Telling the Story of Adult Protective Services (APS) through the Identification, Services, and Outcomes (ISO) Matrix

Pi-Ju (Marian) Liu, PhD

Assistant Professor

PURDUE
U N I V E R S I T Y ®

1

Acknowledgement

ISO Matrix
Identification + Services + Outcomes
Matrix for Adult Protective Services

Research Team

- Marian Liu, Ph.D., Assistant Professor, Purdue University

- Kendon Conrad, Ph.D., Professor Emeritus, University of Illinois at Chicago

- Zachary Hass, Ph.D., Assistant Professor, Purdue University

- Karen Conrad, Ph.D., Research Associate Professor, University of Illinois at Chicago
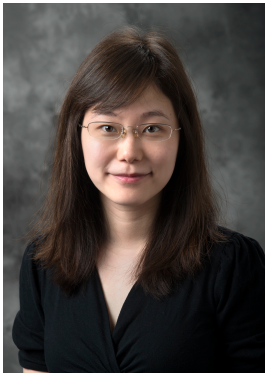
Research Team

- Sara Stratton, MSW, retired San Francisco APS Supervisor

- Andrew Butler, MSW, Clinical Social Worker, University of California, San Francisco

- Jarmin Yeh, Ph.D., Assistant Professor, University of California, San Francisco

- Madelyn Iris, Ph.D., Associate Professor, Northwestern University

Project Goals

- Improve Adult Protective Services' (APS) ability to reduce clients' harm of abuse, neglect, and exploitation

  1. Test a proof of concept by piloting the Identification, Services, and Outcomes (ISO) Matrix

  2. **Measure and evaluate client outcomes**

  3. Improve APS' practice

- APS partners: San Francisco and Napa APS in California

Adult Protective Services Outcomes

- Past studies define the following as Adult Protective Services outcomes:
  - Positive versus negative case closure reasons (Goodrich, 1997)
  - Confirmed or substantiated decisions (Payne & Gainey, 2005; Conrad, Iris, & Liu, 2017)
  - Risk reduction or discontinuation (Wangmo et al., 2014; Jackson & Hafemeister, 2012; Roberto & Teaster, 2005; Roberto, Teaster, & Nikzed, 2007)
  - Goal Attainment Scaling (Burnes & Lachs, 2017)
  - Referral to court or criminal justice (Gassoumis, Navarro, & Wilber, 2015; Navarro, Gassoumis, & Wilber, 2013; Wood et al., 2014)

Adult Protective Services Outcomes

- Adult Protective Services (APS) defined in this project:
  - Abuse, neglect, exploitation harm reduction as the result of APS intervention
  - Abuser risk reduction as the result of APS intervention
- Include factors mentioned in past studies that might impact effectiveness of APS intervention
  - Intervention availability
  - Client's level of engagement

The Identification, Services, and Outcomes Matrix

- The Identification, Services, and Outcomes (ISO) Matrix is a decision support system that provides comprehensive, standardized procedures for Adult Protective Services to *identify (I)* the types and severity of abuse, to estimate the types and amounts of *services (S)* received, and to measure the *outcomes (O)* or effectiveness of the services.

EADSS
Elder Abuse Decision Support System

- Emotional abuse
- Financial abuse
- Neglect by others
- Physical abuse
- Sexual abuse
- Abuser risk

Added →

ISO MATRIX
Identification + Services + Outcomes
Matrix for Adult Protective Services

- Self-neglect
- Isolation
- Abandonment
- Abduction
- Client risk
- **Case investigation** and **case closure**
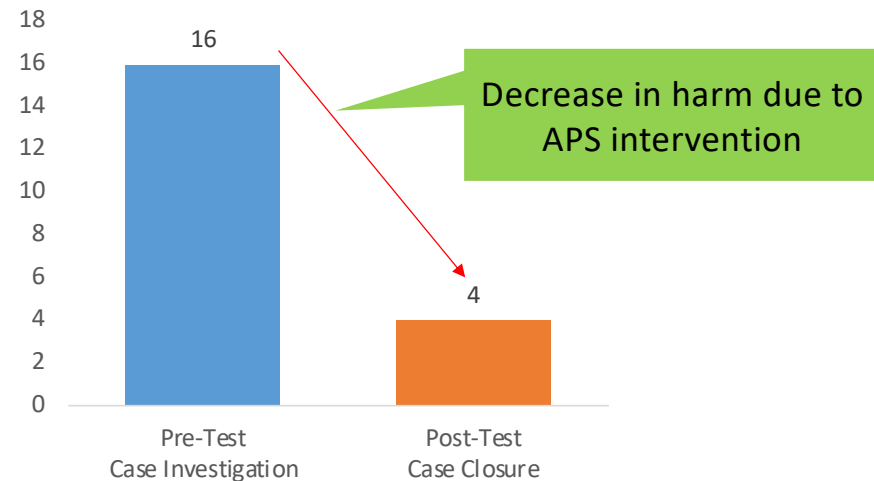- **Service plan**

8

The Identification, Services, and Outcomes Matrix

- **(I)nvestigation**
  - Administer pre-test to investigate abuse during case investigation
- **(S)ervice Plan**
- **(O)utcomes**
  - Administer post-test (Re-administer pre-test) at case closure

Decrease in harm due to APS intervention

16

4

| | Pre-Test Case Investigation | Post-Test Case Closure |

Hypothesis

- Reduction of harm of abuse and abuser risk, will be associated with services provided. Comparing client's data collected by caseworkers *during case investigation* (before service delivery) and *at case closure* (after service delivery) by each type of abuse.

Pretest   Intervention   Posttest

[case investigation]   [service delivery]   [case closure]

Methods

- San Francisco and Napa Adult Protective Services in California

  - San Francisco: 37 caseworkers (7 units), urban and suburban

  - Napa: 5 caseworkers (1 unit), suburban and rural

- Training caseworkers & programming assessments tools

- Six-month data collection

  - Identification, Services, and Outcomes (ISO) Matrix expanded from the Elder Abuse Decision Support System (EADSS) Short Form (Beach, Liu, DeLiema, Iris, Howe, Conrad, 2017; Conrad & Conrad, 2019; Conrad, Iris, Liu, 2017)
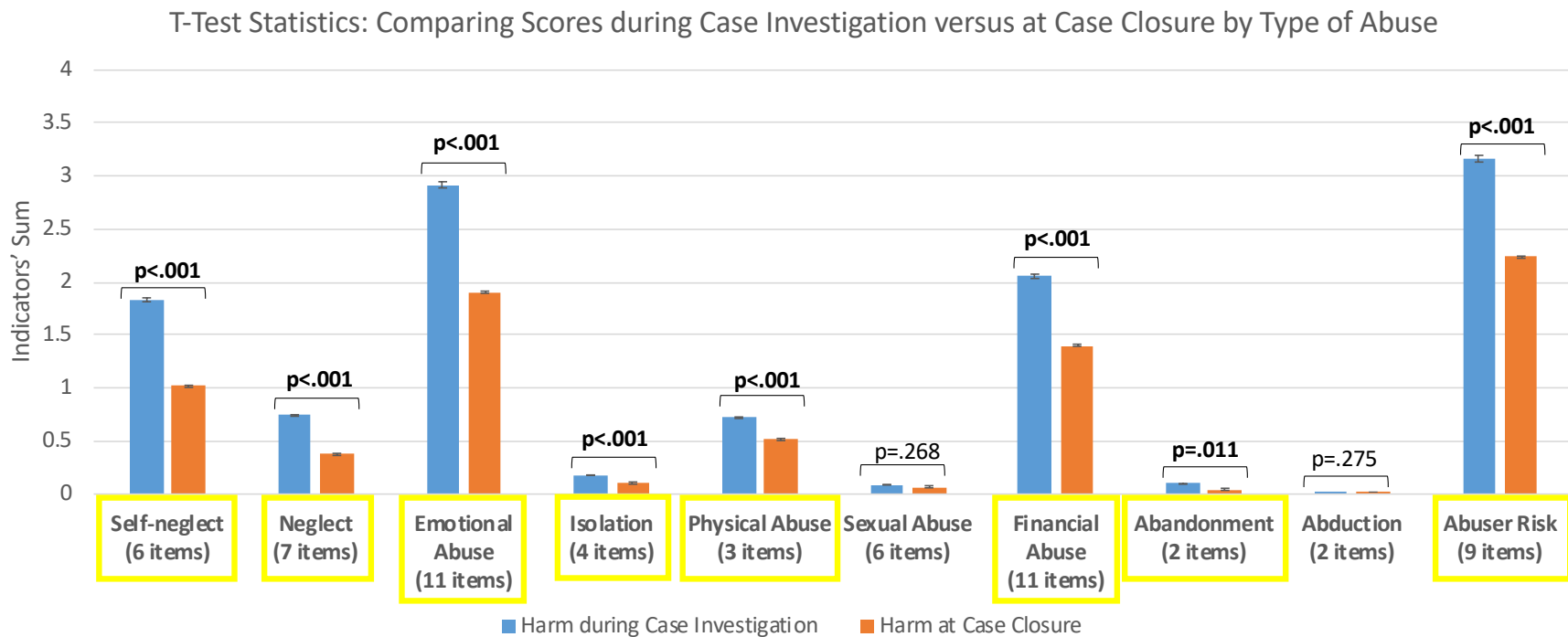
  - User experience

Demographics

- 2,063 cases
  - 1,472 older than 65
  - 591 between 18-64
- 54% female
- 47% single, 23% partnered, 21% widowed, 10% separated/divorced
- 45% White, 22% Asian, 18% Black, 11% Hispanic, 3% other
- 79% speaks English
- 30% received In-Home Supportive Services
- 43% lives alone, 29% with others, 11% with abuser, 17% unknown

APS Outcomes: Before versus After Services

T-Test Statistics: Comparing Scores during Case Investigation versus at Case Closure by Type of Abuse

■ Harm during Case Investigation ■ Harm at Case Closure

13

APS Effective Services (preliminary results)

NAMRS # / Service Category	SN	Neglect	Emotional	Isolation	Physical	Sexual	Financial	Aband	Abduct	Abuser Risk
Client Engagement	.74	.69	1.14	.23	.05	.47	.39	.94		
Service Availability	.14	1.79	-.16	-1.41	1.37	.74	.33	.57		
1. Care/Case Management Services	-.50	-.72	-1.44	.18	-.88	.34	.67	-.23		.09
2. Caregiver Support Services	-1.60	-1.33	-2.00	-.52	-.34		-1.00	.31		.44
3. Community Day Services	1.09		-1.54		-.53	.82		-2.28		-1.55
4. Education, Employment, Training Services										
5. Emergency Assistance and Material Aid Services	-2.42	.13	-4.16		-.82		-2.10	1.28		.05
6. Financial Planning Services	1.26		2.87				-3.05	.96		-.61
7. Housing and Relocation Services	.43	2.10	-1.13	.31	-.45	-4.01	-.28	-.84		-1.13
8. In-home Assistance Services	-.94	-.82	-2.64	-.40	-1.41		.50	-.69		-.38
9. Legal Services	3.08	1.76	-.67	-.89	-.32	-.79	.54	-1.28		-.52
10. Medical and Dental Services	-.82	-.74	.28	-.56	-.04		-1.01	-1.01		-.02
11. Medical Rehabilitation Services										
12. Mental Health Services	-.15	.06	-.64	-.55	-.23	2.09	.11	-.84	3.00	.09
13. Nutrition	-.75	-1.08		-1.08	3.25		1.48			-.66
14. Public Assistance Benefits	-.08	.25	-.94		1.13		2.32	2.21		-.08
15. Substance Use Services	-.39		5.77							1.59
16. Transportation	1.25	-.35	-1.57		.10		-1.42			.30
17. Victim Services	-1.58	-1.43	-.96	-.33	-.19	-2.88	.02		-2.00	-.40
18. Other Services	-.47	-1.57	-.19	-.27	.47	-.44	-.78	-1.07		-.17

Summary

Test a proof of concept by piloting the Identification, Services, and Outcomes (ISO) Matrix

- San Francisco and Napa Adult Protective Services (APS) continues to use the ISO Matrix!

- Montana APS starts using the ISO Matrix in March

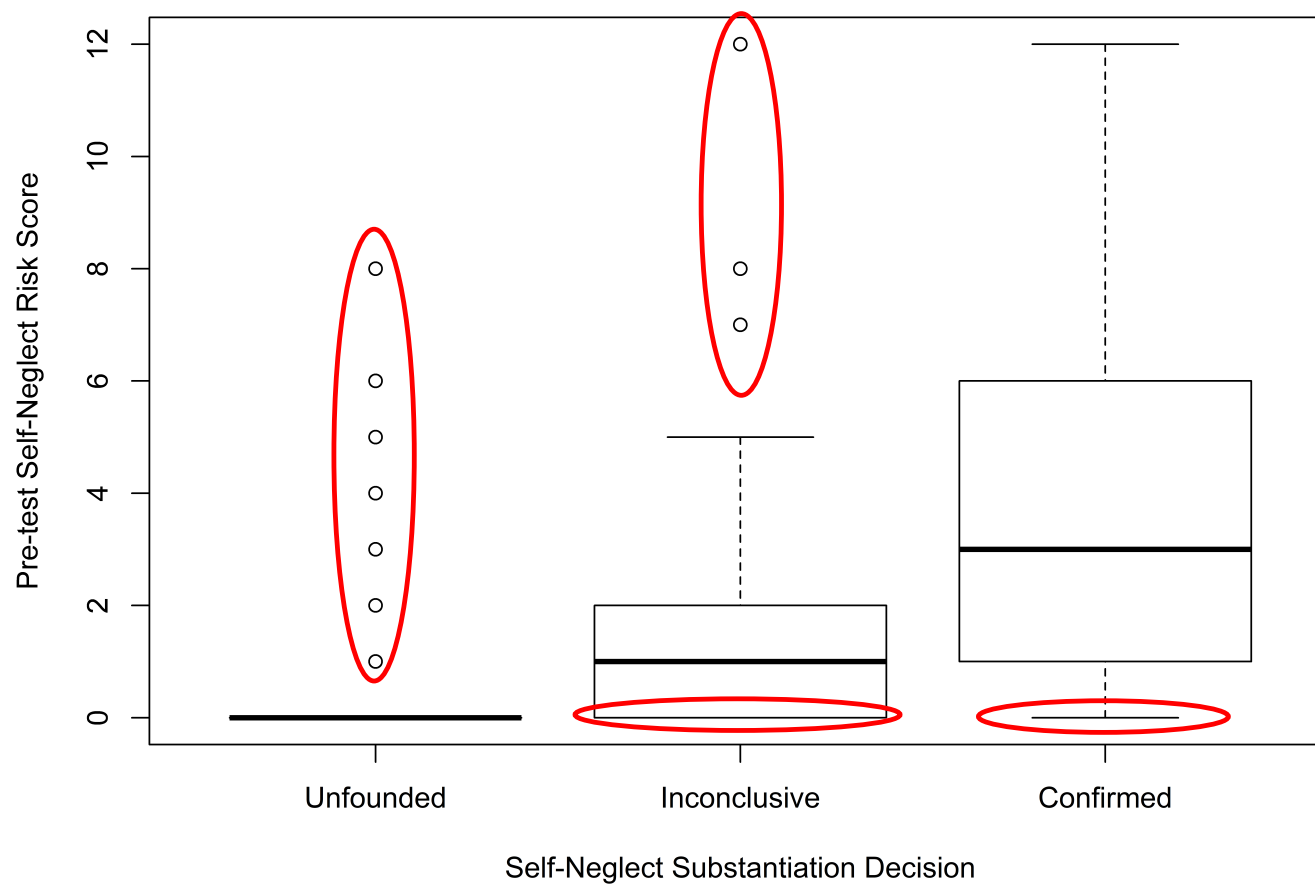- 17 additional California counties will have ISO Matrix in May

Measure and evaluate client outcomes

- Differences in harm ratings before versus after services showed promise for APS intervention

- Effective services profile by type of abuse

Improve APS' practice

Thanks to San Francisco and Napa APS

- Supervisors: Kristi Guerrero (Napa), Jerome Walker (SF), Karla Wilson (SF), Gloria Wong (SF), and more

- Analyst: Ben Seisdedos (SF)

- Managers: Edith Chan-Lee (SF), Joe Cherry (Napa)

- Director: Akiles Ceron (SF)

- Deputy Directors: Kris Brown (Napa), Jill Nielsen (SF)

Special thanks to...

- Alameda County APS
- Contra Costa County APS
- Fresno County APS

- Monterey County APS
- Sacramento County APS
- Santa Cruz County APS

Many thanks to SF and Napa caseworkers!

- Alex Bueno
- Alice
- April Blas
- Cynthia Li

- Ericka Conner
- Judy Penso
- Kevin Balbona
- Lynn Rimola

- Mary Anderson
- Milfe Ramos
- Phyllis Pettus
- Ragina Gibson
- Sarah Brown

And more caseworkers!

- Alice Levy
- Candyce
- Caryl Rose
- Charlotte
- Frank Latcham

- Greg Sanchez
- Julio
- Maura Guzman
- Paige Jones
- Phyllis Pena

- Pamela
- Patricia
- Sarami Xiong
- Stefany Martinez
- Todd Mangini

Thoughts?

Contact Marian: marianliu@purdue.edu