



Adult Protective Services

ANNUAL REPORT

Fiscal Year 2023

(October 2022 - September 2023)

**Division of Adult
Services Economic
Stability Administration**

DIRECTOR

Division of Adult Services

Dear Friends,

I am pleased to present the first Adult Protective Services (APS) annual report for fiscal year 2023. The annual report came about as the result of the Michigan Department of Health and Human Services (MDHHS) restructuring of Adult Services to combine the current policy section called Supportive Adult Services Section (SASS) and the newly created Adult Services Continuous Quality Improvement Section (ASCQIS). Together these two sections comprise the Division of Adult Services which supports the extremely important work of protecting the health and safety of vulnerable adults in Michigan.

One of the goals of the Division of Adult Services is to increase awareness and visibility of Adult Protective Services within MDHHS as well as with our community partners. The APS annual report

offers the opportunity to share an overview of all the hard work accomplished on behalf of vulnerable adults in Michigan.

Another goal for 2023 was technology enhancements. MDHHS APS completed four technology projects to improve the efficiency, effectiveness, and ease of use with the Michigan Adult Integrated Management System (MiAIMS). MDHHS APS staff utilize MiAIMS as the investigative tool when conducting APS investigations.

During fiscal year 2023, the APS program received a total of 55,882 referrals of alleged/suspected abuse, neglect, or exploitation. The dedicated APS staff investigated 21,157 cases and determined 42% were substantiated for abuse, neglect, or exploitation. We take every case seriously as we receive and respond to the allegations of abuse, neglect, or exploitation.

These findings, highlight abuse, neglect, or exploitation of our most vulnerable adults in Michigan. This needs to be viewed as a public health crisis requiring collaboration with all our community partners to identify solutions to prevent and resolve such situations.

With the dedication and hard work of the APS staff, management, and community partners, we will continue to serve the most vulnerable adults of Michigan to the best of our ability and protect, advocate and educate about abuse, neglect, or exploitation.

We look forward to building on our successes together. With sincere appreciation,

Cynthia G. Farrell, Director
Division of Adult Services



Protect.

Encourage.

Advocate.

Table of Contents

INTRODUCTION

Michigan Adult Protective Service

4

APS PROGRAM

Mission, Vision, and Program Overview

5

MICHIGAN APS PROGRAM REGULATIONS

Laws and Definitions

6

MICHIGAN APS PROGRAM

Map and Local Office Staffing

7

APS STATISTICAL OVERVIEW

Snapshot of the APS Program

8

APS COMPLAINTS

Overview and Volume

9

DEMOGRAPHICS

Client Information

10

INVESTIGATION HARM TYPES

Harm Type and Substantiation

11

NON-CLIENT DEMOGRAPHICS

Perpetrator and Referral Source

12

APS SERVICES

Services and Grants

13

APS STRATEGIC PLAN

Organizational Activities

14

INTRODUCTION

Michigan Adult Protective Services

Abuse of vulnerable adults is one of the fastest growing crimes in Michigan. A National Institute of Justice study found that 11 percent of elder adults reported they had been abused, neglected, or exploited.

Michigan's Adult Protective Services (APS) investigators protect vulnerable adults from abuse, neglect, and exploitation by coordinating with mental health, public health, law enforcement, the probate courts, aging networks, community groups and the general public.

The goal of the Michigan's APS program is to protect vulnerable adults, 18 years or older, through providing safety and stability in the least intrusive and least restrictive environment.

Whom Does APS Serve?

Adults most likely to need protective services are often:

- Elderly.
- Developmentally disabled.
- Physically disabled.
- Intellectually disabled.
- Unable to meet basic, daily needs.
- Isolated, withdrawn from family, friends, and social activities.

Developing a Caring Community

A caring community is concerned for and aware of the needs of vulnerable adults. It accepts and embraces the responsibility to notify APS when it is aware of a vulnerable person in need of protection.



APS Assists with Services to Adults

Services provided through APS vary based on the need of the adult. APS responds to the specific needs of adults by providing or referring the adult to a variety of different services, including:

- Social protection.
- Financial management.
- Conservatorship/guardianship/mental health hospitalization.
- Counseling.
- Education and training.
- Family-centered planning.
- Health-related needs.

APS PROGRAM

Mission, Vision, and Program Overview







Mission

Michigan Adult Protective Services ensures vulnerable adults, and their families receive supports through assessment, referral, and provision of services to live in the least restrictive setting with a sense of dignity, safety, and well-being.








Vision

Michigan recognizes the value of empowering vulnerable adults by facilitating supportive services and sustainable solutions for individuals to live with a sense of dignity, safety, and well-being.

APS Does:

-  Help vulnerable adults remain safe.
-  Provide investigation services.
-  Make referrals to other community partners.
-  Purchase services and goods with APS funds.
-  Work with vulnerable adults' chosen support system.
-  Pursue legal intervention as needed (last resort).

APS Does Not:

-  Remove anyone from their home.
-  Make people work with APS.
-  Make people accept services.
-  Place a person in a nursing home.
-  Release private information.
-  Identify referral source name.
-  Investigate nursing home staff.

MICHIGAN APS REGULATIONS

Laws and Definitions

The Social Welfare Act, Michigan Compiled Laws MCL 400.11 - 400.11f

Gives the Michigan Department of Health and Human Services (MDHHS) the responsibility to provide adult protective services (APS) to vulnerable adults at risk of harm. MDHHS is required to “... commence an investigation to determine whether the person suspected of being or believed to be abused, neglected or exploited is an adult in need of protective services.”

The Social Welfare Act, MCL 400.11b

Certain professions have a legal obligation under The Social Welfare Act to report any suspicions regarding vulnerable adults who they believe have been harmed or are at risk of harm from abuse, neglect or exploitation. This includes a person who is employed, licensed, registered, or certified to provide health care, educational, social welfare, mental health, or other human services; an employee of an agency licensed to provide health care, educational, social welfare, mental health, or other human services; a law enforcement officer; or an employee of the office of the county medical examiner.

Michigan Penal Code, MCL 750.145 et seq.

Prohibits and provides penalties for the financial exploitation of a vulnerable adult. Banks and credit unions with a physical location in Michigan are mandatory reporters.

Michigan Financial Exploitation Prevention Act, MCL 750.174

Prohibits and provides penalties for the financial exploitation of a vulnerable adult. Banks and credit unions with a physical location in Michigan are mandatory reporters.

Vulnerable	A condition in which an adult is unable to protect himself or herself from abuse, neglect, or exploitation because of a mental or physical impairment or advanced age.
Abuse	Harm or threatened harm to an adult’s health or welfare caused by another person. Abuse may be physical, sexual or emotional.
Neglect	Harm to an adult’s health or welfare caused by the inability of the adult to respond to a harmful situation (self-neglect) or the conduct of a person who assumes responsibility for a significant aspect of the adult’s health or welfare.
Exploitation	Misuse of an adult’s funds, property, or personal dignity by another person.

Maps and Local Office Staffing

Michigan Adult Services (AS) Staff Statewide

Adult Services is comprised of three programs, Adult Community Placement, Adult Protective Services, and Home Help. Many supervisors and staff manage or carry a caseload from more than one program. The numbers provided on this page are a total number of staff for all three Adult Services programs and how many staff are assigned to APS.



APS STATISTICAL OVERVIEW

Snapshot of the APS Program

55,882

new referrals were received.

A referral is an allegation, report or other communication which contains information about known or suspected abuse, neglect, or exploitation to vulnerable adults.

21,157

new referrals were assigned for an investigation.

During the course of an investigation an APS worker will determine if the adult was abused, neglected, or exploited.

34,725

new referrals were denied for investigation.

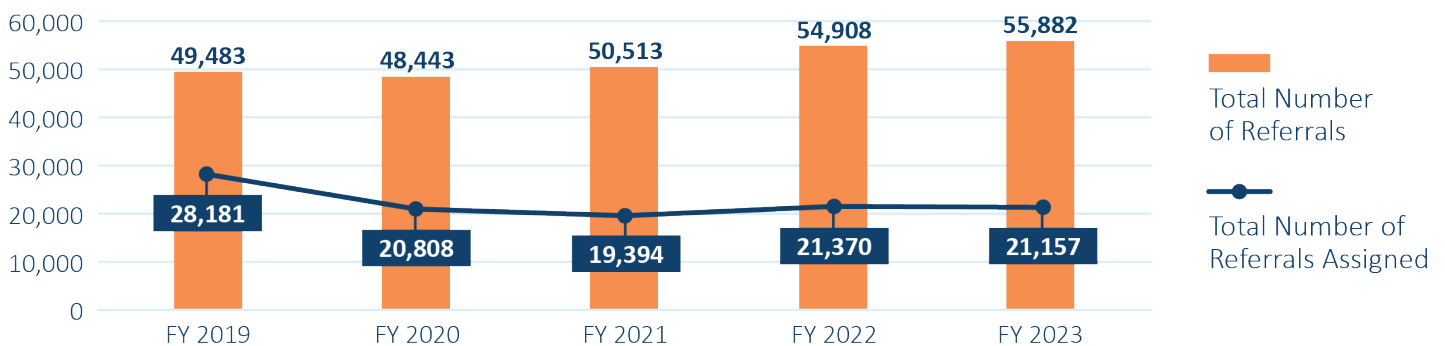
A referral is denied if any of the three components are not present: the individual is not an adult, if the individual is not vulnerable, or if the referral does not report abuse, neglect, or exploitation.

8,886

(42%) investigations resulted in a substantiation.

A substantiated investigation is a situation in which the worker determines the vulnerable adult is at risk or has been harmed due to abuse, neglect, or exploitation.

5 Year Comparison



APS REFERRALS

Overview and Volume

Michigan's APS program utilizes Centralized Intake (CI), a statewide call center designed to receive referrals of abuse, neglect and exploitation for vulnerable adults.

Currently, CI has operation centers in both Grand Rapids and Detroit. These offices operate as one unit and perform the same duties statewide under the same administration.



The intent of centralizing the intake process is to ensure that referrals are evaluated with a consistent interpretation of law and policy. Through this process, assignments to the local office, transfer to other agencies, or denials are consistent across all counties throughout Michigan.

CI staff are available to take APS referrals 24 hours a day, seven days a week, including holidays. To make a referral you can reach Michigan's Centralized Intake at 855-444-3911.



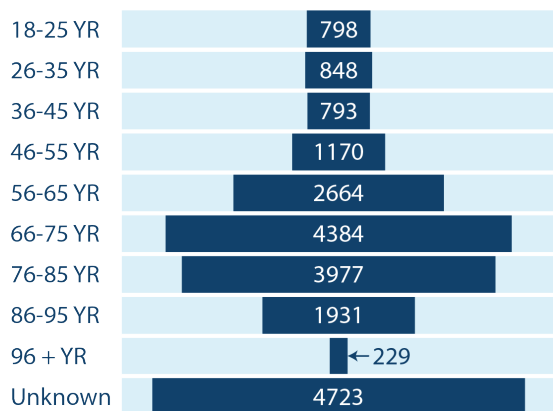
DEMOGRAPHICS

Client Information

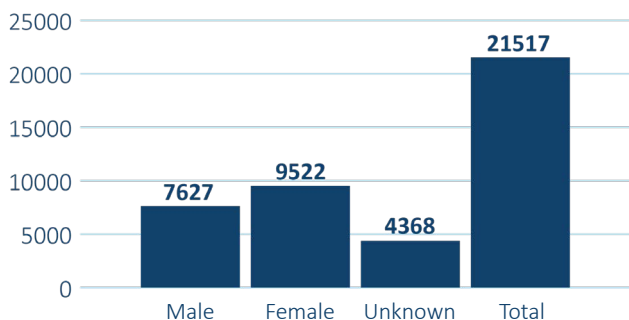
Michigan tracks important demographic information on APS clients including age, gender, and race. Information is documented in Michigan's APS case management system, Michigan Adult Integrated Management System (MiAIMS).

ALL INVESTIGATIONS

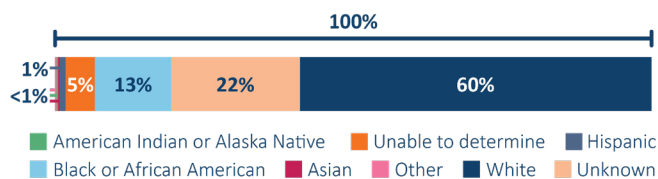
AGE



GENDER

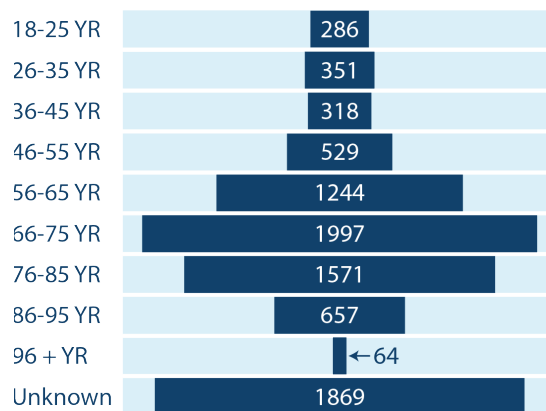


RACE

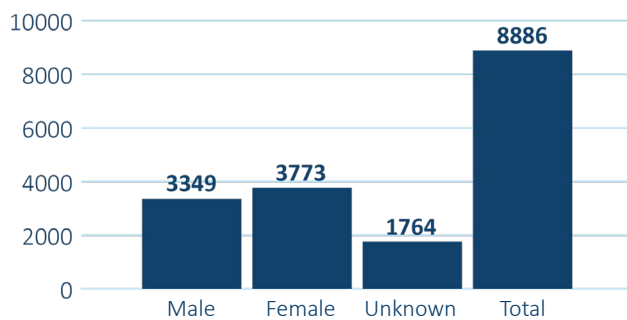


SUBSTANTIATED INVESTIGATIONS

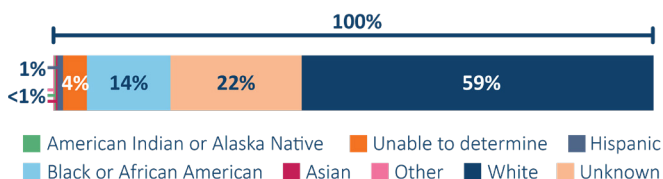
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GENDER



RACE

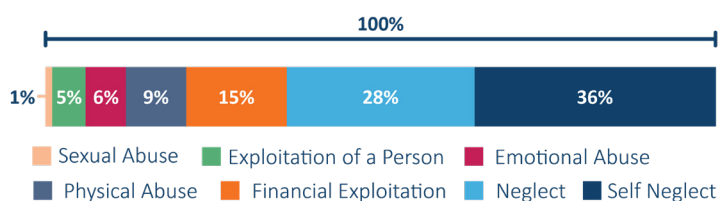


INVESTIGATION HARM TYPES

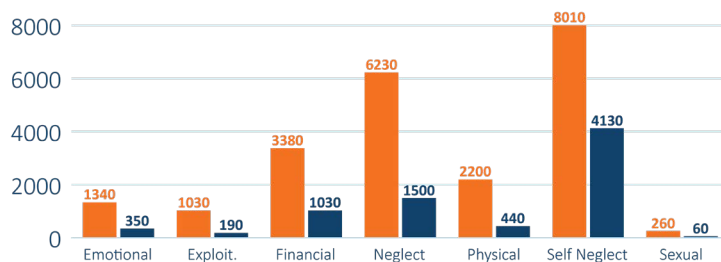
Harm Definitions and Substantiated Investigations

Emotional Abuse	Unreasonable verbal or nonverbal behaviors or any other unreasonable conduct that inflicts unwarranted anguish, mental pain, fear, or distress of a vulnerable adult.
Exploitation of Person	An action that involves the misuse of an adult's funds, property, or personal dignity by another person.
Financial Exploitation	A fraudulent or otherwise illegal, unauthorized, or improper act or process of an individual who uses or attempts to use the financial resources of another individual for monetary or personal benefit, profit, or gain.
Neglect	Harm to an adult's health or welfare caused by the inability of the adult to respond to a harmful situation or by the conduct of a person who assumes responsibility for a significant aspect of the adult's health or welfare.
Physical Abuse	The use of non-accidental contact that results in bodily injury.
Self Neglect	A vulnerable adult's refusal of or inability to understand the necessity of and/or arrange for care, goods, or services essential to maintain their health, safety or welfare and prevent harm or an unreasonable risk of harm.
Sexual Abuse	Any unwanted sexual contact, exposure behavior or conduct.

Percent of Investigation based on Harm Type



Investigation Substantiated by Harm Type

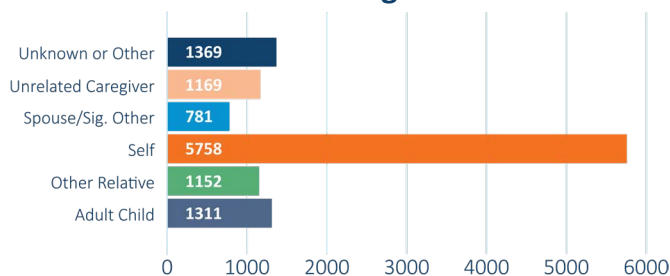


NON-CLIENT DEMOGRAPHICS

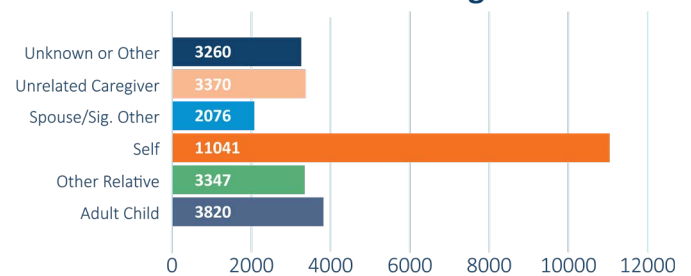
Perpetrators and Reporting Sources

APS workers are required, with some exceptions, to interview the alleged perpetrators during the course of an investigation. Some perpetrator demographics, including their relationship to the client, are tracked in Michigan's APS case management system, MiAIMS.

Perpetrator's Relationship to Client For All Investigations



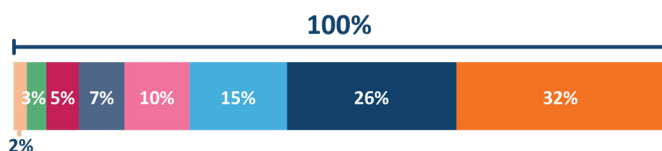
Perpetrator's Relationship to Client For Substantiated Investigations



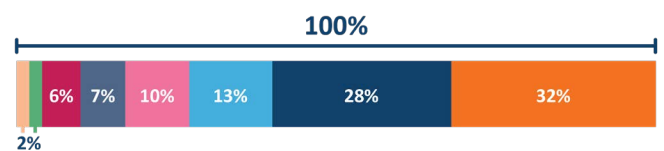
A referral from any source must be documented and reviewed to determine if it meets requirements for investigation. Certain persons are required by law to make an oral report regarding suspected abuse, neglect, or exploitation of adults. Required persons include:

- Individuals employed, licensed, registered, certified to provide or an employee of an agency licensed to provide health care, educational services, social welfare services, mental health services, or other human services.
- Law enforcement officers.
- Employee of a county medical examiner.
- Physicians.
- Banks and credit unions with a physical location in Michigan.

Reporting Source For All Investigations



Reporting Source For Substantiated Investigations



Self
 Law Enforcement
 Other
 Relative
 Medical Professional
 Anonymous
 Financial Institution
 Professional Agency Staff

APS SERVICES

Services and Grants

APS is mandated to offer appropriate and least restrictive services to safeguard and protect the adult. This takes many forms such as referrals to other agencies, direct provision of services by APS, or the purchase of goods or services from community partners.

There are no income-related eligibility requirements for services provided or referred by APS and will be different for every situation with the overall goal of enhanced safety and well-being of a vulnerable adult.

Frequently Referred Services

- | | |
|----------------------|------------------------|
| ① MDHHS Resources | ⑥ Health Assistance |
| ② Legal Intervention | ⑦ Mental Health |
| ③ Home Help | ⑧ Meals on Wheels |
| ④ Family Assistance | ⑨ Financial Assistance |
| ⑤ AFC Placement | ⑩ Shelter |

Top 5 Services by Discretionary Funds

- ① Shelter
- ② Emergent Needs
- ③ Other
- ④ Utilities
- ⑤ Gift Cards

Referred Services are services a worker suggest or helps a client obtain. These are not necessarily funded by APS.

American Rescue Plan Act (ARPA)

The American Rescue Plan Act of 2021 (ARPA) was established to provide opportunity for states to enhance, improve, and expand the ability of APS to investigate allegations of abuse, neglect, or exploitation. Michigan APS chose to use the ARPA funds in these areas: goods and services, technology improvements, and training.

APS Discretionary Funds

Michigan has earmarked a portion of ARPA funds solely for goods and services. These funds are referred to as APS discretionary funds. APS discretionary funds provide workers with a financial resource to pay for goods or services to improve the safety and stability of vulnerable adults in Michigan. These funds are for the sole use of improving outcomes in open APS cases for APS clients.

Special APS Funds

Staff working with vulnerable adults have access to Special APS funds. Payments may be authorized for a variety of goods and services to address allegations and mitigate risk of harm. Some of the more common uses include emergency shelter, replacement of needed household appliances or equipment, or hiring an exterminator or cleaning service.

APS STRATEGIC PLAN

Organizational Activities

In 2021, a five-year strategic plan was developed for Michigan's APS program. APS immediately started implementing goals and tasks outlined in the Strategic Plan.

Five Year Strategic Plan Basics

- ① Develop state-of-the-art technology through enhancement and usability.
- ② Create accessible systems that provide timely and accurate data that drives APS effectiveness.
- ③ Enhance the workforce through training, development, supports, and appropriate staffing.
- ④ Enhance access to funding and resources.
- ⑤ Improve visibility and understanding of the APS program.
- ⑥ Foster partnerships through education and engagement for improved client outcomes.

Technology

- The Electronic Data Management System (EDM) was added to APS' case management system, MiAIMS, to allow staff to upload documents.
- A mobile application for the APS worker iPhones was added to allow easy access to the MiAIMS.

Timely and Accurate Data

- Reports were developed and made available to adult protective services managers, analysts and Central Office staff.
- Staff were hired and a new unit, Adult Services Continuous Quality Improvement Section (ASCQIS), was created to assist with data analysis of the APS program.

Training, Development, Supports, and Appropriate Staffing

- 530 Adult Services staff completed the National APS Training Center (NATC) Ethics, Values, and Cultural Responsiveness online module.
- A Division Director, Resource Coordinator, Research Analyst, General Office Assistant, MiAIMS Testing Coordinator, Compliance Review Analyst, Data Analyst, Program Analyst and ASCQIS manager were hired.
- Fourteen supervisors, two program managers and two analysts were added to the local county support.

Funding and Resources

- Funding was allocated to provide goods and services to APS clients in need. The process was implemented.

Visibility and Understanding

- Enhance federal relationships by having staff participate on committees for the National Adult Protective Services Association (NAPSA).
- Built national partnerships and increased networking with other state APS programs by sending staff to the NAPSA conference.
- Updates were made to Adult Services home page to provide more visibility and accessibility.

Fostering Partnership

- Division director educated public about adult abuse, neglect and exploitation; presented to MDHHS directors about Adult Services past, present and future accomplishments.

IN CLOSING

2023 Annual Report



Our Society must make it right and possible for old people not to fear the young or be deserted by them, for the test of a civilization is the way that it cares for its helpless members.

- Pearl S. Buck

**Click here to visit the
APS website.**

Statewide Abuse and Neglect
Phone Number
855-444-3911

The technology projects were supported by the Administration for Community Living (ACL), U.S. Department of Health and Human Services (HHS) as part of a financial assistance award totaling \$7,714,316 with 100 percent funded by ACL/ HHS and 0% percent funded by non-government source(s). The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by ACL/HHS, or the U.S. Government.

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