



# Executive Office of Elder Affairs Protective Services Program FACT SHEET

Mass.Gov/Elders

DATE: April 2018

## Reporting Data

### Fiscal Year 2017:

Total reports received: 30,739  
Reports screened in for investigation: 19,146  
Investigations completed: 16,104  
Abuse and neglect cases confirmed: 9,799

### Fiscal Year 2016:

Total reports received: 27,769  
Reports screened in for investigation: 17,014  
Investigations completed: 13,934  
Abuse and neglect cases confirmed: 7,925

### Fiscal Year 2015:

Total reports received: 24,978  
Reports screened in for investigation: 15,111  
Investigations completed: 12,613  
Abuse and neglect cases confirmed: 7,117

## System Modernization



### CENTRAL INTAKE UNIT

Simplified and improved phone reporting with **single phone number to call center available 24 hrs. per day.**



### ONLINE REPORTING

In 2017, for the first time in the history of program, the Protective Services Program launched **online reporting** of elder abuse and neglect allegations.



### IMPROVED TRAINING

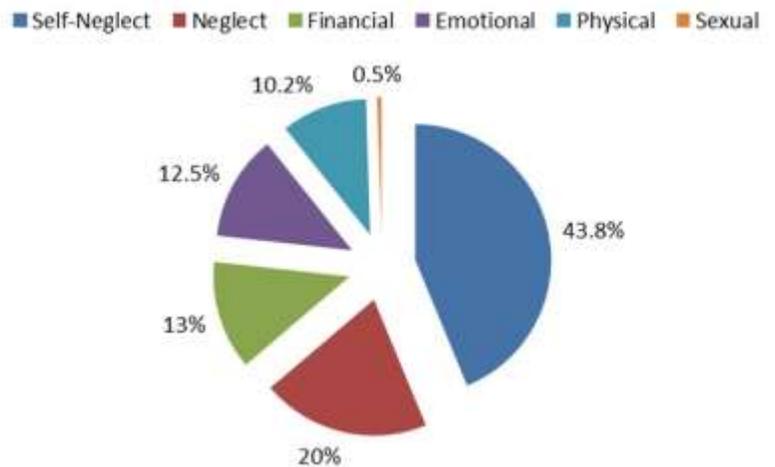
In FY19, EOEА will provide **new training for the entire protective services workforce**, including advanced training for supervisors in the use of new decisional capacity screening tool.

## Background

The Executive Office of Elder Affairs (EOEA) Protective Services Program responds to reports of abuse and neglect of people age 60 and older who are living in the community. The program investigates allegations of neglect, physical, sexual and emotional abuse, as well as financial exploitation of older residents.

**Note:** The Department of Public Health investigates reports of abuse involving residents in nursing homes and other health care facilities. The Disabled Persons Protection Commission investigates cases of abuse of people with disabilities under the age of 60.

## Category breakdown for confirmed abuse and neglect allegations for FY 2017:



For more information on how to report Elder Abuse visit <https://www.mass.gov/report-elder-abuse> or call (800) 922-2275.

## Raising Awareness



Secretary of Elder Affairs Alice Bonner, and Alec Graham, director of EOEAs Protective Services Program participate in a public forum raising awareness about elder financial fraud and efforts being made to prevent it. The session that was organized in collaboration with the Department of Consumer Affairs and Business Regulations, the Massachusetts Division of Banks, and the Middlesex District Attorney’s Office. Find out more about the forum and recognizing the signs of elder financial exploitation. <https://www.mass.gov/news/office-of-consumer-affairs-and-business-regulation-executive-office-of-elder-affairs-middlesex>.

The Protective Services program also provides conservator and guardianship services to a limited number of older residents who require assistance in managing their financial and/or personal affairs and who are at risk of further abuse without a guardian. The money management program helps older adults who need assistance managing their finances.

- The Protective Service Program is made up of **20 community-based agencies** covering every city and town in Massachusetts.
- Under a major modernization effort, **in 2017 EOEAs created a Central Intake Unit** that operates a call center with a single phone number available to receive reports 24-hours a day, 365 days a year.
- In 2017, the Protective Services Program launched for the first time online reporting of abuse allegations.
- **Strengthening workforce training and support** is a major focus. In FY19, EOEAs will provide training to the entire protective services workforce using a new, comprehensive training curriculum and provide supervisors advanced training on the use of a cutting edge decisional capacity screening tool.
- In its FY19 budget proposal, the Baker-Polito Administration included **\$2.7 million in increased funding** for Protective Services, which will assist the program in managing the increase in cases.

### Executive Office of Elder Affairs

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To Report Elder Abuse: (800) 922-2275