



# **NAMRS FFY 2016 Appendices A-C**

---

May 5, 2018

# Contents

<b>Appendix A: Data Element and Value Definitions .....</b>	<b>A-1</b>
<b>Appendix B: Laws, Rules, Regulations, and Guidance Sources .....</b>	<b>B-1</b>
<b>Appendix C: Agency Component Data Specifications .....</b>	<b>C-1</b>

# Appendix A: Data Element and Value Definitions

## 1. Agency Component Data Elements: Agency Profile

Agency Data Element	Definitions
Data Sources	<p>The sources of information used to submit data this year to NAMRS:</p> <ul style="list-style-type: none"> <li>• APS agency only</li> <li>• APS and other agencies</li> </ul>
Investigator FTEs filled	<p>Number of filled APS FTEs responsible for the hotline and/or conducting investigations.</p>
Supervisor FTEs filled	<p>Number of filled APS FTEs responsible for supervision.</p>
Intake	<ul style="list-style-type: none"> <li>• Centralized or localized intake of APS reports.</li> <li>• Centralized at a statewide hotline or call in number</li> <li>• Combination of both statewide and local hotlines or call in numbers</li> <li>• Local at county or regional hotlines or call in numbers</li> <li>• Other</li> </ul>
Reports Accepted for Investigation	<p>Number of reports accepted for investigation during the reporting period.</p>
Reports Not Accepted, or Resolved Through I&R/I&RA	<p>Number of reports that were either not accepted by APS for investigation or were resolved through Information and Referral (I&amp;R) / Information and Referral Assistance (I&amp;RA).</p>
Response Time	<p>The length of time (days) from receipt of call or notice of alleged maltreatment to face-to-face contact with the client by the APS worker, based on the standard set by policy or practice.</p>
Investigation Completion Time	<p>The length of time (days) from investigation start to investigation completion, based on the standard set by policy or practice.</p>
Types of Maltreatment	<p>Indicates which types of maltreatment are investigated by APS. See definitions of maltreatment types in Key Indicators Data Elements.</p> <ul style="list-style-type: none"> <li>• Abandonment</li> <li>• Emotional abuse</li> <li>• Suspicious death</li> <li>• Self-neglect</li> <li>• Exploitation (non-specific)</li> <li>• Financial exploitation</li> <li>• Other exploitation</li> <li>• Neglect</li> <li>• Physical abuse</li> <li>• Sexual abuse</li> <li>• Other</li> </ul>

Agency Data Element	Definitions
Types of Maltreatment	<p>Indicates which types of maltreatment are investigated by APS. See definitions of maltreatment types in Key Indicators Data Elements.</p> <ul style="list-style-type: none"> <li>• Abandonment</li> <li>• Emotional abuse</li> <li>• Suspicious death</li> <li>• Self-neglect</li> <li>• Exploitation (non-specific)</li> <li>• Financial exploitation</li> <li>• Other exploitation</li> <li>• Neglect</li> <li>• Physical abuse</li> <li>• Sexual abuse</li> <li>• Other</li> </ul>
Standard of Evidence	<p>Standard used for substantiating an allegation of maltreatment.</p> <ul style="list-style-type: none"> <li>• Clear and convincing</li> <li>• Credible, reasonable, or probable cause</li> <li>• Different standards based on type of perpetrator</li> <li>• No state standard</li> <li>• Preponderance</li> <li>• Other</li> </ul>
Assessment Tools	<p>Indicates whether APS personnel use standard assessment tools throughout the state, such as client safety, at risk factors, or behavioral conditions.</p>
Service Gaps	<p>Indicates which services are not available or accessible in the state.</p>
Care/case management services	<p>Development and implementation of a service plan to mobilize the formal and informal resources and services identified in the assessment to meet the needs of the client. Includes the development and oversight of a plan to ensure the safety and well-being of the client; developing a safety plan with a person’s support network; referring and arranging support services, etc.</p>
Caregiver support services	<p>Assistance to family and other informal caregivers to improve or sustain capacity for caring for the older adult or adult with disabilities. Includes counseling, support groups, training, respite, etc.</p>
Community day services	<p>Services or activities provided to adults who require care and supervision in a protective setting for a portion of a 24-hour day. Includes out of home supervision, health care, recreation, and/or independent living skills training offered in centers most commonly known as Adult Day, Adult Day Health, Senior Centers, and Disability Day Programs.</p>

Agency Data Element	Definitions
Education, employment, and training services	Services and activities to assist people in achieving or maintaining economic self-support. Includes training programs, job coaches, supported employment, senior employment programs, and public school individualized education plans.
Emergency assistance and material aid services	Providing, arranging for, or facilitating the provision of medical, social service, economic, emergency, or support services. Includes financial assistance or referral for food, clothing, energy/utility assistance, and home repairs/modifications; environmental clean-up of client's home including but not limited to removal of trash, extermination services and cleaning; relocation assistance; urgent medical expenses not typically covered by insurance (eye glasses, dentures); emergency housing/shelter; etc.
Financial planning services	Services or activities to assist in managing finances or planning for future financial needs. Includes meeting with bank officials, financial planning, estate planning, money management, and retirement income planning.
Housing and relocation services	Services or activities designed to assist in the obtaining of suitable or safe housing and living arrangements. Includes tenant counseling; helping to identify and correct substandard housing conditions; making moving arrangements and minor renovations to personal residence; and relocating to institutional care or facility care.
In-home assistance services	Services or activities provided to clients to achieve or maintain self-sufficiency. Includes homemakers and home health aides; visiting and telephone reassurance; chore maintenance; personal care services, etc.
Legal services	Legal counsel and representation provided by an attorney to address civil matters such as housing issues and advance care planning, and criminal matters.
Medical and dental services	Services and activities designed to assist individuals and families to attain and maintain a favorable condition of health; includes evaluations.
Medical rehabilitation services	Services and activities for persons with developmental or physical disabilities, or persons with visual or auditory impairments, are services or activities to maximize the potential of persons with disabilities, help alleviate the effects of physical, mental or emotional disabilities, and to enable these persons to live in the least restrictive environment possible. Includes training in mobility, communication skills, the use of special aids and appliances, self-sufficiency skills for people with disabilities, occupational therapy, physical therapy, speech and language pathology, early intervention and other therapies that help people learn the skills they need to live, learn, work and play in their communities.

Agency Data Element	Definitions
Mental health services	Services and activities, including commitment, assessment, and evaluations, for people with behavioral health conditions characterized by dysregulation of mood, thought, and/or behavior, as recognized by the DSM-5. Includes services and activities that apply therapeutic processes to personal, family, situational, or occupational problems in order to bring about a positive resolution of the problem or improved individual or family functioning or circumstances.
Nutrition services	Services and activities, including appeals and applications, to provide food to a client lacking recommended daily nutritional requirements and/or Activities of Daily Living (ADL) limitations. Includes home delivered meals, nutritional counseling, congregate meals, senior farmers' market program, etc.
Public assistance benefits	Services and assistance to provide a safety net for disadvantaged individuals who lack the resources to provide basic necessities for themselves and their families. Includes such programs as financial aid (TANF), nutrition (SNAP), energy assistance (LIHEAP), health care (Medicaid), etc.
Substance use services	Services and activities primarily designed to deter, reduce, or eliminate substance abuse or chemical dependence. Includes a comprehensive range of personal and family counseling methods, methadone treatment for opiate abusers, or detoxification treatment for alcohol abusers. Services and activities may be provided in alternative living arrangements such as institutional settings and community-based halfway houses.
Transportation services	Services or activities that provide or arrange for the travel, including travel costs, of individuals in order to access services, or obtain medical care or employment.
Victim services	Services and activities provided to, or on behalf of, victims at any stage of the criminal justice process, including post sentencing services and support. Includes programs supporting victims of domestic violence, sexual assault, abuse of older women, violence against women, and general crimes which are being handled by the police or prosecutors' offices.
Other services	Client receives services and activities not included in the categorizations provided.

## 2. Key Indicators Component Data Elements

Key Indicators Data Element	Definitions
Investigations closed	Number of investigations closed during the reporting period.
Clients who received an investigation	Number of clients involved in an investigation that was closed or completed during the reporting period.
Clients who received interagency coordination	Number of clients referred to an agency in which an interagency coordination was part of the investigation.
Case Closure Reason: Investigation completed	The case was closed after a finding was made on the allegation of maltreatment, the investigation was closed, and no ongoing protective services case was opened.
Case Closure Reason: Investigation completed, and protective services case completed	The case was closed after the investigation was completed, additional protective services were provided, and the protective services case was closed.
Case Closure Reason: Investigation unable to be completed (non-specific)	A finding was not able to be made on the allegations of maltreatment for an unspecified reason and the case was closed.
Case Closure Reason: Investigation unable to be completed due to death of client during investigation	The client died during the investigation, the investigation was terminated without a finding, and the case was closed.
Case Closure Reason: Investigation unable to be completed due to refusal of client	The client refused to cooperate with the investigation worker, the investigation was terminated without a finding, and the case was closed.
Case Closure Reason: Protective services case opened but not completed (non-specific)	The protective services case was terminated prematurely; reason not specified.
Case Closure Reason: Protective services case closed due to death of client	The client died during the case and the case was closed.
Case Closure Reason: Protective services case closed due to client decision to not continue	The client decided not to continue work with the protective services agency, and the case was closed.
Case Closure Reason: Other	Case was closed for a reason not included in the categorizations provided.

Key Indicators Data Element	Definitions
Clients found to be victims	Number of victims in which at least one maltreatment disposition was substantiated per investigation.
Victims who received one or more benefits	Number of victims who received one or more benefits.
Victims with one or more disabilities	Number of victims with one or more disabilities.
Victims with one or more screened or diagnosed behavioral conditions	Number of victims with one or more screened or diagnosed behavioral conditions.
Victims with guardian or conservator at start of investigation	Number of victims with guardian or conservator at start of investigation.
Victims who received services or were referred for services by APS	Number of victims who received services or were referred for services by APS.
Maltreatment: 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.
Maltreatment: 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.
Maltreatment: 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.
Maltreatment: Financial exploitation	The illegal or improper use of an individual's funds, property, or assets for another person's profit or advantage.
Maltreatment: Other exploitation	The illegal or improper use of an individual for another person's profit or advantage, including exploitation of person, servitude, etc.
Maltreatment: 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; includes willful deprivation, etc.
Maltreatment: Physical abuse	The use of force or violence resulting in bodily injury, physical pain, or impairment. Excludes sexual abuse.
Maltreatment: Sexual abuse	Non-consensual sexual contact of any kind, including sexual contact with any person incapable of giving consent.
Maltreatment: Suspicious death	An unexpected fatality or one in which circumstances or cause are medically or legally unexplained.



Key Indicators Data Element	Definitions
Maltreatment: 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; or managing one's own financial affairs. Includes hoarding.
Maltreatment: Other	A type of maltreatment not included in the categorizations provided.
Perpetrator	A perpetrator in an investigation is a person associated to a substantiated maltreatment.
Perpetrators who had a kinship relationship to the victim	Perpetrators related to the victim by affinity (blood, adoption, marriage, etc.)
Perpetrators who had one or more associations to victim	Perpetrators with one or more caregiving relationships to the victim.
Perpetrators for whom one or more legal remedies on behalf of the victim were recommended or sought	Perpetrators for whom at least one legal remedy was recommended or sought.

### 3. Case Component Data Elements

Case Data Element	Definitions
Report Date	The month, day, and year the agency was notified of the suspected adult maltreatment. This is the date that a report of suspected maltreatment was made. If an agency combines several reports into one investigation, the Report Date is the date of the earliest report. The determination of combining reports into one investigation is per each agency's policy and procedures.
Report Source	The role or profession of the person who made the report of the suspected adult maltreatment. Multiple report source code values can be submitted for the investigation.
Report Source: Substitute decision maker	Includes health care proxy, financial proxy, guardian or conservator of person or property, representative payee.
Report Source: In-home caregiver	Individuals who have the responsibility for the care of the client, providing in-home monitoring, management, supervision, etc.

Case Data Element	Definitions
Report Source: Nursing home staff	Employees of a nursing home or skilled nursing home, which provide services for residents who require medical or nursing care, or rehabilitative services.
Report Source: Residential care community staff	Employees of a residential care community including those providing room and board of at least 2 meals per day and help with personal care. These places include residential communities identified as assisted living residences, board and care homes, congregate care, enriched housing programs, personal care homes, homes serving primarily persons with disabilities, and homes serving primarily older adults.
Report Source: Education professional	Employees of a public or private educational institution or program; includes teachers, teacher assistants, administrators, and others directly associated with the delivery of educational services.
Report Source: Financial professional	Professionals managing finances or planning for future financial needs. Includes bank officials, financial planners, etc.
Report Source: Law enforcement, judicial, or legal professional	People employed by a local, state, tribal, or federal justice agency. This includes police, courts, district attorney's office, probation or other community corrections agency, and correctional facilities.
Report Source: Medical or health professional	People employed by a medical facility or practice. This includes physicians, physician assistants, nurses, emergency medical technicians, dentists, chiropractors, coroners, and dental assistants and technicians.
Report Source: Mental and behavioral health professional	Persons who offer services for the purpose of improving an individual's mental health or to treat mental illness. Includes psychiatric nurses, clinical psychologists, etc.
Report Source: Social services professional	Employees of public or private social services or social welfare agency, or other social worker or counselor who provides similar services including rehabilitative services.
Report Source: Other professional	Persons who encountered the client as part of their occupation. Includes landlords, housing authorities, clergy, etc.
Report Source: Relative	Persons related by blood, marriage, or adoption. Includes spouse, domestic partner, parent, foster parent, child, in-laws, etc.
Report Source: Neighbor, friend, other nonrelative, other nonprofessional	Other individual who is not a professional or person related to client by blood, marriage, or adoption. Includes friends, neighbors, etc.
Report Source: Self	Person allegedly being maltreated.
State/county FIPS code of investigative agency	The Federal Information Processing Series for state (2 digits) and county code (3 digits) of the APS agency. (Primary agency responsible for the determination of the investigation) The Investigative Agency number may be a regional office or a local office depending upon the state APS administrative structure.

Case Data Element	Definitions
Investigation start date	The date the investigation is assigned to an investigation worker. If the agency uses another date to indicate the start of an investigation, that date is used. Each agency's policies and procedures define the date of an investigation. If an agency has both the date the investigation is assigned to an investigation worker and another date that is considered to be the start of the investigation, submit the date assigned to the worker.
Investigation disposition date	The date that the agency completed dispositions on the allegations of maltreatment associated with the investigation. Each agency's policies and procedures define this date. If maltreatment dispositions are associated with different dates, the Investigation Disposition Date should be the latest of these dates.
Case closure date	The date that the agency completed all activities related to the investigation of the case. Each agency's policies and procedures define the date of case closure. If the state data does not include the case closure date, the investigation disposition date may be used in this element.
Maltreatment Setting	The location where the alleged maltreatment occurred.
Maltreatment Setting: Own residence or private residence of relative or caregiver	Client's home or the client's relative or caregiver's home. Includes a house, apartment, mobile home or trailer, group of rooms, etc.
Maltreatment Setting: Residential care community (non-specific)	Provides room and board of at least two meals per day and help with personal care. Includes residential communities identified as assisted living facilities, board and care homes, congregate care, enriched housing programs, personal care homes, homes serving primarily persons with disabilities, and homes serving primarily older adults.
Maltreatment Setting: Licensed residential care community	Licensed, registered, listed, certified, or otherwise regulated by the state.
Maltreatment Setting: Unlicensed residential care community	Not licensed, registered, listed, certified, or otherwise regulated by the state.
Maltreatment Setting: Nursing home (non-specific)	Nursing home or skilled nursing home that provides services for residents who require medical or nursing care, or rehabilitative services.
Maltreatment Setting: Licensed nursing home	Licensed, registered, listed, certified, or otherwise regulated by the state.
Maltreatment Setting: Unlicensed nursing home	Not licensed, registered, listed, certified, or otherwise regulated by the state.

Case Data Element	Definitions
Maltreatment Setting: Adult day services center (non-specific)	Includes adult day care, adult day health services centers. Day care services for adults are those services or activities provided to adults who require care and supervision in a protective setting for a portion of a 24-hour day.
Maltreatment Setting: Licensed adult day services center	Licensed, registered, listed, certified, or otherwise regulated by the state.
Maltreatment Setting: Unlicensed adult day services center	Not licensed, registered, listed, certified, or otherwise regulated by the state.
Maltreatment Setting: Place of business or other services	Includes place of employment, sheltered workshops, hospitals, schools, banks, other offices, shelters, places of worship, etc.
Maltreatment Setting: Other	A setting not included in categorizations provided, including recreational areas and other public spaces.
State/county FIPS code of client	The Federal Information Processing Series for state (2 digits) and county code (3 digits) of the client's residence at the start of the investigation.
Case Closure Reason	The primary reason why the case was closed.
Case Closure Reason: Investigation completed	The case was closed after a finding was made on the allegation of maltreatment, the investigation was closed, and no ongoing protective services case was opened.
Case Closure Reason: Investigation completed, and protective services case completed	The case was closed after the investigation was completed, additional protective services were provided, and the protective services case was closed.
Case Closure Reason: Investigation unable to be completed (non-specific)	A finding was not able to be made on the allegations of maltreatment for an unspecified reason and the case was closed.
Case Closure Reason: Investigation unable to be completed due to death of client during investigation	The client died during the investigation, the investigation was terminated without a finding, and the case was closed.
Case Closure Reason: Investigation unable to be completed due to refusal of client	The client refused to cooperate with the investigation worker, the investigation was terminated without a finding, and the case was closed.
Case Closure Reason: Protective services case opened but not completed (non-specific)	The protective services case was terminated prematurely; reason not specified.

Case Data Element	Definitions
Case Closure Reason: Protective services case closed due to death of client	The client died during the case and the case was closed.
Case Closure Reason: Protective services case closed due to client decision to not continue	The client decided not to continue work with the protective services agency, and the case was closed.
Case Closure Reason: Other	Case was closed for a reason not included in the categorizations provided.
Age	The age of the client/perpetrator in years (at investigation start date). The Client/Perpetrator Age is computed by subtracting the client/perpetrator's Date of Birth from the Investigation Start Date. If the age ranges between 18 and 74, the actual age is used. Ages of 17 or younger are grouped and coded as 17. Ages of 75 through 84 inclusive are grouped and coded as 75. Ages of 85 or older are grouped and coded as 85. The reason for the grouping of older ages is to further protect the possible identification of the younger or older cohort population.
Gender Identity	The actual or perceived gender-related characteristics of the client/perpetrator.
Gender Identity: Male	Male gender assigned at birth matches one's gender identity of male.
Gender Identity: Female	Female gender assigned at birth matches one's gender identity of female.
Gender Identity: Transgender	Gender identity, gender expression, and biological sex do not all align (e.g. man, masculine, and male).
Sexual Orientation	The client/perpetrator's enduring pattern of or disposition to experience sexual or romantic desires for, and relationships with, people of one's same sex, the other sex, or both sexes.
Sexual Orientation: Straight	Sexual or romantic attractions and behaviors focus exclusively or mainly on members of the other sex.
Sexual Orientation: Gay/lesbian	Sexual or romantic attractions and behaviors focus exclusively or mainly on members of the same sex.
Sexual Orientation: Bisexual	Sexual or romantic attractions and behaviors are directed at members of both sexes to a significant degree.
Sexual Orientation: Questioning	Exploring one's own sexual orientation, investigating influences that may come from family, religious upbringing, and internal motivations.
Sexual Orientation: Other	A sexual orientation not included in the categorizations provided.

Case Data Element	Definitions
Race	The population(s) or group(s) that the client/perpetrator identifies as being a member. A client/perpetrator may have more than one race (multi-racial). For example, a client/perpetrator is Asian and White, the client/perpetrator should be reported with both race values. If specific races cannot be identified for a multiracial client, the client/perpetrator is reported as “Other”.
Race: American Indian or Alaska Native	Having origins in any of the original peoples of North and South America (including Central America), and who maintains tribal affiliation or community attachment.
Race: Asian	Having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
Race: Black or African American	Having origins in any of the black racial groups of Africa.
Race: Native Hawaiian or Other Pacific Islander	Having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
Race: White	Having origins in any of the original peoples of Europe, the Middle East, or North Africa.
Race: Other	Having origins not included in the categorizations provided.
Ethnicity	The affiliation of the client/perpetrator as Hispanic or Latino/a or non-Hispanic or Latino/a.
Marital Status	The client’s status based on state residency laws.
Marital Status: Never married	Refers to persons who report themselves as never married.
Marital Status: Married	Refers to persons who are currently legally married.
Marital Status: Domestic partner, including civil union	In a committed relationship with another adult, including both same sex and opposite-sex relationships
Marital Status: Divorced	Refers to those whose marriages were legally dissolved.
Marital Status: Separated	A termination of cohabitation of spouses either by mutual agreement or, in the case of judicial separation, under the decree of a court.
Marital Status: Widowed	Refers to those whose marriages were terminated through death of their spouse and have not remarried.
Marital Status: Other	A marital status not included in the categorizations provided.
Schooling Level	The highest educational degree attained by the client.
Schooling Level: Less than high school	Did not receive a high school diploma or equivalent, such as GED.
Schooling Level: High school diploma or equivalent	Received high school diploma or equivalent, such as GED.

Case Data Element	Definitions
Schooling Level: Associate's degree or bachelor's degree	Associate's degree: granted after a two-year course of study, especially by a community or junior college. Bachelor's degree: earned for an undergraduate course of study that nominally requires three to five years of study, depending on institution and field of study.
Schooling Level: Advanced degree	A postgraduate degree, such as a master's degree or a doctorate.
Employment Status:	The involvement of the client in the labor force. If client is retired but also employed, use code "Employed". If client is participating in sheltered workshops or work centers for sub-minimum wages, use code value "Other".
Employment Status: Employed	Persons who are working or temporarily not working due to illness or other reasons.
Employment Status: Unemployed	Persons who are not employed and actively looking for work and available to start a job.
Employment Status: Not in labor force	Students, homemakers, retired workers, seasonal workers not looking for work, persons residing in institutions, persons doing only incidental unpaid family work.
Employment Status: Other	Employment status not included in the categorizations provided. Includes sheltered workshop participants.
Income level	The level of annual income of the client including all sources of income.
Benefits	The federal and state benefits received by the client during the investigation. Multiple benefit code values can be submitted for the client.
Benefits: Medicaid	The United States Medicaid program provides health coverage to persons including eligible low-income adults, children, pregnant women, elderly adults, and people with disabilities.
Benefits: Medicare	The United States Medicare program is a health insurance program for people age 65 and older, people under age 65 with certain disabilities, and people of all ages with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a kidney transplant).
Benefits: Publicly-subsidized housing	Government sponsored economic assistance aimed toward alleviating housing costs and expenses for people in need with low to moderate incomes. Includes direct housing subsidies, non-profit housing, rent supplements, and some forms of co-operative and private sector housing.
Benefits: Social Security Disability Insurance (SSDI)	SSDI provides benefits to disabled or blind persons who are "insured" by workers' contributions to the Social Security trust fund.
Benefits: Social Security retirement benefits	Benefits received by retired workers who have paid into the Social Security system during their working years. Paid out on a monthly basis to retired workers and their surviving spouses.



Case Data Element	Definitions
Benefits: Supplemental Security Income (SSI)	SSI makes cash assistance payments to aged, blind, and disabled persons (including children) who have limited income and resources.
Benefits: Temporary Assistance for Needy Families (TANF)	Temporary financial assistance through TANF program, which helps pregnant women and families with one or more dependent children pay for food, shelter, utilities, and expenses other than medical.
Benefits: Veterans' disabled benefits	Disability compensation paid to Veterans because of injuries or diseases that were incurred in or aggravated during active duty, active duty training, or inactive duty training.
Benefits: Other	Public benefit other than those specified in the categorizations provided.
Veteran Status	The client's status related to the US Armed Forces.
Veteran Status: Veteran	Person who has served in the United States Armed Forces or is otherwise classified as a veteran by the United States Department of Veteran Affairs.
Veteran Status: Non-veteran	Person who has not served in the United States Armed Forces or is otherwise not classified as a veteran by the United States Department of Veteran Affairs.
Disabilities	The client/perpetrator's physical, emotional, and mental health issues that result in limitation in activities and restrictions to fully participate at school, work, or in the community. Multiple disability code values can be submitted for the client/perpetrator.
Disabilities: Ambulatory difficulty	Having serious difficulty walking or climbing stairs.
Disabilities: Cognitive difficulty	Because of a physical, mental, or emotional problem, having difficulty remembering, concentrating, or making decisions.
Disabilities: Communication difficulty	Because of a physical, mental, or emotional problem, having difficulty with speech or language.
Disabilities: Hearing difficulty	Deaf or having serious difficulty hearing.
Disabilities: 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.
Disabilities: Self-care difficulty	Having difficulty bathing or dressing.
Disabilities: Vision difficulty	Blind or having serious difficulty seeing, even when wearing glasses.
Disabilities: Other	Disabilities other than those specified in the categorizations provided.
ADL score	The client's score on the Katz Index of Independence in Activities of Daily Living (ADL).



Case Data Element	Definitions
IADL score	The client's score on the Lawton Instrumental Activities of Daily Living (IADL).
Behavioral Health Screenings or Diagnoses	The results of assessments on the client/perpetrator, conducted by the APS agency. Multiple behavioral health code values can be submitted for the client/perpetrator. APS staff may perform assessments or screenings which indicate that a client/perpetrator may need referral to a health care professional. These assessments/screenings may be indicated by choosing the appropriate code values. In addition, APS staff may have access to medical records indicating a client/perpetrator's diagnoses and if so choose appropriate code values.
Behavioral Health Screenings or Diagnoses: Alcohol use disorder	The consumption of alcohol that impacts the ability to conduct daily activities including quantity and frequency of alcohol consumption as well as feelings of not being able to stop drinking, of remorse about drinking, not being able to remember due to drinking, needing a drink early in the day, etc. Screening tools, such as the Alcohol Use Disorders Identification Test (AUDIT) or others, may be used. Diagnosis depends upon clinical training.
Behavioral Health Screenings or Diagnoses: Anxiety	An affective disorder that makes it difficult to conduct daily activities including feelings of nervousness, not being able to stop or control worrying, worrying too much about different things, being restless so it is hard to sit still, becoming easily annoyed or irritable and feeling afraid. Screening tools, such as the Generalized Anxiety Disorder 7 Item Scale (GAD-7) or others, may be used. Diagnosis depends upon clinical training.
Behavioral Health Screenings or Diagnoses: Bipolar disorder	A mood disorder characterized by alternating moods of mania and depression which can last for long periods of time and which may impact the ability to plan, schedule, and complete daily activities. Screening tools, such as the Mood Disorder Questionnaire or others, may be used. Diagnosis depends upon clinical training.
Behavioral Health Screenings or Diagnoses: Dementia	The progressive decline of cognitive ability which impacts daily activities. Alzheimer's is one type of dementia. Dementia may be associated with memory loss, difficulty performing familiar tasks, problems with language, disorientation to time and place, poor or decreased judgment, problems with abstract thinking, loss of initiative and changes in personality, mood, or behavior. Screening tools, such as the Alzheimer's Association Ten Warning Signs or others, may be used. Diagnosis depends upon clinical training.
Behavioral Health Screenings or Diagnoses: Depression	A loss of interest in daily activities including feelings of hopelessness, little energy, poor appetite or overeating, feeling bad about oneself, trouble concentrating and thoughts of suicide. Screening tools, such as the Patient Health Questionnaire (PHQ-9) or others, may be used. Diagnosis depends upon clinical training.

Case Data Element	Definitions
Behavioral Health Screenings or Diagnoses: Schizophrenia and other psychotic disorders	An affective disorder characterized by having delusions and hallucinations that may impact daily activities by causing difficulties in interacting with others. Screening tools, such as the Schizophrenia Test and Early Psychosis Indicator (STEP1) or others, may be used. Diagnosis depends upon clinical training.
Behavioral Health Screenings or Diagnoses: Substance use disorder	The use of drugs, including over the counter drugs, prescriptions drugs, cannabis (marijuana, hashish), solvents, tranquilizers, barbiturates, cocaine, stimulants, hallucinogens or narcotics that impact the ability to conduct daily activities including the quantity and frequency of use of such drugs, and feelings of being unable to stop when wanting to, of guilt or being neglectful, of withdrawal symptoms or having blackouts or flashbacks due to drug usage. Screening tools, such as the Drug Abuse Screening Test (DAST 10) or others, may be used. Diagnosis depends upon clinical training.
Behavioral Health Screenings or Diagnoses: Traumatic brain injury	The result of a violent blow or injury to the head. Physical damage to the brain may result in long term complications that impact daily activities due to difficulties in sleeping, dizziness, vision, memory concentration, and mood changes. Screening tool is usually the result of self-reporting of the injury or symptoms. Diagnosis depends upon clinical training.
Behavioral Health Screenings or Diagnoses: Other	Behavioral conditions not included in the value list of behavioral health that are due to brain damage, disease or unknown causes which impact the ability to conduct daily activities. Examples include amnesia, delirium, behavioral syndromes such as eating disorders, sleep disorders, and other personality disorders. Screening may use a range of tools. Diagnosis depends upon clinical training.
Living Setting at Start/Close	The primary residential environment of the client at the start/close of investigation.
Living Setting: Own residence or residence of relative or caregiver	Client's home or the client's relative or caregiver's home. Includes a house, apartment, mobile home or trailer, group of rooms, etc.
Living Setting: Residential care community (non-specific)	Provides room and board of at least two meals per day and help with personal care. Includes residential communities identified as assisted living residences, board and care homes, congregate care, enriched housing programs, personal care homes, homes serving primarily persons with disabilities, and homes serving primarily older adults.
Living Setting: Licensed residential care community	Licensed, registered, listed, certified, or otherwise regulated by the state.
Living Setting: Non-licensed residential care community	Not licensed, registered, listed, certified, or otherwise regulated by the state.

Case Data Element	Definitions
Living Setting: Nursing home (non-specific)	Nursing home or skilled nursing home that provides services for residents who require medical or nursing care, or rehabilitative services.
Living Setting: Licensed nursing home	Licensed, registered, listed, certified, or otherwise regulated by the state.
Living Setting: Non-licensed nursing home	Not licensed, registered, listed, certified, or otherwise regulated by the state.
Living Setting: Other	A setting not included in categorizations provided, including shelters, correctional facilities, or no fixed residence.
Substitute Decision Makers at Start/Close	The authorizations that are in effect related to health, personal, or financial decision making for the client at the start/close of the investigation. Multiple substitute decision maker code values can be submitted for the client.
Substitute Decision Makers at Start/Close: Health care proxy in effect	The appointment of a person to communicate the clients' wishes as to medical treatment in terminal illness or injury situations and to communicate for them in the event they cannot communicate for themselves. A document also known as a durable power of attorney for health care, medical power of attorney, or appointment of a healthcare agent, allows an individual to appoint another person (a proxy or agent) to express the individual's wishes and make health care decisions for the individual if he or she cannot speak for him or herself. Depending on the state, these documents are known as living wills, medical directives, health care proxies, or advance health care directives.
Substitute Decision Makers at Start/Close: Financial proxy in effect	Authorization, by a written document, that one individual may act in another's place as agent or attorney-in-fact with respect to some or all legal and financial matters. The scope of authority granted is specified in the document and may be limited by state statute. A power of attorney terminates on the death of the person granting the power (unless "coupled with an interest") and may terminate on the subsequent disability of the person granting the power (unless the power is "durable" under the instrument or state law).
Substitute Decision Makers at Start/Close: Guardianship or conservatorship (non-specific)	A relationship created by state law in which a court determines that an adult individual lacks capacity to make decisions about self-care or property, and appoints another individual or entity as a conservator, or by a similar term, as a surrogate decision maker. It becomes the duty and power of that individual to make personal and/or property decisions for another.
Substitute Decision Makers at Start/Close: Guardianship or conservatorship of person	If the individual has a critical need for someone to act on their behalf due to mental or physical disability.

Case Data Element	Definitions
Substitute Decision Makers at Start/Close: Guardianship or conservatorship of property	(Or Estate): if the person is incapable of managing his or her own financial affairs.
Substitute Decision Makers at Start/Close: Representative payee	An individual or organization appointed by SSA to receive Social Security and/or SSI benefits for someone who cannot manage or direct someone else to manage his or her money. The main responsibilities of a payee are to use the benefits to pay for the current and foreseeable needs of the beneficiary and properly save any benefits not needed to meet current needs. A payee must also keep records of expenses. When SSA requests a report, a payee must provide an accounting to SSA of how benefits were used or saved.
Services at Start	The services known to the agency that the client was already receiving at the start of the investigation. Multiple service code values can be submitted for the client.
Services APS	The services that the agency provided on behalf of the client during the investigation or while the agency kept an open case. Multiple service code values can be submitted for the client.
Services Referred	The services for which the agency referred the client. Multiple services code values can be submitted for the client.
Services at Close	The services known to the agency that the client was receiving at the time of case closure. Multiple services code values can be submitted for the client.
Services: Care/case management services	Development and implementation of a service plan to mobilize the formal and informal resources and services identified in the assessment to meet the needs of the client. Includes the development and oversight of a plan to ensure the safety and well-being of the client; developing a safety plan with a person's support network; referring and arranging support services, etc.
Services: Caregiver support services	Assistance to family and other informal caregivers to improve or sustain capacity for caring for the older adult or adult with disabilities. Includes counseling, support groups, training, respite, etc.
Services: Community day services	Services or activities provided to adults who require care and supervision in a protective setting for a portion of a 24-hour day. Includes out of home supervision, health care, recreation, and/or independent living skills training offered in centers most commonly known as Adult Day, Adult Day Health, Senior Centers, and Disability Day Programs.

Case Data Element	Definitions
Services: Education, employment, and training services	Services and activities to assist people in achieving or maintaining economic self-support. Includes training programs, job coaches, supported employment, senior employment programs, and public school individualized education plans.
Services: Emergency assistance and material aid services	Providing, arranging for, or facilitating the provision of medical, social service, economic, emergency, or support services. Includes financial assistance or referral for food, clothing, energy/utility assistance, and home repairs/modifications; environmental clean-up of client's home including but not limited to removal of trash, extermination services and cleaning; relocation assistance; urgent medical expenses not typically covered by insurance (eye glasses, dentures); emergency housing/shelter; etc.
Services: Financial planning services	Services or activities to assist in managing finances or planning for future financial needs. Includes meeting with bank officials, financial planning, estate planning, money management, and retirement income planning.
Services: Housing and relocation services	Services or activities designed to assist in the obtaining of suitable or safe housing and living arrangements. Includes tenant counseling; helping to identify and correct substandard housing conditions; making moving arrangements and minor renovations to personal residence; and relocating to institutional care or facility care.
Services: In-home assistance services	Services or activities provided to clients to achieve or maintain self-sufficiency. Includes homemakers and home health aides; visiting and telephone reassurance; chore maintenance; personal care services, etc.
Services: Legal services	Legal counsel and representation provided by an attorney to address civil matters such as housing issues and advance care planning, and criminal matters.
Services: Medical and dental services	Services and activities designed to assist individuals and families to attain and maintain a favorable condition of health; includes evaluations.
Services: Medical rehabilitation services	Services and activities for persons with developmental or physical disabilities, or persons with visual or auditory impairments, are services or activities to maximize the potential of persons with disabilities, help alleviate the effects of physical, mental or emotional disabilities, and to enable these persons to live in the least restrictive environment possible. Includes training in mobility, communication skills, the use of special aids and appliances, self-sufficiency skills for people with disabilities, occupational therapy, physical therapy, speech and language pathology, early intervention and other therapies that help people learn the skills they need to live, learn, work and play in their communities.

Case Data Element	Definitions
Services: Mental health services	Services and activities, including commitment, assessment, and evaluations, for people with behavioral health conditions characterized by dysregulation of mood, thought, and/or behavior, as recognized by the DSM-5. Includes services and activities that apply therapeutic processes to personal, family, situational, or occupational problems in order to bring about a positive resolution of the problem or improved individual or family functioning or circumstances.
Services: Nutrition services	Services and activities, including appeals and applications, to provide food to a client lacking recommended daily nutritional requirements and/or Activities of Daily Living (ADL) limitations. Includes home delivered meals, nutritional counseling, congregate meals, senior farmers' market program, etc.
Services: Public assistance benefits	Services and assistance to provide a safety net for disadvantaged individuals who lack the resources to provide basic necessities for themselves and their families. Includes such programs as financial aid (TANF), nutrition (SNAP), energy assistance (LIHEAP), health care (Medicaid), etc.
Services: Substance use services	Services and activities primarily designed to deter, reduce, or eliminate substance abuse or chemical dependence. Includes a comprehensive range of personal and family counseling methods, methadone treatment for opiate abusers, or detoxification treatment for alcohol abusers. Services and activities may be provided in alternative living arrangements such as institutional settings and community-based halfway houses.
Services: Transportation services	Services or activities that provide or arrange for the travel, including travel costs, of individuals in order to access services, or obtain medical care or employment.
Services: Victim services	Services and activities provided to, or on behalf of, victims at any stage of the criminal justice process, including post sentencing services and support. Includes programs supporting victims of domestic violence, sexual assault, abuse of older women, violence against women, and general crimes which are being handled by the police or prosecutors' offices.
Services: Other services	Client receives services and activities not included in the categorizations provided.
Interagency Coordination	The agencies to which the client was referred. Multiple interagency coordination code values can be submitted for the client.
Interagency Coordination: Law enforcement or prosecutorial offices	Agencies responsible for enforcing laws and maintaining public order and safety, including government units staffed by police, sheriffs, district attorneys, etc.



Case Data Element	Definitions
Interagency Coordination: Protection and Advocacy or Client Advocacy Program (CAP)	Agencies under the Protection and Advocacy for Persons with Mental Illness Act that have the authority to provide legal representation and other advocacy services, under all federal and state laws, to all people with disabilities, along with those agencies that provide information and assistance to individuals seeking or receiving vocational rehabilitation services under the Rehabilitation Act.
Interagency Coordination: State licensing agency	Government units responsible for the licensing of facilities and agencies serving older adults and adults with disabilities.
Interagency Coordination: State Medicaid Fraud Control Unit (MFCU)	State agencies that investigate and prosecute Medicaid fraud as well as patient abuse and neglect in health care facilities.
Interagency Coordination: Long-Term Care Ombudsman Program	State program that addresses complaints and advocates for people in the long-term care system.
Interagency Coordination: Other	Client was referred to a type of agency not included in the categorizations provided.
Previous Report	The indication that the agency has information that the client was the subject of a previous report.
Maltreatment Disposition	The disposition of the alleged maltreatment.
Maltreatment Disposition: Substantiated	The finding that the allegation of maltreatment is supported under state law and policy.
Maltreatment Disposition: 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.
Maltreatment Disposition: Unsubstantiated	The finding that the allegation of maltreatment is not supported under state law and policy.
Maltreatment Disposition: Other	Disposition not included in categorizations provided. Includes inappropriate allegations that were investigated.
Cohabitation at Start/Close	The indication if the perpetrator and client are cohabitating at the start/close of the investigation.
Kinship Relationship	The indication if the perpetrator is related to the client by affinity (blood, adoption, marriage, etc.).
Kinship Relationship: Yes (non-specific)	Kinship relationship exists
Kinship Relationship: Spouse	Partner in a marriage

Case Data Element	Definitions
Kinship Relationship: Domestic partner, including civil union	Adults in a committed relationship with another adult, including both same sex and opposite-sex relationships
Kinship Relationship: Parent	The birth mother or father, adoptive mother or father, or stepmother or stepfather of the client.
Kinship Relationship: Child	Biological son or daughter, adoptive son or daughter, or step-son or daughter
Kinship Relationship: Sibling	Children or offspring have one or both parents in common; a brother or sister (by blood, adoption, marriage)
Kinship Relationship: Grandparent	Parent of one's father or mother; a grandmother or grandfather (by blood, adoption, marriage)
Kinship Relationship: Grandchild	A child of one's son or daughter (by blood, adoption, marriage)
Kinship Relationship: Other relative	Another family member, including in-laws and kinship foster parents
Perpetrator Association at Start/Close	The indication if the perpetrator has a caregiving relationship to the client at the start/close of the investigation.
Perpetrator Association at Start/Close: Nursing home staff	An employee of a nursing home, including a skilled nursing home. Nursing homes primarily provide skilled nursing, rehabilitation, and long term care.
Perpetrator Association at Start/Close: Residential care community staff	An employee of a residential care community including those providing room and board of at least 2 meals per day and help with personal care. These places include residential communities identified as assisted living residences, board and care homes, congregate care, enriched housing programs, personal care homes, homes serving primarily persons with disabilities, and homes serving primarily older adults.
Perpetrator Association at Start/Close: Relative caregiver (non-specific)	An individual related to the client by blood, adoption, marriage, etc. who has the responsibility for the care of the client, providing in-home monitoring, management, supervision, etc.
Perpetrator Association at Start/Close: Paid relative caregiver	An individual related to the client by blood, adoption, marriage, etc. who has the responsibility for the care of the client, and receives payment for providing in-home monitoring, management, supervision, etc.
Perpetrator Association at Start/Close: Unpaid relative caregiver	An individual related to the client by blood, adoption, marriage, etc. who has the responsibility for the care of the client, and does not receive payment for providing in-home monitoring, management, supervision, etc.
Perpetrator Association at Start/Close: Nonrelative caregiver (non-specific)	An individual not related to the client by blood, adoption, marriage, etc. who has the responsibility for the care of the client, providing in-home monitoring, management, supervision, etc.



Case Data Element	Definitions
Perpetrator Association at Start/Close: Paid nonrelative caregiver	An individual not related to the client by blood, adoption, marriage, etc. who has the responsibility for the care of the client, and receives payment for providing in-home monitoring, management, supervision, etc.
Perpetrator Association at Start/Close: Unpaid nonrelative caregiver	An individual not related to the client by blood, adoption, marriage, etc. who has the responsibility for the care of the client, and does not receive payment for providing in-home monitoring, management, supervision, etc.
Perpetrator Association at Start/Close: Other relationship	Another trusted person providing care, not included in the categorizations provided.
Perpetrator Legal Remedy Recommendation	The legal remedies that were recommended or sought by the APS agency regarding the status of the perpetrator. Multiple legal remedy recommendation code values can be submitted for the client perpetrator relationship.
Legal Remedy: Removal of guardianship rights	The termination of a relationship, created by state law and determined by a court, in which an individual or entity acts as a conservator, or by a similar term, as a surrogate decision maker for another person who lacks capacity to make decisions about self-care or property. The individual no longer has duty and power to make personal and/or property decisions for the other.
Legal Remedy: Restraining order on perpetrator regarding the client	A court order issued to prohibit an individual from carrying out a particular action, especially approaching or contacting a specified person.
Legal Remedy: Eviction of perpetrator	The act of expelling someone, usually a tenant, from a property.
Legal Remedy: Restitution by perpetrator	Compensation paid to client by perpetrator for the losses or injuries incurred as a result of a criminal offense.
Legal Remedy: Other legal remedy	Legal remedy recommendations not included in the categorizations provided.

# Appendix B: Laws, Rules, Regulations, and Guidance Sources

Laws, Rules, Regulations, and Guidance sources' website addresses mentioned in NAMRS FFY 2016 Reports

## Federal Laws

“Older Americans Act,” congress.gov, last reauthorized 2016, <https://www.congress.gov/>

“Social Security Act,” congress.gov, last modified 2016, <https://www.congress.gov/>

“Elder Justice Act,” congress.gov, 2009, <https://www.congress.gov/>

## Federal Agency Rules, Regulations, and Guidance

U.S. Office of Management and Budget, 1997 approval memorandum for data collected by U.S. Census Bureau, <https://www.whitehouse.gov/omb>

U.S. Census American Community Survey, <https://www.census.gov/programs-surveys/acs/>

U.S. Department of Health and Human Services, Assistant Secretary for Planning and Evaluation, publications, <https://aspe.hhs.gov/reports>

U.S. Department of Health and Human Services, Administration for Community Living, <https://www.acl.gov/programs>

U.S. Department of Health and Human Services, Centers for Disease Control, <https://www.cdc.gov/datastatistics/index.html>

U.S. Department of Housing and Urban Development, <https://portal.hud.gov/hudportal/HUD?src=/topics>

U.S. Department of Justice, <https://www.justice.gov/publications>

U.S. Veterans Administration, <https://www.benefits.va.gov/benefits/>

U.S. Department of Justice Bureau of Justice Statistics, <https://www.bjs.gov/>

## National Organizations

ABA Commission on Law and Aging: [https://www.americanbar.org/groups/law\\_aging.html](https://www.americanbar.org/groups/law_aging.html)

American Psychiatric Association Diagnostic and Statistical Manual of Mental Disorders, <https://www.psychiatry.org/psychiatrists/practice/dsm>

## Appendix C: Agency Component Data Specifications

The Agency Component includes agency information such as agency name, addresses, and contact information. The Agency Component data are entered directly on to an online form on the NAMRS website. The Agency Component collects information on the policies and practices of each state APS agency as context for understanding the Case Component or the Key Indicators Component submission. The reporting period is the Federal Fiscal Year (FFY), October 1<sup>st</sup> – September 30<sup>th</sup>. While all data elements pertain to the reporting period for the annual data collection, the information in some elements may not change each year. Data topics include the following:

- Data sources—sources of information used to submit data
- Population served—characteristics of the population served
- Staffing—number of filled investigator and supervisor ftes
- Intake processes—centralized, local or regional, combination
- Referrals—number of reports accepted for investigation; not accepted, or resolved through information and referral (i&r) or information and referral/assistance (i&ra)
- Response time—amount of time from receipt of call or notice of alleged maltreatment to contact with client, based on standard
- Completion of investigation—amount of time for aps to complete investigations, based on standard
- Types of maltreatment—state definitions or statutory references for definitions
- Standard of evidence—legal criteria for substantiating maltreatment
- Assessment tools—uses statewide standardized tools for investigation
- Service gaps—client services that are not available
- Perpetrators—whether or not the agency collects person-specific data on perpetrators

Each data topic includes a comment field that allows States to submit additional explanatory information on each item as needed.

Additional information on terms used in NAMRS is available in the NAMRS Code Values and Definitions document.

A web-based form that contains fields for all the data points in the Agency Component will be available on the NAMRS Website, as of October 1, 2016. The user can fill out the form, save the data, and return later to work on it as needed. Basic data type and required field validation will take place when the form is saved. If there are any errors, the user will be prompted to fix the errors. The NAMRS Technical Assistance Team is available if assistance is needed.

# 1. Agency Component Data Specifications: General Information

Element No.	Element Name	Element Description	Required	Field Entry Format
Agency 1.1	Agency Name 1	Department or agency name	Yes	Text - 100 characters
Agency 1.2	Agency Name 2	Branch or unit name	No	Text - 100 characters
Agency 2.1	Street 1	First line street address of agency physical address	Yes	Text - 100 characters
Agency 2.2	Street 2	Second line street address of agency physical address	No	Text - 100 characters
Agency 2.3	City	City of agency physical address	Yes	Text - 100 characters
Agency 2.4	State	State of agency physical address	Yes	Select from list
Agency 2.5	ZIP	ZIP of agency physical address	Yes	##### or #####-####
Agency 3.1	Street 1	First line street address of agency mailing address	Yes	Text - 100 characters
Agency 3.2	Street 2	Second line street address of agency physical address	No	Text - 100 characters
Agency 3.3	City	City of agency physical address	Yes	Text - 100 characters
Agency 3.4	State	State of agency physical address	Yes	Select from list
Agency 3.5	ZIP	ZIP of agency physical address	Yes	##### or #####-####
Agency 4.1	Name	Contact name	Yes	Text - 100 characters
Agency 4.2	Title	Contact title	Yes	Text - 100 characters
Agency 4.3	E-mail	Contact e-mail	Yes	E-mail address format
Agency 4.4	Phone	Contact telephone	Yes	Text - 50 characters

Element No.	Element Name	Element Description	Required	Field Entry Format
Agency 4.5	Contact's role in agency	Contact's role in agency  <i>Selection List:</i> <ul style="list-style-type: none"> <li>• Case manager</li> <li>• Data coordinator/manager</li> <li>• Field coordinator</li> <li>• Intake manager/supervisor</li> <li>• Investigator</li> <li>• IT/data specialist</li> <li>• Manager/director/supervisor</li> <li>• Policy specialist</li> <li>• Regional supervisor</li> <li>• Social worker</li> <li>• Training coordinator/specialist</li> </ul>	No	Select one from list

## 2. Agency Component Data Specifications: Agency Profile

Element No.	Element Name	Element Description	Required	Field Entry Format
Agency 5	Data Sources	The sources of information used to submit data this year to NAMRS.  <i>Selection List:</i> <ul style="list-style-type: none"> <li>• APS agency only</li> <li>• APS and other agencies</li> </ul>	No	Select one from list
Agency 5.1	Comment	Provide names of other agencies that provided data.	No	Text – 5,000 characters
Agency 6	Population Served	Provide a brief description of the characteristics of the population, including age, living arrangement, vulnerability, etc. whom APS is mandated to serve. Provide the citation in state statute or regulation, or agency policy.	No	Text – 5,000 characters

Element No.	Element Name	Element Description	Required	Field Entry Format
Agency 6.1	Population served: setting	If your agency investigates allegations in residential care communities and/or nursing homes, please indicate whether or not your agency would conduct an investigation if the allegation does not pertain to a specific resident, but rather to the residents in general.	No	Text – 5,000 characters
Agency 7	Investigator FTEs filled	Number of filled APS FTEs responsible for the hotline and/or conducting investigations.	No	Numeric – 10 integers
Agency 7.1	Supervisor FTEs filled	Number of filled APS FTEs responsible for supervision.	No	Numeric – 10 integers
Agency 7.2	Comment	Provide additional information as to whether the numbers in 7 and 7.1 were the annual total or total for a given day.	No	Text – 5,000 characters
Agency 8	Intake	Centralized or localized intake of APS reports.  <i>Selection List:</i> <ul style="list-style-type: none"> <li>• Centralized at a statewide hotline or call in number</li> <li>• Combination of both statewide and local hotlines or call in numbers</li> <li>• Local at county or regional hotlines or call in numbers</li> <li>• Other</li> </ul>	No	Select one from list
Agency 8.1	Comment	Provide additional information on your state’s definition of intake.	No	Text – 5,000 characters
Agency 9	Reports Accepted for Investigation	Number of reports accepted for investigation during the reporting period.	No	Numeric – 10 integers

Element No.	Element Name	Element Description	Required	Field Entry Format
Agency 9.1	Reports Not Accepted, or Resolved Through I&R/I&RA	Number of reports that were either not accepted by APS for investigation or were resolved through Information and Referral (I&R) / Information and Referral Assistance (I&RA).	No	Numeric – 10 integers
Agency 9.2	Comment	Please confirm that the sum of 9 and 9.1 is the total number of investigations received during the reporting period. Please provide additional information regarding policy for accepting reports and not accepting reports, or resolving through I&R/I&RA.	No	Text – 5,000 characters
Agency 10	Response Time in Hours	The length of time (hours) from receipt of call or notice of alleged maltreatment to face-to-face contact with the client by the APS worker, based on the standard set by policy or practice.	No	Numeric – 3 integers
Agency 10.1	Comment	Provide additional information on the definition of response time to allegations of maltreatment. If different types of allegations are given different priorities in terms of response time, please provide additional information.	No	Text – 5,000 characters
Agency 11	Investigation Completion Time in Days	The length of time (days) from investigation start to investigation completion, based on the standard set by policy or practice.	No	Numeric – 3 integers
Agency 11.1	Comment	Provide additional information on the definition of start of investigation and completion of an investigation.	No	Text – 5,000 characters

Element No.	Element Name	Element Description	Required	Field Entry Format
Agency 12	Types of Maltreatment	<p>Indicate which types of maltreatment are investigated by APS.</p> <p><i>Selection List:</i></p> <ul style="list-style-type: none"> <li>• Abandonment</li> <li>• Emotional abuse</li> <li>• Exploitation (non-specific)</li> <li>• Financial exploitation</li> <li>• Other exploitation</li> <li>• Neglect</li> <li>• Physical abuse</li> <li>• Sexual abuse</li> <li>• Suspicious death</li> <li>• Self-neglect</li> <li>• Other</li> </ul>	No	Select one or more from list
Agency 12.1	Comment	Provide citation or URL in state law, regulations, or program guidance for maltreatment types investigated by APS.	No	Text – 5,000 characters
Agency 13	Standard of Evidence	<p>Standard used for substantiating an allegation of maltreatment.</p> <p><i>Selection List:</i></p> <ul style="list-style-type: none"> <li>• Clear and convincing</li> <li>• Credible, reasonable, or probable cause</li> <li>• Different standards based on type of perpetrator</li> <li>• No state standard</li> <li>• Preponderance</li> <li>• Other</li> </ul>	No	Select one form list
Agency 13.1	Comment	Provide citation or URL of state law, regulations, or program guidance. Include discussion of definitions of perpetrator if relevant.	No	Text – 5,000 characters



Element No.	Element Name	Element Description	Required	Field Entry Format
Agency 14	Assessment Tools	<p>Indicate whether APS personnel use standard assessment tools throughout the state, such as client safety, at risk factors, or behavioral conditions.</p> <p><i>Selection List:</i></p> <ul style="list-style-type: none"> <li>No, assessment instruments are determined by each county or left to the worker's discretion</li> <li>Yes, use common instrument or tool throughout the state</li> </ul>	No	Select one from list
Agency 14.1	Comment	Provide the name and reference (i.e., URL) for each standardized tool that is used.	No	Text – 5,000 characters

Element No.	Element Name	Element Description	Required	Field Entry Format
Agency 15	Service Gaps	<p>Indicate which services are not available or accessible in the state.</p> <p><i>Selection List:</i></p> <ul style="list-style-type: none"> <li>• Care/Case Management Services</li> <li>• Caregiver Support Services</li> <li>• Community Day Services</li> <li>• Education, Employment, and Training Services</li> <li>• Emergency Assistance and Material Aid Services</li> <li>• Financial Planning Services</li> <li>• Housing and Relocation Services</li> <li>• In-home Assistance Services</li> <li>• Legal Services</li> <li>• Medical and Dental Services</li> <li>• Medical Rehabilitation Services</li> <li>• Mental Health Services</li> <li>• Nutrition</li> <li>• Public Assistance Benefits</li> <li>• Substance Use Services</li> <li>• Transportation</li> <li>• Victim Services</li> <li>• Other Services</li> </ul>	No	Select one from list
Agency 15.1	Comment	Provide additional information on how gaps in services were identified, if possible.	No	Text – 5,000 characters

Element No.	Element Name	Element Description	Required	Field Entry Format
Agency 16	Perpetrators	Does APS collect person-specific data on persons found to be perpetrators of substantiated maltreatment? Does your information system collect unique IDs and demographic characteristics of such persons? If there is specific state statute or regulation, or agency policy on such data, please provide the citation.	No	Text – 5,000 characters