

**REPORT OF THE  
DEPARTMENT OF SOCIAL SERVICES**

**Report on Adult Protective Services:  
Training of Mandated Reporters  
and Public Awareness Strategies**

**TO THE GOVERNOR AND  
THE GENERAL ASSEMBLY OF VIRGINIA**



**HOUSE DOCUMENT NO. 29**

**COMMONWEALTH OF VIRGINIA  
RICHMOND  
2004**



**COMMONWEALTH OF VIRGINIA  
DEPARTMENT OF SOCIAL SERVICES**

October 27, 2004

TO: The Honorable Mark R. Warner

and

The General Assembly of Virginia

The 2004 General Assembly passed legislation to amend the *Code of Virginia* relative to adult protective services (APS). The amendments were intended to enhance protections for Virginia's vulnerable adult population and best practices in APS for the Commonwealth. The report contained herein was prepared pursuant to the third enactment clause in Chapters 1011 and 749 of the 2004 Acts of Assembly. The third enactment clause requires the Department of Social Services to develop a plan and cost estimate to prepare, disseminate and present educational materials on adult abuse, neglect and exploitation to newly mandated reporters. The Department is to report to the Governor and General Assembly on the plan no later than November 1, 2004.

The enclosed report provides information on the APS program, related actions of the 2004 General Assembly, and a status report of the Department's initiatives to educate new mandated reporters. In addition, cost information and a detailed work plan for preparing, disseminating and presenting educational materials is included. Many of our initiatives have been completed, some are in process, and others are on-going. The Department has and will continue to use multiple venues to educate mandated reporters and to increase overall public awareness of adult abuse, neglect and exploitation.

Respectfully submitted,

A handwritten signature in black ink that reads "Maurice A. Jones".

Maurice A. Jones  
Commissioner

# **Report on Adult Protective Services: Training of Mandated Reporters and Public Awareness Strategies**

## **PREFACE**

The 2004 General Assembly passed legislation to amend the *Code of Virginia* relative to Adult Protective Services (APS). The third enactment clause in Chapters 1011 and 749 of the 2004 Acts of Assembly requests the Virginia Department of Social Services (VDSS) to develop a plan and cost estimate for preparing and disseminating educational programs and materials on adult abuse, neglect, and exploitation to all categories of newly mandated reporters under § 63.2-1604 by November 1, 2004. Further, the third enactment clause specifies that the penalty provisions of subsection H of § 63.2-1606 shall not apply to such newly mandated reporters until the delivery of such training. The VDSS Commissioner is required to report to the Governor and General Assembly no later than November 1, 2004.

To assist with the study, VDSS formed an APS Advisory Committee composed of representatives of the Adult Services Subcommittee of the Virginia League of Social Service Executives, the Virginia Alliance of Social Work Practitioners, the Virginia Coalition for the Aging, the Virginia Coalition for the Prevention of Elder Abuse, the Alzheimer's Association, Virginia Center on Aging, Virginia Hospital and Healthcare Association, Virginia Association of Area Agencies on Aging, Virginia Commonwealth University (VCU), Virginians Against Domestic Violence, Virginia Tech, Blue Ridge Legal Services, Virginia Health Care Association, Virginia Association for Non-Profit Homes for the Aging, VCU Police Academy, and representatives from State agencies within the Secretariat of Health and Human Resources and local department of social services staff. A complete list of the members of the APS Advisory Committee is found in Appendix C. VDSS staff assigned to the study included Terry A. Smith, Adult Services Program Manager, and Marjorie L. Marker, Adult Services Program Consultant.

Special thanks are extended to Mr. Terry Coy, Virginia Department of Health, for assisting with the development of a video for emergency medical services personnel; Mr. Jerry Endres of Virginia Beach for creating public service announcements for the program; Dr. Marcella Fierro and Dr. Virginia Powell of the Office of the Chief Medical Examiner; and to the members of the APS Committee.

# Report on Adult Protective Services: Training of Mandated Reporters and Public Awareness Strategies

## TABLE OF CONTENTS

EXECUTIVE SUMMARY.....	i
I. STUDY MANDATE.....	1
II. BACKGROUND.....	1
III. ADULT PROTECTIVE SERVICES IN VIRGINIA.....	2
A. Purpose of APS.....	2
B. Target Population.....	2
C. Statutory Authority.....	3
D. Adult Abuse Is a Crime.....	4
IV. UNDER-REPORTING OF ADULT ABUSE.....	4
A. National Elder Abuse Incidence Study.....	4
B. The Iceberg Theory .....	4
V. ADULT ABUSE PREVENTION IN THE U.S. ....	5
VI. MANDATORY REPORTING IN VIRGINIA.....	6
VII. MANDATED REPORTER EDUCATION STRATEGIES.....	7
VII. PLAN FOR ADDITIONAL TRAINING ACTIVITIES.....	12
IX. STATUS OF TRAINING ACTIVITIES.....	14
X. FUNDING OF TRAINING ACTIVITIES.....	14
XI. RECOMMENDATIONS.....	15
XII. CONCLUSION.....	15

## NOTES

APPENDIX A:	STUDY MANDATE
APPENDIX B:	SUMMARY OF APS ACT
APPENDIX C:	2004 APS ADVISORY COMMITTEE
APPENDIX D:	APS ACT IMPLEMENTATION TRAINING PLAN
APPENDIX E:	SAMPLE MANDATED REPORTER INFORMATION POSTER
APPENDIX F:	CURRENT MANDATED REPORTERS FOR ADULTS IN VIRGINIA

APPENDIX G:	OPTIONAL ACKNOWLEDGEMENT OF MANDATED REPORTER STATUS FORM
APPENDIX H:	LETTER TO MANDATED REPORTER GROUPS
APPENDIX I:	APS PRESS RELEASE
APPENDIX J:	SAMPLE WEBPAGE/NEWSLETTER ARTICLE
APPENDIX K:	DEFINITIONS

# Report on Adult Protective Services: Training of Mandated Reporters and Public Awareness Strategies

## EXECUTIVE SUMMARY

The 2004 General Assembly passed legislation to amend the *Code of Virginia* relating to Adult Protective Services (APS). The third enactment clause in Chapters 1011 and 952 of the 2004 Acts of Assembly charged the Virginia Department of Social Services (VDSS) with the following:

*3. That the Department of Social Services shall develop a plan and cost estimate to prepare, disseminate and present educational programs and materials on adult abuse, neglect, and exploitation to all categories of newly mandated reporters under § 63.2-1604 of this act by November 1, 2004, and that the penalty provisions of subsection H of § 63.2-1606 shall not apply to such newly mandated reporters until the delivery of such training. The Commissioner shall report to the Governor and the General Assembly on the plan and estimated costs no later than November 1, 2004.*

The VDSS has met the mandate to prepare, disseminate, and present education materials and programs on abuse, neglect, and exploitation for all newly mandated reporters, as required above. All costs associated with this effort were absorbed within the existing budget at VDSS and shared with stakeholders who provided education and training pro bono. This report describes VDSS' education and training initiatives for mandated reporters and the public regarding the Adult Protective Services (APS) Program. Specifically, the education and training focused on how to recognize and report abuse, neglect, and exploitation of vulnerable adults as required by the legislative mandated.

Local departments of social services receive and investigate more than 10,000 reports of adult abuse, neglect, and exploitation annually. Adult protective services is the only program authorized by the *Code of Virginia* (§ 63.2-1607) to investigate suspected abuse, neglect, and exploitation across all care settings. Reports alleging that adults are abused, neglected, or exploited, or are at risk of abuse, neglect, or exploitation and are unable to protect their own interests due to vulnerability associated with incapacity or due to a mental or physical disability are investigated. Services are provided to those adults who are found, through an APS investigation, to require protective services.

Upon the passage of the amended APS law, VDSS promptly convened the APS Advisory Committee. This committee was composed of long-term care and aging partners including advocates, long-term care representatives, other state agencies, and researchers. The committee was instrumental in the development of the legislation and was kept apprised of the training and educational efforts planned and conducted.

The best national estimate of the incidence and reporting of elder abuse and neglect is that only 16 percent of all incidences are reported to APS. Nationally, the number of unreported incidents is five times greater than the number of cases reported to APS (National Elder Abuse

Incidence Study (NCAIS), 1998). Many researchers have indicated that we have just seen the “tip of the iceberg” of reported adult abuse cases. Based on national data of unreported abuse, there could be another 60,000 cases of adult abuse, neglect, and exploitation that occur annually in Virginia that are not reported.

Adult abuse literature reports that programs that demonstrate collaborative, multidisciplinary efforts are most successful in identifying and preventing adult abuse, neglect, and exploitation. In a December 2002 legislative report on APS drafted by VDSS collaboration with the APS Advisory Committee, several recommendations were made to encourage statewide reporting of adult abuse, neglect, and exploitation and cooperation among the various human services agencies that serve vulnerable adults. Many of these recommendations were included in the 2004 APS legislation.

General Accounting Office (GAO) reports in 1991 and 2002 reviewed information on adult abuse. The GAO found that the number of adult abuse cases that states identify and investigate is strongly influenced by many factors including reporting laws. However, reporting laws are much less effective than other strategies for maximizing the number of adult abuse cases identified, prevented, and treated. The most important factors in recognizing adult abuse, according to the reports, are as follows:

- **A high level of public and professional awareness.** The most effective factor for maximizing the number of cases identified is an increased level of awareness of what adult abuse is and how to report it.
- **Provision of home-based services.** Efforts to raise awareness of adult abuse, to improve interagency coordination of efforts, and to increase the availability of in-home services have a significant impact on the effectiveness of adult abuse prevention programs.

This report focuses on the implementation of the initiatives involving the education and training of mandated reporters. Many training sessions have already occurred since the passage of this legislation. Information has been developed and disseminated to all mandated reporter groups, both those newly mandated as well as those who were already mandated reporters. In addition, VDSS has developed training materials, including posters, brochures, and electronic presentations for local departments of social services, community groups, employers of mandated reporters, and others to use for training purposes.

# Report on Adult Protective Services: Training of Mandated Reporters and Public Awareness Strategies

## I. Study Mandate

The 2004 General Assembly passed legislation to amend the *Code of Virginia* relating to Adult Protective Services (APS). The purpose of this report is to respond to the third enactment clause in Chapters 1011 and 749 of the 2004 Acts of Assembly. The clause reads as follows:

*3. That the Department of Social Services shall develop a plan and cost estimate to prepare, disseminate and present educational programs and materials on adult abuse, neglect and exploitation to all categories of newly mandated reporters under § [63.2-1604](#) of this act by November 1, 2004, and that the penalty provisions of subsection H of § [63.2-1606](#) shall not apply to such newly mandated reporters until the delivery of such training. The Commissioner shall report to the Governor and the General Assembly on the plan and estimated costs no later than November 1, 2004.*

## II. Background

Passage of the amended APS law by the 2004 General Assembly was intended to establish enhanced protections for Virginia's vulnerable adult population and best practices in Adult Protective Services (APS) for the Commonwealth. The primary reasons for this legislation, called the APS Act, were:

- **Demographics.** The older population is growing faster than any other age group. The population of Virginians aged 60 and over is expected to be 25 percent of the population by 2025 when there will be two million in this age group. The number of Virginians aged 85 and over will increase five times faster than the state's total population growth (2000 Survey of State APS, the National Center on Elder Abuse).
- **Underreporting by mandated reporters.** In FY 2003, mandated reporters filed 53 percent of all reports in the Commonwealth. It is estimated that only 16 percent of all incidents are reported nationwide (National Elder Abuse Incidence Study, 1998).
- **Continued allegations of abuse in facility settings that go undetected.** A 2002 General Accounting Office (GAO) report indicates that about 50 percent of abuse allegations known to nursing facilities were referred to the state survey agency. (In FY 03 in the Commonwealth, 12 percent of all reports received involved nursing facilities and nine percent involved assisted living facilities.)
- **"Grey murders."** Determination of cause of death of a vulnerable adult is often arbitrary and not investigated because the victim is "old." A recent report indicated that at least seven percent of deaths in Pulaski County, Arkansas, were directly related



to abuse and neglect (presentation by Mark Malcolm, Coroner, Pulaski County, Arkansas, Crimes against the Elderly Seminar, Springfield, VA, 2002).

Recommendations included in the APS Act were based on the following:

- Research, including a comprehensive review of all other states' APS programs and best practices, culminated in a legislative report issued by VDSS in December 2002 entitled, *Adult Protective Services: Identifying and Preventing Adult Abuse, Neglect, and Exploitation*. This report contained 17 recommendations for improved services, including expansion of mandated reporters and increased training efforts.
- Revisions to the *Code of Virginia* relating to APS had not occurred since its enactment in the late 1970's. An advisory committee of 47 persons was formed to address recommendations in the legislative report through development of a comprehensive review of the *Code of Virginia* relating to APS. This group worked several months to develop the proposed APS Act. The roster of members is found in Appendix C.

### **III. Adult Protective Services in Virginia**

#### **A. Purpose of APS**

Sections 63.2-1603 through 1610 of the *Code of Virginia* requires that local departments of social services receive and investigate reports of suspected adult abuse, neglect, and exploitation, and that protective services be provided to or arranged for vulnerable adults. In FY 2003, the 120 local departments of social services investigated approximately 12,000 reports of adult abuse, neglect, and exploitation; over 60 percent of cases were found to need services.

Assessment of service needs will identify the service provision that is necessary to protect the adult and prevent further mistreatment. The local departments collaborate within their communities with other human service agencies to provide necessary services to keep vulnerable adults safe. These agencies include, but are not limited to, the area agencies on aging, community services boards, and local departments of health. Definitions of adult abuse, neglect, and exploitation are found in Appendix K.

#### **B. APS Target Populations**

Adult protective services are provided to any person aged 60 and over and adults aged 18 and over who are incapacitated. Section 63.2-1603 of the *Code of Virginia* defines an "incapacitated person" as "any adult who is impaired by reason of mental illness, mental retardation, physical illness or disability, advanced age or other causes to the extent that the adult lacks sufficient understanding or capacity to make, communicate, or carry out responsible decisions concerning his or her well-being."

Table 1 is a summary of adults for whom an FY 2003 APS report was made.

**TABLE 1: APS REPORTS AT A GLANCE, FY 2003**


	<b>CATEGORY</b>	<b>REPORTS</b>	<b>PERCENTAGE</b>
<b>AGE</b>	60 years and older	8,597	72%
	18-59 years with a disability	3,352	28%
<b>SEX</b>	Female	7,698	64%
	Male	4,251	36%
<b>RACE</b>	White	8,778	73%
	African-American	3,018	25%
	Other	153	2%
<b>TOTAL</b>		<b>11,949</b>	<b>100%</b>

Source: Adult Services Annual Survey, 2003

In FY 03, approximately 12,000 APS reports were investigated by local departments of social services. Of these, approximately 26 percent were facility-based reports (nursing facility, assisted living facility, or facility operated by DMHMRSAS). The following table describes living arrangements of persons for whom an APS report was made in FY 03. The majority of reports are for adults who reside with a spouse or other relative (38 percent) or who live alone (29 percent).

**TABLE 2. LIVING ARRANGEMENTS OF APS REPORTS, FY 2003**

<b>LIVING ARRANGEMENT</b>	<b>REPORTS</b>	<b>PERCENTAGE</b>
With spouse/relative	4,491	38%
Alone	3,495	29%
Nursing facility	1,634	14%
Assisted living facility	1,125	9%
Other <sup>1</sup>	806	7%
DMHMRSAS facilities	382	3%
Adult Foster Care	16	<1%
<b>TOTAL</b>	<b>11,949</b>	<b>100%</b>

<sup>1</sup>The category "other" is not defined in VACIS reports. 

### C. Statutory Authority

In 1974, the *Code of Virginia* was amended to provide the statutory authority for providing APS in Virginia. Local departments of social services are authorized to receive and investigate reports of abuse, neglect, and exploitation across all care settings (except in State correctional facilities) and to provide protective services to the extent that federal, state, and local funding is available per §§ 63.2-1603 through 1610 of the *Code of Virginia*.

## **D. Adult Abuse Is a Crime**

The 1991 session of the Virginia General Assembly passed legislation that created §18.2-369 in the *Code of Virginia* and established for the first time that abuse and neglect of an incapacitated adult is a crime. Under this section, any person who has responsibility for the care, custody, or control of an incapacitated adult and who abuses or neglects that incapacitated adult shall be guilty of a Class 1 misdemeanor. A person who is convicted a second or subsequent time under this statute shall be guilty of a Class 6 felony. In any event, if the abuse or neglect results in serious bodily injury or disease to another, the offense shall be punishable as a Class 6 felony. Serious bodily injury or disease include, but is not limited to, disfigurement; a fracture; a severe burn or laceration; mutilation; maiming; or life-threatening internal injuries or conditions, whether or not caused by trauma.

## **IV. Under-Reporting of Adult Abuse**

Lack of reporting occurs across the spectrum of adult abuse cases. At home, families are reluctant to report. In institutional settings, fear of increased abuse or retaliation, social stigma, or lack of “whistleblower” protections are among the reasons for lack of reporting. Often the legal community is not interested in taking on adult abuse cases and is disinclined to prosecute (U.S. Senate Special Committee on Aging, untitled “white paper,” 2002). Several studies have addressed the issue of under-reporting of adult abuse.

### **A. National Elder Abuse Incidence Study**

In 1998, the National Center on Elder Abuse at the American Public Human Services Association released the National Elder Abuse Incidence Study (NEAIS). This Congressionally mandated study is the only national study ever undertaken on APS. The study determined that the best estimate of the incidence of elder abuse and neglect is that 16 percent of all incidences are reported to APS. The remaining 84 percent never come to the attention of APS (NEAIS and Elder Abuse Prevention Fact Sheet).

### **B. The Iceberg Theory**

The NEAIS study supports the “iceberg” theory of adult abuse, which states that official reporting sources receive reports only about the most visible types of abuse and neglect, but while a larger number of incidents go unidentified and unreported. Researchers believe that we have only seen “the tip of the iceberg” in the reporting of adult abuse. The NEAIS study estimated a significant, “submerged” area of previously unidentified and unreported cases of elder abuse. No methodology can identify and report on all hidden abuse and neglect, and a submerged core of abuse and neglect remains unidentified, unreported, and inestimable at this time (NEAIS, 1998).

The percentage of substantiated APS reports in Virginia has remained relatively steady at around 60 percent over the last 10 years. Adult abuse is even more difficult to

detect than child abuse since the social isolation of some elderly persons increases both the risk of mistreatment and the difficulty of identifying the mistreatment. About one-fourth of elders live alone. In Virginia in FY 03, approximately 43 percent of APS cases were self-neglect and about 24 percent of all APS cases fall into the neglect category. Both case types are far less likely to be reported. These facts make studying incidences of adult abuse, neglect, and exploitation a unique challenge. The following table describes the categories of substantiated reports for Virginia in FY 03.

**TABLE 3. TYPES OF SUBSTANTIATED APS REPORTS, FY 2003**


REPORT	REPORTS	PERCENTAGE
Self-neglect	3,111	43%
Neglect	1,754	24%
Duplicated Categories	1,424	20%
Abuse	577	8%
Exploitation	402	5%
<b>TOTAL</b>	<b>6,960</b>	<b>100%</b>

*Source: Adult Services Annual Program Report, 2003*

## V. Adult Abuse Prevention in the United States

There has yet to be federal legislation addressing adult abuse, though efforts are underway through the Elder Justice Act sponsored by Senator John Breaux, Chair of the U.S. Senate Special Committee on Aging. Among other initiatives, this legislation would establish an Office of Adult Protective Services in the Department of Health and Human Services. Most experts agree that the federal effort against adult abuse lags 30 years behind the efforts to combat child abuse and domestic violence.

GAO reports in 1991 and 2002 reviewed information on several aspects of adult abuse. The GAO found that the number of adult abuse cases that states identify is strongly influenced by many factors including reporting laws. However, reporting laws are much less effective than other strategies for maximizing the number of adult abuse cases identified, prevented, and treated. The most important factors in recognizing adult abuse, according to the reports, are as follows:


- **A high level of public and professional awareness.** The most effective factor for maximizing the number of cases identified is an increased level of awareness of what elder abuse is and how to report it was ranked as the most effective factor for maximizing the number of case identified.
- **Provision of home-based services.** Efforts to raise awareness, to improve interagency coordination of efforts, and to increase the availability of in-home services have a very significant impact on the effectiveness of adult abuse prevention programs. 

## VI. Mandatory Reporting in Virginia

Mandated reporters (persons who are required by the *Code of Virginia*, § 63.2-1606, to report suspected instances of adult abuse, neglect, or exploitation) are the primary sentinels in the community and institutions to identify suspected abuse and report their suspicions to APS so that they may be investigated and services provided as necessary. To help identify survivors of adult abuse and provide needed prevention and assistance, virtually every state has passed laws concerning the reporting of elder abuse. Called mandatory reporting laws, they require that specific categories or groups of professionals, such as physicians and social workers, report suspected incidents of adult abuse to authorities. Most reporting laws also grant immunity from criminal and civil liability if the report is made in good faith.

When a mandated reporter provides information to APS on suspected abuse, neglect, or exploitation of a vulnerable adult, he is providing a way for the abuse, neglect, or exploitation to be identified and services provided to the adult. By not reporting or delaying the reporting of suspicions of adult abuse, the adult's victimization is prolonged and may reach the point where damage to the person or his property is irreversible.

In Virginia, the penalty for any mandated reporter found guilty of not reporting immediately a reason to suspect is not more than \$500 for the first failure and not less than \$100, nor more than \$1,000 for any subsequent failures. The APS Act allows the Commissioner of VDSS to impose a civil penalty for non-reporting of a known abuse case. Per the third enactment clause Chapter 1011 of the 2004 Acts of Assembly, the Commissioner may not impose any fines until all newly mandated reporters have been trained on their reporting responsibilities.

In the *Code of Virginia*, § 63.2-1606A, ain persons are mandated to report to the local department of social services immediately upon suspecting abuse, neglect, or exploitation. Persons identified as mandated reporters are also required to make any records or reports documenting abuse available to the APS worker and the local department of social services investigating the reported case of abuse, neglect or exploitation. Persons who make a report, provide records or information, or testify in any judicial proceeding arising from a report are immune from any civil or criminal liability, unless the reporter acted in bad faith or with a malicious purpose. In FY 03, mandated reporters filed 53 percent of all reports. Persons who voluntarily made the reports filed the remaining 47 percent. The following table shows the source of all APS reports for FY 03.

**TABLE 4. SOURCE OF APS REPORTS FY 2003**

<b>SOURCE OF REPORTS</b>	<b>TOTAL REPORTS RECEIVED</b>	<b>PERCENTAGE OF REPORTS</b>
Relative	1,797	15%
Other*	1,388	12%
Hospitals/Clinics**	1,131	9%
Departments of Social Services**	1,101	9%
Nursing Facility Staff**	994	8%
Self	922	8%
Friends/Neighbors	801	7%
Home-health**	748	6%
DMHMRSAS**	709	6%
Anonymous	624	5%
Law Enforcement**	494	4%
Physicians/Nurses**	493	4%
Area Agencies on Aging**	297	2%
Assisted Living Facility Staff**	280	2%
Companion Providers**	51	<1%
Health Departments**	46	<1%
Clergy/Churches	40	<1%
Adult Day Care Staff**	33	<1%
<b>TOTAL</b>	<b>11,949</b>	<b>100%</b>

\*“Other” not defined by VACIS (Virginia Automated Computer Information System) reports.

\*\*Denotes mandated reporters.

## **VII. Mandated Reporter Education Strategies**

As a result of the APS Act, training efforts have increased to ensure that all mandated reporters are aware of their reporting responsibilities. VDSS initiatives to increase awareness of elder abuse include education, training, and information campaigns for the general public as well as special programs targeted at groups of mandated reporters. The VDSS Adult Services Program has provided training and educational materials for mandated reporters and others over the years.

Training and educational activities that have occurred since the passage of the APS Act include, but are not limited to:

- **Establishment of a work plan** (see Appendix D). The detailed work plan includes:
  - Issuance of administrative notifications to local departments of social services;
  - Development and issuance mandated reporter training;
  - Increased public awareness of APS;
  - Notification to employers of mandated reporters of their reporting responsibilities;

- Establishment of protocols for adult fatality review teams and drafting legislative report;
  - Revision of interagency agreements or develop “omnibus” agreement for APS;
  - Amendment of the APS regulation; and
  - Drafting the AS/APS annual report.
- **Development and publication of mandated reporter training materials and resources on the VDSS public web site.** Adult Services Program staff at the local, area, and home offices collaborated with the VDSS Division of Public Affairs to post educational and resource materials about mandated reporting on the VDSS web site. Items included on the site are:
    - Posters for various professional groups (18 different posters targeting specific mandated reporter groups and listing indicators of adult abuse and how to report were developed. A sample poster is found in Appendix E; others can be found at [http://www.dss.state.va.us/family/aps\\_mandated.html](http://www.dss.state.va.us/family/aps_mandated.html);
    - Self-study electronic presentation (found at [http://www.dss.state.va.us/family/aps\\_mandated.html](http://www.dss.state.va.us/family/aps_mandated.html));
    - Revised APS brochure (found at [http://www.dss.state.va.us/family/aps\\_mandated.html](http://www.dss.state.va.us/family/aps_mandated.html));
    - Summary of the APS Act (found at Appendix B and at <http://www.dss.state.va.us/family/aps.html>);
    - List of current mandated reporters (found at Appendix F and at <http://www.dss.state.va.us/family/aps.html>); and
    - An optional acknowledgement form that may be used to assist employers of mandated reporters to inform staff of their reporting responsibilities (found at <http://www.dss.state.va.us/family/aps.html> and also in Appendix G.)
- **Letters to mandated reporter “umbrella” organizations.** Letters in both electronic and hard copy formats were sent in June 2004 to all identified mandated reporter “umbrella” organizations. In the letters, the organizations were encouraged to provide information to their memberships on mandated reporter requirements through in-service trainings, mailings, newsletters, and other formats. Nearly 200 such organizations were identified and sent information. A copy of the letter is found in Appendix H.
- **Statewide presentations.** Adult Services Program staff has presented training on the APS Act to numerous organizations statewide. These include:
    - Annual Gerontology Conference at Lynchburg College;
    - Nursing Facility Advisory Committee held at the Virginia Association of Non-profit Homes for the Aging;
    - Adult Abuse Symposium sponsored by the Virginia Health Care Association;
    - Annual meeting of the State Long-Term Care Ombudsmen;
    - Virginia Coalition for the Prevention of Elder Abuse annual conference;
    - Virginia League of Social Services Executives Adult Services Subcommittee;

- Statewide APS Coordinators meetings in each service area; and
  - Department for the Blind and Vision Impaired.
- **Development of an APS Video for Emergency Medical Services staff:** A video has been developed by staff of the Virginia Department of Health (VDH) to train emergency medical services (EMS) staff who are newly mandated reporters. Governor Mark Warner filmed an opening segment for the video, and the VDSS Adult Services Program Manager presented training information for the video. VDH staff estimate that 30,000 EMS staff statewide will be trained through the video. Approximately 1,400 tapes will be produced.
  - **Information provided by the Department of Health Professions (DHP).** Administration of DHP has encouraged each of their health regulatory boards to add the APS mandated reporter posters and other information to their web pages. In addition, boards of directors have included information on the new legislation in board newsletters. Since most of the newly mandated reporters are persons licensed, regulated, or certified by DHP, DHP assisted VDSS in publicizing the requirements of the APS Act through a website link and additions to their professional newsletters, including the Virginia Board of Nursing Home Administrator Bulletin.
  - **Training of medical examiners.** The Office of the Chief Medical Examiner provided training on mandated reporting to every medical examiner in the state. This information included how to handle calls from APS to medical examiners and law enforcement when there is a report of a suspicious death of an adult.
  - **Training of law-enforcement personnel.** Information was provided on mandated reporting to all law-enforcement agencies in the state.
  - **Local department of social services staff training.** The Adult Services Program's six field specialists provided training on the new requirements to all 300 APS coordinators.
  - **Broadcast notifications.** Several notifications were sent to all VDSS operations directors, local department directors, family services consultants, and local department Adult Services/APS workers and supervisors:
    - General information on the APS legislation and a summary of changes;
    - Notification to local departments of the availability of Adult Abuse Prevention Public Awareness Tool Kit designed for organizations and individuals to educate their communities and increase public awareness of the abuse, neglect, and exploitation of older adults and adults with disabilities. (Information can be downloaded from the SeniorNavigator web site at [www.SeniorNavigator.com](http://www.SeniorNavigator.com));
    - Information on the new legislation including the new list of mandated reporters, information about adult fatality review teams, and the location of additional resource materials developed for training mandated reporters; and



- Instructions on a new web-based system for counting categories of APS mandated reporters. In addition, implementation issues that had been raised by local departments were clarified.
- **Notice to Guardians/Conservators and the Virginia Supreme Court.** A one-page training document was developed and sent by local departments of social services to guardians and conservators of adults in their localities, notifying them of their new responsibilities as mandated reporters. The court system includes training on APS in the materials provided to court staff. Information was also sent to the Virginia Supreme Court regarding notifications of mandated reporter status to guardians and conservators. This material will be included in training for all 120 Circuit Court clerks.
- **APS regulation:** The APS regulation, 22 VAC 40-740, is being revised to reflect changes from the APS Act.
- **Fostering cooperation between agencies:** The primary advantage of these training activities is to better protect and serve some of the Commonwealth's most vulnerable citizens by fostering cooperation between agencies and adding new mandated reporters in the community.
- **Employer notifications:** Employers of mandated reporters are asked to ensure that their employees who are mandated reporters are notified of their responsibilities; information has been developed by VDSS for this purpose and can be added to existing employee orientations.
- **Public service announcements (PSAs):** Two sets of PSAs have been recorded. One, prepared by a well-known broadcaster in the Tidewater area pro bono for the program, has been aired in 10 areas of the state for approximately two months. The PSA's read as follows:

*1. The Virginia Department of Social Services needs your help to stop and prevent the abuse, neglect, and exploitation of elderly adults and persons with disabilities. If you suspect an elderly or disabled adult is being mistreated, neglected, or harmed in any way, call the Adult Protective Services hotline at 888-832-8358 (888-83ADULT).*



*2. The State of Virginia is putting forth a maximum effort to stop and prevent abuse, neglect, and exploitation of elderly adults and persons with disabilities. To accomplish this, professionals from many occupations have been designated as mandated reporters for Adult Protective Services. If your daily life brings you into contact with elderly or disabled adults, this law may affect you. For more information, call 804-726-7533.*

The second PSA was taped on August 30, 2004, by VDSS Commissioner Maurice Jones through the Department of Transportation. This PSA will be marketed by the VDSS Division of Public Affairs to reach as wide an audience as possible.

- **Revision of APS policy:** The *Social Services Policy Manual*, Volume VII, Section IV, Chapter B, was revised and distributed electronically, as well as placed on the VDSS intranet web site.
- **APS Brochures** are provided to mandated reporters and other interested parties. The brochures are:
  - *Adult Protective Services in Virginia;*
  - *A Long-Term Care Facility's Guide to Adult Protective Services;*
  - *What Mandated Reporters Need to Know;*
  - *Preventing Financial Exploitation in Virginia: A Guide for Financial Institutions;* and
  - *Preventing Financial Exploitation in Virginia: A Guide for Seniors and Adults with Disabilities.*

Two brochures (*Adult Protective Services in Virginia* and *What Mandated Reporters Need to Know*) have been revised to reflect the APS Act changes. They have been printed and distributed to all local departments.

- **Educational materials to all licensed assisted living facilities.** Information on the requirements of the APS Act and newly mandated reporters was included in a VDSS Division of Licensing Program's technical assistance mailing to approximately 700 licensed adult care providers, including assisted living facilities and adult day care centers.
- **News media coverage:**
  - The *Washington Post* interviewed local department staff in Fairfax for an article entitled, "*Abuse of Elderly Targeted,*" dated August 26, 2004.
  - The local newspaper in Louisa County published an article on the new legislation.
  - The VDSS Division of Public Affairs prepared a press release that was picked up by several area newspapers (see Appendix I for a copy of the press release).
  - Commissioner Jones spoke during a 15-minute video taped segment about the APS Act at WAVY-TV in Norfolk on July 23.
  - The Fairfax County Department of Family Services issues a press release on May 19, 2004, entitled, "*New Virginia Law Strengthens Efforts to Prevent Abuse and Neglect of Elderly, Disabled.*"

- **The APS Advisory Committee** has continued to be involved in all phases of implementing the APS Act. Members have been regularly updated and provided information to review.
- **Organizational newsletters and web postings.** Several organizations supporting mandated reporters have included training articles in the publications to members. A sample article is shown in Appendix J. These organizations include:
  - Virginia Non-profit Homes for the Aging;
  - Alzheimer’s Association;
  - American Bar Association Elder Abuse Listserve;
  - Virginia Hospital and Healthcare Association;
  - Disabled Action Committee;
  - Virginia Poverty Law Center (to 410 individuals 
  - Virginia Board for People with Disabilities;
  - VDSS *News and Views*;
  - Adult Services Program *Just the Facts*;
  - HandiNet;
  - Centers for Independent Living;
  - Oast  Hook Elder Law News; and
  - Department for the Aging (website and regular “Tuesday Mailing”).
- **Newspaper Editorial Column.** In collaboration with the VDSS Division of Public Affairs, a generic editorial column suitable for newspaper publication was drafted on adult abuse and mandated reporting and submitted for publication in various newspapers.
- **AS/APS New Worker Policy Training.** Revisions have been made to VDSS’s new worker policy training that is held quarterly for new social workers in local departments and those who are new to AS/APS. This is a comprehensive three-day training that is required for all AS/APS workers.
- **State Fair of Virginia:** The VDSS Public Affairs Division arranged for VDSS to have a booth at the State Fair of Virginia, and the focus was APS. Staff prepared information to disseminate to fair-goers and were available to answer questions. This was an excellent public awareness opportunity to reach an estimated 10,000 Virginians.

## VIII. Plan for Additional Training Activities

- **Brochure:** The three APS brochures will be consolidated into one, user-friendly booklet that will provide information applicable to all categories of mandated reporters. Reporting requirements of sister state agencies will be included. VDSS has requested mandated reporting public awareness information from other states,

which will be invaluable in preparing a comprehensive, user-friendly guide for mandated reporters and others.

- **Development of a Virginia APS Video:** A training video on adult abuse, neglect, and exploitation is being developed through a grant from the Virginia Children’s and Family Trust (FACT). The video, which will be based on a popular and professionally produced Child Protective Services production, will include an overview of APS and signs to look for regarding adult abuse, neglect, and exploitation. Either the VDSS Commissioner or the Governor is expected to provide opening remarks for the video. The Adult Services Program expects widespread distribution across the state to be used by local departments and community services groups to educate persons, including mandated reporters, on adult abuse, neglect, and exploitation.
- **Interagency agreements.** Adult Services staff is developing an “Omnibus APS Agreement” with other state agencies in the Health and Human Resources Secretariat to clearly delineate the reporting responsibilities of each agency. The agreement will focus on interagency collaboration and coordination of cases so that our vulnerable adults receive the best care and services possible. Currently, VDSS has individual agreements on a myriad of issues with the Departments of Health, Education, Medical Assistance Services, Mental Health, Mental Retardation and Substance Abuse Services, Blind and Vision Impaired, Health Professions, and Aging as well as with the State Long-Term Care Ombudsmen Program and the VDSS Division of Licensing Programs.
- **Continued training to mandated reporter groups.** Adult Services staff will continue to respond to training requests from community and provider organizations. Area Adult Services Family Specialists will respond to individual local department requests for training or technical assistance.
- **May APS Awareness Packets** will be provided to over 150 interested parties in May for Adult Abuse Awareness Month. Packets will be sent to each local department of social services with suggestions for initiating a local educational campaign for localities. Packets will also sent to other interested parties such as financial institutions, the clergy, aging advocacy organizations, and the media. This has been an ongoing annual project for the Adult Services Program.
- **Collaboration with other agencies to have APS information on web page.** Programs that demonstrate collaborative, multidisciplinary efforts are most successful in discovering, preventing, and prosecuting adult abuse, neglect, and exploitation. As there are no guiding federal statutes on APS, states vary significantly in how they receive reports of abuse, how perpetrators are handled, and how penalties are imposed. The APS Act attempted to consider the “best of the best” practices in APS across the nation and implement programs that have worked in Virginia. In the information that was initially sent to all “umbrella” organizations, they were encouraged to put information about APS or a link to the

APS website on their own site. Follow-up is needed to ensure that as many links are available as possible, including one on the websites for SeniorNavigator and agencies within the Secretariat of Health and Human Resources.

- **Evaluation of training activities.** VDSS will evaluate reporting data after a year of implementation of the APS Act. By comparing data to previous years on mandated reporting, the APS Program can determine what mandated reporter groups may need additional training. Funding capabilities of the local departments in the provision of APS will also be closely monitored.

## **IX. Status of Training Activities**

With the activities stated in Sections VII and VIII above and outlined in the implementation plan in Appendix D, VDSS has reached all APS mandated reporter groups with information about the APS Act. In addition to reaching out to newly mandated reporter groups, VDSS staff determined that information to all mandated reporter groups, both current and new, would be beneficial to increase public awareness and having mandated reporters be confident in their responsibilities. In doing so, the requirement of the third enactment clause to train all newly mandated reporters has been met.

As such, VDSS has met the mandate to prepare, disseminate, and present education materials and programs on abuse, neglect, and exploitation for all newly mandated reporters. Training and educational efforts will continue to be conducted by VDSS.

## **X. Funding of Training Activities**

It is difficult to estimate accurately the additional number of APS reports that may be received by the local departments as a result of the APS Act; this can be better addressed after the 2004 changes have been in place for a complete fiscal year. Anecdotally, some localities report a significant increase in the number of APS reports received already as a result of the expanded mandated reporter categories, while others have not noticed a difference. The Adult Services Program will work closely with area family specialists and the Adult Services Subcommittee of the Virginia League of Social Services Executives to monitor local department expenditures.

Education of mandated reporters is an ongoing function of the APS program. Brochures, training materials, and educational opportunities are currently available, and more are being developed. The cost of brochures and other materials have been absorbed into the existing budget allocation for Adult Services. Moreover, many of the organizations that assisted in the development of the APS Act have assisted VDSS in communicating with mandated reporter groups through newsletters, conference sessions, links to the VDSS website, and notification to their memberships. All costs associated with this effort were absorbed within the existing VDSS budget and shared with stakeholders who provided education, training, and materials on a pro bono basis.

## **XI. Recommendations**

Programs that demonstrate collaborative, multidisciplinary efforts are most successful in discovering, prosecuting, and preventing adult abuse, neglect, and exploitation. Creating a cooperative, interagency statewide system that fosters information sharing for reporting and preventing adult abuse is the best way to affect change. Respecting the dignity and value of every vulnerable adult will lead to the protection and safety of more of the Commonwealth's vulnerable adult population who need these services. Early identification of possible abuse, neglect, and exploitation of adults, coupled with the opportunity to protect adults and provide needed services, will improve quality of care and life to vulnerable adults in the Commonwealth.

This proposal would further clarify the roles and responsibilities of other agencies in the Health and Human Resources Secretariat to report suspected cases of adult abuse, neglect, and exploitation and encourage interagency collaboration. Staff of most of these agencies is already mandated reporters for APS. Agencies specifically affected include the Office of the Chief Medical Examiner, Virginia Office of Protection and Advocacy, and the Departments of Health; Aging; Health Professions; Mental Health, Mental Retardation and Substance Abuse Services; and State Police.

## **XII. Conclusion**

The greatest challenge in addressing issues of adult abuse, neglect, and exploitation is creating heightened awareness of the inherent risk for vulnerable adults. Early identification of possible abuse, neglect, and exploitation of adults, coupled with the opportunity to protect adults and provide needed services, will improve the quality of life to vulnerable adults in the Commonwealth. With the implementation of training and public awareness activities conducted by VDSS, abuse, neglect, and exploitation of vulnerable adults can be more easily identified and reported.

Adult abuse prevention means ensuring that adequate public/private infrastructure and resources exist to prevent, detect, treat, understand, intervene in, and where appropriate, prosecute adult abuse, neglect, and exploitation. All vulnerable adults in the Commonwealth deserve to be free of abuse, neglect, and exploitation. Through interagency cooperation to identify and protect our elderly and adults with a disability, Virginia can move towards assisting them to live a productive and quality life.

## NOTES

---

*Adult Services Annual Program Report*, Virginia Department of Social Services, Adult Services Programs, 2003.

Duke, Joy, *Summary of Findings of a National Survey on Adult Abuse Central Registries, Victimization of the Elderly and Disabled*, January/February 1999.

*Elder Abuse: Effectiveness of Reporting Laws and Other Factors*, U.S. General Accounting Office Report #HRD-91-74, April 24, 1991.

Elder Abuse Prevention Fact Sheet, Administration on Aging web site, <http://www.aoa.gov/Factsheets/abuse.html>.

Elder Justice Center web site, <http://aging.senate.gov/elderjustice>, U.S. Senate Special Committee on Aging, 2002.

Elder Justice White Paper, U.S. Senate Special Committee on Aging, Washington, D. C., 2002.

Marker, Marjorie, *Adult Protective Services in Virginia: Identifying and Preventing Adult Abuse, Neglect, and Exploitation*, legislative report, December 2002.

*National Elder Abuse Incidence Study (NCAIS)*, National Center on Elder Abuse at the American Public Human Services Association, 1998.

*Nursing Homes: Many Shortcomings Exist in Efforts to Protect Residents from Abuse*, U.S. General Accounting Office Report #GAO-02-448T, March 4, 2002.

*Nursing Homes: More Can Be Done to Protect Residents from Abuse*, U.S. General Accounting Office Report #GAO-02-312, March 1, 2002.

*Volume VII, Social Services Policy Manual*, Section IV, Chapter B, Virginia Department of Social Services, revised September 2004.

## **APPENDIX A: STUDY MANDATE**








**ADULT PROTECTIVE SERVICES  
CHAPTERS 1011 and 749, 2004 ACTS OF ASSEMBLY  
STUDY MANDATE**

*3. That the Department of Social Services shall develop a plan and cost estimate to prepare, disseminate and present educational programs and materials on adult abuse, neglect and exploitation to all categories of newly mandated reporters under § [63.2-1604](#) of this act by November 1, 2004, and that the penalty provisions of subsection H of § [63.2-1606](#) shall not apply to such newly mandated reporters until the delivery of such training. The Commissioner shall report to the Governor and the General Assembly on the plan and estimated costs no later than November 1, 2004.*

**APPENDIX B: SUMMARY OF APS ACT  
AMENDMENTS**

## SUMMARY OF APS ACT AMENDMENTS

- 1) Clarifying population served and adding that reports of suspected abuse, neglect, or exploitation may be made to the local department of social services (local department) OR the 24-hour, toll-free APS hotline;
- 2) Requiring local departments to initiate an investigation within 24 hours of the report and clarifying what is meant by a “valid” report;
- 3) Requiring the local department to refer matters  the appropriate licensing, regulatory, or legal authority for administrative action or criminal investigation;
- 4) Allowing the local departments, with informed consent, to take or permit photographs, video recordings, or appropriate medical imaging of the adult and his environment that are relevant to the investigation;
- 5) Clarifying that APS will not investigate in state correctional facilities;
- 6) Expanding the list of APS situations in which law enforcement must be notified to include sexual abuse; death, serious bodily injury or disease believed to be caused by abuse or neglect; and any other criminal activity involving abuse or neglect that places the adult in imminent danger of death or serious bodily harm;
- 7) Changing the timeframe to "immediately" for reporting by mandated reporters of  pected adult abuse, neglect, or exploitation, with the exception reports by nursing facility inspectors employed by the Department of Health in the course of a survey;
- 8) Adding professions to the list of APS mandated reporters;
- 9) Noting that a mandated reporter providing professional services in a hospital, nursing facility, or similar institution may, in lieu of reporting directly to APS, notify the person in charge, who shall report such information immediately upon determination that there is reason to suspect abuse, neglect, or exploitation;
- 10) Adding accounting firms to the list of financial institutions who may report voluntarily;
- 11) Prohibiting employers of mandated reporters from preventing a mandated reporter to report directly to APS;
- 12) Requiring employers of mandated reporters to ensure that employees are notified that they are mandated reporters and trained on reporting responsibilities;
- 13) Adding criminal penalties for persons 14 years of age or older who make a false report; 

- 14) Authorizing the Commissioner of the Department of Social Services to impose civil money penalties  cases of non-reporting by all mandated reporters except law-enforcement officers (the courts would take these cases);
- 15) Requiring mandated reporters to report immediately to the appropriate medical examiner and law-enforcement agency when there is reason to suspect that an adult died as a result of abuse or neglect;
- 16) Relieving a mandated reporter from reporting to APS if he has actual knowledge that the same matter has already been reported;
- 17) Requiring all law-enforcement departments and other state and local departments, agencies, authorities, and institutions to cooperate with APS in the detection, investigation, and prevention of adult abuse, neglect, and exploitation;
- 18) Allowing APS to be provided through an appropriate  rt order for a period of 15 days (instead of 5);
- 19) Requiring the Department of Social Services to develop a plan and cost estimate by November 1, 2004, to prepare, disseminate, and present educational programs and materials on adult abuse, neglect, and exploitation to all categories of newly mandated reporters and that the penalty provisions shall not apply to newly mandated reported until the delivery of such training; and
- 20) Requiring the Secretary of Health and Human Resources to develop a model protocol and procedures for adult fatality review teams by November 1, 2004, as well as cost estimates for the operation of the team.

**APPENDIX C: 2004 APS ADVISORY  
COMMITTEE**

**Betty Ackley**  
APS Supervisor  
York-Poquoson Social Services  
P.O. Drawer 917  
Yorktown VA 23692  
757-890-3947  
Fax: 757-890-3934

**Mike Asjodi**  
APS Social Worker  
Nottoway County DSS  
P.O. Box 26  
288 W. Courthouse Road  
Nottoway, VA 23955  
434-645-8494  
[mma043@piedmont.dss.va.us](mailto:mma043@piedmont.dss.va.us)

**Betty Bowden**  
Adult Services Area Specialist  
(retired)  
1944 Charla Lee Lane  
Virginia Beach, VA 23455  
757-460-3481  
[mbmowden418@aol.com](mailto:mbmowden418@aol.com)

**Deronda Brightwell**  
Social Worker  
Campbell County Social Services  
PO Box 860  
Rustburg, VA 24588  
434-332-9759  
Fax: 434-332-9741  
[Dlb031@piedmont.dss.state.va.us](mailto:Dlb031@piedmont.dss.state.va.us)

**Thomas Butcher**  
APS Supervisor  
Richmond City DSS  
900 E. Marshall St.  
Richmond, VA 23219  
804-746-7516  
Fax: 804-646-7016  
[butchebt@ci.richmond.va.us](mailto:butchebt@ci.richmond.va.us)

**Maxine Byrd**  
Adult Services Supervisor  
Newport News DSS  
6060 Jefferson Avenue  
Newport News, Va 23605  
757-926-6387  
Fax: 757-926-6580  
[Mmb700@eastern.dss.state.va.us](mailto:Mmb700@eastern.dss.state.va.us)

**Susan Carson, R.N.**  
Department of Forensic Medicine  
Forensic Nurse Examiners  
Coordinator  
Medical College of Virginia  
PO Box 980401  
Richmond, VA 23298  
804-628-0623  
Fax: 804-828-2203  
[Mcv4ren6rn@aol.com](mailto:Mcv4ren6rn@aol.com)

**Teresa Carter**  
AS/APS Supervisor  
Suffolk DSS  
440 Market Street  
Suffolk, VA 23434  
757-923-3000  
Fax: 757-923-3070  
[Twc800@eastern.dss.state.va.us](mailto:Twc800@eastern.dss.state.va.us)

**Katina Chambers**  
Alzheimer's Association  
Greater Richmond Chapter  
4600 Cox Road, Suite 130  
Glen Allen, VA 23060  
804-967-2583  
Fax: 804-967-2588  
[Katina.chambers@alz.org](mailto:Katina.chambers@alz.org)

**Barbara Childers**  
Student Intern  
Virginia Department for the Aging  
1600 Forest Avenue, Suite 102  
Preston Building  
Richmond, VA 23229  
804-662-9153  
[Barbara.childers@vda.virginia.gov](mailto:Barbara.childers@vda.virginia.gov)

**Barbara Craig**  
Norfolk Human Services  
AS/APS  
220 W. Brambleton Ave.  
Norfolk, VA 23510

**Lynne Anne Daurelle, Ph.D.**  
Psychologist II  
Central Virginia Training Center  
210 Pocahontas Drive  
Forest, VA 24551  
434-534-9142  
[drmrdd@aol.com](mailto:drmrdd@aol.com)

**Randy Davis**  
State Director  
TRIAD Citizen Outreach  
Office of the Attorney General  
900 East Main Street  
Richmond, VA 23219  
[rdavis@oag.virginia.gov](mailto:rdavis@oag.virginia.gov)

**Madeline Dawson**  
Norfolk Human Services  
AS/APS  
220 W. Brambleton Ave.  
Norfolk, VA 23510  
757-963-9246  
Fax: 757-233-9225  
[Mbd710@eastern.dss.state.va.us](mailto:Mbd710@eastern.dss.state.va.us)

**Sue Dwoskin**  
APS Supervisor  
Albemarle Co. DSS  
1023 Millmont Street  
Charlottesville, VA 22903  
434-972-4011, x 3156

Fax: 434-244-7056  
[sdwoskin@albemarle.org](mailto:sdwoskin@albemarle.org)

**Captain Cecil Dye**  
Commander  
Bureau of Criminal Investigation  
Department of State Police  
P. O. Box 27472  
Richmond, VA 23261-7472  
804-553-3475

**Delegate Adam Ebbin**  
House of Delegates  
P.O. Box 41827  
Arlington, VA 22204  
703-549-8253  
Fax: 703-739-6761  
[Del\\_Ebbin@house.state.va.us](mailto:Del_Ebbin@house.state.va.us)

**Wendy Emmanuel**  
Senior Social Worker  
Louisa DSS  
PO Box 425  
Louisa, VA 23093  
540-967-1320 x35  
Fax: 540-967-0749  
[Wae109@northern.dss.state.va.us](mailto:Wae109@northern.dss.state.va.us)

**Marcella Fierro, M.D.**  
Chief Medical Examiner  
Office of the Chief Medical  
Examiner  
Virginia Department of Health  
400 East Jackson Street  
Richmond, VA 23219  
Fax: 804-371-8595  
[Marcella.fierro@vdh.virginia.gov](mailto:Marcella.fierro@vdh.virginia.gov)

**Lynn Gray**  
AS/APS Social Worker  
Loudoun County DSS  
102 Heritage Way NE Suite 200  
Leesburg, Va 20176-4544  
703-771-5857  
Fax: 703-771-5915  
[lgray@loudoun.gov](mailto:lgray@loudoun.gov)

**Carter Harrison**  
Public Policy Coordinator  
Alzheimers Association  
Greater Richmond Chapter  
4600 Cox Road, Suite 130  
Glen Allen, VA 23060  
804-967-2594  
Fax: 804-967-2588  
[Carter.harrison@alz.org](mailto:Carter.harrison@alz.org)

**Chris Head**  
Home Instead  
41 Summers Way, Suite 102  
Roanoke, VA 24019  
540-966-3399  
[chris.head@homeinstead.com](mailto:chris.head@homeinstead.com)

**Robert Henderson**  
AS/APS Supervisor  
Roanoke City DSS  
215 W. Church Ave., Room 114  
PO Box 1140  
Roanoke, VA 24006  
540-853-2591  
Fax: 540-853-2027  
[Rlh770@piedmont.dss.state.va.us](mailto:Rlh770@piedmont.dss.state.va.us)

**Nancy Hofheimer**  
Director  
Center for Quality Health Care  
Services and Consumer Protection  
Virginia Department of Health  
3600 W. Broad Street, Suite 216  
Richmond, VA 23230  
804-367-2100  
Fax: 804-367-2118  
[Nancy.hofheimer@vdh.virginia.gov](mailto:Nancy.hofheimer@vdh.virginia.gov)

**Kira Holland**  
Senior Social Worker  
Radford DSS  
928 First Street  
Radford, VA 24141-4706  
540-731-3663  
Fax: 540-731-5000  
[Krh750@western.dss.state.va.us](mailto:Krh750@western.dss.state.va.us)

**The Honorable Janet Howell**  
State Senator – 32rd District of  
Virginia  
Virginia Senate – General  
Assembly  
P.O. Box 2608  
Reston, VA 20195  
703-709-8283  
Fax: 703-435-1995  
[senhowell@aol.com](mailto:senhowell@aol.com)

**Paul Huizinga**  
Curriculum Developer  
VISSTA  
104 North Linden Street  
PO box 842027  
Richmond, VA 23284-2027  
804-827-1857  
Fax: 804-828-1207  
[Pghuizinga@vcu.edu](mailto:Pghuizinga@vcu.edu)

**Gail Jaspén**  
Chief Deputy Director  
Department of Health Professions  
6606 W. Broad Street, 4<sup>th</sup> Floor  
Richmond, VA 23230-1717  
804-662-9919  
Fax: 804-662-9114  
[Gail.Jaspén@dhp.state.va.us](mailto:Gail.Jaspén@dhp.state.va.us)

**Carol Jellie**  
AS/APS Supervisor  
Henrico DSS  
PO Box 27032  
8600 Dixon Powers Drive  
Richmond, VA 23273-7032  
804-501-4014  
Fax: 804-501-4006  
[Jel03@co.henrico.va.us](mailto:Jel03@co.henrico.va.us)

**Susan Rosser Jones**  
Social Work Supervisor  
Campbell County DSS  
PO Box 860  
Rustburg, VA 24588  
804-332-9770; fax 332-9699  
[srj031@piedmont.dss.state.va.us](mailto:srj031@piedmont.dss.state.va.us)

**Karen Kirby**  
Social Work Supervisor  
Chesterfield-Colonial Heights  
DSS  
PO Box 430  
Chesterfield, VA 23832  
804-748-1185  
Fax: 804-717-6566  
[Kqv041@central.dss.state.va.us](mailto:Kqv041@central.dss.state.va.us)

**Joani Latimer**  
State Long-Term Care  
Ombudsman  
530 East Main St., Suite 428  
Richmond, VA 23219  
804-644-2804  
[elderights@aol.com](mailto:elderights@aol.com)

**Karen Lawson**  
Department of Medical Assistance  
Services  
600 East Broad Street, Suite 1300  
Richmond, VA 23219  
804-225-2536  
Fax: 804-371-4986  
[Karen.lawson@dmas.virginia.gov](mailto:Karen.lawson@dmas.virginia.gov)

**Heidi Lawyer**  
Director  
Virginia Board for People with  
Disabilities  
202 N. 9th Street, 9th Floor  
Richmond, Virginia 23219  
(804) 786-0016 or 1-800-846-  
4464  
(804) 786-1118 FAX  
[lawyerhl@vbpd.state.va.us](mailto:lawyerhl@vbpd.state.va.us)

**Detective William Lightfoot**  
Richmond Police Department  
200 West Grace Street  
Richmond, VA 23220  
804-646-6764  
Fax: 804-646-5159  
[lightfootwh@ci.richmond.va.us](mailto:lightfootwh@ci.richmond.va.us)

**Deborah Lloyd, RN**  
Division of Licensing Programs  
Virginia Department of Social  
Services  
7 North 8th Street, 2<sup>nd</sup> Floor  
Richmond, VA 23219  
[Deborah.lloyd@dss.virginia.gov](mailto:Deborah.lloyd@dss.virginia.gov)

**Laura Lunceford**  
Social Worker  
Culpeper DSS  
219 E. Davis Street, Suite 10  
Culpeper, VA 22701  
540-727-0372, x413  
Fax: 540-727-7584  
[Lal047@northern.dss.state.va.us](mailto:Lal047@northern.dss.state.va.us)

**Joyce Martin**  
AS/APS Supervisor  
Charlottesville DSS  
PO Box 911  
120 7<sup>th</sup> Street, NE  
Charlottesville, VA 22902-0911  
434-970-3472  
Fax: 434-970-3699  
[martinj@charlottesville.org](mailto:martinj@charlottesville.org)

**Ruth Micklem**  
Co-Director  
Virginians Against Domestic  
Violence  
1010 North Thompson Street,  
Suite 202  
Richmond, Va 23230  
804-377-0335  
Fax: 804-377-0339  
[vadvcopps@tni.net](mailto:vadvcopps@tni.net)

**Brian Payne, Ph.D.**

Professor and Chair of Sociology  
and Criminal Justice  
Old Dominion University  
Norfolk, VA 23529  
757-683-3795  
Fax: 757-683-5634  
[bpayne@odu.edu](mailto:bpayne@odu.edu)

**Virginia Powell, Ph.D.**

Manager, Fatality Review and  
Surveillance Programs  
Office of the Chief Medical  
Examiner  
Virginia Department of Health  
400 East Jackson Street  
Richmond, VA 23219  
804-786-6045  
Fax: 804-371-8595  
[Virginia.powell@vdh.virginia.gov](mailto:Virginia.powell@vdh.virginia.gov)

**Jodi Power**

Assistant Executive Director  
Board of Nursing, Nurse Aide  
Registry  
Department of Health Professions  
6606 W. Broad Street, 4<sup>th</sup> Floor  
Richmond, VA 23230-1717  
804-662-7311  
[jpower@dhp.state.va.us](mailto:jpower@dhp.state.va.us)

**Karen Roberto, Ph.D.**

Director, Center for Gerontology  
Virginia Tech  
237 Wallace Hall (0426)  
Blacksburg, VA 24061  
Telephone: 540-231-7657  
Fax: 540-231-7157  
[kroberto@vt.edu](mailto:kroberto@vt.edu)

**Nancy Roberts**

Deputy Secretary  
Office of the Secretary of Health  
and Human Resources  
Ninth St. Office Building, Suite  
622  
202 N. 9<sup>th</sup> Street  
Richmond, VA 23219  
[Nancy.roberts@governor.virginia.gov](mailto:Nancy.roberts@governor.virginia.gov)

**David Sadowski**

Executive Director  
Crater District Area Agency on  
Aging  
23 Seyler Drive  
Petersburg, VA 23805  
Telephone: 804-732-7020  
[craterdist@aol.com](mailto:craterdist@aol.com)

**Anne See**

Elderly Services Paralegal  
Blue Ridge Legal Services  
PO Box 551  
Harrisonburg, VA 22803  
540-433-1830  
Fax: 540-433-2202  
[a.see@brls.org](mailto:a.see@brls.org)

**Janis Selbo**

Chair, League AS Subcommittee  
Director, Fauquier DSS  
PO Box 300  
Warrenton, VA 20188  
540-351-1100  
[Jks061@northern.dss.state.va.us](mailto:Jks061@northern.dss.state.va.us)

**Karen Shipp**

Principal Social Worker  
Frederick Co. DSS  
107 N. Kent St.  
Winchester, Va 22601  
540-665-5688 x 110  
Fax: 540-665-5644  
[Kos069@northern.dss.state.va.us](mailto:Kos069@northern.dss.state.va.us)

**Ron Snodgrass**

Bristol DSS  
621 Washington Street  
Bristol, VA 24201  
276-645-7450  
Fax: 276-645-7475  
[Res520@western.dss.state.va.us](mailto:Res520@western.dss.state.va.us)

**Beverley Soble**

Vice President of Regulatory  
Affairs  
Virginia Health Care Association  
2112 W. Laburnum Avenue, Suite  
206  
Richmond, VA 23227  
Telephone: 804-353-9101, ext.  
103  
[Beverley.soble@vhca.org](mailto:Beverley.soble@vhca.org)

**Dana Steger, J.D.**

General Counsel  
VA Association of Nonprofit  
Homes for the Aging  
4201 Dominion Blvd., Suite 100  
Glen Allen, VA 23060  
804-965-5500  
Fax-804-967-9089  
[dana@vanha.org](mailto:dana@vanha.org)

**Carolynne Stevens**

Director, Division of Licensing  
Programs  
Virginia Department of Social  
Services  
730 East Broad Street  
Richmond, VA 23219  
Telephone: 804-692-1761  
[Chs2@dss.state.va.us](mailto:Chs2@dss.state.va.us)

**Barbara Stewart**

AS/APS Supervisor  
Hampton DSS  
1320 Lasalle Avenue  
Hampton, Va 23669  
757-727-1996  
Fax: 757-727-1992  
[Bjs650@western.dss.state.va.us](mailto:Bjs650@western.dss.state.va.us)

**Marcia Tetterton**

Executive Director  
Virginia Association for Home  
Care  
5407 Patterson Avenue  
Suite 200-B  
Richmond, VA 23226  
804-285-8636  
[mtetterton@vahc.org](mailto:mtetterton@vahc.org)

**Ann Thomas**

AS/APS Supervisor  
119 E. Main Street  
Bedford, VA 24523  
540-586-7750x 253  
Fax: 540-586-7781  
[Amt019@piedmont.dss.state.va.us](mailto:Amt019@piedmont.dss.state.va.us)

**Dawn Traver**

DMHMRSAS  
PO Box 1797  
Richmond, VA 23218-1797  
(757) 253-4316  
[dtraver@dmhmrsas.state.va.us](mailto:dtraver@dmhmrsas.state.va.us)

**Susan Van Horn**

Adult Services Supervisor  
Chesapeake DSS  
100 Outlaw Street  
Chesapeake, VA 23320  
757-382-2290; fax 757-543-1644  
[sxv550@eastern.dss.state.va.us](mailto:sxv550@eastern.dss.state.va.us)



**Sgt. Barbara Walker**  
Assistant Director of Education  
and Training  
VCU Police Academy  
940 West Grace Street  
PO Box 842024  
Richmond, VA 23284-2024  
[bjwalker@vcu.edu](mailto:bjwalker@vcu.edu)

**Susan Ward**  
Vice President and General  
Counsel  
Virginia Hospital & Healthcare  
Association  
PO Box 31394  
Richmond, VA 23294-1394  
Telephone: 804-965-1249  
[sward@vhha.com](mailto:sward@vhha.com)

**Diane Wheeler**  
APS/AS Social Worker  
Bristol DSS  
621 Washington Street  
Bristol, Va 24201  
276-645-7450  
Fax: 276-645-7475  
[MdW520@western.dss.state.va.us](mailto:MdW520@western.dss.state.va.us)

**Robin Zimmerman**  
Social Worker  
Bedford DSS  
119 E. Main Street  
Bedford, VA 24523  
540-586-7750 x287  
Fax: 540-586-7781  
[Rez019@piedmont.dss.state.va.us](mailto:Rez019@piedmont.dss.state.va.us)

**VDSS Staff:**

**Lead Project Staff:**

**Marjorie Marker**  
Adult Services Program  
Consultant  
Virginia Department of Social  
Services  
7 North Eighth Street  
Richmond, VA 23219  
Telephone: 804-726-7536  
Fax: 804-726-7895  
[marjorie.marker@dss.virginia.gov](mailto:marjorie.marker@dss.virginia.gov)

**Terry A. Smith**  
Adult Services Program Manager  
Virginia Department of Social  
Services  
7 N. 8<sup>th</sup> Street  
Richmond, VA 23219  
804-726-7538  
[Terry.smith@dss.virginia.gov](mailto:Terry.smith@dss.virginia.gov)

**Venus Bryant**  
Administrative Assistant  
Virginia Department of Social  
Services  
7 N. 8<sup>th</sup> Street, 4<sup>th</sup> Floor  
Richmond, VA 23219  
804-726-7533  
Home Office fax: 804-726-7895  
[venus.bryant@dss.virginia.gov](mailto:venus.bryant@dss.virginia.gov)

**Dorothy Endres**  
Virginia Beach Office  
Pembroke Office Park  
Pembroke IV, Suite 300  
Virginia Beach, VA 23462-5496  
757-491-3980  
[Dorothy.endres@dss.virginia.gov](mailto:Dorothy.endres@dss.virginia.gov)

**Barbara Jenkins**  
Henrico Office  
1604 Santa Rosa Road  
Wythe Bldg., Suite 130  
Richmond, VA 23229  
804-662-9783  
[Barbara.jenkins@dss.virginia.gov](mailto:Barbara.jenkins@dss.virginia.gov)

**Cindy Lee**  
Adult Services Program  
Consultant  
Virginia Department of Social  
Services  
7 N. 8<sup>th</sup> Street, 4<sup>th</sup> Floor  
Richmond, VA 23219  
804-726-7535  
[cindy.lee@dss.virginia.gov](mailto:cindy.lee@dss.virginia.gov)

**Carol McCray**  
Abingdon Office  
190 Patton Street  
Abingdon, VA 24210  
276-676-5636  
[carol.mccray@dss.virginia.gov](mailto:carol.mccray@dss.virginia.gov)

**Sue Murdock**  
Adult Services Program  
Consultant  
Virginia Department of Social  
Services  
7 N. 8<sup>th</sup> Street, 4<sup>th</sup> Floor  
Richmond, VA 23219  
804-726-7616  
[susan.murdock@dss.virginia.gov](mailto:susan.murdock@dss.virginia.gov)

**Bill Parcell**  
Adult Services Program  
Consultant  
Virginia Department of Social  
Services  
Roanoke Office  
170 W. Shirley Avenue, Suite 200  
Roanoke, VA 24011  
540-857-7448  
[William.parcell@dss.virginia.gov](mailto:William.parcell@dss.virginia.gov)

**Richard Pyle**  
Adult Services Program  
Consultant  
Virginia Department of Social  
Services  
1604 Santa Rosa Road  
Richmond, VA 23229  
804-662-9786  
[Richard.pyle@dss.virginia.gov](mailto:Richard.pyle@dss.virginia.gov)

**David Stasko**  
Adult Services Program  
Consultant  
Virginia Department of Social  
Services  
Warrenton Office  
170 W. Shirley Avenue, Suite 200  
Warrenton, VA 22186  
540-347-6313  
[david.stasko@dss.virginia.gov](mailto:david.stasko@dss.virginia.gov)

**APPENDIX D: APS ACT TRAINING  
IMPLEMENTATION PLAN**

**IMPLEMENTATION WORK PLAN – October 2004  
2004 APS BILL**

<b>TASK</b>	<b>DUE DATE</b>	<b>STATUS</b>
<b>ADMINISTRATIVE/LDSS NOTIFICATIONS</b>		
Issue broadcast to local departments of social services regarding APS bills.	3/31/04	Completed
Coordinate with Public Affairs to develop press release on new bill; post on VDSS public website.	5/15/04	Completed
Coordinate with Public Affairs to publish information on new bill for <i>News and Views</i> .	5/15/04	Completed
Collaborate with Child Care Program to get e-mail notification to all local directors and APS workers.	6/1/04	Completed
Develop list of persons to participate on APS Implementation Advisory Committee.	6/1/04	Completed
Letter to invite interested persons to participate on APS Implementation Advisory.	6/1/04	Completed
Develop overview for local departments in Power Point of changes and post on web.	6/1/04	Completed
Attend APS bill signing with Governor, Secretary Woods, Senator Howell, Delegate Ebbin, Mary Lynn Bailey, Marcia Tetterton, Jaime Alvis, and John Skirven.	6/16/04	Completed
Issue broadcast to local departments about 1) training home-based services providers about reporting requirements; 2) notifying guardians/conservators who report to them of their responsibility as mandated reporters; 3) asking locals to put info in public libraries; and 4) providing link to info.	6/18/04	Completed
Develop on-line mandated reporter tracking methodology.	7/1/04	Completed
Train local department staff on Code changes.	7/1/04	Completed
Prepare legislative proposal for Commissioner for 2005.	7/15/04	Completed
Involve Bob Crouch, Chief Deputy Secretary of Public Safety to ensure that sheriffs, police, and Commonwealth's Attorneys are notified.	10/1/04	
Notify and train local departments of on-line mandated reporter tracking procedure. Family Specialists to train on process.	Ongoing	Completed
Revise AS/APS new worker policy training to reflect changes in <i>Code</i> .	10/1/04	Completed
Provide update to annual HHS group.	Ongoing	Ongoing
Evaluate effectiveness of legislative changes and draft report.	9/1/05	In progress
<b>MANDATED REPORTER TRAINING</b>		
Identify list of new mandated reporters; obtain approval of Dept. of Health Professions.	5/1/04	Completed
Determine personal contacts for Boards of Health Professions, mental health workers, EMT's, law enforcement, home health care, and health department.	5/7/04	Completed
Identify personal contacts for guardians/conservators.	5/7/04	Completed
Obtain approval to place web links on appropriate sites.	5/15/04	Completed
Develop plan to create and distribute training materials.	5/15/04	Completed
Develop and initiate radio public service announcements targeting mandated reporters.	Ongoing	Completed
Identify mandated reporter employer associations (VANHA, VHCA, VHHA, law-enforcement assns., etc.) and local employers of mandated reporters (e.g., nursing facilities, assisted living facilities, law-enforcement agencies, hospitals).	6/1/04	Completed
Identify regulatory, licensing, and legal authorities' contact information for administrative actions or criminal investigation	6/1/04	Completed
Develop PowerPoint presentation to be used as self-learning tool for mandated reporters.	6/15/04	Completed
Draft letter to mandated reporters on new requirements for APS and accepting reports (send at same time as notifying employers of mandated reporters).	6/15/04	Completed
Obtain agreement with Office of Emergency Services to create and tape a training video to be presented to EMS personnel in September.	6/15/04	Completed
Collaborate with courts to notify guardians/conservators of their reporting responsibilities; prepare information and share (Va. Supreme Court agreed to include in their training materials).	6/15/04	Completed
Develop newsletter articles targeted to different audiences.	6/15/04	Completed
Develop posters targeted towards specific groups of mandated reporters.	6/15/04	Completed
Develop information for mandated reporters including a cover letter, PowerPoint presentation, posters, acknowledgement form, list of contacts for additional training, request to post a link to our web-based training, etc. Include new referral report with explanation.	6/25/04	Completed
Work with Office of Chief Medical Examiner to ensure that medical examiners are notified	6/28/04	Completed

of their new requirements. Provide info on what ME's should look for in cases.		
Develop distribution list of e-mails of mandated reporter organizations.	6/28/04	Completed
Develop database of identified mandated reporter organizations.	6/28/04	Completed
Distribute information letters to employers, professional boards and organizations, and local departments by email.	7/1/04	Completed
Distribute hard-copy information letters with links to website to employers and professional boards and organizations.	7/1/04	Completed
Include notification to law enforcement staff about new situations to be reported to them (e.g., suspicious deaths). Separate information page included with their letters.	7/1/04	Completed
Place training materials online.	7/1/04	Completed
Investigate training methods to reach new mandated reporters (web-based, info on other agencies' web sites, working with trade assns, PSA's, billboards, direct mailings, bus ads, special interest stories and interviews on TV/radio).	Ongoing	Ongoing
Investigate and implement web-based training possibilities, VISSTA-developed training, and links to VDSS from employer and trade organizations and Senior Navigator.	Ongoing	Ongoing
Be available for trainings as requested.	Ongoing	Ongoing
Research other states' information on mandated reporter/APS awareness.	7/1/04	Completed
Develop a plan and cost estimate to prepare, disseminate and present educational programs and materials on adult abuse, neglect, and exploitation to all categories of newly mandated reporters.	10/1/04	Completed
Develop comprehensive brochure for APS; include info to cover all categories of mandated reporters and consolidate existing APS brochures.	1/1/05	In progress
<b>PUBLIC AWARENESS</b>		
Prepare update on APS for Department for the Aging's website.	4/15/04	Completed
Develop and initiate radio public service announcements targeting public.	6/1/04	Completed
Draft article touting new legislation to go on the American Bar Association's elder abuse listserve, a national listserve of APS, legal, academic, and other aging professionals.	6/1/04	Completed
Prepare APS information for Secretary's web page on services for adults.	6/15/04	Completed
Develop initial training PowerPoint targeted to mandated reporters.	7/1/04	Completed
E-mail information letters/packets to contacts and local departments.	7/1/04	Completed
Develop final training PowerPoint and post to APS web.	8/1/04	Completed
Develop video for Virginia for adult abuse training for emergency services personnel through the Department of Health.	11/1/04	Taping completed
Update APS brochure (as interim before major revision).	9/1/04	Completed
Revise "What Mandated Reporters Need to Know" (as interim before major revision).	9/1/04	Completed
Include article on APS in VDSS <i>News &amp; Views</i> newsletter.	9/1/04	Completed
Design and print a generic APS poster.	11/1/04	In progress
Maintain adequate supply of APS brochures and other materials.	Ongoing	Ongoing
Modify APS website as necessary (include APS brochures and PowerPoint presentation); add counter.	Ongoing	Ongoing
Coordinate with Public Affairs to get Commissioner on public access channels discussing legislation and mandated reporting.	11/1/04	In progress
Develop video for Virginia for adult abuse through grant from Virginia Family and Children's Trust Fund.	11/1/04	Taping completed
Develop comprehensive abuse reporting guide covering reporting responsibilities of each mandated reporter group and agency and consolidating current APS brochures.	1/1/05	In progress
<b>NOTIFICATION TO EMPLOYERS</b>		
Prepare letter/information for each category of mandated reporters on new requirements for APS and accepting reports.	6/1/04	Completed
Identify mandated reporter employer associations (VANHA, VHCA, VHHA, law-enforcement assns., etc.) and local employers of mandated reporters (e.g., nursing facilities, assisted living facilities, law-enforcement agencies, hospitals).	6/1/04	Completed
Identify regulatory, licensing, and legal authorities' contact information for administrative actions or criminal investigation.	6/1/04	Completed
Develop form for employers of mandated reporters to use to notify employees of mandated reporter.	6/1/04	Completed
Notify employers and alert them of their responsibilities to notify their employees of their mandated reporter status.	7/1/04	Completed
Information included in newsletters of Va. Office of Protection and Advocacy, Va. Hospital	10/1/04	Completed

and Healthcare Assn., Va. Assn. of Nonprofit Homes for the Aging, Va. Poverty Law Center, Oast & Hook Law Center, Dept. of Health Professions, etc.		
<b>APS POLICY REVISIONS</b>		
Make drafts of changes to APS Policy.	5/15/04	Completed
Develop protocol/form for referral to licensing, regulatory, or criminal authorities.	6/1/04	Completed
Send out drafts for comments.	6/15/04	Completed
Develop protocol/form for local departments to use to refer cases to other agencies.	6/15/04	Completed
Develop protocol for local departments to use to recommend civil money penalty to Commissioner.	7/1/04	Completed
Exchange drafts and identify issues that need clarification (e.g., "initiating an investigation).	7/1/04	Completed
Finalize changes.	10/1/04	In progress
Issue revised APS policy.	11/1/04	On schedule
<b>ADULT FATALITY REVIEW TEAMS</b>		
Meet with Commissioner, CPS, APS, and Medical Examiner's Office to plan for workgroup.	6/15/04	Completed
Research other states and existing literature on development of adult fatality review teams.	7/1/04	Completed
Identify workgroup and set up meeting structure.	7/1/04	Completed
Notify subcommittee members of meeting time and place.	7/1/04	Completed
Attend and observe maternal fatality review team and child fatality review team meetings.	7/15/04	Completed
Plan agenda for first meeting of adult fatality review interested persons.	7/15/04	Completed
Identify and prepare materials/handouts for first meeting.	7/26/04	Completed
Convene workgroup for development of protocols for adult fatality review teams.	8/1/04	Completed Held 7/28
Prepare draft document of protocols for Virginia teams.	10/1/04	Completed
Identify costs for implementing adult fatality review teams.	10/1/04	Completed
Develop structure, protocols, and cost estimate for development of adult fatality review teams. Finalize report for Commissioner and Secretary.	10/1/04	Completed
<b>INTERAGENCY AGREEMENTS</b>		
Draft "boiler plate" language for interagency agreements/memoranda of understanding.	7/1/04	Completed
Revise interagency agreements/memoranda of understanding with other relevant agencies (DMAS, VDH, VDA, DRS, DMRMRSAS, VDDHH, DHP, DBVI, VOPA). Consider development of "omnibus" agreement between agencies for APS.	11/1/04	In progress
Obtain signatures of Commissioner Jones and appropriate agency heads and distribute.	11/1/04	In progress
<b>APS REGULATION</b>		
Develop NOIRA package for State Board.	5/28/04	Completed
Develop procedures for civil penalties to be imposed by Commissioner and collected, including process for appeal pursuant to Administrative Process Act.	7/1/04	Completed
Develop definition for "immediate" response upon receipt of report in local department of social services.	7/1/04	Completed
Develop first draft of proposed regulation (include civil money penalty process).	8/15/04	Completed
Submit draft of proposed regulation to APS Advisory Committee for review and comment.	9/1/04	Completed
Submit proposed package to State Board; then publish in Virginia Register for 60-day public comment.	10/20/04	Package approved
Incorporate changes and prepare final package.	1/1/05	TBD
Submit final regulatory package to Board; then publish in Virginia Register.	5/05	TBD
<b>AS ANNUAL SURVEY/ANNUAL REPORT</b>		
Ensure that mandated reporter and employer contact information is included in appendix in annual report.	11/1/04	In progress
Ensure that licensing, regulatory, and legal authorities' contact information for administrative actions or criminal investigations and include in appendix in annual report.	11/1/04	In progress

**APPENDIX E: SAMPLE MANDATED  
REPORTER INFORMATION POSTER**



# Emergency Medical Services Personnel

## Indicators of Adult Abuse, Neglect, and Exploitation

### Physical Signs

- ✓ Dehydration or malnutrition
- ✓ Broken bones
- ✓ Pain from touching
- ✓ Scratches, punctures, burns, or bruises
- ✓ Soiled clothing or bed

### Signs of Caregiver Abuse

- ✓ Forced isolation
- ✓ Lack of affection or care for the adult
- ✓ Communicates to others that adult is a burden
- ✓ Conflicting stories or accounts of details
- ✓ Prevents adult from speaking with others
- ✓ Prevents visitation from family and friends
- ✓ Inappropriate sexual relationship or language
- ✓ History of mental illness, criminal behavior, or family violence

### Psychological/Behavioral Signs

- ✓ Depression
- ✓ Lack of communication and talking
- ✓ Isolation or withdrawal
- ✓ Anxiety
- ✓ Anger
- ✓ Frequent change of healthcare professionals

### Signs of Financial Exploitation

- ✓ Missing personal belongings
- ✓ Suspicious signatures
- ✓ Frequent checks made out to "cash"
- ✓ Elder has no knowledge of monthly income
- ✓ Numerous unpaid bills
- ✓ Discrepancies in tax returns
- ✓ Large bank withdrawal
- ✓ Unusual bank activity
- ✓ A changed will



**If you suspect abuse of an adult age 60 or over or an adult who is incapacitated, call your local department of social services or the Virginia Department of Social Services' 24-hour toll-free Adult Protective Services hotline:**

**1-888-832-3858**

**APPENDIX F: MANDATED REPORTERS  
OF SUSPECTED ADULT ABUSE,  
NEGLECT AND EXPLOITATION IN  
VIRGINIA**



## **MANDATED REPORTERS OF SUSPECTED ADULT ABUSE, NEGLECT AND EXPLOITATION IN VIRGINIA (effective July 1, 2004)**

Matters giving reason to suspect abuse, neglect, or exploitation of adults shall be reported immediately upon the determination that there is such reason to suspect. Reports shall be made to the local department of social services or to the APS hotline at 1-888-832-3858 by the following persons acting in their professional capacity:

- Any person licensed, certified, or registered by health regulatory boards listed in § 54.1-2503, except persons licensed by the Board of Veterinary Medicine, including:

*Board of Nursing:* Registered Nurse (RN); Licensed Nurse Practitioner (LNP); Licensed Practical Nurse (LPN); Clinical Nurse Specialist; Certified Massage Therapist; Certified Nurse Aide (CNA)

*Board of Medicine:* Doctor of Medicine and Surgery, Doctor of Osteopathic Medicine; Doctor of Podiatry; Doctor of Chiropractic; Interns and Residents; University Limited Licensee; Physician Assistant; Respiratory Therapist; Occupational Therapist; Radiological Technologist; Radiological Technologist Limited; Licensed Acupuncturists; Certified Athletic Trainers

*Board of Pharmacy:* Pharmacists; Pharmacy Interns; Permitted Physicians; Medical Equipment Suppliers; Restricted Manufacturers; Humane Societies; Physicians Selling Drugs; Wholesale Distributors; Warehousemen, Pharmacy Technicians

*Board of Dentistry:* Dentists and Dental Hygienists Holding a License, Certification, or Permit Issued by the Board

*Board of Funeral Directors and Embalmers:* Funeral Establishments; Funeral Services Providers; Funeral Directors; Funeral Embalmers; Resident Trainees; Crematories; Surface Transportation and Removal Services; Courtesy Card Holders

*Board of Optometry:* Optometrist

*Board of Counseling:* Licensed Professional Counselors; Certified Substance Abuse Counselors; Certified Substance Abuse Counseling Assistants; Certified Rehabilitation Providers; Marriage and Family Therapists; Licensed Substance Abuse Treatment Practitioners

*Board of Psychology:* School Psychologist; Clinical Psychologist; Applied Psychologist; Sex Offender Treatment Provider; School Psychologist - Limited

*Board of Social Work:* Registered Social Worker; Associate Social Worker; Licensed Social Worker; Licensed Clinical Social Worker

*Board of Nursing Home Administrators:* Nursing Home Administrator

*Board of Audiology and Speech Pathology:* Audiologists; Speech-Language Pathologists; School Speech-language Pathologists

*Board of Physical Therapy:* Physical Therapist; Physical Therapist Assistant

- Any mental health services provider as defined in § 54.1-2400.1;
- Any emergency medical services personnel certified by the Board of Health pursuant to § 32.1-111.5;
- Any guardian or conservator of an adult;
- Any person employed by or contracted with a public or private agency or facility and working with adults in an administrative, supportive or direct care capacity;
- Any person providing full, intermittent, or occasional care to an adult for compensation, including but not limited to companion, chore, homemaker, and personal care workers;
- Any law-enforcement officer; and
- Medical facilities inspectors of the Department of Health; however, the inspectors are exempt from reporting immediately while conducting federal inspection surveys.

**APPENDIX G: OPTIONAL  
ACKNOWLEDGEMENT OF MANDATED  
REPORTER STATUS FORM**



**Virginia Department of Social Services  
Adult Protective Services Program  
7 North Eighth Street, 4<sup>th</sup> floor  
Richmond, VA 23219  
Telephone: 804-726-7533**

---

**ACKNOWLEDGEMENT OF MANDATED REPORTER STATUS**

**This is an optional form for employers to document that their employees have been notified.**

*(This form is an optional form for employers of mandated reporters to document that their employees have been notified of their mandated reporter status; other forms of documents are also acceptable. If used, this form should be retained by the employer.)*

I, \_\_\_\_\_, understand that when I am  
(Employee Name)

employed as a \_\_\_\_\_, I am a mandated reporter  
(Type of Employment)

pursuant to the *Code of Virginia*, §§ 63.2-1603 through 1610. This means that I am required to report or cause a report to be made to Virginia Adult Protective Services (APS) either by calling the APS Hotline (1-888-83-ADULT) or the appropriate local department of social services whenever I have reasonable cause to suspect that an adult aged 60 or over or an incapacitated adult aged 18 and over and who is known to me in my professional or official capacity may be abused, neglected, or exploited. I understand that I must follow the reporting protocol, if any, of my employer, but my employer may not prohibit me from reporting directly to APS.

I understand that if I suspect a death of an adult aged 60 or over or an incapacitated adult aged 18 and over occurred due to abuse or neglect, I must report the death to the medical examiner and the law enforcement agency in the locality in which the death occurred.

I understand that I am immune from civil or criminal liability on account of any reports, information, testimony and records I release if the report is made in good faith and without malicious intent. My identity will be held confidential unless I authorize the disclosure or disclosure is ordered by the court.

I understand that if I willfully fail to report suspected adult abuse, neglect, or exploitation, immediately upon suspicion, I may be subject to a civil money penalty imposed by the Commissioner of the Virginia Department of Social Services. If I am a law-enforcement officer, I understand the money penalty does not apply to me but that I will be referred to the court system for non-reporting of suspected adult abuse, neglect, or exploitation. If I am licensed, certified, or regulated by a health regulatory board, I may also be subject to the appropriate licensing, regulatory, or legal authority for administrative action or criminal investigation.

**I understand that there is no charge when calling the Hotline number (1-888-83-ADULT) and that the Hotline operates 24-hours per day, 7 days per week, 365 days per year.**

I affirm that I have read this statement and have knowledge and understanding of the reporting requirements, which apply to me pursuant to the *Code of Virginia*, §§ 63.2-1603 through 1610.

\_\_\_\_\_  
Signature of Applicant/Employee

*Revised September 2004*

\_\_\_\_\_  
Date

**APPENDIX H: LETTER TO MANDATED  
REPORTER GROUPS**

## LETTER TO MANDATED REPORTER GROUPS

June 24, 2004

Name  
Organization  
Address  
Address

Dear:

We are pleased to announce that Governor Warner's Adult Protective Services (APS) Act (Senate Bill 318 and House Bill 952) passed the General Assembly and has been signed by the Governor. It will be effective July 1, 2004. Part of this great Act is to identify additional "mandated reporters" for APS in an effort to provide additional safeties and protections for our vulnerable elderly and incapacitated adults. We are writing to you because you have been identified as one of these reporters, or an employer of mandated reporters, another set of eyes and ears, another voice for our vulnerable adults. The text of the full legislation may be viewed at <http://leg1.state.va.us/cgi-bin/legp504.exe?041+ful+CHAP1011>.

The passage of this landmark legislation strengthens our ability to protect our elderly and adults who are incapacitated and is the result of months of collaborative effort with many health care representatives, long-term care providers, consumers, and other interested organizations. We are excited about the possibility of making great strides in this area in the upcoming years.

If you are an employer of mandated reporters, you are required to notify your employees of their mandated reporter status and their responsibilities for reporting. The Virginia Department of Social Services (VDSS), the state agency responsible for administering the APS Program for Virginia, has developed training materials that will be of use to you in this effort. These materials will be posted on the Adult Services website as soon as possible.

- A web-based training course entitled *Training for Mandated Reporters of Adult Abuse, Neglect, and Exploitation* may be accessed at the VDSS web site: <http://www.dss.state.va.us/family/adultprotect.html>. This is a Power Point presentation that may be viewed online or downloaded for your use in-house. We encourage you to place a link to the training on your own web site.
- Other educational materials are also available on the VDSS web site at: <http://www.dss.state.va.us/family/adultprotect.html>. Some of these are formatted using Adobe Acrobat. If you do not have Adobe Acrobat, you may download the software that is available free at the [Adobe site](#).

- On the website are an educational article suitable for an organization's newsletters, a reminder poster to be displayed in work areas and an "Acknowledgement of Mandated Reporter Status" form. Please note that this notification is required for all employees who are mandated reporters.
- Department staff are available to assist you with training. Please contact the APS Program at your local department of social services or your area APS Consultant listed below.

Barbara Jenkins, Henrico, 804-662-9783  
Carol McCray, Abingdon, 276-676-5636  
David Stasko, Warrenton, 540-347-6313

Richard Pyle, Henrico, 804-662-9786  
Bill Parcell, Roanoke, 540-857-7448  
Dorothy Endres, VA Beach, 757-491-3980

Remember, if any mandated reporter **suspects** that an adult 60 years of age or older or an adult 18 years of age or older who is incapacitated is being abused, neglected, or exploited, he or she must report the situation **immediately** to the local department of social services in the locality where the adult resides or where the abuse is believed to have occurred. You may also make reports to the 24-hour, toll-free VDSS **APS hotline at 1-888-83ADULT**.

The legislation also requires that mandated reporters report to the appropriate medical examiner and law-enforcement agency when there is reason to suspect that a vulnerable adult dies as a result of abuse or neglect. In addition, mandated reporters are required to report to APS and law enforcement: 1) those situations in which suspected sexual abuse, death, serious bodily injury or disease are believed to be the result of abuse or neglect, or 2) any other criminal activity involving abuse or neglect that places the adult in imminent danger of death or serious bodily injury.

Together we can make a better world, a better Commonwealth for our elderly and incapacitated adults. Please accept our sincere appreciation for your assistance in implementing this important legislation. For questions, please do not hesitate to call me at 804-726-7538 or Ms. Marjorie Marker, Project Lead, at 804-726-7536, or [marjorie.marker@dss.virginia.gov](mailto:marjorie.marker@dss.virginia.gov).

Sincerely,

Terry A. Smith  
Acting Director, Division of Family Services  
Adult Services Program Manager

*[Please note that since the issuance of this letter, the web sites for mandated reporter information have changed to <http://www.dss.state.va.us/family/aps.html> and <http://www.dss.state.va.us/family/aps.html>.]*

## **APPENDIX I: APS PRESS RELEASE**

**Richmond** — Each year an estimated two million elderly adults are victims of abuse or neglect. Sexual assault, financial, verbal and physical abuses are just some of the mistreatments faced by elderly individuals from their caregivers.

May is Elder Abuse Prevention Month and in observance the Virginia Department of Social Services is launching a campaign to educate the public about mandated reporting and what to look for in cases of suspected abuse.

New legislation passed by the 2004 session of the General Assembly creates additional mandates for Adult Protective Services (APS) workers. Among many changes, The Adult Protective Services Act clarifies and expands the list of mandated reporters to include persons licensed, certified, or registered by health regulatory boards - except for the Board of Veterinary Medicine. This clarification adds dentists, pharmacists, certified emergency medical services personnel, guardians and conservators to the list of those mandated to report suspected elder abuse.

"I can see no down side to this bill, only an improvement in the care of elders," said Dr. Marcella Fierro, chief medical examiner of the Commonwealth in a letter supporting the legislation. "I have always said that the civility and compassion of a society could be measured by how it cares for its elderly. Obviously it is even more true for our abused and neglected seniors, many of whom have no voice, cannot cry for help, and pray for death to relieve them of their misery. We should do this."

In Virginia, more than 12,000 cases of suspected elder abuse were reported and investigated by social services in 2003. However, it is estimated this represents only 16 percent of the abuse cases that occur. "Many of these crimes are not reported because mandated reporters don't know they should be reporting or because they don't know what to look for," said Family Services Acting Director Terry A. Smith. "The APS Act requires us to educate and train mandated reporters on the signs of abuse so that more crimes against elders will be reported and stopped."

The APS Act also allows civil penalties for non-reporting by mandated reporters. "Thousands of cases of abuse, neglect and exploitation of the elderly go unreported each year," said Smith. "By imposing civil penalties for non-reporting, we hope that those who are liable to report these crimes will now think twice before looking the other way."

The staff of APS will soon implement a comprehensive training program for mandated reporters but Smith reiterates that anyone can report suspected abuse of the elderly. Some signs to look for include: injuries that have not been properly cared for; burns, welts, scratches, bruises and fractures; signs of confinement; malnourishment; severe anxiety, fearfulness or depression; missing personal property or mismanaged property or savings.

If you suspect abuse of an elder or an adult with disabilities, report it to the local department of social services, or call the 24 hour toll-free hotline at (888) 832-3858. For more information on the Adult Protective Services Act and other APS information visit the following Web sites:

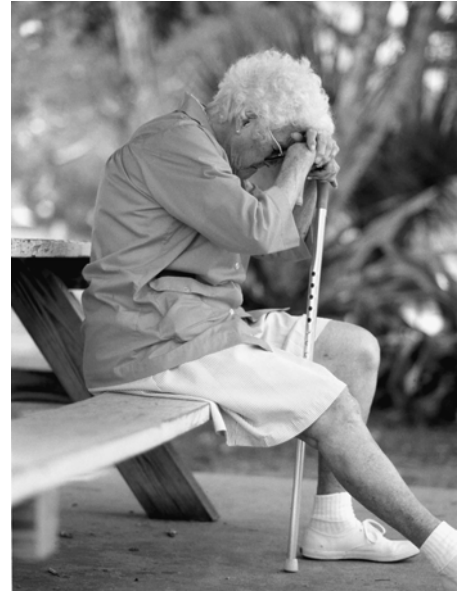
- <http://leg1.state.va.us/cgi-bin/legp504.exe?041+ful+CHAP1011+pdf>
- [http://www.dss.state.va.us/family/aps\\_mandated.html](http://www.dss.state.va.us/family/aps_mandated.html)
- <http://www.dss.state.va.us/family/aps.html>
- <http://www.seniornavigator.com>
- [http://www.seniornavigator.com/learn/connections/DSSfor2004/27\\_proclamation2.doc](http://www.seniornavigator.com/learn/connections/DSSfor2004/27_proclamation2.doc)



**APPENDIX J: SAMPLE WEB  
PAGE/NEWSLETTER ARTICLE**

## **VIRGINIA DEPARTMENT OF SOCIAL SERVICES ADULT PROTECTIVE SERVICES**

The Virginia Department of Social Services (VDSS) Adult Services Programs, through 120 local departments of social services, serve adults aged 60 and over and adults 18 and older who are incapacitated and their families when appropriate so that they can remain in their home for as long as possible. The Adult Protective Services (APS) program is authorized by the *Code of Virginia* (§§ 63.2-1603 through 1610) to investigate reports of suspected adult abuse, neglect, or exploitation, and provide services when needed. The provision of home-based services, case management, and adult protective services ensures that appropriate services are provided to all of our elderly and adults who are incapacitated in the Commonwealth.



Adult Protective Services are provided to older persons and incapacitated adults who are in danger of being mistreated or neglected, are unable to protect themselves, and have no one to assist them. An APS report is an allegation by any person to a local department of social services or to the 24-hour toll-free APS hotline (**1-888-832-3858**) that an elder or an incapacitated adult needs assistance. There are certain categories of persons who are mandated by State law to report suspected adult abuse, neglect, or exploitation. These are noted on the back of this page. However, any person who suspected adult abuse, neglect, or exploitation is encouraged to make a report and may do so anonymously.

For more information on APS, please call the Department at 804-726-7533. Information is also available at <http://www.dss.state.va.us/family/aps.html> and [http://www.dss.state.va.us/family/aps\\_mandated.html](http://www.dss.state.va.us/family/aps_mandated.html).

Report suspected abuse, neglect, or exploitation of adults to Adult Protective Services at your local department of social services or to the 24-hour, toll-free hotline at

**1-888-832-3858**

When calling the hotline from the Richmond area, please call

**804-371-0896**

***One case of abuse is one too many.***

## **APPENDIX K: DEFINITIONS**

## DEFINITIONS

**ABUSE** is defined by the *Code of Virginia*, §63.2-100, as “the willful infliction of physical pain, injury or mental anguish or unreasonable confinement.” Abuse includes battery and other forms of physical violence including, but not limited to, hitting; kicking; burning; choking; scratching; rough-handling; cutting; biting; etc. It includes sexual assault; inflicting pornography; voyeurism; exhibitionism; and other forms of forced sexual activity on an elder or an adult with disabilities and any sexual activity with an adult who is unable to understand or give consent. It includes the control of an adult through the use of threats and intimidation and through the abuse of a relationship of trust.

**NEGLECT** is defined by the *Code of Virginia*, §63.2-100, as “an adult living under such circumstance that he or she is not able to provide for himself or is not being provided such services as are necessary to maintain his/her physical and mental health and that the failure to receive such necessary services impairs or threatens to impair his well-being.” This definition incorporates both those who are self-neglected, i.e., living under such circumstances that he/she is not able to provide for himself/herself, and those whose need for physical and mental health services are not being provided by another person. Indicators of neglect include, but are not limited to, malnourishment; dehydration; the presence of pressure ulcers; inadequate personal hygiene; inadequate and/or inappropriate clothing; inadequate or inappropriate supervision; extreme filth of person or home; severe pest/rodent infestation; offensive odors; inadequate heat; no fuel; no electricity; no refrigerator; or untreated physical or mental health problems. Abandonment is also a form of neglect.

**EXPLOITATION** is defined by the *Code of Virginia*, §63.2-100, as “the illegal use of an incapacitated adult or his resources for another’s profit or advantage.” Exploitation, or financial abuse, is accomplished by the use of covert, subtle, and deceitful means. It is usually a pattern of behavior rather than a single episode. Financial exploitation includes, but is not limited to, the crimes of larceny; embezzlement; theft by false pretenses; burglary; forgery; false impersonation; and extortion. Indicators that a person is being financially exploited include, but are not limited to, activity in that adult’s bank account that is erratic, unusual, or uncharacteristic of that person; the person’s automatic teller card is used and the account owner is unable to use the card; new acquaintances have taken up residence in the elderly person’s home; change in the elder’s property titles, will, or other documents, particularly if the person is confused and/or the documents favor new acquaintances; a power of attorney is executed by a confused adult; documents and/or property is missing; the adult is being evicted and believes he/she owns the house; or the adult’s mail has been redirected to a different address.