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Q1 Issue Statement: [State the problem your recommendation will address. Insert links to reports where appropriate.]

California's response to reports of elder abuse, neglect, and exploitation is inconsistent, complex, and focuses on costly crisis and remedial interventions.

Q2 MPA Framework Goal #: [Check which goal/s this recommendation addresses. View MPA Framework document]

Goal 4: Economic Security and Safety. We will have economic security and be safe from abuse, neglect, exploitation, and natural disasters and emergencies throughout our lives.

Q3 MPA Framework Objective #: [Check which objective/s this recommendation addresses. View MPA Framework document]

Objective 3.1: Californians will live in communities with policies and programs that promote well-being throughout our lifespans.

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Objective 4.2: Californians will be protected from abuse, neglect, and exploitation as we age.

Q4 Recommendation: [Explain your recommendation in one to two sentences.]

Implement a "No Wrong Door" approach for reporting elder and dependent adult abuse with the assurance that all cases are investigated and responded to.

Q5 Target Population and Numbers: [Describe groups of Californians impacted by this recommendation, with numbers if available.]

Vulnerable and mistreated older adults and adults with disabilities

Q6 Detailed Recommendation: [Insert detailed bullet points describing your recommendation.]

• Explore options for a "no wrong door" approach to abuse reporting. Examples include an 800 number, specially trained personnel to triage cases, electronic screening, and tools for assessing consistency in local responses.
• Adopt standards for APS investigators and responders that conform to California law and national guidelines, that are developed in collaboration with protective service advocacy groups, and that include short and long-term benchmarks for achieving compliance.
• Appoint a state level entity to address disparities in abuse reporting and response and develop benchmarks for achieving parity.
• Adopt a funding formula for APS that reflects: 1) demographic trends and needs; and 2) parity among populations in need of protective services.
• Provide training to APS and other investigators and responders in implicit bias, cultural humility, and other skills needed to overcome disparities.
• Adopt an "across the lifespan" approach to protective services that reflects California's population and demographic trends.

Q7 Evidence that supports the recommendation: [Add links or summaries of research evidence that support the recommendation. Provide links or summaries of research evidence that support your recommendation]

From Blueprint to Benchmarks: Building a Framework for Elder Justice
https://www.elderjusticecal.org/uploads/1/0/1/7/101741090/cejc_blueprint2016.pdf

Q8 Examples of local, state or national initiatives that can be used as an example of a best practice: [Provide any available links and sources.] Local: State: National: Other:

Respondent skipped this question

Q9 Implementation: [Insert actions state agencies, legislators, counties, local government, or philanthropy can take to move this recommendation forward. Some of the entities listed below may or may not be applicable to each recommendation.] State Agencies/Departments: [action to be taken by Governor or specific state agencies] State Legislature: [legislation needed to implement recommendation] Local Government: Federal Government: Private Sector: Community-Based Organizations: Philanthropy: Other:

Social Services, Aging, Public Health; Office of the Attorney General need to work together to develop protocols for response rates, design and facilitate training.

Q10 Person-Centered Metrics: [Individual measures of inputs or outcomes that can be used to measure the recommended action's impact on people.]

Reduced risk of elder and dependent adult abuse. More timely response rates. Fewer injuries and financial losses. Greater equity in access to protective and preventative services across the state.

Q11 Measuring Success: [Describe specific metrics that could be used to empirically measure the effectiveness of your recommendation]

Improved efficiency and timeliness in reporting and responding to abuse.

Q12 Measuring Success: [How would we know that the implementation of your recommendation is successful?]

Short term: By 2020…

• Completion of plan for "no wrong door" approach to abuse reporting • Completion of standards for APS investigators and responders • Appointment of state level entity to address disparities in abuse reporting. • Plan for training APS and other investigators and responders in implicit bias, cultural humility, and other skills needed to overcome disparities.

Mid term: By 2025…

• Full implementation of "no wrong door" approach to abuse reporting and standards for APS investigators and responders. • Full implementation of training program for APS and other investigators and responders in implicit bias, cultural humility, and other skills needed to overcome disparities completed. • Reduced disparities in access to protective and preventative services by vulnerable Californians of all ages, races, genders, income, places of residence. • Increased availability of and access to services and interventions that reduce the risk of elder mistreatment and identify it in the early stages.

Long term: by 2030…

• All cases of elder abuse are investigated by qualified investigators and victims are offered appropriate services, interventions, and resources. • 100% compliance by every county and tribal APS program with state mandatory reporting statutes and standards for caseload size, supervision, training, worker safety, services provided, and access to specialized expertise.

Q13 Data Sources: [What existing data can be used to measure success or progress?]: Existing data sources: [specify datasets, variables, and data owner/location] Suggestions for data collection to evaluate implementation of this goal when no data sources exist:

• Voluntary Consensus Guidelines for State APS Systems, (an updated version is currently in progress) https://acl.gov/sites/default/files/programs/2017-03/APS-Guidelines-Document-2017.pdf

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Q14 Potential Costs/Savings: [insert any research, actuarial analysis or other evidence of the cost of this recommendation or potential savings]

No estimates of cost savings are currently available.

Q15 Prioritization: [How would you prioritize your recommendation relative to other needs/priorities?]

High

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