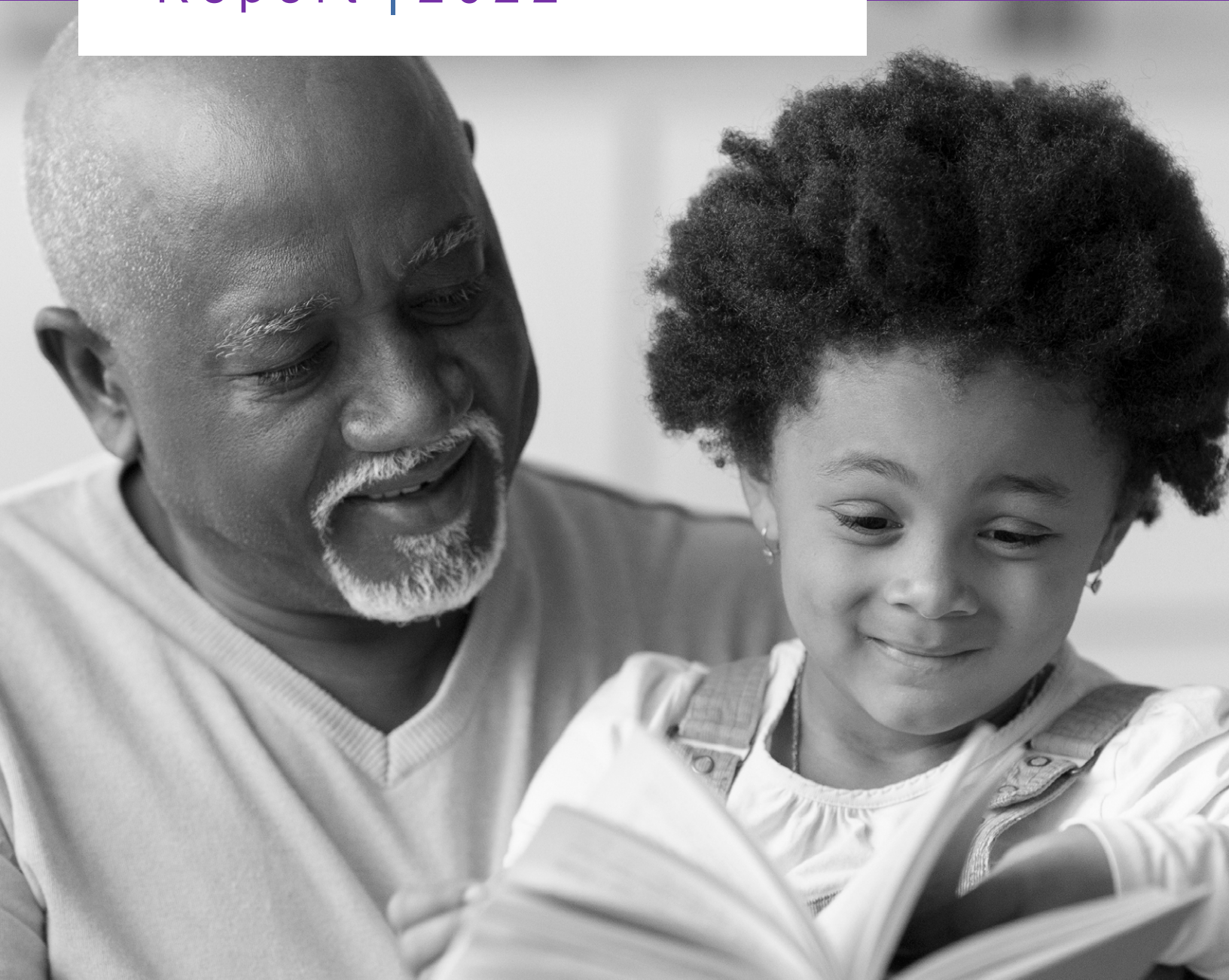


Adult Maltreatment

Report | 2022



NAMRS
NATIONAL ADULT MALTREATMENT REPORTING SYSTEM

 **ACL**
Administration for Community Living

APS TARC
Adult Protective Services Technical Assistance Resource Center

About This Report

Federal Disclaimer

This report was prepared for the U.S. Administration for Community Living (ACL), Department of Health and Human Services (HHS) by WRMA, Inc., under contract for the Adult Protective Services Technical Assistance Resource Center (HHSP2332015000421/75P00119F37010). Contractor's findings, conclusions, and points of view do not necessarily represent ACL, HHS, or U.S. Government official policy.

Electronic Access

This report is available on the Administration for Community Living website at <https://namrs.acl.gov/>

For Questions and More Information

If you have questions or require additional information about this report, please contact the APS Technical Assistance Resource Center (APS TARC) at apstarc-ta@acl.hhs.gov.

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Acknowledgements

In communities around the country, adult protective services (APS) staff, administrators, and advocates work diligently to ensure the safety and well-being of adults who are maltreated by others or who are unable to care for themselves. Understanding the nature and extent of adult maltreatment—and the ways APS programs respond to it—is critical to enhancing the effectiveness of APS programs. In furtherance of that objective, we are pleased to release the Adult Maltreatment Report 2022.

The U.S. Department of Health and Human Services, Administration for Community Living (ACL), in partnership with the Adult Protective Services Technical Assistance Resource Center (APS TARC), is committed to advancing the APS field through data analysis, evaluation, and technical assistance—all to support improved services and better outcomes in APS programs. The National Adult Maltreatment Reporting System (NAMRS) is a key part of this effort. The Adult Maltreatment Report is published annually. All U.S. states and territories contribute to the report by submitting information about their APS programs to NAMRS.

This report would not be possible without the time, effort, and dedication of state and local APS field staff who document their cases, program staff who map agency documentation to NAMRS, information technology staff who generate and upload reports to NAMRS, and other agency personnel who lead and support them. It is important to strengthen the collective understanding of adult maltreatment as a means for improving the APS system, and we will continue working to promote the safety and well-being of maltreated adults across our nation.

We gratefully acknowledge the efforts of all involved to make this report possible.

Sincerely,

The APS TARC Team

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Introduction

Adult protective services (APS) programs serve older adults and adults with disabilities through investigating and, in some cases, providing social services in response to reports of abuse, neglect, and exploitation (referred to as maltreatment in this report). There are 56 APS programs in the United States, one in each of the 50 states, the District of Columbia, and every U.S. territory (collectively referred to as states hereafter).

There are three primary components to APS programs:

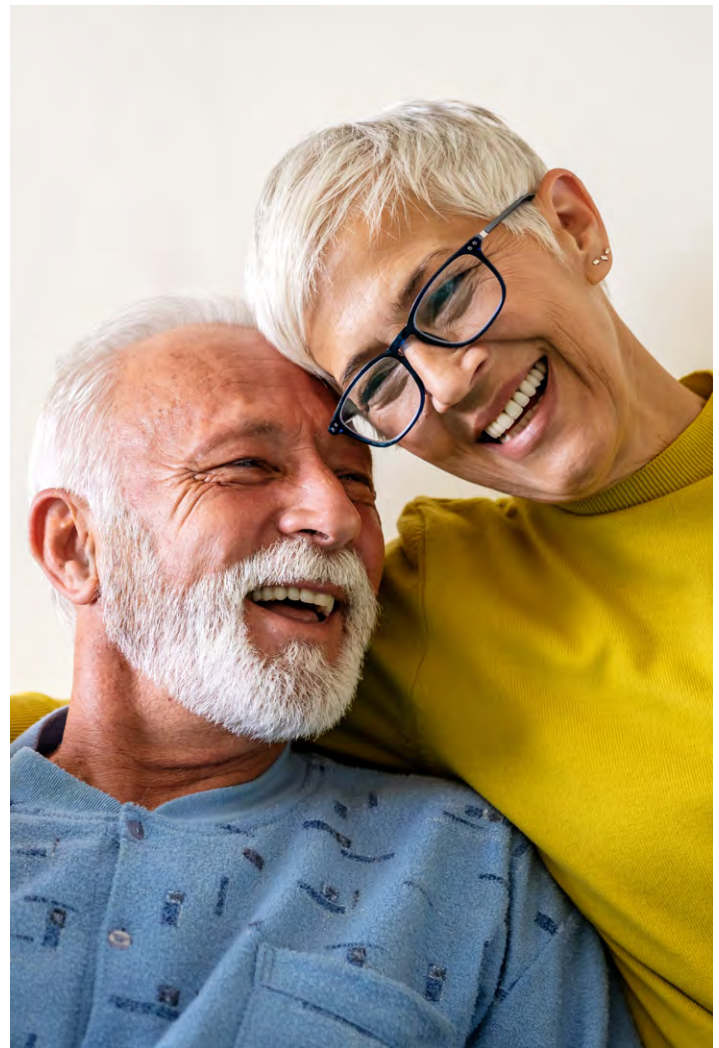
- Receiving reports of adult maltreatment;
- Investigating reports of adult maltreatment; and
- Providing, arranging for, or facilitating services, including case planning and other casework services, to prevent or mitigate harm from maltreatment.

As a result of laws governing APS programs, APS programs differ in the population they serve, program, policies, and practice. To increase public and professional understanding about adult maltreatment and strengthen the social supports needed to prevent it, the Administration for Community Living (ACL) collects data from APS programs through the National Adult Maltreatment Reporting System (NAMRS). The Adult Protective Services Technical Assistance Resource Center (APS TARC), funded by ACL, provides training and technical assistance to states to assist with their NAMRS submissions.

NAMRS is the only comprehensive, national reporting system for state APS programs. ACL has collected NAMRS data annually since federal fiscal year (FFY) 2016. As a result of data system enhancement funding provided by ACL and the technical assistance to states provided by the APS TARC, every state participates in NAMRS. This report provides an overview of adult maltreatment as reported to APS programs across the country, using NAMRS data submitted for FFY 2022 (October 1, 2021 through September 30, 2022) unless otherwise noted. Exhibit A provides summary data and information on adult maltreatment as investigated by APS programs in FFY 2022.

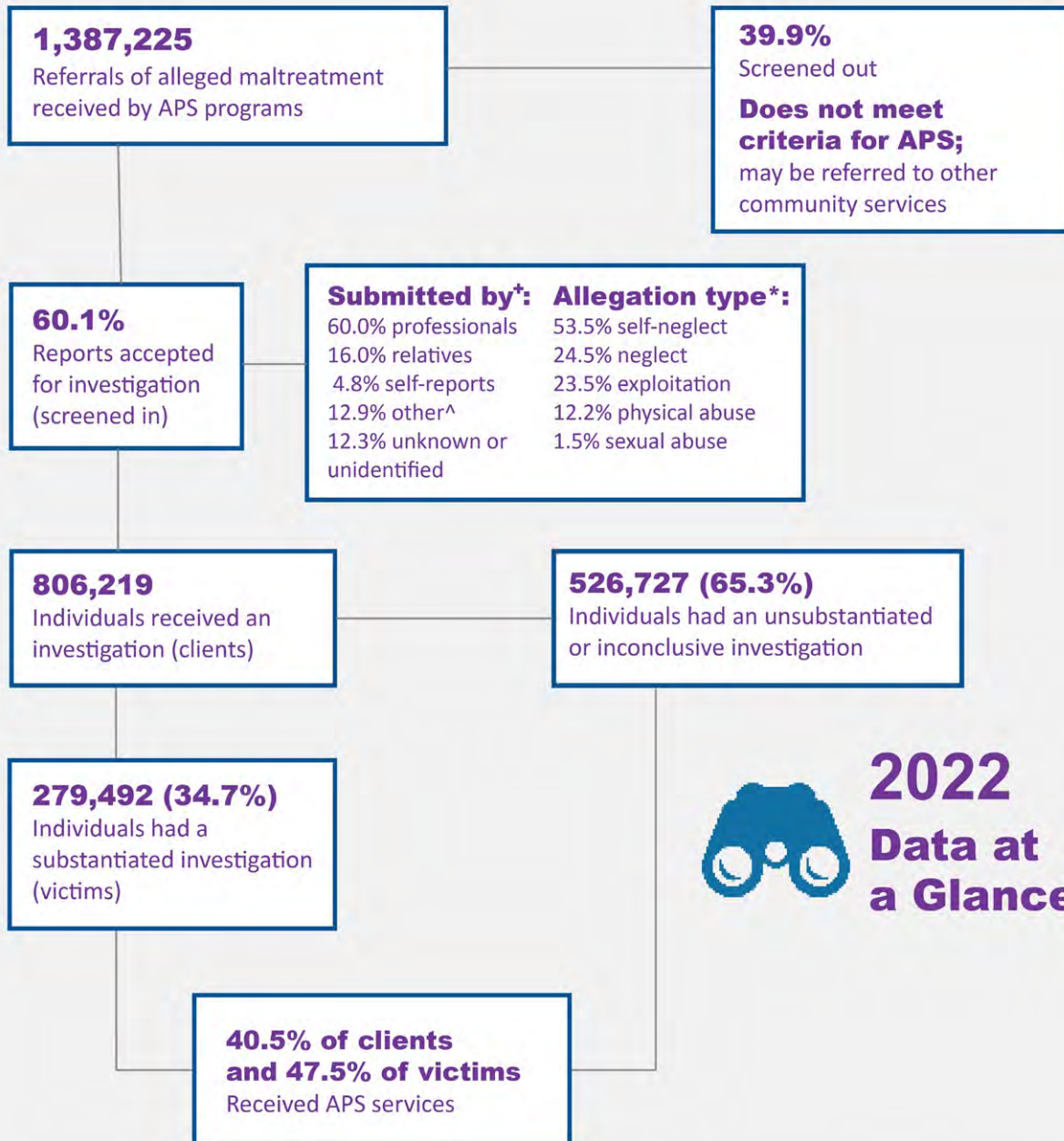
As discussed in Chapter 5 of this report, calendar year 2023 was a year of transition for NAMRS. The data collection was reauthorized by the Office of Management and Budget under the Paperwork Reduction Act, programs are upgrading data systems with new federal funding from ACL under the Elder Justice Act, and the APS TARC is working with programs to improve the completeness of data. Chapter 5 describes this transition and efforts to continue to improve the data collection.

In addition to the APS TARC and NAMRS, ACL operates a larger system of programs and resource centers to support older adults and adults with disabilities. More information about these resource centers and programs can be found at <https://apstarc.acl.gov>.



Data Summary

Exhibit A: 2022 Data at a Glance



+ An investigation can have more than one report source.

^ Other report source includes: in-home caregiver, substitute decision-maker, and other nonprofessional.

* A single investigation may have more than one maltreatment type.

Chapter 1: Overview of NAMRS and APS

Overview of NAMRS

NAMRS is a data reporting system established and operated by ACL for the purpose of better understanding the phenomena of adult maltreatment in the United States. Currently, the data collected is submitted by APS programs. NAMRS annually collects data on APS investigations of abuse, neglect and exploitation of older adults and adults with disabilities, as well as information on the administration of APS programs. The data provides an understanding of key program policies, characteristics of those experiencing and perpetrating maltreatment, information on the types of maltreatment investigated, and information on services to address the maltreatment.

NAMRS collects quantitative and qualitative data from state APS programs using three reporting components: Agency Component, Key Indicator Component, and Case Component. Every state submits the Agency Component, which provides an overview of the

operational framework of the state’s APS program. States also submit summary data through the Key Indicator Component or detailed case data through the Case Component. The structure and general description of the Key Indicator and Case Component data elements are shown in Exhibit 1.1. Detailed descriptions of the component data elements can be found in Appendix I of this report, and additional information on the data specifications as well as code values and definitions can be found at <https://namrs.acl.gov>.



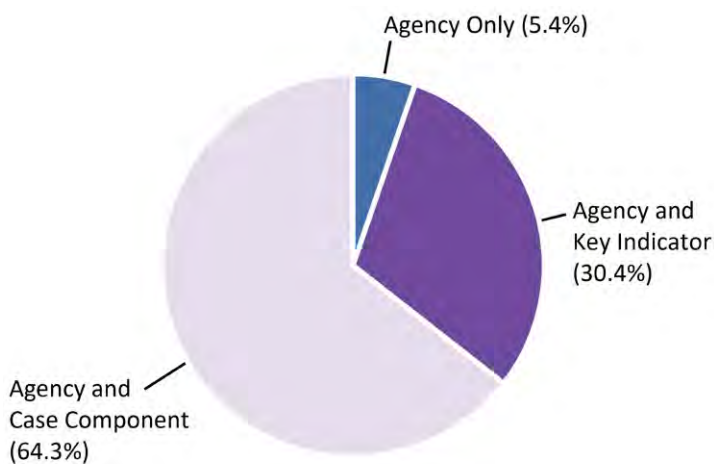
Exhibit 1.1: Overview of the NAMRS Components

	Key Indicator Component	Case Component
Description	Summary statistics on all cases in fiscal year on 20 data elements	Case-level information on all cases in fiscal year on 54 data elements
Information Categories	Summary information on: <ul style="list-style-type: none">• Investigations• Clients/victims• Perpetrators• Maltreatment type• Client-perpetrator relationship	Detailed information on: <ul style="list-style-type: none">• Investigations• Clients/victims• Perpetrators• Maltreatment type• Client-perpetrator relationship
Submission Process	<ul style="list-style-type: none">• Match program’s data definitions and values to NAMRS• Create data reports• Enter data on NAMRS website• Validation and approval	<ul style="list-style-type: none">• Match program’s data definitions and values to NAMRS• Extract data into XML file• Upload data to NAMRS website• Validation and approval

Chapter 1: Overview of NAMRS and APS

To submit the Case Component module, states upload detailed client data on investigations, clients, victims, perpetrators, and the perpetrator-victim relationship. The Key Indicator module is used to submit aggregate data by states unable to provide client-level data. Data submissions are reviewed, validated and approved by the APS TARC liaisons. Exhibit 1.2 shows the breakdown of components submitted by states.

Exhibit 1.2: NAMRS State Participation by Component Type



Note: Based on information from 56 states.

Each chapter of this report highlights and analyzes significant points from the NAMRS data. The following list of definitions of terms will assist in understanding and interpreting the information discussed. Data in this report provide a national snapshot of the fundamental aspects of adult maltreatment, using graphs and notes that explain the source as well as any limitations in the data. The counts and percentages reflect duplicated clients if they were involved in more than one investigation.

- A **client** is an individual who has received an investigation regarding a report of alleged maltreatment.
- A **victim** is an individual who has received an investigation regarding a report of alleged maltreatment and one or more of the allegations is substantiated.
- **Disabilities** are physical, emotional, and mental health issues that result in limitation in activities and restrictions to fully participate at school, work, or in the community.
- A **perpetrator** is the person who is responsible for substantiated maltreatment allegations.
- An **investigation** is undertaken by APS to determine if allegations occurred and assess client needs with a case closure date during the reporting period.
- **Maltreatment** is a type of abuse, neglect, or exploitation that is alleged to have occurred.
- An **allegation** is a reported occurrence and type of maltreatment associated with each client that is investigated. There may be multiple allegations in an investigation.
- A **case** is composed of all activities and individuals related to the investigation of and response to an allegation of maltreatment.

Chapter 1: Overview of NAMRS and APS

Overview of APS

APS is a state-authorized social services program administered by state and local government agencies. These agencies serve adults alleged to have been maltreated by:

- Investigating allegations of maltreatment.
- Coordinating with community and government partners to maximize the safety and independence of clients and victims.
- Providing protective services to victims.

Hotline workers, investigators, and supervisors are the staff most critical to APS programs. As part of their agency profiles, states report the number of full-time equivalent staff who perform hotline and investigator duties and the number of supervisors. While most APS programs have staff dedicated solely to APS, some programs share staff with other programs or processes. For example, APS investigators may also work with the child protective services program or supervisors may also conduct investigations.



In hotline or investigator roles
(N=54 states)



Responsible for supervision
(N=53 states)

Exhibit 1.3 displays the practice model followed by most APS programs. State-specific laws and regulations govern operations and procedures such as timeframes for a response, populations served, jurisdiction or the authority to investigate, and types of maltreatment investigated, among others.

Chapter 1: Overview of NAMRS and APS

Exhibit 1.3: APS Practice Model

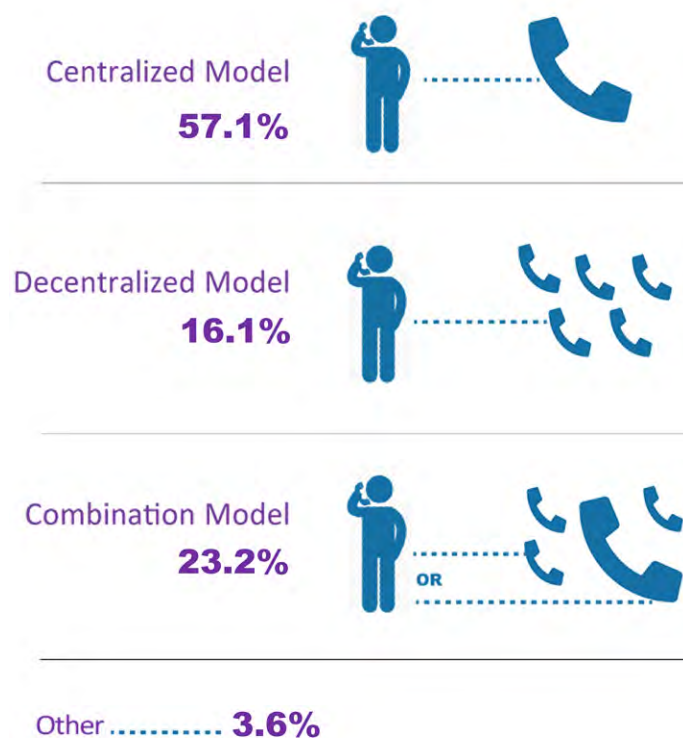
	Process	Expected Results
Intake	<ul style="list-style-type: none"> • APS program receives a report of adult maltreatment 	<ul style="list-style-type: none"> • An intake is recorded and screened in, screened out, or referred to another agency • Reporter is informed about investigation or alternatives to meet the client's needs
Investigation	<ul style="list-style-type: none"> • Initiate investigation, prioritize risk, contact client • Assess emergency needs, client's physical and financial health, environment, and support system • Take emergency protective action (if needed) • Collect information and evidence to inform service needs and next steps • Consult with supervisor and appropriate experts and team members • Determine finding and communicate results of the investigation • Identify service needs and make recommendations as appropriate 	<ul style="list-style-type: none"> • Client's rights have been safeguarded • Victim is safe and no longer being abused, neglected, or exploited • Risk from perpetrator has been addressed • Referrals have been made to other agencies and entities, e.g., regulatory agencies, law enforcement, perpetrator registries, etc.
Post-investigation Services	<ul style="list-style-type: none"> • Implement service plan with client agreement • Engage community partners through referral for services or purchase of services • Monitor status of client and impact of services 	<ul style="list-style-type: none"> • Client or victim is safe with needs being met • Victim has reduced long-term risk for abuse, neglect, or exploitation
Quality Assurance	<ul style="list-style-type: none"> • Document all investigation and case management activities • Review and approve for closure • Conduct quality assurance process 	<ul style="list-style-type: none"> • Quality of investigations and provision of services is maintained or improved

Chapter 1: Overview of NAMRS and APS

How APS Becomes Involved

APS becomes involved in a case when someone reports allegations of maltreatment. Although APS programs receive reports of maltreatment in various ways, including in-person and online, most reports are made by phone to a hotline number. Depending on the state organization and structure, APS programs use statewide (centralized), local (decentralized), or combined approach to staffing hotlines. Some hotlines are dedicated solely to APS and are staffed by APS professionals, while others might also handle reports for child protective or aging services. A centralized intake model has consistently been the model used by the majority of states since they began reporting this information to NAMRS. As shown in Exhibit 1.4, more than 80% of states use a centralized or combined hotline model, while less than 20% of states receive intakes at the local level only.

Exhibit 1.4: APS Intake Models



Note: Based on information from 56 states. “Other” is reported as intakes taken through an online portal or by local law enforcement.

Hotline workers are aware that the person reporting the allegations (reporter) may not have extensive details about the situation, or the individuals involved. The agency needs to gather, at a minimum, enough information to determine whether the report meets the criteria for an investigation. To assist the agency in making this decision, the reporter will be asked to provide as much information as possible about all of the following:

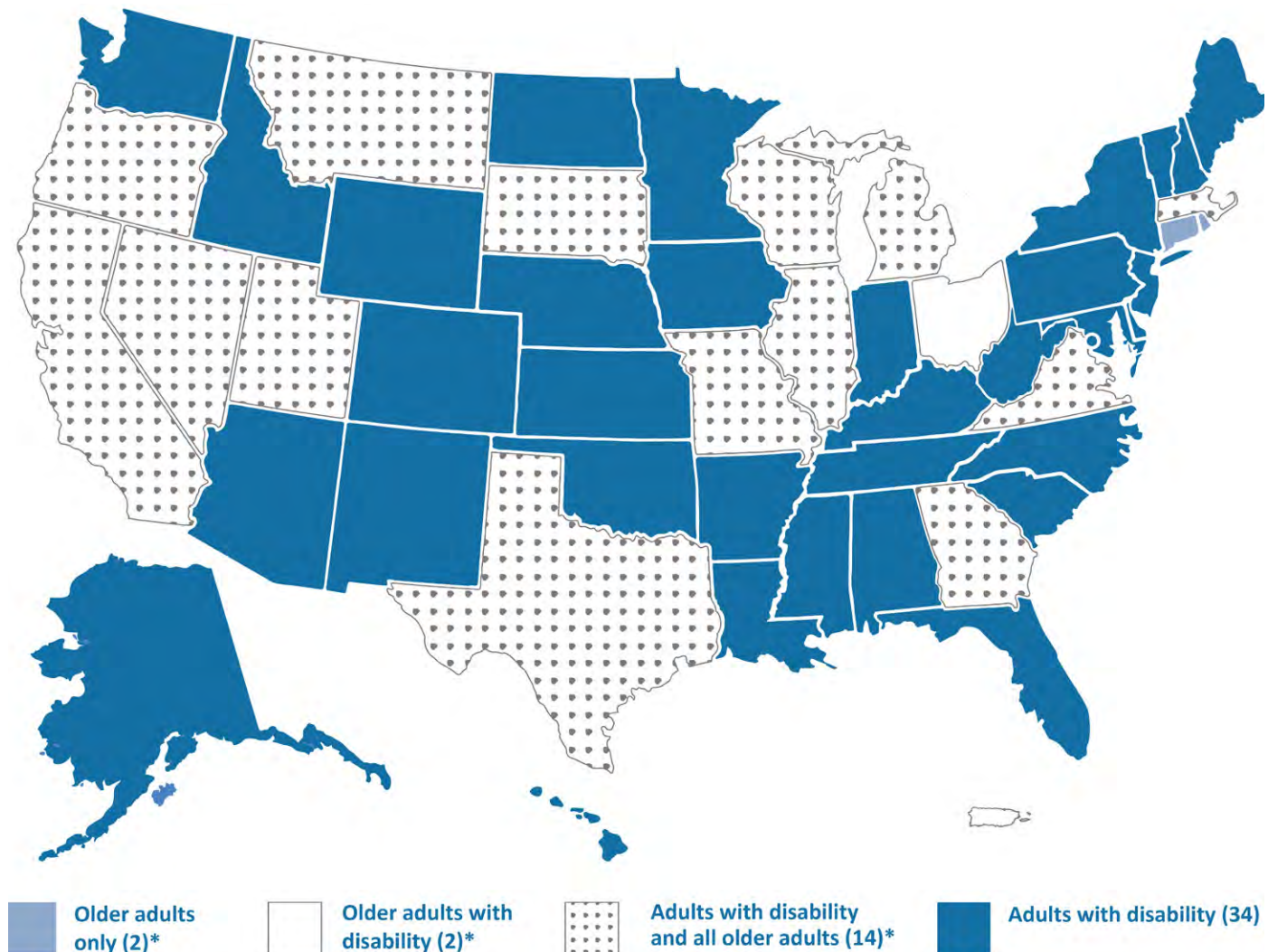
- Alleged victim.
- Alleged perpetrator.
- Where the maltreatment occurred (setting).
- Type(s) of alleged maltreatment.

Alleged Victim. APS programs use age and the concept of disability (also referred to by states as “dependency” or “vulnerability”) to define the populations they serve. In some programs, being an older adult (age 60+ or 65+) is the only criterion for eligibility; in others, it is a combination of age and disability. All programs that serve younger adults (age 18-59 or 18-64) require disability as a criterion. Exhibit 1.5 provides a national picture of the population served by APS.

Alleged Perpetrator. Some agencies only investigate allegations where the alleged perpetrator is a non-professional or person in a trusted or ongoing relationship. This means that those APS programs do not investigate certain types of phone scams or financial exploitation resulting from a fraudulent business transaction, which are typically investigated by law enforcement or other government agencies. Information on the relationship between the alleged victim and the perpetrator is also helpful in determining the perpetrator’s ongoing access to the alleged victim.

Chapter 1: Overview of NAMRS and APS

Exhibit 1.5: APS Eligible Populations by State














*Older adult is age 60+ or 65+ depending on the state.

Maltreatment Type. APS programs investigate a variety of maltreatment types, and the states' definitions of maltreatment vary. For NAMRS submissions, states match their definitions to the maltreatment categories listed in Exhibit 1.6. Nearly all APS programs (more than 90%) investigate neglect, physical abuse, self-neglect, and sexual abuse. More than 80% of states investigate financial exploitation and emotional abuse. While some

states investigate allegations of exploitation (non-specific), abandonment, and other exploitation, only a small percentage of states investigate suspicious death. Almost half (46.4%) of APS programs investigate a type of maltreatment that is specifically defined in their state and does not match any of the categories listed in NAMRS. State-defined maltreatment categories are reported as "Other."

Chapter 1: Overview of NAMRS and APS

Exhibit 1.6: Types of Maltreatment Investigated by States

Maltreatment Types	Definitions	Percentage of States Investigating the Maltreatment Type	
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 (including willful deprivation, etc.).	98.2%	
Physical Abuse	The use of force or violence resulting in bodily injury, physical pain, or impairment. Excludes sexual abuse.	98.2%	
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; hoarding; or managing one's own financial affairs.	94.6%	
Sexual Abuse	Nonconsensual sexual contact of any kind, including sexual contact with any person incapable of giving consent.	92.9%	
Financial Exploitation	The illegal or improper use of an individual's funds, property, or assets for another person's profit or advantage.	89.3%	
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.	83.9%	
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.	50.0%	
Other	A type of maltreatment not included in the categorizations provided.	46.4%	
Other Exploitation	The illegal or improper use of an individual for another person's profit or advantage, including exploitation of person, servitude, etc.	46.4%	
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.	39.3%	
Suspicious Death	An unexpected fatality or one in which circumstances or cause are medically or legally unexplained.	16.1%	

Note: Based on data submitted by 56 states.

Chapter 1: Overview of NAMRS and APS

Maltreatment Setting. The living settings where APS has the authority to investigate allegations of maltreatment vary from state to state. In every state, APS investigates reports involving individuals living in the community in their own home or another private residence. States' responses to a practice survey¹ conducted by the APS TARC in 2021 indicated that APS also investigates allegations of maltreatment in at least one type of residential care facility in 38 states. Of those, some states investigate allegations involving the facility as well as its staff, while others are only authorized to investigate allegations involving family members, excluding incidents that are related to the facility operations or staff.

In states where investigation of alleged adult maltreatment in residential care facilities does not fall under the jurisdiction of APS, the investigations are conducted by regulatory or licensing agencies. Exhibit 1.7 illustrates that the maltreatment incident for almost two-thirds (65.8%) of clients and almost three-quarters (73.7%) of victims occurred in the personal residence of the individual or another private residence in the community.

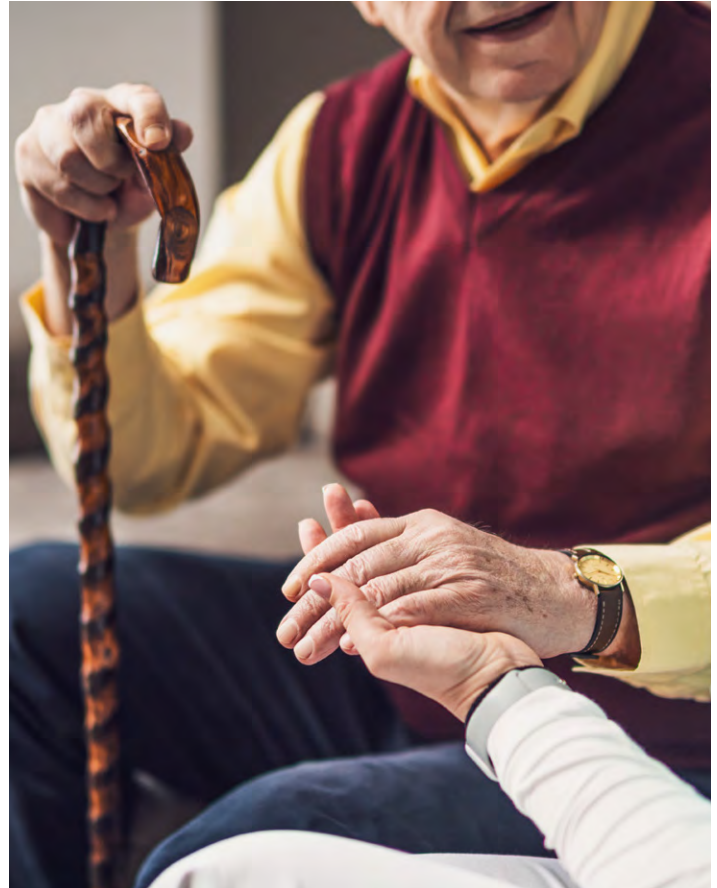
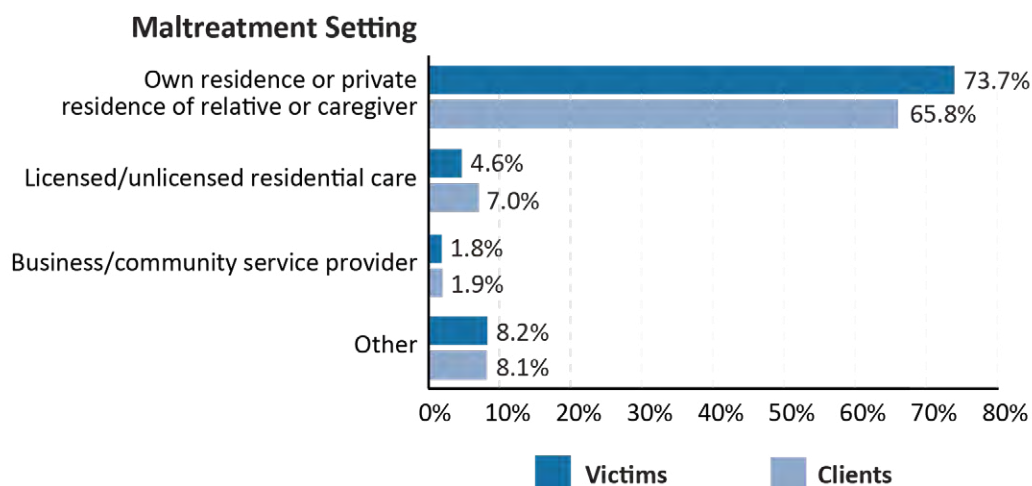


Exhibit 1.7: Clients and Victims by Maltreatment Setting



Note: Based on information submitted by 22 states for 221,429 clients and 71,577 victims. Maltreatment setting was unknown for 17.3% of clients and 11.7% of victims.

¹ As a component of the National APS Evaluation project, the APS TARC evaluation team developed and implemented an online survey (the APS Practice Survey) to collect data on the details of APS practice from APS program administrators in each state. The evaluation report will be published in the summer of 2023.

Chapter 2: Reports and Investigations

Referrals

APS agencies use a screening or intake process to determine whether the report should be accepted for investigation, or “screened in.” As shown in Exhibit 2.1, APS received 1,387,225 reports of alleged adult maltreatment and accepted 60.1% (834,055) for investigation in FFY 2022. When making the screening decision, intake staff must consider whether the adult meets the population, setting, and jurisdiction eligibility criteria as explained in Chapter 1. If the report does not meet these criteria, APS may refer the case to a more appropriate agency (e.g., a regulatory/licensing program, law enforcement, other social service program) or information may be provided to the reporter, which can then be used to assist the adult.

Exhibit 2.1: Total Reports

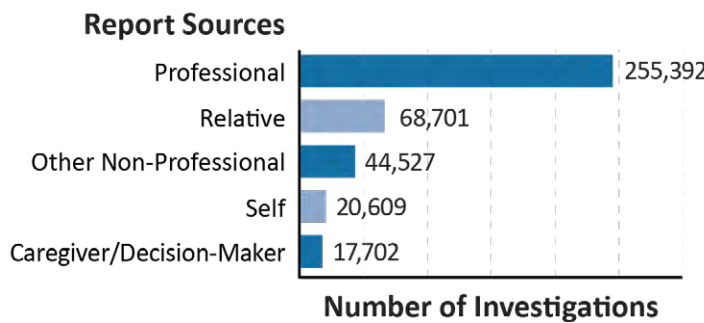


Note: Based on data submitted by 51 states that provided the number of reports screened in and screened out.

Anyone may make a report to APS; however, many state APS statutes identify individuals who are mandated, or required, to report allegations of suspected maltreatment. There are 14 states with universal reporting laws, meaning everyone is a mandated reporter. Other states only mandate specific categories of professionals. Exhibit 2.2 illustrates that

more than half (58.6%) of the reports investigated in FFY 2022 were reported by professionals, while 15.8% were reported by relatives.

Exhibit 2.2: Investigations by Report Source



Note: Based on information received from 30 states for 435,664 investigations. The report source was unknown or unidentified for 53,851 investigations. Investigations may have more than one report source.



Chapter 2: Reports and Investigations

Investigations by APS

An APS report may involve more than one client and more than one allegation of maltreatment. The APS program investigates each allegation for each client in a screened-in report. In FFY 2022, APS programs completed 800,192 investigations involving 806,219 clients. The number of clients is higher than the number of completed investigations because, as previously noted, more than one person may be the subject of a single investigation.

80.0%

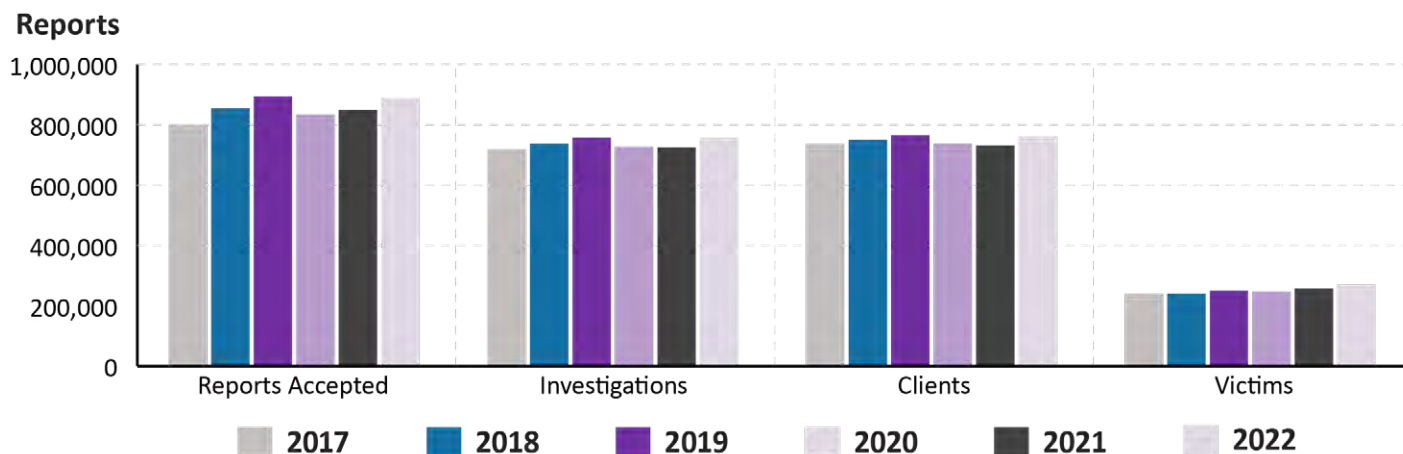
of APS programs use as common assessment tool throughout the state to assess client needs.

Investigations of APS reports include an assessment of the client's potential service needs as well as a finding, or disposition, on the validity of the allegation(s). APS may interview others who might be aware of the situational details, such as family, friends, and service providers as part of the investigation. The client's privacy is paramount, and APS uses discretion in contacting collateral sources, doing so only when necessary to assure the client's safety, determine a finding on the allegations, or coordinate services for the client.

If an allegation is found to be valid based on state law and policy, the allegation is considered "substantiated." In NAMRS, a client with one or more substantiated allegations is identified as a victim. Of the 806,219 clients who received an investigation in FFY 2022, 279,492 (34.7%) were determined to be victims. A report does not need to be substantiated for APS programs in most states to assist the client with finding services or resources to address unmet needs identified during the assessment.

The number of investigations is lower than the number of accepted reports each year because not every investigation can be completed. This occurs for a variety of reasons which are discussed under Reasons for Case Closure, later in this report. The numbers of accepted reports, investigations, clients, and victims had consistently increased each year prior to FFY 2020, when there was a decrease in every category. After insignificant (<0.5%) decreases in the number of investigations and clients in FFY 2021, there were increases in the numbers for every category again in FFY 2022 as shown in Exhibit 2.3. The 2020 and 2021 Adult Maltreatment reports discuss the impact that COVID-19 may have had on NAMRS data.

Exhibit 2.3: Year-to-Year Summary Data



Note: Based on data submitted by 56 states.





Chapter 2: Reports and Investigations

Investigation Findings

States submitting Case Component data provide detailed data on the disposition categories used by their APS programs. The NAMRS disposition categories are substantiated, unsubstantiated, inconclusive, or other. As with maltreatment types, states match, or map, their finding definitions to the equivalent NAMRS disposition categories. Exhibit 2.4 provides definitions of each type of finding and the percentage of allegations with each type of finding. As shown in the exhibit, almost half (49%) of the investigated allegations are unsubstantiated.



Exhibit 2.4: Disposition Rates Across All Maltreatment Types

Maltreatment Disposition Type	Definition	Percentage of Allegations with Disposition Type	
Unsubstantiated	The finding that the allegation of maltreatment is not supported under state law and policy.	49.0%	
Substantiated	The finding that the allegation of maltreatment is supported under state law and policy.	29.1%	
Other	Disposition not included in categorizations provided. Includes inappropriate allegations that were investigated.	13.0%	
Inconclusive	The finding that there is insufficient information to either support or not support the allegation of maltreatment, but there is a reason to suspect maltreatment.	8.9%	

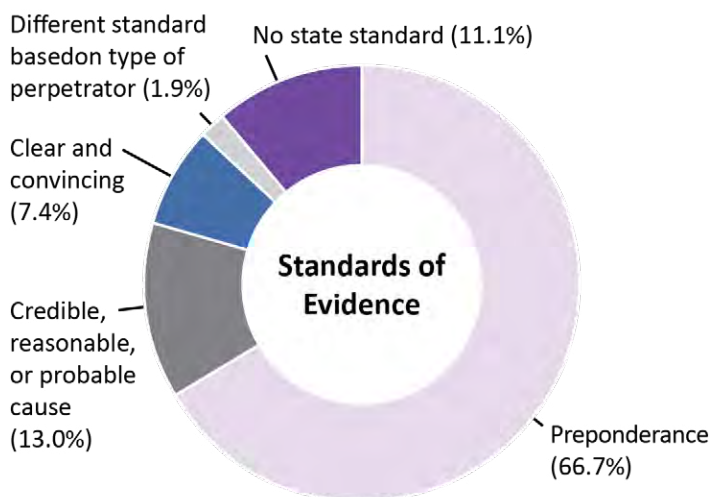
Note: Based on data submitted by 36 states.

Chapter 2: Reports and Investigations

Maltreatment Types

State statute and regulation define the standard of evidence used by the APS program to substantiate allegations of maltreatment. It is important to note that the standard of evidence definitions used by APS may not correspond with how the term is used or defined in their state's criminal justice system or other protective services programs. A "preponderance of evidence" standard, usually defined as the greater weight of the evidence, is used by most APS programs as shown in Exhibit 2.5. Six states (11.1%) do not have a defined standard and one state uses a different standard depending on the type of perpetrator involved. Other standards used by states include "credible, reasonable, or probable cause" and "clear and convincing."

Exhibit 2.5: Standards of Evidence

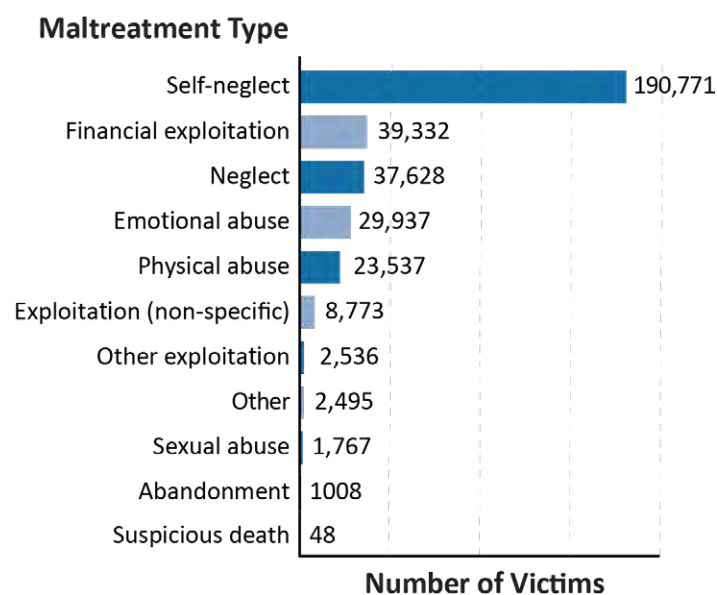


Note: Based on data from 54 states.

APS programs have a dual nature: they investigate various types of abuse by alleged perpetrators, and most programs (94.6%) also investigate self-neglect, an allegation type for which some states do not name anyone as an alleged perpetrator. Consistent with previous years, the number of self-neglect victims in FFY 2022 was higher than all other maltreatment types combined (see Exhibit 2.6). As was the case in FFY 2021,

financial exploitation was the maltreatment type with the second highest number of victims followed closely by neglect. The number of victims for Other Exploitation, Abandonment, and Suspicious Death is very low every year, which is unsurprising since only a small number of states investigate these maltreatment categories.

Exhibit 2.6: Victims by Maltreatment Type

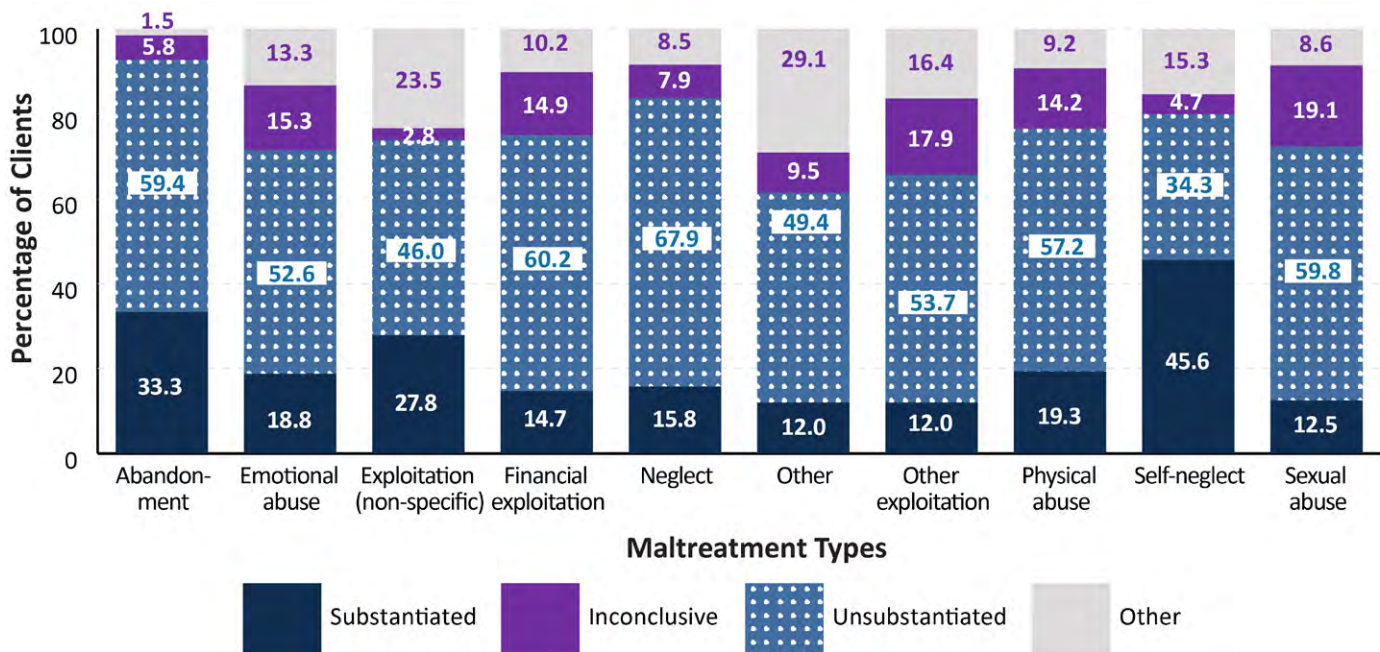


Note: Based on data from 52 states for 279,492 victims. Victims may have more than one substantiated maltreatment in a single investigation.

Report dispositions vary significantly across the different maltreatment types. As shown in Exhibit 2.7, self-neglect is the only maltreatment type where the percentage of substantiated allegations is higher than the percentage of unsubstantiated allegations. For all other types of maltreatment, the highest percentage of allegations receive a disposition of unsubstantiated. Allegations of abuse (physical, emotional, sexual) and exploitation (financial, other) have much higher percentages of inconclusive reports than allegations of neglect and self-neglect. This is indicative of the unique and difficult nature of these types of investigations.

Chapter 2: Reports and Investigations

Exhibit 2.7: Allegations by Disposition and Maltreatment Type



Note: Based on data from 36 states for 657,415 allegations.

Chapter 2: Reports and Investigations

An APS Case: Initiation to Case Closure

Length of APS Involvement

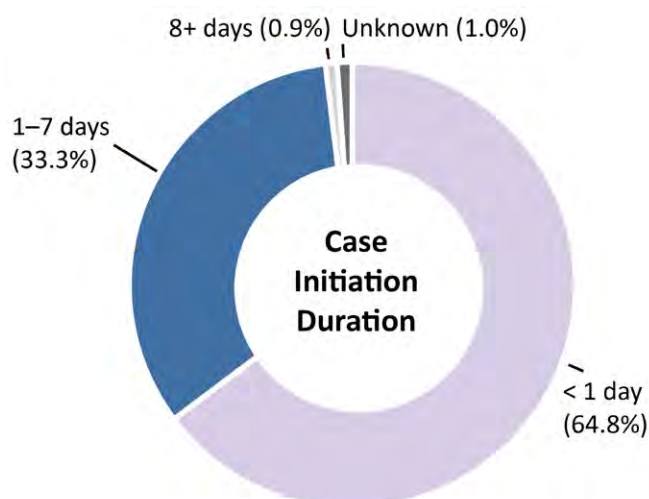
APS cases consist of the investigation and, in some states, the provision of protective services to address the safety, health, or well-being needs identified during the assessment. Services may be arranged or provided during the investigation, or the case may remain open with the APS agency for post-investigative services. Victims of self-neglect receive protective services more often than victims of any other type of maltreatment (see Appendix Exhibit B.1).

The timeframes for initiating and completing APS investigations are established in state statute, regulations, and/or policies, and this information is reported to NAMRS. The actual length of time an APS case is open, which may extend beyond the completion of an investigation, is dependent on multiple factors. These can include: the allegation type; participation of the client, perpetrator, or others involved; the ability to collect information or evidence; whether the APS agency provides post-investigative services; and the availability of services in the community.

Per state policies, the length of time for completion of an investigation ranges from 30 to 90 days with an average of 47 days across all states. NAMRS data indicates that the actual length of time for completion of an investigation averages 54.4 days. This longer average of actual days could be because many states with longer investigation times per policy also report higher numbers of investigations. Exhibits 2.8, 2.9, and 2.10 provide data on the timeframes associated with an APS case.

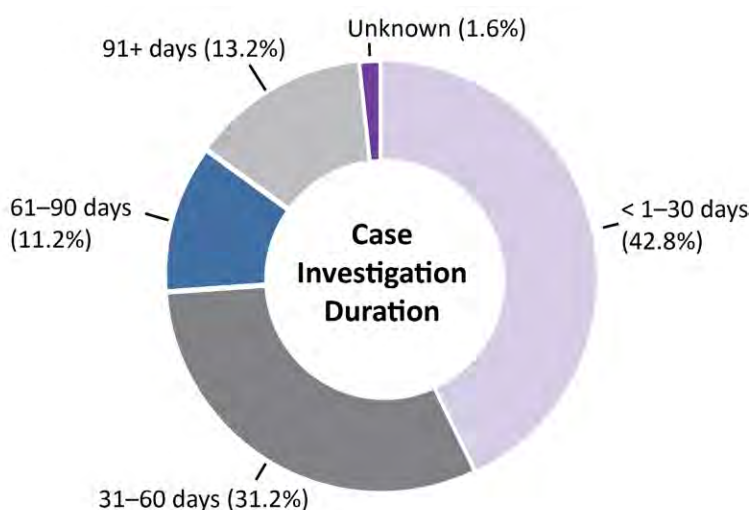
Investigation Initiation: Length of time from receipt of the report until the start of the investigation. Most APS investigations (64.8%) are initiated within one day, and 98.1% of investigations are initiated within seven days.

Exhibit 2.8: Time to Initiation*



Investigation Duration: Length of time from the start of the investigation to determining the finding (disposition). The investigation duration for 74% of APS cases is between one and 60 days, with 42.8% of investigations completed within 30 days.

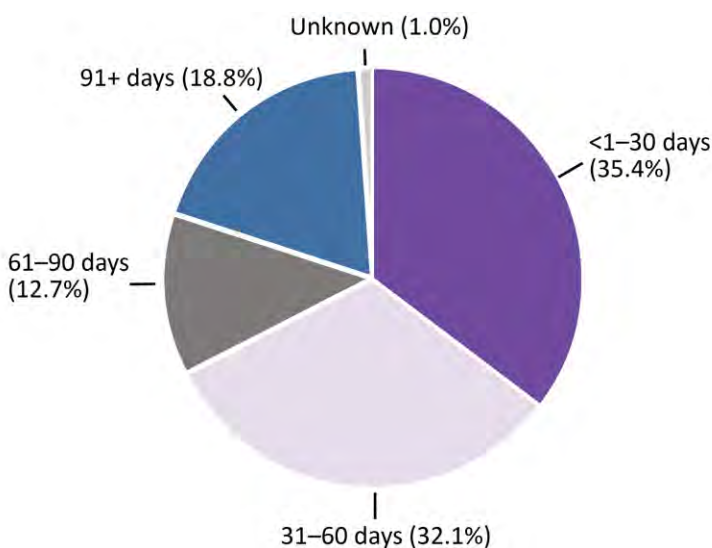
Exhibit 2.9: Investigation Duration*



Chapter 2: Reports and Investigations

Total Case Duration: Length of time from the start of the investigation until the case is closed, including the provision of services. The largest percentage of cases (35.4%) are closed in the first 30 days.

Exhibit 2.10: Total Case Duration*



Note: For Time to Initiation, 35 states submitted data for 490,876 investigations; for Investigation Duration, 32 states submitted data for 440,717 investigations; for Total Case Duration, 35 states submitted data for 490,876 investigations.

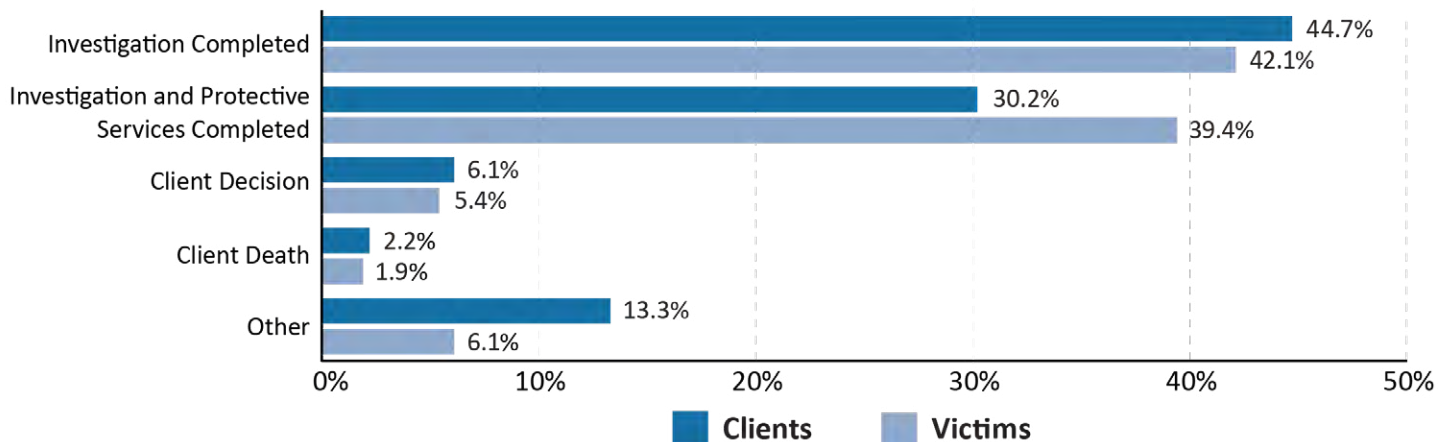
Case Closure Reasons

APS cases close for a variety of reasons. Respecting the rights of the client, including the right to self-determination, is a foundational principle of APS practice. APS clients and victims have the right to decline services unless a court determines they are unable to make sound decisions about their own health and safety. In some states the case may be closed if the client or victim refuses to accept services or allow an investigation to be completed. The death of a client, particularly in cases where there is no perpetrator (e.g., a self-neglect case) or the perpetrator was unknown, may also result in a case being closed.

Exhibit 2.11 illustrates that a higher percentage of client cases (44.7%) were closed after completion of the investigation. A higher percentage of victim cases (39.4%), i.e., cases with at least one substantiated allegation, were closed after an investigation and the provision of protective services. For specific maltreatment types, the allegation with the highest percentage of cases closed after the investigation (75.0%) is the state-defined maltreatment type of Other, while the allegation with the highest percentage of cases closed after provision of services (44.0%) is Self-Neglect (see Appendix Exhibit B.1).

Exhibit 2.11: Clients and Victims by Case Closure Reason

Case Closure Reasons



Note: Client data is based on data from 49 states for 754,306 clients. Victim data is based on data from 32 states for 161,792 victims. The case closure reason was unknown for 3.5% of clients and 5.1% of victims.

Chapter 3: Clients and Victims

Age of APS Clients and Victims

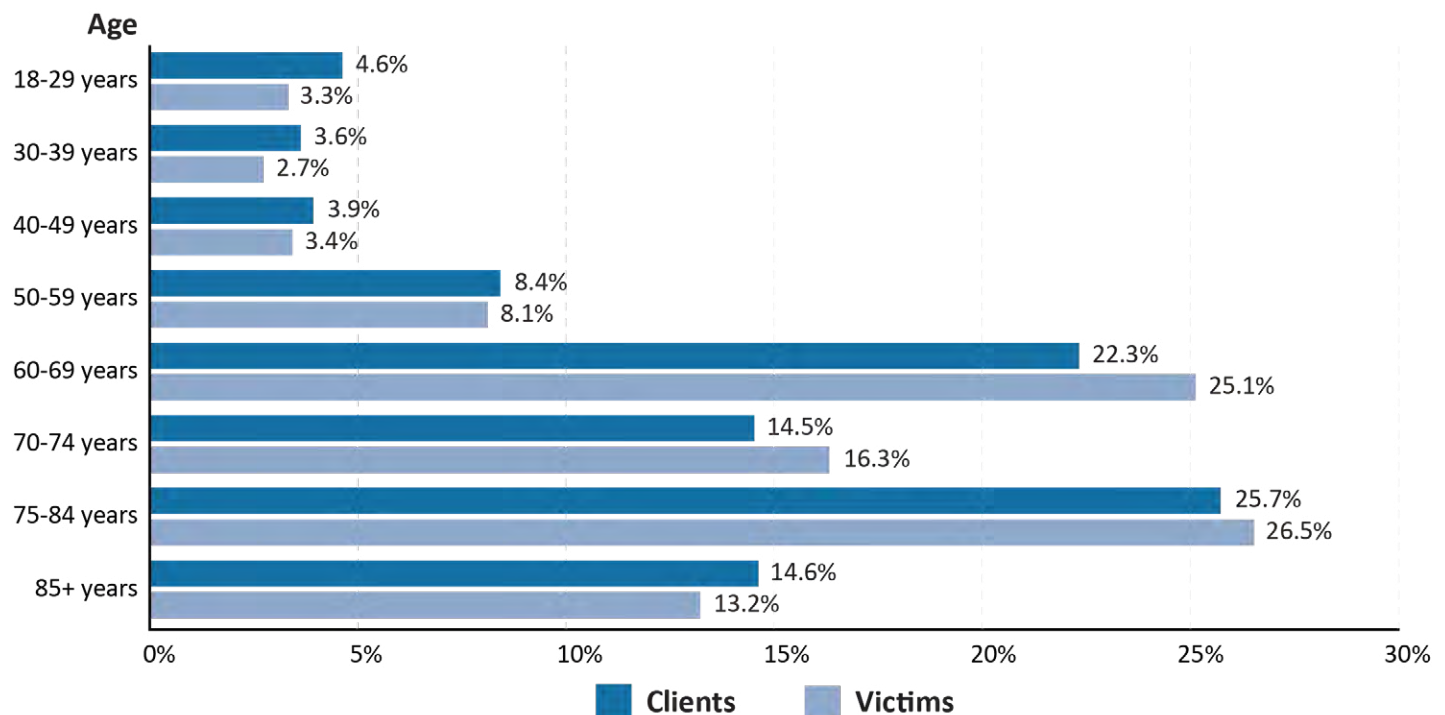
APS programs define their eligible populations by age and disability. As illustrated in Exhibit 1.5, APS programs in all states serve older adults (age 60+ or 65+). Programs in 48 states serve younger adults (18+) with disabilities as well. There are 16 programs where being an older adult may be the sole criteria for APS program eligibility.

There are two key reasons why APS programs serve more older adults than younger adults:

1. Programs serving younger adults include disability or vulnerability in their eligible population definition, which reduces the size of the young adult population eligible for APS.
2. Known risk factors for adult maltreatment, such as social isolation and declining health or cognitive status, are present more in older adult populations than younger.

The age distribution for APS clients and victims as reported to NAMRS shows that 77.1% of clients and 81.1% of victims are age 60 or older with the highest percentage of both clients and victims being between the ages of 75 and 84 years old. The data highlighted in Exhibit 3.1 also shows that the number of clients is consistently higher than the number of victims for adults under age 60, and the number of victims is consistently higher than the number of clients for ages 60 to 84. For specific maltreatment types (see Appendix Exhibit B.2), the highest percentage of victims for most categories fall in the 60-69 year age group. However, the largest percentage of sexual abuse victims are between 18 and 29 years of age, and the highest percentage of exploitation and neglect victims are between 75 and 84 years of age.

Exhibit 3.1: APS Clients and Victims by Age



Note: Based on 36 states submitting data for 507,621 clients, and 51 states submitting data for 271,470 victims. Age was unknown for 2.4% of clients and 1.4% of victims.

Chapter 3: Clients and Victims

Gender, Race, and Ethnicity of APS Clients and Victims

Data on gender was submitted by 36 states for 507,621 clients and by 52 states for 279,492 victims. In FFY 2022 women are a larger proportion of both clients and victims. As shown in the [FFY 2021 report](#), this has consistently been the case over the entire course of NAMRS data collection efforts. Although very few states collect information on transgender individuals, 0.05% of clients and 0.1% of maltreatment victims are identified as transgender individuals in the NAMRS data. Gender was unknown for 2.9% of clients and 1.8% of victims. In looking at gender differences for the different types of maltreatment, women are more likely than men to be victims for all maltreatment categories except abandonment, where just over half (50.2%) of the victims were men (see Appendix Exhibit B.3).



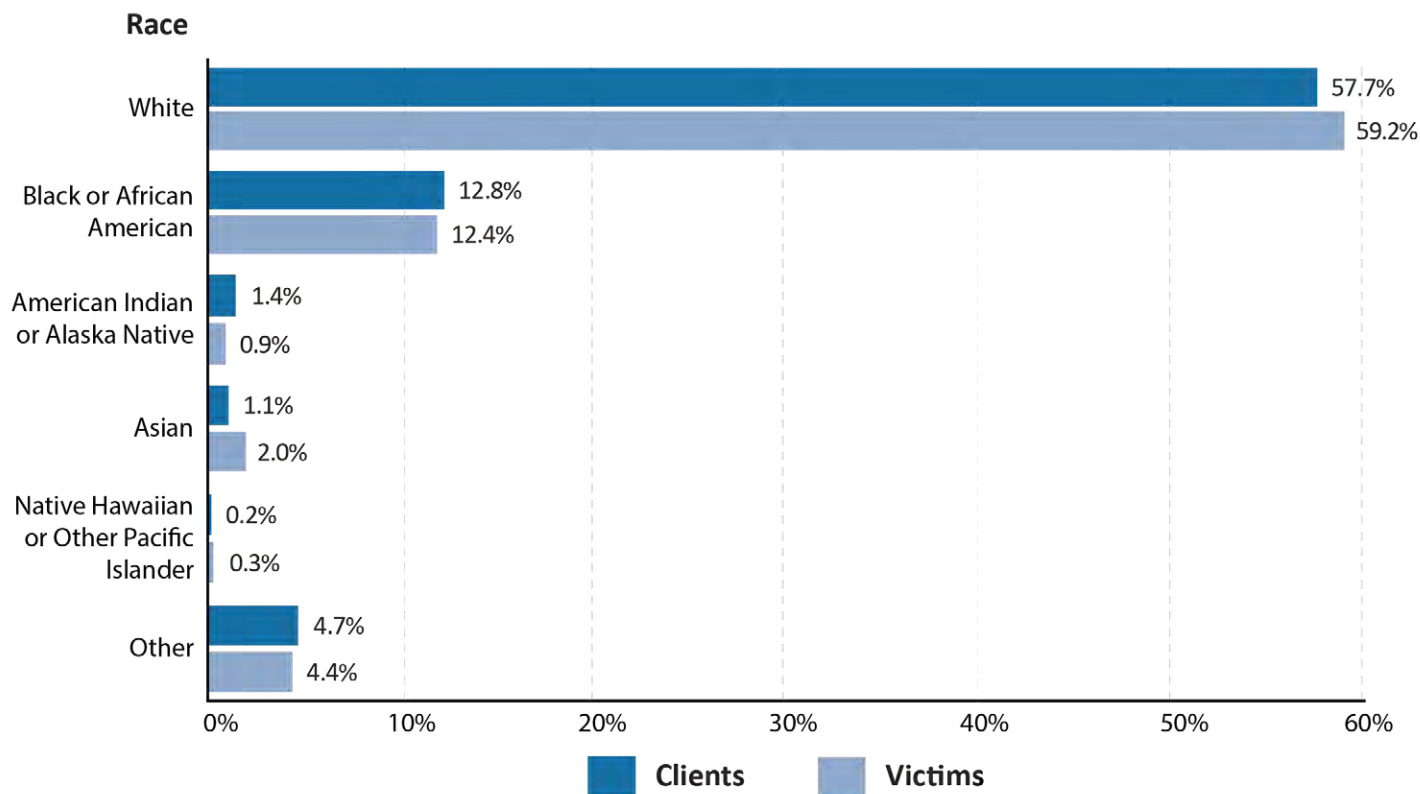
Women are
56.9% of clients
56.1% of victims



Men are
40.2% of clients
42.0% of victims

APS programs do not report race and ethnicity data as consistently as gender. For that reason, the percentages in Exhibits 3.2 and 3.3 may not be representative of all clients and victims. Although there are no notable differences between victims and clients within identified racial categories, Exhibit 3.3 shows Hispanic individuals are identified as victims at a higher percentage than non-Hispanic individuals. More detailed information on victim race and ethnicity by maltreatment categories can be found in Appendix Exhibits B.4 and B.5.

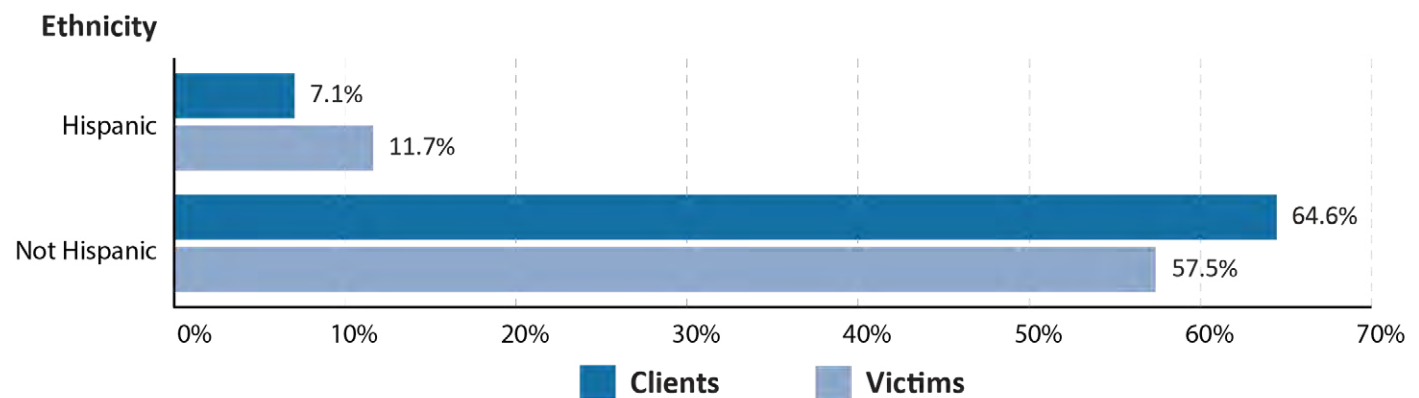
Exhibit 3.2: APS Clients and Victims by Race



Note: Based on data submitted by 35 states for 507,166 clients and 50 states for 271,432 victims. Race was unknown for 22.9% of clients and 21.6% of victims.

Chapter 3: Clients and Victims

Exhibit 3.3: APS Clients and Victims by Ethnicity



Note: Based on data submitted by 31 states for 483,385 clients and 47 states for 274,662 victims. Race was unknown for 28.3% of clients and 30.8% of victims.



Chapter 3: Clients and Victims

Disabilities Impacting APS Clients and Victims

While a person's disability status may be an important factor during intake when the screener is determining whether the individual meets the APS eligibility criteria, it may also be a critical consideration in the outcome of an investigation. Functional limitations and disabilities, whether cognitive or physical, may impair a person's ability to provide for their own care or protection, and their ability to live independently. Understanding the impact of disabilities on a client or victim is important to developing a plan to meet their service needs.

For the states reporting disability information, 9.1% of clients were assessed to have no disability, while 5.5% of victims were assessed to have none. The most frequent

type of disability for victims, as shown in Exhibit 3.4, is ambulatory difficulties and the most frequent disability type for APS clients is difficulty with independent living activities. As shown in Appendix Exhibit B.6, difficulty with independent living activities is the most common disability identified for victims across all maltreatment categories defined by NAMRS, except sexual abuse and self-neglect. For sexual abuse, cognitive impairment is the most frequent disability and for self-neglect it is ambulatory difficulties. Definitions for the disability categories can be found online in the [NAMRS Code Values and Definitions Document](#).

Exhibit 3.4: APS Clients and Victims by Disability Type

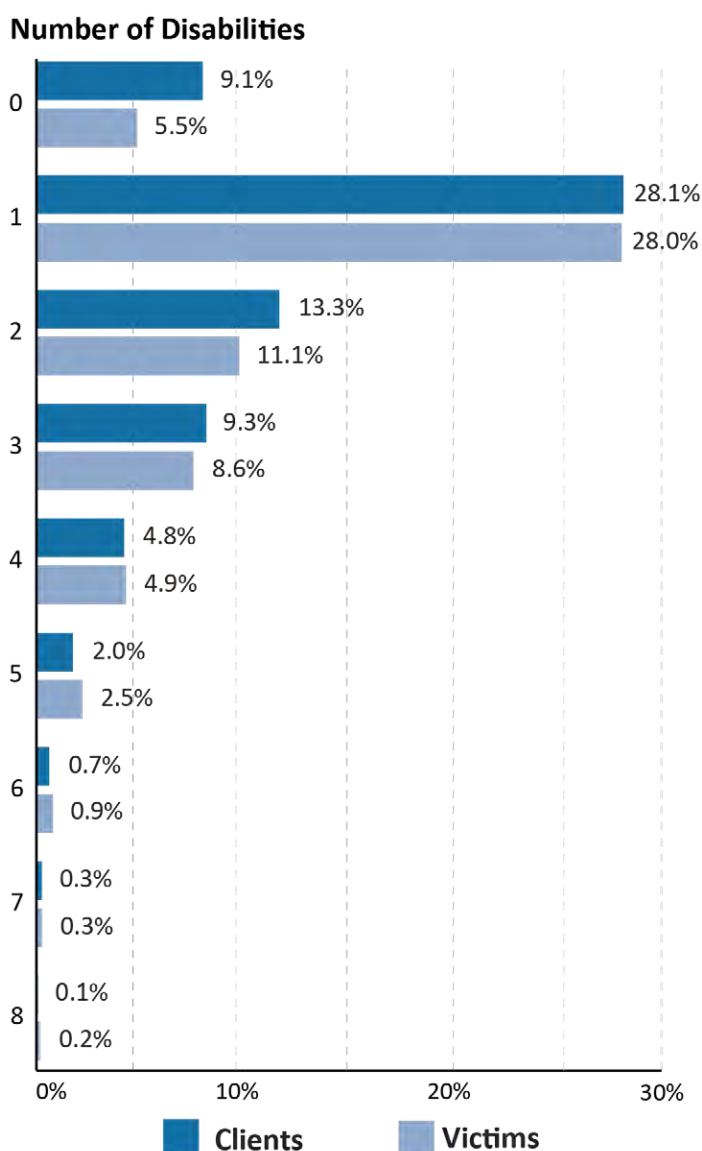
Disability	Definition	% of Clients		% of Victims	
Ambulatory Difficulty	Having serious difficulty walking or climbing stairs.	25.6%		31.8%	
Cognitive Difficulty	Because of a physical, mental, or emotional problem, having difficulty remembering, concentrating, or making decisions.	21.4%		20.3%	
Communication Difficulty	Because of a physical, mental, or emotional problem, having difficulty with speech or language.	4.5%		5.3%	
Hearing Difficulty	Deaf or having serious difficulty hearing.	2.9%		3.7%	
Independent Living Difficulty	Because of a physical, mental, or emotional problem, having difficulty doing errands alone such as visiting a doctor's office or shopping.	27.3%		21.7%	
Self-Care Difficulty	Having difficulty bathing or dressing.	21.2%		20.6%	
Vision Difficulty	Blind or having serious difficulty seeing, even when wearing glasses.	3.0%		4.1%	
Other	Disabilities other than those specified in the categories provided.	13.3%		10.1%	
None	Assessed, and no disability determined.	9.1%		5.5%	

Note: Based on data from 24 states for 356,994 clients and 23 states for 128,484 victims. Disability status was unknown for 32.2% of clients and 37.9% of victims.

Chapter 3: Clients and Victims

The percentages for both clients and victims with a documented disability total more than 100% because individuals involved with APS may have multiple disabilities. As shown in Exhibit 3.5, while the largest percentage of clients and victims have only one documented disability type (listed in Exhibit 3.4), some states identified as many as eight disability types for individual clients and victims.

Exhibit 3.5: APS Clients and Victims by Number of Disability Types



Note: Based on data from 24 states for 356,994 clients and 23 states for 128,484 victims. Disability status was unknown for 32.2% of clients and 37.9% of victims.



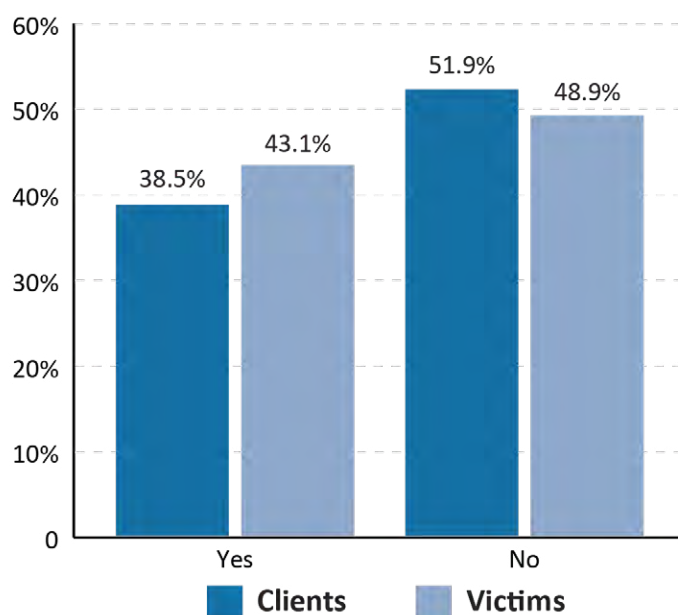
Chapter 3: Clients and Victims

APS Clients and Victims with Prior Reports

There are several reasons why clients and victims may have been the subject of a previous APS report. Although APS interventions address emergency needs and are intended to mitigate the root causes of the maltreatment, other factors contribute to maltreatment recurring, including known risk factors for the population, the lack of available or accessible services, and the client's right to decline intervention. Maltreatment victims are also at ongoing risk due to potential changes in their financial, mental, or physical conditions; informal or formal support systems; and/or living situations.

A higher percentage of victims (43.1%) than clients (38.5%) had previous reports of maltreatment in the states that submitted this information as shown in Exhibit 3.6. Victims of abandonment were the subject of a previous report at a higher rate (56.5%) than victims of other types of maltreatment (see Appendix Exhibit B.7).

Exhibit 3.6: APS Clients and Victims with a Prior Report



Note: Based on data from 25 states for 413,944 clients and 24 states for 141,651 victims. Prior report information was unknown for 9.6% of clients and 7.9% of victims.



Chapter 3: Clients and Victims

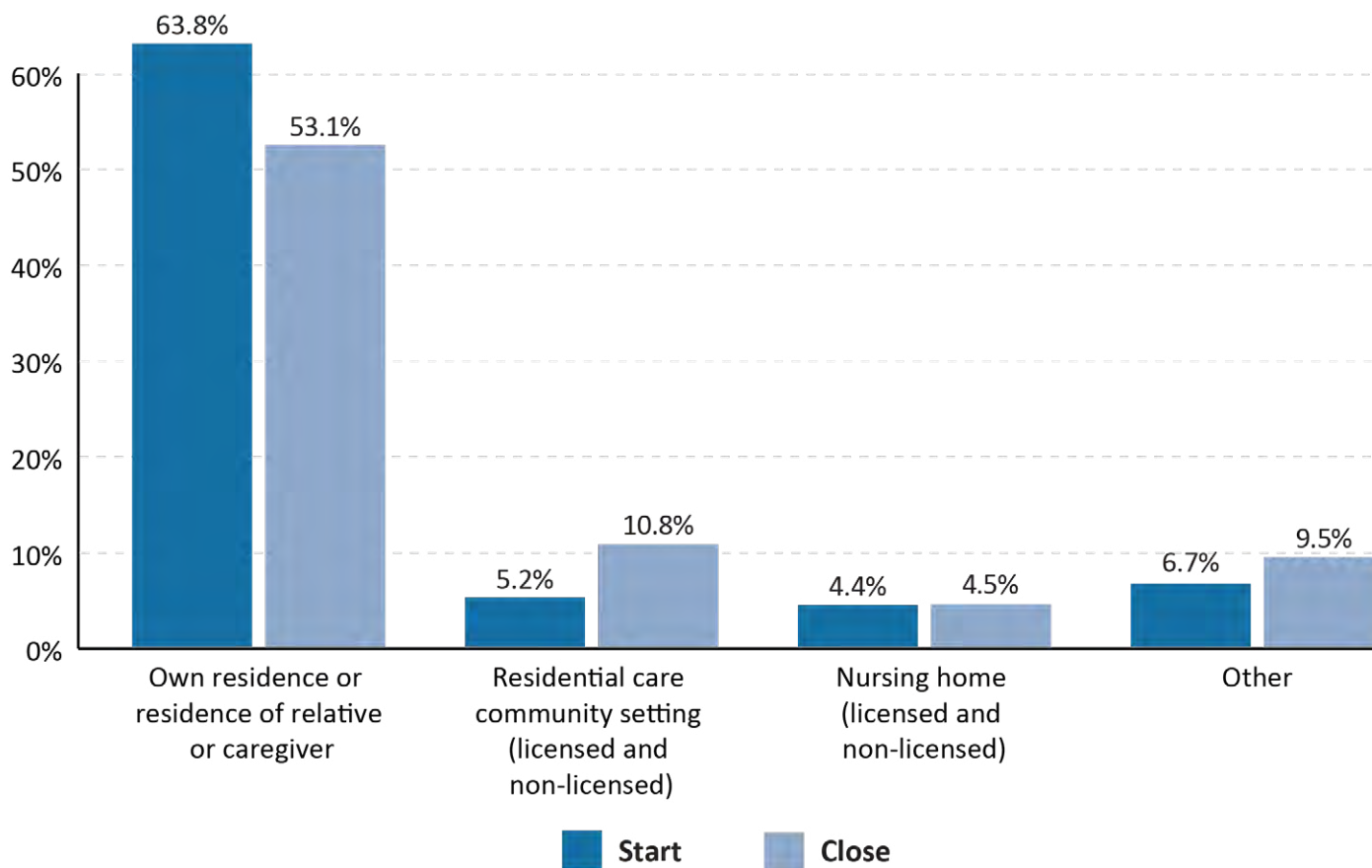
Residence of Adult Maltreatment Victims

One concern commonly expressed about APS intervention is that victims will be inappropriately placed in residential care facilities because of the APS investigation. Changes in a victim's living setting may be the result of maltreatment, but it could also be the result of other changes in the adult's life circumstances.

Only a small number of states submit data on the residence of victims at **both** the start and close of an APS case, and for that reason the percentage presented in Exhibit 3.7 may not be representative for all victims. Exhibit 3.7 provides the data for the 64,870 maltreatment victims with a known value for both

Living Setting at Start and Living Setting at Close. While 63.8% of victims are living in their own residence or the residence of a relative or caregiver at the beginning of their APS cases, 53.1% of victims are living in their own residence or the residence of a relative or caregiver at the end of those APS cases. It is important to note that the drop in the percentage (-10.7%) of victims residing in their own homes at the start of an investigation is not equal to the increase in the percentage (+5.7%) of victims residing in a nursing home or residential care facility at the close of an investigation due to the difference in unknown data.

Exhibit 3.7: Victim Living Arrangement at Start and Close of the Investigation



Note: Based on data for 64,870 victims from 15 states. Living arrangement was unknown for 19.9% of victims at the start of the investigation and 22.1% of victims at the close of the investigation.

Chapter 4: Perpetrators

Perpetrators of Adult Maltreatment

APS programs do not systematically collect detailed demographic information on perpetrators to the same degree as they do for clients and victims. Less than half of states submit the perpetrator data elements to NAMRS. Although some states will name the victim in a self-neglect case as a perpetrator or “self-perpetrator,” the NAMRS data reported here excludes self-perpetrators. The perpetrator data that has been reported to NAMRS provides the following insights:

- For cases where the perpetrator age was known, the largest percentage of perpetrators were between ages 50-59 (10.3%) as illustrated in Exhibit 4.1.
- Known perpetrator age by maltreatment types, illustrated in Appendix Exhibit B.8, shows that the highest percentage of perpetrators fall between ages 50 and 59 for most maltreatment categories. However, almost a quarter (24.1%) of perpetrators responsible for abandonment are older (age 60-69) and the perpetrators of exploitation and physical abuse tended to be younger (ages 40-49 and 30-49, respectively).



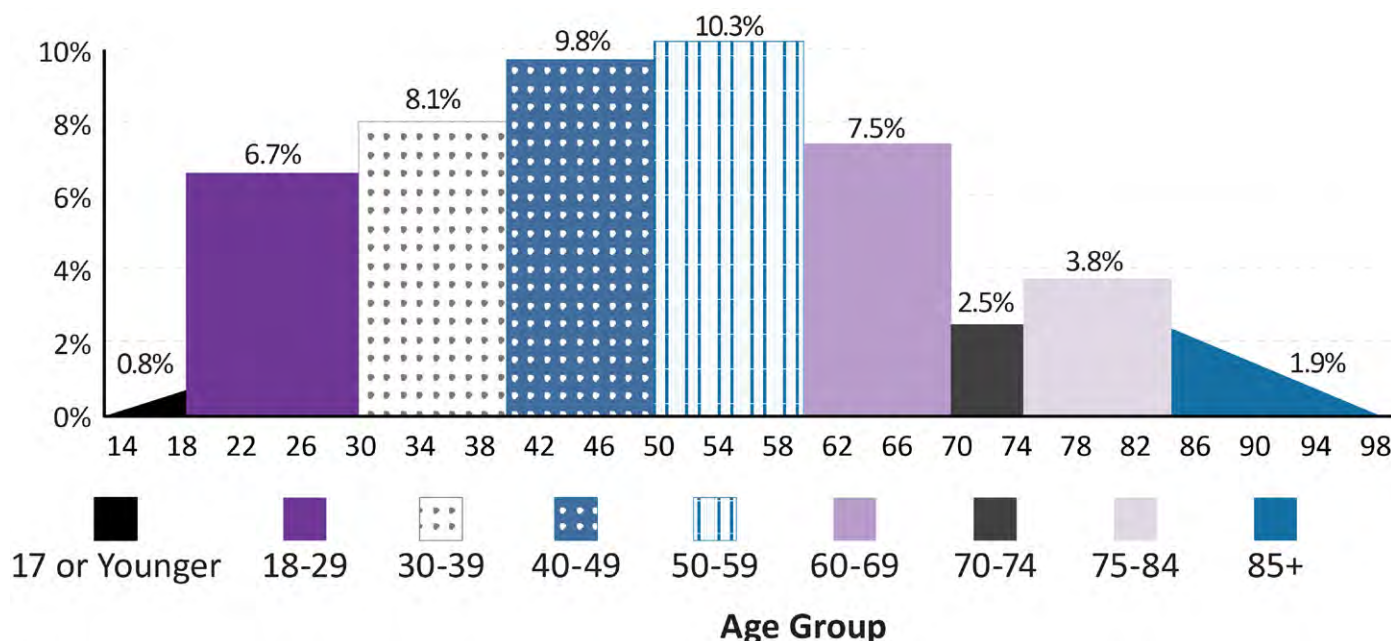
42.2% of perpetrators are women.



41.2% of perpetrators are men.

- Data on gender was submitted for 44,781 perpetrators and was unknown for 16.5% of them. For the 34 states reporting perpetrator gender, women (42.2%) were slightly more likely than men (41.2%) to be listed as the perpetrator. Perpetrator gender by maltreatment types revealed some variations as shown in Appendix Exhibit B.9: men are identified as perpetrators at a higher percentage in cases of abuse (emotional, physical, and sexual), and women are more often the perpetrators in cases of abandonment, exploitation, and neglect as well as the state-defined maltreatment types (Other).
- For the 30 states reporting victim-perpetrator relationship data, 29.1% of the 36,153 victims had no familial relationship with the perpetrator (see Appendix Exhibit B.10). The victim-perpetrator relationship was unknown for 7.6% of the victims.

Exhibit 4.1: Perpetrator Age



Note: Based on data submitted by 30 states for 38,414 perpetrators. Age was unknown for 48.6% of perpetrators.

Chapter 5: Discussion

Introduction

The *2022 Adult Maltreatment Report* is the seventh annual report of data from NAMRS. This chapter is focused on efforts to improve the NAMRS data collection. The purpose of NAMRS is to collect data to better understand adult maltreatment as investigated by APS programs. In the past, NAMRS has been referred to as a developing data set because data had been collected for only a few years, limiting the ways in which it was appropriate to use. This meant the raw data was not made available to state APS programs or researchers. In addition, state-specific data was not reported or shared except with explicit state permission.

Despite these limitations, the data has been used for projects to increase our understanding of adult maltreatment and APS programs. The goals of the data collection are listed in the text box on this page. In support of these goals, NAMRS data has been used in ways such as:

- Informing the annual Adult Maltreatment Reports
- Answering technical assistance questions from APS programs
- Providing data for system and outcome program evaluations
- Providing data for ACL and Centers for Medicare and Medicaid predictive analytics research
- Providing data for other federal programs and analysis

FFY 2023 was a year of transition in NAMRS. The data collection was reauthorized by the Office of Management and Budget (OMB) under the Paperwork Reduction Act (PRA), resulting in important changes to the data and how it is used. This chapter describes those changes, as well as joint efforts by the APS TARC NAMRS support team and APS programs to improve the quality of data submissions, particularly data completeness.



Goals of NAMRS

Support ACL's federal leadership role for the development and implementation of comprehensive APS systems

Provide a better understanding of the extent, nature, and characteristics of the maltreatment of older Americans and adults with disabilities

Support ACL's role in providing a coordinated and seamless response for helping adult victims of abuse and to prevent abuse before it happens

Assist in developing model APS program standards to help states improve the quality and consistency of programs

Support a coordinated federal research strategy to fill the gaps in knowledge and develop evidence-based interventions to prevent, identify, report, and respond to elder abuse, neglect, and exploitation

Chapter 5: Discussion

Data Renewal

The OMB reauthorization in 2023, effective for three years, was the second reauthorization of NAMRS under PRA. For this reauthorization, ACL sought stakeholder input on how to improve the data collection and overall system. The NAMRS support team facilitated a series of listening sessions with APS professionals and the various partner communities (shown in the text box to the right) whose work intersects with APS.

Stakeholder discussions focused on the overall purpose of NAMRS and potential changes to both the system and data based on the following questions:

- Have there been changes in your field related to adult maltreatment that would indicate a need for additional data elements?
- What data elements may be missing that are important to understand adult maltreatment?
- Have there been changes in data collection systems in your field that would impact NAMRS?
- Are there any recent changes in federal law, state law, policy, or practice that impact adult maltreatment data needs?

As a result of stakeholder feedback, the current reauthorization includes changes to data elements and will expand the use of the data to include sharing state-specific information. The data changes included numerous additional and updated policy questions in the Agency Component to help provide a better understanding of APS programs. After consideration of stakeholder suggestions, one new data element, on communication assistance, was added to Case Component. In addition, there were several additions to the code values for existing Key Indicator and Case Component data elements to collect information on new areas of interest, such as identification of clients receiving Medicaid Home and Community Based Services. Finally, a few definitions were updated, most notably for gender and sexual orientation.

Data Renewal Listening Session Partner Communities

- APS Programs
- Aging Programs
- Disability Programs
- Criminal Justice and Law Enforcement Professionals
- Public Health and Foundations
- Federal Agencies
- Researchers
- IT and Technology Vendors



Chapter 5: Discussion

Improving Data Completeness

The NAMRS system was designed with aspirational data elements – that is, data elements ACL recognized most programs did not currently collect but believed were important for understanding adult maltreatment. The goal was for APS programs to begin collecting additional data elements over time. The consequence of this aspirational aspect is that very little data is reported for some data elements. For example, there are data elements not included in this report due to lack of completeness; for those data elements with more complete data, the notes to the charts in the preceding chapters provide a good overview of the degree of data completeness.

The APS TARC conducted a data completeness analysis for ACL in 2020. Data completeness was defined by how many data elements were submitted by APS programs and how much of the submitted data was “unknown.” To determine one metric of how much data was unknown, for each data element, data that was “missing” was combined with data listed as “unknown.” In an effort to refine the data, future efforts may include separating what was “missing” from data listed as “unknown.” The 2020 analysis found that:

- The number of states providing Case Component data was slowly increasing.
- The number of data elements Case Component states provide had increased.
- Of the different data attributes, data on victims was the most complete and perpetrator relationship data was the least complete. Within the attributes, demographic data for clients and victims was the most complete.
- There was a wide range in individual state completeness, with some states providing almost every data element, some providing only a few, and most somewhere in between.
- States that provide more data elements tended to have more unknown data.



The 2020 analysis recommended further exploration of state-specific challenges that contribute to high percentages of incomplete data and why some states are more successful in collecting the data. In response, over the past two years NAMRS support staff have worked with states to explore these questions. Specifically, NAMRS staff have shared and discussed with states their individual overall data completeness patterns to help identify gaps and determine reasons for incomplete data.

NAMRS staff discussed questions to help identify areas for potential improvement. The first question was why some states are not reporting Case Component data. This is primarily due to staff resources to prepare submissions and operational structure. Staffing concerns included having access to and/or dedicated IT staff assigned to work with the APS and NAMRS programs, as well as the impact of worker turnover on the quality of data entry. A few states do not have the resources in their IT department to do the work to produce Case Component data. Another reason was the inability to compile information from different data systems, particularly in county-based states and states where multiple agencies collect and provide NAMRS data.

Chapter 5: Discussion

NAMRS staff also explored the question of why data elements or code values are not mapped (included) in the Case Component submission. Some of the reasons are described in the box “Reasons Data Is Not Mapped.” An overarching reason cited multiple times is the difficulty of convincing frontline staff (and sometimes administration) to see the value or importance of collecting some data elements. Fields that are not mandatory/required are not a priority for staff and are often not collected. Making changes to what is required and how it is collected could entail both policy and system design changes. Administrators described a need to understand the value added for their organizations before increasing mandates on staff and allocating resources to address system design.

NAMRS staff also explored what causes missing or unknown data. The overwhelming response to this question was that workers simply do not collect the information if it is not required. There were multiple examples of why the information was not being collected, including:

- Information is difficult to obtain for various reasons
- Not considered a priority for frontline caseworkers
- Sensitive information the worker is not comfortable asking (e.g., sexual orientation)
- Overlooked or difficult to input data in the case management system

For this adult maltreatment report, the APS TARC conducted additional analysis of the overall data completeness trends. Exhibit 5.1 shows the trend data for three metrics of data completeness. The first is simply the number of states submitting case component data. The trend shows a levelling off in recent years. The second metric is the total number of data elements reported by Case Component states. The number of submitted data elements has almost doubled, from

Reasons Data Is Not Mapped

- State policies significantly impact what is allowable as well as what is available for inclusion in the NAMRS submissions.
- Several states noted situations where their definitions do not align well with the NAMRS definitions, (e.g., services code values).
- Other states shared that their systems do not have code values equivalent to the NAMRS code values (e.g., language categories).
- States sharing systems with other programs (e.g., child protective services) are using fields and code values that were not designed for APS/adult services and may not be consistent with the NAMRS elements.
- Qualitative information collected in narrative fields cannot be included in the data submission.
- NAMRS has a few elements designed to track changes in the case over the case duration (e.g., living arrangement at start and close), and some states’ systems only allow for the element (i.e., living arrangement) to be recorded once during the case episode.

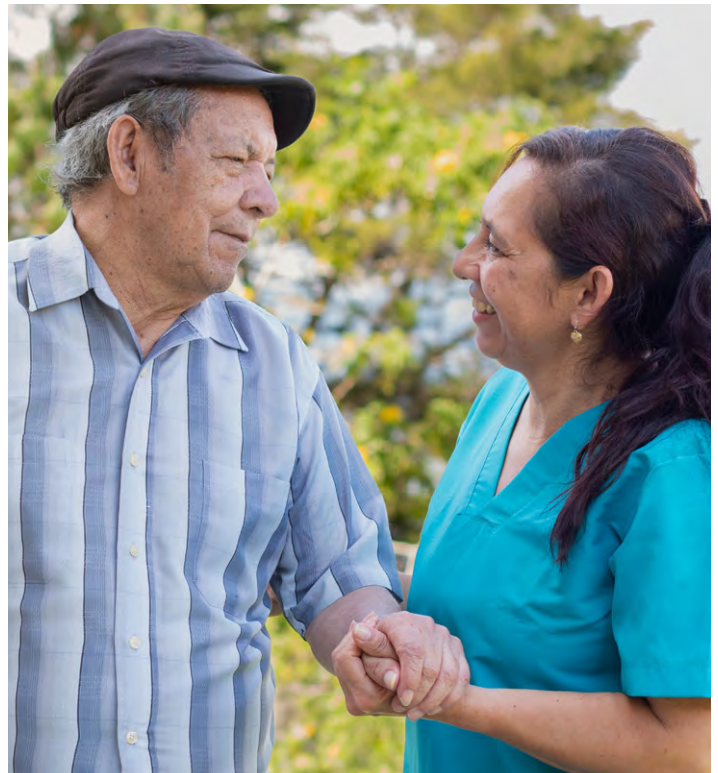
Chapter 5: Discussion

611 in 2016 to 1,152 in 2022, again with a leveling off in recent years. This was primarily driven by the increases in the number of states reporting case component data; however, the average number of data elements increased from 25 per state in 2016 to 32 in 2022. Finally, consistent with the increase in the average number of data elements, the exhibit also shows the average percentage of records by data element that have “known” data increased from 63% to 69%, again leveling off in recent years.

Exhibit 5.1: Data Completeness by Year

Federal Fiscal Year	Number of States Submitting Case Component Data	Total Number of Data Elements Across All States	Average Percentage of Records with Known Data
2016	24	611	63%
2017	26	659	65%
2018	31	810	64%
2019	33	957	68%
2020	35	1053	68%
2021	36	1122	70%
2022	36	1152	69%

To determine the specific data elements that had seen the most improvement in data completeness, the difference between the number of states submitting a data element in 2016 and 2022 were examined as shown in Exhibit 5.2. The data elements with the largest increase are Benefits, Employment Status, Living Setting at Close, Schooling Level, Services Referred, Agency FIPS Code, FIPS Code, Interagency Coordination, Client-Perpetrator Cohabitation at Start, and Primary Language. As discussed above, some items remain difficult for states to report, particularly disability status and the types of services their programs provide.



Chapter 5: Discussion

Exhibit 5.2: Change in Data Completeness by Data Element

Population	Data Element	# of States Reporting in 2022	Difference in Number of States Reporting Between 2016 and 2022
Client	ADL Score	6	5
Client	IADL Score	6	5
Client	Services APS	12	6
Perpetrator	Disabilities	11	7
Client	Sexual Orientation	9	8
Investigation	Report Source	30	8
Perpetrator	Behavioral Health Conditions	12	8
Client	Income Level	16	9
Perpetrator	Ethnicity	24	9
Perpetrator	Race	27	9
Relationship	Client-Perpetrator Kinship Relationship	30	9
Client	Substitute Decision Makers at Close	15	10
Client	Ethnicity	31	10
Client	Gender Identity	36	10
Client	Living Setting at Start	19	10
Client	Marital Status	27	10
Client	Previous Report	25	10
Client	Race	35	10
Client	Services at Start	16	10
Investigation	Case Closure Date *	36	10
Maltreatment	Disposition *	36	10
Maltreatment	Maltreatment Type *	36	10
Relationship	Client-Perpetrator Association at Close	12	10
Relationship	Perpetrator Legal Remedies	12	10
Client	Age	36	11
Client	Close Reason	33	11
Client	Disabilities	24	11
Client	Services at Close	16	11
Investigation	Report Date	36	11
Investigation	Start Date	35	11
Perpetrator	Age	30	11
Relationship	Perpetrator Substitute Decision Maker at Start	14	11
Client	Behavioral Health Conditions	20	12
Client	Substitute Decision Makers at Start	17	12

Chapter 5: Discussion

Population	Data Element	# of States Reporting in 2022	Difference in Number of States Reporting Between 2016 and 2022
Client	Maltreatment Setting	22	12
Investigation	Disposition Date	32	12
Perpetrator	Gender Identity	34	12
Relationship	Client-Perpetrator Cohabitation at Close	15	12
Relationship	Client-Perpetrator Association at Start	18	12
Client	Benefits	21	13
Client	Employment Status	18	13
Client	Living Setting at Close	21	13
Client	Schooling Level	20	13
Client	Services Referred	21	13
Investigation	Agency FIPS Code	28	13
Client	FIPS Code	28	15
Client	Interagency Coordination	22	15
Relationship	Client-Perpetrator Cohabitation at Start	18	15
Client	Primary Language	29	16

* Mandatory data elements

Conclusion

In recent years, ACL has required improved NAMRS reporting as an explicit goal of the discretionary grant projects funded. Numerous states are using the recent federal funding for APS to improve their reporting by replacing their existing case management systems or adding data elements to specifically address data completeness gaps. While IT projects take time, NAMRS should see an improvement in data completeness from these state system improvements in the next few years.

Improved data completeness will continue to be a goal for ACL and the APS TARC. The APS TARC will continue to make NAMRS data available as a tool for states to use for program improvement. The eventual sharing of state-specific data will provide states with the ability to conduct more detailed analysis.

NAMRS is the only national administrative data set on adult maltreatment. The enhancements to the data through data renewal and efforts to improve data completeness will support research efforts to better understand adult maltreatment and inform the policy and practice decisions made by APS programs. ACL is committed to making NAMRS ever more useful to the APS system as a whole.

Appendix A

Agency Component

Collects information on the policies and practices of each state adult protective services (APS) agency as context for understanding the Case Component or the Key Indicators Component submission.



General Information

Element No.	Element Name
-------------	--------------

Agency 1.1	Agency Name 1
------------	---------------

Agency 1.2	Agency Name 2
------------	---------------

Agency 2.1	Street 1
------------	----------

Agency 2.2	Street 2
------------	----------

Agency 2.3	City
------------	------

Agency 2.4	State
------------	-------

Agency 2.5	ZIP
------------	-----

Agency 3.1	Street 1
------------	----------

Agency 3.2	Street 2
------------	----------

Agency 3.3	City
------------	------

Agency 3.4	State
------------	-------

Agency 3.5	ZIP
------------	-----

Multiple contact names and associated information can be entered

Agency 4.1	Name
------------	------

Agency 4.2	Title
------------	-------

Agency 4.3	Email
------------	-------

Agency 4.4	Phone
------------	-------

Agency 4.5	Contact's role in agency
------------	--------------------------



Agency Profile

Element No.	Element Name
-------------	--------------

Agency 5	Data sources
----------	--------------

Agency 6	Population served
----------	-------------------

Agency 6.1	Population served: setting
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Agency 7	Investigator FTEs filled
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Agency 7.1	Supervisor FTEs filled
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Agency 8	Intake
----------	--------

Agency 9	Reports accepted for investigation
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Agency 9.1	Reports not accepted, or resolved through I&R/I&RA
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Agency 10	Response time in hours
-----------	------------------------

Agency 11	Investigation completion time in days
-----------	---------------------------------------

Agency 12	Types of maltreatment
-----------	-----------------------

Agency 13	Standard of evidence
-----------	----------------------

Agency 14	Assessment tools
-----------	------------------

Agency 15	Service gaps
-----------	--------------

Agency 16	Perpetrators
-----------	--------------

Appendix A

Key Indicators

OMB Control Number: 0985-0054
Expiration Date: 03/31/2023

Summary statistics on all cases in federal fiscal year on 20 data elements



Investigations

1 Data Element

Element No.	Element Name/Description
K 1	Investigations closed



Clients

3 Data Elements

Element No.	Element Name/Description
K 2	Clients who received an investigation
K 3	Clients who received interagency coordination

Clients by case closure reason

K 4.1	Investigation completed
K 4.2	Investigation completed and protective services case completed
K 4.3	Investigation unable to be completed (non-specific)
K 4.3.1	Investigation unable to be completed due to death of client during investigation
K 4.3.2	Investigation unable to be completed due to refusal of client
K 4.4	Protective services case opened but not completed (non-specific)
K 4.4.1	Protective services case closed due to death of client
K 4.4.2	Protective services case closed due to client decision to not continue
K 4.5	Other
K 4.6	Unknown



Victims

11 Data Elements

Element No.	Element Name/Description
K 5	Clients found to be victims

Victims by Age

K 6.1	18-29 years
K 6.2	30-39 years
K 6.3	40-49 years
K 6.4	50-59 years
K 6.5	60-69 years
K 6.6	70-74 years
K 6.7	75-84 years
K 6.8	85 and older
K 6.9	Unknown

Victims by Race

K 7.1	American Indian or Alaska Native
K 7.2	Asian
K 7.3	Black or African American
K 7.4	Native Hawaiian or Other Pacific Islander
K 7.5	White
K 7.6	Other
K 7.7	Unknown

Victims by Ethnicity

K 8.1	Hispanic, Latino/a, or Spanish
K 8.2	Not Hispanic, Latino/a, or Spanish
K 8.3	Unknown

Victims by Gender Identity

K 9.1	Male
K 9.2	Female
K 9.3	Transgender
K 9.4	Unknown

Element No.	Element Name/Description
K 10	Number of victims who received one or more benefits
K 11	Number of victims with one or more disabilities
K 12	Number of victims with one or more screened or diagnosed behavioral conditions

Victims by Maltreatment Type

K 13.1	Abandonment
K 13.2	Emotional abuse
K 13.3	Exploitation (non-specific)
K 13.3.1	Financial exploitation
K 13.3.2	Other exploitation
K 13.4	Neglect
K 13.5	Physical abuse
K 13.6	Sexual abuse
K 13.7	Suspicious death
K 13.8	Self-neglect
K 13.9	Other
K 13.10	Unknown


K 14	Victims with guardian or conservator at start of investigation
K 15	Victims who received services or were referred for services by APS

Appendix A

Key Indicators (continued)

OMB Control Number: 0985-0054
Expiration Date: 03/31/2023

Summary statistics on all cases in federal fiscal year on 20 data elements

Perpetrators by Age		Perpetrator		Perpetrators by Gender Identity		Perpetrators by Kinship	
Element No.	Element Name/Description	Element No.	Element Name/Description	Element No.	Element Name/Description	Element No.	Element Name/Description
K 16.1	17 and younger		Perpetrator 5 Data Elements	K 17.1	Male	K 18	Perpetrators who had a kinship relationship to the victim
K 16.2	18-29 years			K 17.2	Female	K 19	Perpetrators who had one or more associations to victim
K 16.3	30-39 years			K 17.3	Transgender	K 20	Perpetrators for whom one or more legal remedies on behalf of the victim were recommended or sought
K 16.4	40-49 years			K 17.4	Unknown		
K 16.5	50-59 years						
K 16.6	60-69 years						
K 16.7	70-74 years						
K 16.8	75-84 years						
K 16.9	85 and older						
K 16.10	Unknown						

Appendix A

Case Component

Case-level information on all cases in federal fiscal year on 54 data elements, including all Key Indicators data elements.



Investigations

7 Data Elements

Element No.	Element Name	Code Values	Element No.	Element Name	Code Values
Inv1	Investigation ID	N/A	Inv5	Investigation start date	N/A
Inv2	Report date	N/A	Inv6	Investigation disposition date	N/A
Inv3	Report source	15 code values	Inv7	Case closure date	N/A
Inv4	State/county FIPS code of investigative agency	N/A			



Clients

30 Data Elements

Element No.	Element Name	Code Values	Element No.	Element Name	Code Values
Cl1	Client ID	N/A	Cl17	Disabilities	9 code values
Cl2	Maltreatment setting	12 code values	Cl18	ADL score	N/A
Cl3	State/county FIPS code of client	N/A	Cl19	IADL score	N/A
Cl4	Case closure reason	9 code values	Cl20	Behavioral health screenings or diagnoses	10 code values
Cl5	Age	58 code values	Cl21	Living setting at start	8 code values
Cl6	Gender identity	3 code values	Cl22	Living setting at close	8 code values
Cl7	Sexual orientation	5 code values	Cl23	Substitute decision-makers at start	7 code values
Cl8	Race	17 code values	Cl24	Substitute decision-makers at close	7 code values
Cl9	Ethnicity	6 code values	Cl25	Services at start	19 code values
Cl10	Primary language	13 code values	Cl26	Services APS	19 code values
Cl11	Marital status	7 code values	Cl27	Services referred	19 code values
Cl12	Schooling level	4 code values	Cl28	Services at close	19 code values
Cl13	Employment status	4 code values	Cl29	Interagency coordination	7 code values
Cl14	Income level	5 code values	Cl30	Previous report	2 code values
Cl15	Benefits	9 code values			
Cl16	Veteran status	2 code values			



Maltreatment Allegation

2 Data Elements

Element No.	Element Name	Code Values
Mal1	Maltreatment type	11 code values
Mal2	Maltreatment disposition	4 code values

Appendix A

Case Component (Continued)

Case-level information on all cases in federal fiscal year on 54 data elements, including all Key Indicators data elements.



Perpetrator

7 Data Elements

Element No. Element Name

Per1	Perpetrator ID	N/A
Per2	Age	58 code values
Per3	Gender identity	3 code values
Per4	Race	17 code values

Element No. Element Name

Per5	Ethnicity	6 code values
Per6	Disabilities	9 code values
Per7	Behavioral health screenings or diagnoses	10 code values



Client/Perpetrator Relationship

8 Data Elements

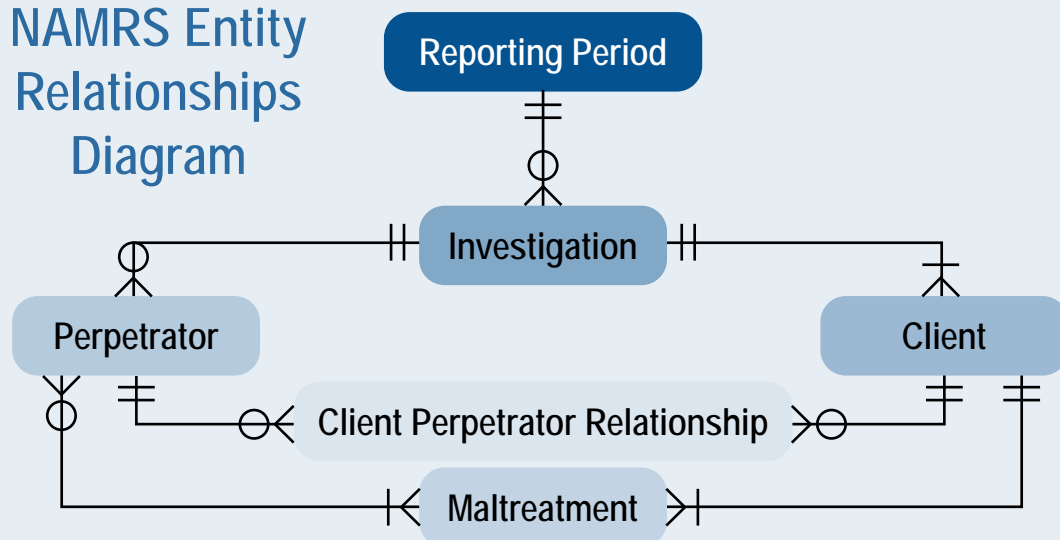
Element No. Element Name

CPR1	Cohabitation at start	2 code values
CPR2	Cohabitation at close	2 code values
CPR3	Kinship relationship	10 code values
CPR4	Perpetrator association at start	10 code values
CPR5	Perpetrator association at close	10 code values

Element No. Element Name

CPR6	Perpetrator substitute decision-maker at start	7 code values
CPR7	Perpetrator substitute decision-maker at close	7 code values
CPR8	Perpetrator legal remedy recommendation	6 code values

NAMRS Entity Relationships Diagram



Relationship Key

	One and only one
	One or many
	Zero, one, or many

Appendix B

The following exhibits provide expanded data tables for the information discussed in this report.

Exhibit B.1: Victim Maltreatment by Case Closure Reason

Close reason	Abandonment	Emotional abuse	Exploitation	Neglect	Other	Physical abuse	Self-neglect	Sexual abuse	All victims
Investigation completed	42.5%	43.7%	51.7%	45.4%	75.0%	49.7%	38.9%	46.5%	42.1%
Investigation completed and protective services case completed	24.7%	29.1%	24.9%	31.9%	4.4%	30.8%	44.0%	32.4%	39.4%
Investigation unable to be completed (non-specific)	6.9%	1.0%	0.9%	0.9%	1.4%	0.8%	0.6%	1.2%	0.6%
Investigation unable to be completed due to death of client during investigation	2.1%	0.8%	0.7%	2.5%	1.2%	0.6%	0.9%	0.0%	1.0%
Investigation unable to be completed due to refusal of client	4.2%	6.1%	2.9%	1.9%	2.0%	3.6%	2.1%	3.7%	2.4%
Other	16.5%	8.4%	6.4%	8.4%	6.5%	5.5%	4.1%	8.6%	5.0%
Protective services case closed due to client decision to not continue	0.2%	7.5%	4.7%	2.9%	4.7%	4.9%	2.5%	3.3%	3.0%
Protective services case closed due to death of client	0.2%	0.3%	0.7%	1.9%	0.8%	0.4%	0.9%	0.8%	0.9%
Protective services case opened but not completed (non-specific)	0.5%	0.4%	0.4%	0.5%	0.2%	0.3%	0.6%	0.0%	0.5%
Unknown	2.4%	2.8%	6.6%	3.7%	4.1%	3.3%	5.3%	3.4%	5.1%
Total	624	11,393	21,103	16,322	664	11,645	115,340	907	161,791

Source: Case Component

Appendix B

Exhibit B.2: Victim Maltreatment by Age

Age	Abandonment	Emotional abuse	Exploitation	Neglect	Other	Physical abuse	Self-neglect	Sexual abuse	All victims
18-29	12.3%	5.6%	2.5%	8.4%	7.5%	8.3%	2.2%	30.5%	3.5%
30-39	7.9%	4.0%	1.9%	4.9%	8.0%	5.0%	2.4%	15.0%	2.9%
40-49	9.0%	3.9%	2.0%	5.0%	6.6%	4.2%	3.7%	7.1%	3.7%
50-59	15.5%	8.0%	4.7%	9.0%	12.1%	7.4%	9.8%	8.4%	9.0%
60-69	23.2%	25.5%	21.0%	16.7%	22.4%	25.7%	27.1%	15.5%	25.1%
70-74	10.6%	14.3%	17.6%	11.2%	11.8%	14.5%	16.7%	6.3%	16.0%
75-84	13.1%	24.1%	31.8%	25.0%	20.6%	21.7%	25.5%	7.6%	25.7%
85+	6.7%	11.5%	16.8%	18.1%	9.0%	10.8%	11.2%	7.7%	12.4%
Unknown	1.6%	3.2%	1.7%	1.7%	1.8%	2.4%	1.6%	1.9%	1.7%
Total	624	11,586	22,310	18,757	785	11,971	123,889	960	174,106

Source: Case Component.

Exhibit B.3: Victim Maltreatment by Gender

Gender identity	Abandonment	Emotional abuse	Exploitation	Neglect	Other	Physical abuse	Self-neglect	Sexual abuse	All victims
Female	48.4%	70.2%	56.4%	58.4%	61.3%	62.9%	54.7%	79.0%	56.2%
Male	50.2%	27.9%	38.2%	39.6%	37.7%	35.6%	44.0%	19.3%	41.9%
Transgender	-	0.1%	0.0%	0.03%	-	0.09%	0.02%	0.1%	0.03%
Unknown	1.4%	1.8%	5.3%	1.9%	1.0%	1.3%	1.3%	1.7%	1.9%
Grand Total	624	11,586	22,310	18,757	785	11,971	123,889	960	174,106

Source: Case Component.

Appendix B

Exhibit B.4: Victim Maltreatment by Race

Race	Abandonment	Emotional abuse	Exploitation	Neglect	Other	Physical abuse	Self-neglect	Sexual abuse	All victims
White	64.5%	67.2%	51.1%	60.9%	52.7%	67.6%	65.2%	64.2%	62.7%
Black/African American	14.6%	13.1%	10.6%	16.6%	7.1%	13.2%	14.5%	14.7%	13.8%
Other	1.5%	1.3%	4.2%	2.6%	0.5%	2.2%	1.2%	1.2%	1.8%
Asian	0.2%	1.0%	0.7%	0.9%	0.4%	1.3%	0.7%	0.7%	0.8%
Hawaiian/Pacific Islander	0.4%	0.1%	0.2%	0.2%	0.0%	0.3%	0.1%	0.3%	0.2%
Native American/ Alaskan Native	0.2%	0.5%	0.6%	0.7%	0.5%	0.6%	0.8%	1.0%	0.7%
Unknown	18.9%	17.3%	33.1%	18.7%	39.1%	15.4%	18.0%	18.4%	20.5%
Total	529	10,687	21,813	19,884	1,869	11,385	113,016	893	166,085

Source: Case Component. States may select multiple values for each individual.

Exhibit B.5: Victim Maltreatment by Ethnicity

Ethnicity	Abandonment	Emotional abuse	Exploitation	Neglect	Other	Physical abuse	Self-neglect	Sexual abuse	All victims
American Indian/ Alaskan Native	5.8%	0.8%	0.7%	0.9%	5.0%	0.8%	1.3%	1.6%	1.2%
Asian	2.2%	1.0%	0.7%	1.1%	1.4%	1.6%	0.8%	0.8%	0.9%
Black	12.5%	13.3%	11.5%	17.7%	8.2%	12.9%	14.3%	14.7%	14.1%
Native Hawaiian or Other Pacific Islander	0.0%	0.1%	0.2%	0.3%	0.0%	0.3%	0.1%	0.1%	0.2%
White	61.1%	65.1%	51.9%	61.8%	47.4%	64.4%	63.6%	58.9%	62.0%
Other	0.6%	2.2%	5.7%	2.5%	1.8%	3.1%	1.6%	2.4%	2.3%
Unknown	18.3%	18.2%	29.9%	16.6%	36.2%	17.5%	18.9%	22.9%	20.1%
Total	624	11,582	22,281	18,748	784	11,969	123,889	960	174,068

Source: Case Component. States may select multiple values for each individual.

Appendix B

Exhibit B.6: Victim Maltreatment by Disability

Disability	Abandonment	Emotional abuse	Exploitation	Neglect	Other	Physical abuse	Self-neglect	Sexual abuse	All victims
Ambulatory	33.7%	22.8%	23.9%	37.8%	15.9%	21.5%	33.7%	16.4%	31.8%
Cognitive	35.3%	18.2%	24.2%	35.5%	20.9%	23.8%	17.7%	39.3%	20.3%
Communication	16.0%	5.5%	5.4%	14.9%	6.1%	7.7%	3.7%	11.4%	5.3%
Hearing	5.9%	4.2%	5.9%	5.9%	2.9%	3.7%	3.2%	2.9%	3.7%
Independent Living	55.6%	27.1%	27.8%	45.1%	32.1%	29.0%	17.1%	38.0%	21.7%
Self Care	46.7%	22.6%	21.9%	42.6%	25.6%	23.1%	17.3%	25.6%	20.6%
Vision	5.6%	4.4%	5.7%	5.4%	1.8%	3.6%	3.9%	3.0%	4.1%
Other	5.6%	16.9%	16.3%	15.8%	41.5%	13.3%	8.0%	16.8%	10.1%
None	7.5%	12.7%	18.0%	2.8%	7.9%	12.4%	3.0%	8.4%	5.5%
Unknown	16.0%	34.4%	24.7%	24.7%	15.2%	33.1%	42.6%	21.7%	37.9%
Total	306	9,078	13,708	14,560	277	10,024	92,979	761	128,483

Source: Case Component. States may select multiple disabilities for each individual.

Exhibit B.7: Victim Maltreatment by Previous Report

Previous report	Abandonment	Emotional abuse	Exploitation	Neglect	Other	Physical abuse	Self-neglect	Sexual abuse	All victims
Yes	56.5%	36.6%	36.8%	45.2%	53.1%	36.8%	44.6%	44.9%	43.1%
No	43.4%	46.1%	55.3%	40.7%	46.6%	49.2%	48.5%	44.7%	48.9%
Unknown	0.2%	17.4%	7.9%	14.2%	0.3%	14.0%	6.9%	10.4%	7.9%
Total	602	10,184	15,098	14,616	650	10,603	103,409	781	141,650

Source: Case Component.

Appendix B

Exhibit B.8: Victim Maltreatment by Perpetrator Age

Age group	Abandonment	Emotional abuse	Exploitation	Neglect	Other	Physical abuse	Sexual abuse	All perpetrators
17 and younger	-	1.2%	0.2%	0.2%	0.0%	2.4%	1.5%	0.8%
18-29	7.4%	7.6%	7.1%	4.0%	9.5%	8.4%	8.9%	6.7%
30-39	5.4%	9.5%	8.6%	5.5%	11.4%	9.7%	7.2%	8.1%
40-49	9.7%	10.7%	10.5%	8.7%	9.0%	9.7%	9.9%	9.8%
50-59	18.2%	11.1%	9.8%	11.3%	12.9%	9.0%	10.4%	10.3%
60-69	24.1%	8.1%	5.2%	8.8%	12.3%	7.8%	10.1%	7.5%
70-74	5.7%	2.8%	1.2%	3.2%	6.3%	3.1%	3.9%	2.5%
75-84	7.1%	4.2%	1.3%	4.7%	7.3%	5.6%	3.8%	3.8%
85+	2.3%	1.7%	1.1%	2.2%	2.7%	2.4%	3.2%	1.9%
Unknown	20.2%	43.0%	55.0%	51.4%	28.7%	41.9%	41.0%	48.6%
Total	352	7,382	14,754	11,502	823	8,884	585	38,412

Source: Case Component.

Exhibit B.9: Victim Maltreatment by Perpetrator Gender

Gender identity	Abandonment	Emotional abuse	Exploitation	Neglect	Other	Physical abuse	Sexual abuse	All perpetrators
Female	50.8%	38.8%	41.4%	49.9%	55.8%	38.1%	10.1%	42.2%
Male	42.1%	53.6%	32.4%	35.6%	38.2%	55.2%	75.2%	41.2%
Transgender	-	0.1%	0.1%	0.1%	0.0%	0.1%	0.4%	0.1%
Unknown	7.1%	7.5%	26.2%	14.4%	6.1%	6.6%	14.3%	16.5%
Total	463	9,313	16,795	13,894	823	10,062	770	44,779

Source: Case Component.

Appendix B

Exhibit B.10: Victim Maltreatment by Perpetrator Relationship

Kinship relationship	Abandonment	Emotional abuse	Exploitation	Neglect	Other	Physical abuse	Sexual abuse	All victims
Child	7.2%	26.0%	20.1%	22.7%	14.4%	25.8%	2.3%	21.6%
Domestic partner, including civil union	0.9%	1.9%	0.6%	1.1%	0.1%	2.8%	1.6%	1.3%
Grandchild	0.9%	7.0%	5.3%	2.2%	0.7%	7.3%	0.7%	4.8%
Grandparent	-	0.1%	0.11%	0.3%	-	0.1%	0.0%	0.1%
Parent	8.1%	5.3%	2.6%	9.3%	3.6%	5.4%	8.3%	5.4%
Sibling	3.5%	4.1%	2.6%	4.0%	1.0%	3.6%	3.2%	3.2%
Spouse	4.6%	15.9%	2.0%	14.7%	4.4%	17.1%	5.6%	10.5%
Other relative	4.1%	18.8%	16.9%	12.6%	2.1%	9.7%	12.8%	13.9%
Yes (not specific)	0.2%	1.1%	2.7%	3.4%	2.6%	0.9%	3.5%	2.4%
None	69.5%	15.0%	34.9%	23.7%	69.2%	23.4%	55.4%	29.1%
Unknown	0.9%	4.9%	12.2%	6.1%	1.8%	3.8%	6.7%	7.6%
Total	459	7,093	13,092	11,157	721	8,469	569	36,153

Source: Case Component.