in spending patterns, will, or
other financial documents

TYPES OF ELDER ABUSE



PHYSICAL



PSYCHOLOGICAL



FINANCIAL



SEXUAL



NEGLECT

Multiple forms of abuse can occur at once.

LIMITED MANDATORY REPORTING 320

ILCS 20/2 & 20/4 (SECTIONS 2 & 4)

- Combines voluntary and mandatory reporting for abuse, neglect and financial exploitation
- A mandated report **must** be made **within 24 hours** of suspicion
- A mandated report must be made when it is believed that the eligible adult, who because of a disability or other condition or impairment is unable to seek assistance for themselves and has within the previous 12 months, been subjected to abuse, neglect or financial exploitation by an identifiable individual with whom the eligible adult has continued contact.

LIMITED MANDATORY REPORTING 320

ILCS 20/2 & 20/4 (SECTIONS 2 & 4)

- “Mandated Reporter” means a designated professional engaged in carrying out their professional duty
- The law exempts attorneys, including legal services providers and bankers from mandatory reporting
- Provides for voluntary reporting for self-neglect
- Act Provides Immunity from:
 - Criminal liability
 - Civil liability
 - Professional disciplinary action
- Act Prohibits Retaliation
 - By an employer against employee for reporting or helping with investigation

LIMITED MANDATORY REPORTING ABUSE, NEGLECT, FINANCIAL EXPLOITATION AND SELF-NEGLECT 320 ILCS 20/4 (SECTION 4)

- The reporter's identity is confidential unless, the reporter provides a written consent for release or there is a court order.
- Reporters may remain anonymous. However, as a mandated reporter, anonymous reports will not provide proof that an individual had fulfilled their reporting requirements.

REPORTABLE EVENTS

ILCS 20/2 & ILCS 20/4

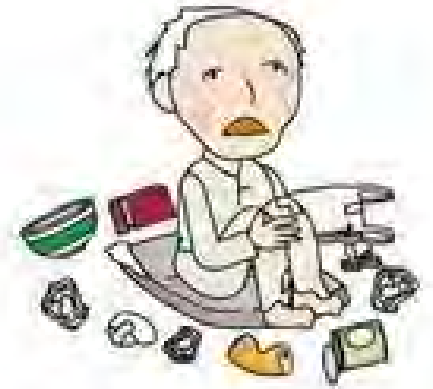
ABUSE

- Physical
- Sexual
- Emotional
- Confinement



NEGLECT

- Passive
- Willful Deprivation
- Abandonment
- Self-Neglect
- Financial Exploitation
- Suspicious Deaths





PHYSICAL



PSYCHOLOGICAL



FINANCIAL



SEXUAL



NEGLECT

TYPES OF ABUSE AND NEGLCET

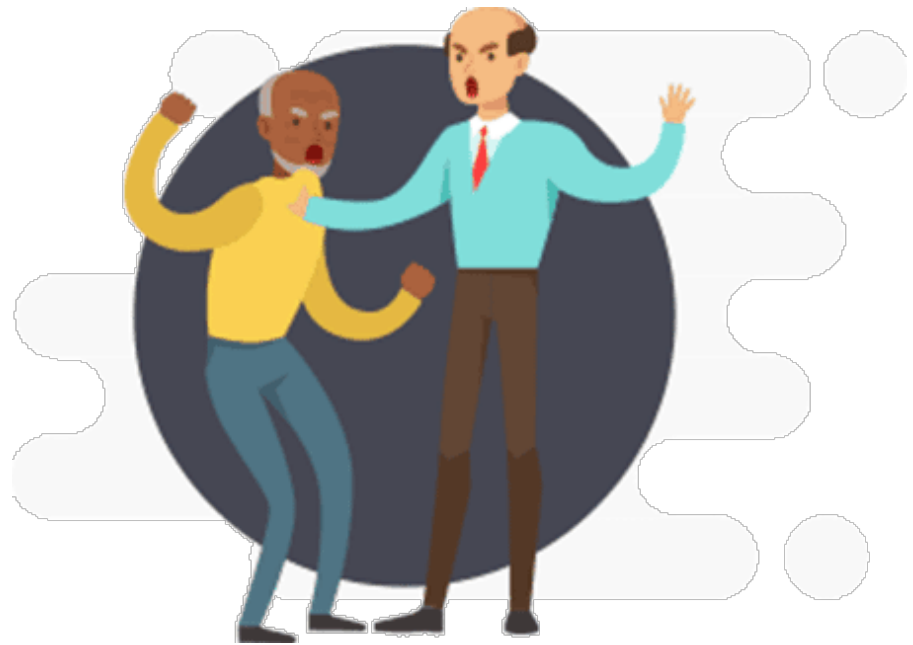
IDOA

APS

Joint Committee on
Administrative Rules Title
89 Section 270.210

PHYSICAL ABUSE

“THE CAUSING OF INFLICTION OF PHYSICAL PAIN OR INJURY TO AN OLDER PERSON OR PERSON WITH A DISABILITY.”



SEXUAL ABUSE

“ANY SEXUAL ACTIVITY WITH AN ELIGIBLE ADULT WHO IS UNABLE TO UNDERSTAND, UNWILLING TO CONSENT, THREATENED, OR PHYSICALLY FORCED TO ENGAGE IN SUCH SEXUAL ACTIVITY.”



EMOTIONAL ABUSE

“VERBAL ASSAULTS, THREATS OF ABUSE HARRASSMENT OR INITIMIDATION.”



CONFINEMENT

“RESTRAINING OR ISOLATING AN INDIVIDUAL FOR OTHER THAN BONA FIDE MEDICAL REASONS.”



NEGLECT

“ANOTHER INDIVIDUAL’S FAILURE TO PROVIDE AN ELIGIBLE ADULT WITH OR WILLFUL WITHHOLDING FROM AN ELIGIBLE ADULT THE NECESSITIES OF LIFE INCLUDING, BUT NOT LIMITED TO, FOOD, CLOTHING, SHELTER OR HEALTH CARE.”



TYPES OF NEGLECT AND SELF NEGLECT



PASSIVE NEGLECT

Failure by a caregiver to provide an eligible adult with the necessities of life including, but not limited to: food, clothing, shelter, or medical care, because of failure to understand the eligible adult's needs, lack of awareness of services to help meet needs, or a lack of capacity to care for the eligible adult.



WILLFUL DEPRIVATION

The deliberate denial to an eligible adult of required medication, medical care, shelter, food, therapeutic devices, or other physical assistance exposes that person to physical, mental, or emotional harm.

This does not include the discontinuation of medical care or treatment when the eligible adult has expressed a desire to forego such medical care or treatment.

SELF-NEGLECT

A condition that is the result of an **eligible adult's inability, due to physical or mental impairments, or both, or a diminished capacity, to perform essential self-care tasks** that substantially threaten his or her own health, including: providing essential food, clothing shelter, and health care; and obtaining goods and services necessary to maintain physical health, mental health, emotional well being, and general safety.

Includes compulsive hoarding which significantly impairs the performance of essential self-care tasks or otherwise substantially threatens life or safety.

ABANDONMENT

“ABONDONMENT IS DEFINED AS THE DESERTION OR WILLFUL FORSAKING OF AN ELIGIBLE ADULT BY AN INDIVIDUAL RESPONSIBLE FOR THE CARE AND COSTODY OF THAT ELIGIBLE ADULT UNDER CIRCUMSTANCES IN WHICH A REASONABLE PERSON WOULD CONTINUE TO PROVIDE CARE AND CUSTODY.”

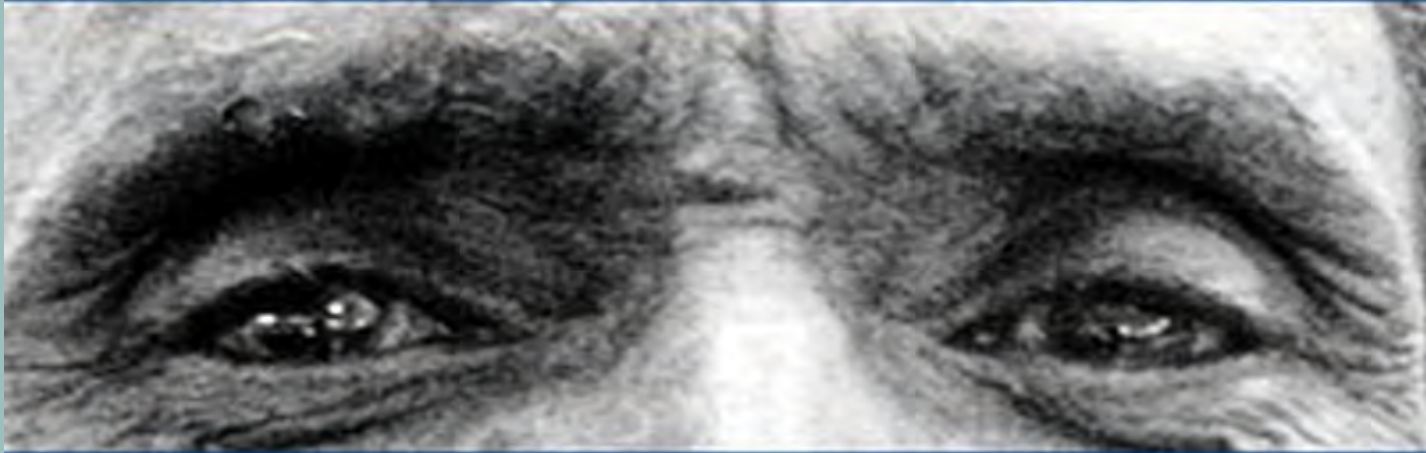


FINANCIAL EXPLOITATION

“FINANCIAL EXPLOITATION IS THE USE OF AN ELIGIBLE ADULT’S RESOURCES BY ANOTHER TO THE DISADVANTAGE OF THAT ADULT OR THE PROFIT OR ADVANTAGE OF A PERSON OTHER THAN THAT ADULT.”



ELDER ABUSE



See it. Stop it. Prevent it.

**CRITERIA FOR APS TO ACCEPT
REPORT OF ALLEGED ABUSE OR
NEGLECT**

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CRITERIA FOR APS TO ACCEPT A REPORT OF ALLEGED OR SUSPECTED ABUSE AND NEGLECT

There must be an alleged victim who is 60 years of age or an adult with a disability, age 18-59; 320 ILCS 20/2 (e)

Allegations must meet the criteria and definition for abuse, neglect or financial exploitation; 320 ILCS 20/2 (a)(g)(i-5) (f-1)

The alleged abuse must have occurred within the past twelve months, or, if the abuse occurred prior to the previous twelve months, the effects of the abuse must continue to adversely affect the alleged victim; 320 ILCS 20/4 (a-5)

CRITERIA FOR APS TO ACCEPT A REPORT OF ALLEGED OR SUSPECTED ABUSE AND NEGLECT

- The alleged abuse or neglect occurred outside of a facility and not under facility supervision by a family member, caregiver, or another person who has a continuing relationship with the alleged victim (320 ILCS 20/2 (3))
- The alleged financial exploitation was perpetrated by a family member, caregiver or another person who has a continuing relationship with the alleged victim, but who is not an employee of the facility where the alleged victim resides (320 ILCS 20/2 (d))
- The alleged abuse must have been caused by an identifiable person other than the alleged victim; who has continued access to the alleged victim (320 ILCS 20/2 (3))

HELPFUL REPORTING INFORMATION

- Alleged victim's and alleged abuser's names, addresses, phone numbers, sex, age, and general conditions
- Circumstances related to the suspicion of abuse, neglect, and/or financial exploitation
- If the alleged victim is in immediate danger
- The best time to contact the person
- If the person is aware of the report
- If there is any danger to the worker going out to investigate
- The name, telephone number, and profession of the reporter
- The names of others with information about the situation
- Whether the reporter is willing to be contacted again
- Any other relevant information

SUSPICIOUS DEATH REPORT

TITLE 89 SECTION 270.210 AND 270.241

- Suspicious death reporting is not a part of the mandated reporting requirements. However, APS does accept suspicious death reports for all eligible adults whose death is suspected to be the result of abuse, neglect, and/or exploitation.
- Common indicators that death may be related to abuse, neglect, or financial exploitation:
 - Brain damage
 - Loss or substantial impairment of a bodily function or organ
 - Bone fractures
 - Extensive burns
 - Substantial disfigurement
 - Evidence of sexual assault
 - Serious bodily injury
 - Extensive swelling or bruising
 - Evidence of severe neglect
 - Withholding of life-sustaining medication(s)

CRITERIA FOR APS TO ACCEPT A REPORT OF ALLEGED OR SUSPECTED ABUSE AND NEGLECT

- A reported need **ONLY** have a “suspicion” that the allegation(s) occurred. Proof is not required.
 - **Report to APS directly at 1-866-800-1409**
 - **If you have any questions or concerns about the reporting process, please contact:**
Aging.APS@illinois.gov
- *Please note: APS reports are considered confidential. Information may not be available to provide to reporters after intake.*

June 15th



**WORLD ELDER ABUSE
AWARENESS DAY**

Building Strong Support for Elders

WHAT HAPPENS AFTER REPORT
IS MADE

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APS

WHAT HAPPENS AFTER A REPORT IS MADE?

- Information provided by the mandated reporter is forwarded to the APS provider agency in the alleged victim's coverage area.
- There are 36 provider agencies across 13 planning and service areas.
- The APS provider agency will make a follow-up call to the mandated reporter, if agreeable, to gather any additional information available.
- The APS provider may then reach out to others with information before initiating a face-to-face visit with the alleged victim.

APS RPOGAM COMPONENTS: SERVICES PROVIDED



- **INTAKE**
 - Reporting of alleged abuse or neglect of an elder individual
- **COMPREHENSIVE ASSESSMENT**
 - Evaluate the situation, alert proper authorities, plan an in-home visit, etc.
- **CARE PLAN AND INTERVENTION**
 - Develop a case plan to provide long-term support and intervention to prevent further abuse/neglect/self-neglect/financial exploitation
 - Arranging for services/interventions in the case plan
- **FOLLOW-UP MONITORING**
 - Monitoring progress in the case and adjust case plan as necessary
- **CASE CLOSURE**
 - Individual declines services
 - Individual deceased
 - Permanent placement in an LTC facility or group home
 - Individual moved
 - Individual no longer at risk
 - Administrative closure



IF YOU ARE FOUND RESPONSIBLE FOR ELDERLY ABUSE OR NEGLECT:

PERSONAL CONSEQUENCES

- Immediate termination from current position
- Added to Adult Protective Service Registry which would disqualify you from certain employment opportunities
- Damaged personal and professional reputation
- Illinois Department of Public Health worker registry will be red flagged, making you unemployable for jobs in the healthcare field
- Will need to explain this dismissal in future job interviews

LEGAL CONSEQUENCES

- Arrested and charged
 - In Illinois, a Senior victim automatically increases the crime to a **FELONY**
- Criminal charges against you with felony
- In Illinois, financial exploitation charge automatically becomes a felony with possible jail time of 1-15 years and fines up to \$25,000

5 THINGS THAT ANYONE CAN DO TO PREVENT ELDER ABUSE

- 1** Listen to older people and caregivers to understand their challenges and provide support
- 2** Educate one another about the signs of abuse and how to get help
- 3** Report suspected abuse or neglect as soon as possible
- 4** Build a community that fosters social connections and supports
- 5** Reach out to professional services for support where available

POST TEST

TEST YOUR
UNDERSTANDING



QUESTION 1

Participant gives debit/credit card to in-home worker to grocery shop. The in-home worker purchases all items for the participant and realizes that he/she forgot a few items when shopping for themselves. It's only three items. ***What should you do?***

- A. Purchase items and pay the participant back
- B. Purchase items and do not tell the participant and plan to bring money tomorrow
- C. Purchase items and do not tell the participant, you get their mail and they would never see their bank statement
- D. Do not purchase the items, buy them on your own time with your own money



QUESTION 2

If a participant shoves you out of anger and frustration, ***what should you do?***

- A. Shove the participant back
- B. Physically restrain the participant
- C. Ensure client is safe, leave the space and call your supervisor



QUESTION 3

The in-home worker arrives at the participant's home and the client's son is nude when leaving the client's bedroom. The in-home worker walks into the bedroom and finds the client extremely distraught and half dressed. ***What should you do?***

- A. Leave the space and contact your supervisor
- B. Contact your supervisor, law enforcement and make an Adult Protective Services Report
- C. Get participant dressed and speak to the participant about not allowing the son in her bedroom any longer



QUESTION 4

Your client has refused assistance with bathing for the last three weeks. ***How do you react?***

- A. Explain that it is on the Plan of Care or Service Plan and they are required to have bathing.
- B. Sign off as though you have helped them complete the bathing task, because they seem clean enough to you.
- C. Encourage them to let you assist with this task. If they still refuse, make sure it is documented and speak with your supervisor.



QUESTION 5

Your participant constantly complains about the way you clean the home and cook. ***How do you react?***

- A. Tell the participant if it weren't for you, the participant would be in a long-term care facility.
- B. Tell the participant that they would be alone and not have any visitors if it weren't for you coming to their home.
- C. Ask them politely not to speak that way to you and alert your supervisor of this situation.

June 15th



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AWARENESS DAY**
Building Strong Support for Elders

QUESTIONS?

THANK YOU FOR YOUR
PARTICIPATION!