

November 7, 2018

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

**EXECUTIVE SUMMARY**

**ALL COUNTY LETTER NO. 18-132**

This letter is for all County APS supervisors, because effective with the January 2019 report month, California counties will be required to use the revised Adult Protective Services Monthly Statistical Report [SOC 242 (01/19)]. This is a revision of the prior version transmitted in ACL No. 14-42 on June 23, 2014.

In 2014, the Administration for Community Living funded the development of the National Adult Maltreatment Reporting System (NAMRS) which is the first comprehensive, national reporting system for adult protective services (APS) programs. It collects quantitative and qualitative data on APS practices and policies, and the outcomes of investigations into the maltreatment of older adults and adults with disabilities.

In 2016, CDSS was awarded a grant to work, in conjunction with the CWDA Protective Services Operations Committee (PSOC), on revising the California SOC 242 Monthly Statistical Report form to collect the key component data that are being requested by the Administration for Community through the NAMRS system. The revised SOC 242 is the result of that work. It will align California's data collection with the national statistics, providing a much more comprehensive picture of elder and dependent adult abuse in the state.

This All County Letter summarizes the salient changes in the SOC 242.



WILL LIGHTBOURNE  
DIRECTOR

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EDMUND G. BROWN JR.  
GOVERNOR

November 7, 2018

ALL COUNTY LETTER (ACL) NO. 18-132

TO: ALL COUNTY WELFARE DIRECTORS  
ALL COUNTY ADULT PROTECTIVE SERVICES (APS) PROGRAM  
MANAGERS

**SUBJECT: ADULT PROTECTIVE SERVICES MONTHLY STATISTICAL  
REPORT SOC 242 (01/19)]**

REFERENCE: National Adult Maltreatment Reporting System (NAMRS)

[National Adult Maltreatment Reporting System](#)

Effective with the January 2019 report month, counties will be required to use the revised Adult Protective Services Monthly Statistical Report [SOC 242 (01/19)]. This is a revision of the prior version transmitted in ACL No. 14-42 on June 23, 2014.

**Reason for the Revision:**

In 2014, the Administration for Community Living funded the development of the National Adult Maltreatment Reporting System (NAMRS) which is the first comprehensive, national reporting system for adult protective services (APS) programs. It collects quantitative and qualitative data on APS practices and policies, and the outcomes of investigations into the maltreatment of older adults and adults with disabilities.

In 2016, CDSS was awarded a grant to work, in conjunction with the CWDA Protective Services Operations Committee (PSOC), on revising the California SOC 242 Monthly Statistical Report form to collect the key component data that are being requested by the Administration for Community through the NAMRS system. The revised SOC 242 (01/19) is the result of that work.

## **Process for Determining Which Data Elements to Keep and Which to Discard**

It was the intent of CDSS and representatives from PSOC (the NAMRS committee) to both collect the NAMRS data and improve the utility of the data collected for advocacy and program improvement without placing an on-going increased data collection burden on counties, especially those small counties that do manual data entry. Therefore, it was determined that, while adding the NAMRS data elements, we should also remove those data elements that were not beneficial. The NAMRS committee conducted extensive outreach to county APS programs and stakeholder groups to determine which data elements from the current version of the SOC 242 were being used for reports and program/client advocacy and which were not. Based on the results of those surveys and meetings, over half of the current data elements were removed. In addition, the committee reviewed an assortment of possible data additions, beyond those requested by NAMRS, and selected a small number of items that are expected to be useful for program advocacy efforts. That selection was also reviewed by PSOC.

## **Summary of Changes**

The following is a summary of the changes to the SOC 242:

### **Deletions:**

- Cases closed by the duration of case activity at the time of closure has been removed.
- APS Reports Assigned as a Case and No In-Person Response (NIR) Required – 10a- 10e. The subcategories have been deleted, total count remains.
- NTD Case Types -12a-12f: The subcategories have been deleted, total count remains.
- Findings by NTD Investigations and by NTD Case have been removed and the investigation findings are now being counted with in-person allegation findings.
- Types of Abuse, both self-neglect and abuse by others, have been deleted and we are only counting findings by individual allegations.

### **Moved/Replaced Elements:**

- Investigations completed and closed is now cases completed with findings and closed including Protective Services completed.
- Cases closed during the month as a result of client refusing services was moved to Case Closure Reasons.
- Reports of suspected financial abuse submitted by financial institutions has been replaced by Reporting Source-Financial.
- The current APS Support Services (emergency shelter, temporary in-home protection, and tangible services) have been removed and replaced by similar items (see additions below).
- Individual allegations of self-neglect have been re-categorized as self-neglect of physical care, self-neglect residence and financial self-neglect.

### **NAMRS Additions:**

- Total APS social services staff, including APS direct service workers, APS supervisor/managers, Intake workers and Intake supervisors.
- A list of Reporting Sources including Professional service providers, Educator, Financial, Law enforcement, Medical professional, Mental health, Institutional employee, Social worker, Community professional, Clergy, Self, Family members, No relationship and Anonymous.
- Recidivism: defined as a previous report on a client in the past 12 months.
- Victim count; including a count of victims of self-neglect and victims of abuse by others.

### **Frequently Asked Questions**

In the process of developing the definitions of each data element, the counties had many questions. Those questions have been compiled in the attached Frequently Asked Questions. This list will be uploaded to the CDSS website at [Frequently Asked Questions](#) with the revised SOC 242 and its instructions once they are published and will be updated as additional questions are referred to CDSS.

### **Where to Submit Questions**

A separate All County Letter (ACL) from CDSS Research Services Branch's Data Systems and Survey Design Section (DSSDS) will be issued that will instruct counties to begin using the revised SOC 242 instructions (01/19 report version) effective with the January 2019 report month. If you have any questions regarding the completion of this report, please contact DSSDS at (916) 651-8269. APS program policy related questions should be directed to Lori Delagrammatikas at [Lori.Delagrammatikas@dss.ca.gov](mailto:Lori.Delagrammatikas@dss.ca.gov).

Sincerely,

### ***Original Document Signed By:***

DEBBI THOMSON  
Deputy Director  
Adult Programs Division