

**Quality and Productivity Commission
31st Annual Productivity and Quality Awards Program
"Celebrating Quality Service"**

2017 APPLICATION

Title of Project (Limited to 50 characters, including spaces, using Arial 12 point font):

NAME OF PROJECT: FORENSIC MARKERS OF PHYSICAL ABUSE FOR THE ELDERLY

DATE OF IMPLEMENTATION/ADOPTION: JULY 1, 2014
(Must have been implemented at least one year - on or before July 1, 2016)

PROJECT STATUS: Ongoing X One-time only

HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT? Yes X No

EXECUTIVE SUMMARY: Describe the project in 15 lines or less using Arial 12 point font. State clearly and concisely what difference the project has made.

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15

Elder Abuse, including neglect, physical abuse, mental suffering, isolation and financial exploitation, is an escalating societal problem requiring innovative approaches for successful identification and response by first responder staff. In calendar year 2016, a record setting number of over 40,000 reports of abuse were received by Adult Protective Services in Los Angeles County. Unfortunately, there is a dearth of research in this realm, especially in the area of elder physical abuse. Law Enforcement personnel and Adult Protective Services Social Workers are first responders who play a crucial role in reporting and intervening in physical abuse cases. This study was necessary to help identify best practice standards for first responder staff/employees by providing assessment and investigation tools that will help identify the causes for bruising and other injuries in addition to providing valuable assistance and information to law enforcement and the criminal justice system in the prosecutorial process of abuse perpetrators.


BENEFITS TO THE COUNTY

(1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE	(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS	(3) ACTUAL/ESTIMATED ANNUAL REVENUE	(1) + (2) + (3) = TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT	SERVICE ENHANCEMENT PROJECT
\$	\$	\$	\$	<input checked="" type="checkbox"/>

ANNUAL = 12 MONTHS ONLY

SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS Workforce Development, Aging and Community Services 3175 West 6 th Street Los Angeles, CA 90020	TELEPHONE NUMBER 213-738-2702
--	---

PROGRAM MANAGER'S NAME Richard Franco	TELEPHONE NUMBER 323-806-6403 EMAIL rfanco@wdacs.lacounty.gov
---	--

PRODUCTIVITY MANAGER'S NAME AND SIGNATURE <small>(PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME)</small> Stephanie S. Maxberry 	DATE 7-6-2017	TELEPHONE NUMBER 213-738-2015 EMAIL smaxberry@wdacs.lacounty.gov
---	-------------------------	---

DEPARTMENT HEAD'S NAME AND SIGNATURE Cynthia D. Banks 	DATE 7/6/17	TELEPHONE NUMBER (213) 637-0798
--	-----------------------	---

Quality and Productivity Commission
31st Annual Productivity and Quality Awards Program
“Celebrating Quality Service”

2017 APPLICATION

Title of Project (Limited to 50 characters, including spaces, using Arial 12 point font):

NAME OF PROJECT: FORENSIC MARKERS OF PHYSICAL ABUSE FOR THE ELDERLY

1st FACT SHEET – LIMITED UP TO 3 PAGES ONLY: Describe the **challenge(s), solution(s), and benefit(s)** of the project. What quality and/or productivity-related outcome(s) has the project achieved? Provide measures of success. Use Arial 12 point font.

Challenge

As the population of Los Angeles County continues to age, so does the number of reported incidents of abuse against the elderly and disabled adult population. In calendar year 2016, a record setting number of over 40,000 reports of abuse were received by Adult Protective Services in Los Angeles County. Due to stigmatization, co-dependency, fear and other factors, many victims of abuse fail to report abuse. Research indicates that only 1 in 10 cases of elder abuse are reported to the proper authorities. It is imperative that first responders possess the proper forensic tools to assess bruising and other injuries in order to properly advocate for their victims and to provide enhanced documentation, empirical evidence, and reports to the authorities and to mitigate or eliminate further victimization. In order to meet this challenge, the County of Los Angeles Workforce Development, Aging and Community Services (WDACS), Adult Protective Services Program and Planning Division collaborated with the University of Southern California to leverage their research expertise and develop best case practices, and other tools for first responder staff including APS staff.

Solution

Forensic Markers of Physical Elder Abuse: Establishing a Medical Characterization and Identifying the Criminal Justice Approach to Investigation and Prosecution research project, is a multi-phase observational study, designed to study the following (1) Document the spectrum of injuries seen in physical elder abuse cases through written notes and photographs; (2) Identify forensic markers of physical abuse that are integral for achieving justice through prosecution; and (3) Develop best practices for APS to preserve forensic evidence of physical abuse through appropriate documentation.

The racially diverse study population that includes all socioeconomic strata, involved 120 seniors aged 65 or older who were reported to Los Angeles County APS as victims of physical abuse. The criteria for the victim to be included in the study was that the initial face-to-face social worker visit from APS was within 14 days of the date of the alleged abuse act. Study participants are evaluated in the field. Field-based service areas include, but were not limited to, the participant's home, nursing home, health care facilities, board and care facilities, and public and private community

Quality and Productivity Commission
31st Annual Productivity and Quality Awards Program
“Celebrating Quality Service”

2017 APPLICATION

Title of Project (Limited to 50 characters, including spaces, using Arial 12 point font):

NAME OF PROJECT: FORENSIC MARKERS OF PHYSICAL ABUSE FOR THE ELDERLY

Use Arial 12 point font.

organizations, as appropriate.

This study was funded under a grant to USC by the National Institute of Justice (NIJ), under the leadership of Diana Homeier, MD as the Principal Investigator. The National Institute of Justice provided partial funding for the salaries of a Principal Investigator and a part-time research nurse to evaluate APS clients, as well as partial funding for the salaries of research staff members to provide data management and analysis. No compensation from either the National Institute of Justice or USC to APS, or from APS to the National Institute of Justice or to USC, for any portion of the research project.

During this the study period, over 500 reports of individuals were identified and participated in the Forensic Marker Study. Thru this study, forensic markers of physical abuse were identified, and best case practices for APS were developed and implemented.

Benefit

The Forensic Markers of Abuse Study successfully addressed the challenge of the lack of first responder information and tools necessary to properly identify unrecognized signs of physical abuse, and to properly investigate, document and report to the criminal justice system. The program focused on the following outcomes to magnify the benefits of the program:

- Broadening the overall understanding of physical elder abuse and how it manifests.
- Informing the elder abuse field about actual injuries seen in physical elder abuse cases.
- Differentiating injuries that are due to physical abuse from those that are not due to physical abuse (i.e., those that occur to elders who are not in physical abuse situations).
- Law Enforcement personnel and social workers (both hospital based and APS) were provided with better assessment tools and information with which to investigate possible cases of abuse in elderly physical abuse victims.
- Prosecutors are empowered with a wider understanding of the manifestations of physical abuse, and can be more confident in building their case for prosecution.

Quality and Productivity Commission
31st Annual Productivity and Quality Awards Program
“Celebrating Quality Service”

2017 APPLICATION

Title of Project (Limited to 50 characters, including spaces, using Arial 12 point font):

NAME OF PROJECT: FORENSIC MARKERS OF PHYSICAL ABUSE FOR THE ELDERLY

Linkage to the County Strategic Plan – 1 page only. Which County Strategic Plan goal(s) does this project address? Explain how. Use Arial 12 point font.

GOAL 1. MAKE INVESTMENTS THAT TRANSFORM LIVES

Strategic Plan Goal 1: Strategy I.2 Enhancing Our Delivery of Comprehensive Interventions

Forensic Markers of Physical Elder Abuse: Establishing a Medical Characterization and Identifying the Criminal Justice Approach to Investigation and Prosecution is a critical study that resulted in key data and information that can be applied to various fields of work from the health care system, law enforcement, protective services and more. The study can be replicated in other communities or be the foundation for additional studies of other forms of abuse that provide essential data and information that can be utilized to further strengthen protective services practices, reduce further victimization, as well as enhance criminal prosecution of elder abuse perpetrators.

GOAL 2. FOSTER VIBRANT and RESILIENT COMMUNITIES

Strategic Plan Goal 2: Strategy II.2 – Supporting the Wellness of our Communities

Forensic Markers of Physical Elder Abuse: Establishing a Medical Characterization and Identifying the Criminal Justice Approach to Investigation and Prosecution identified forensic markers of physical abuse and developed best case practices for Adult Protective Services social workers to preserve forensic evidence of physical abuse through appropriate documentation. This valuable information will assist in prosecuting those accused of elder abuse, and support the wellness of our senior residents.

Quality and Productivity Commission
31st Annual Productivity and Quality Awards Program
“Celebrating Quality Service”

2017 APPLICATION

Title of Project (Limited to 50 characters, including spaces, using Arial 12 point font):

NAME OF PROJECT: FORENSIC MARKERS OF PHYSICAL ABUSE FOR THE ELDERLY

COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFITS TO THE COUNTY): If you are claiming cost benefits, include a calculation on this page. Please indicate whether these benefits apply in total or on a per unit basis, e.g., per capita, per transaction, per case, etc. You must include an explanation of the County cost savings, cost avoidance or new revenue that matches the numbers in the box. Remember to keep your supporting documentation. Use Arial 12 point font

Cost Avoidance: Costs that are eliminated or not incurred as a result of program outcomes. Please indicate whether these are costs to the County or to other entities.

Cost Savings: A reduction or lessening of expenditures as a result of program outcomes. Please indicate whether these were expenditures by the County or by other entities.

Revenue: Increases in existing revenue streams or new revenue sources to the County as a result of program outcomes.

(1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE	(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS	(3) ACTUAL/ESTIMATED ANNUAL REVENUE	(1) + (2) + (3) TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT	SERVICE ENHANCEMENT PROJECT
\$	\$	\$	\$	<input checked="" type="checkbox"/>

ANNUAL = 12 MONTHS ONLY