

## **ELDER PROTECTIVE SERVICES (EPS)**

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**Division:** AGING AND DISABILITY SERVICES DIVISION

*Elder Protective Services (EPS) receives and investigates reports of elder abuse, neglect, exploitation or isolation. Police departments, sheriff's offices and county protective service agencies also investigate reports of elder abuse.*

*EPS utilizes licensed social workers to investigate reports. Social workers provide interventions to remedy abusive, neglectful and exploitive situations. The investigation commences within three working days of the report. EPS may contact local law enforcement or emergency responders for situations needing immediate intervention. The Crisis Call Center handles after-hour calls for EPS. EPS refers cases where a crime may have been committed to law enforcement agencies for criminal investigation and possible prosecution. Self-neglect is the single largest problem reported. EPS social workers provide training to various organizations regarding elder abuse and mandated reporting laws.*

*Any older person, defined by NRS as 60 years or older, is eligible. EPS investigates elder abuse reports in all counties of the state. In Clark County, EPS investigates reports concerning Medicaid eligible older persons living in the community and all reports regarding long term care facilities. Clark County's Senior Citizens Protective Services program investigates reports concerning non-Medicaid eligible older persons.*

*Starting February 1, 2010, Clark County begins the transition of their Senior Citizen's Protective Services program to EPS. The number of cases EPS investigates will gradually increase between then and July 1, 2010, when the transition is expected to be completed.*

## ELDER PROTECTIVE SERVICES (EPS) - CASELOAD STATISTICS

June-11

ELDER PROTECTIVE SERVICES (EPS)	May-11	Jun-11	Change from Prior Month	Jun-10	Change from Prior Year	FY09		FY10		FY11 YTD	
						Total	Average	Total	Average	Total	Average
<b>APPLICATIONS</b>											
Total New Cases Opened	319	363	13.8%	415	-13%	2,871	239	3,357	280	4,088	341
<b>LEAVERS</b>											
Total Cases Investigated and Closed	448	316	-29.5%	346	-8.7%	2,898	242	2,983	249	4,164	347
<b>CASELOAD</b>											
Total Cases Carried Over from Previous Month(s)	551	447	-18.9%	485	-7.8%	1,966	164	3,084	257	6,210	518
Total Cases <sup>1</sup>	1,318	1,126	-14.6%	1,246	-9.6%	7,735	645	9,424	785	14,462	1,205
Total Budgeted Workers <sup>4</sup>	20.0	20.0	0.0%	20.0	0.0%		12		15		20
Total Actual Workers	22.0	22.5	2.3%	20.0	12.5%		12		14		21
Average Caseload per Actual <sup>2</sup> Worker	60	50	-16.7%	62.0	-19.4%		56		52		57
<b>PROCESSING TIME</b>											
% of Cases Initiated within 3 working days of receipt <sup>3</sup>	98.2%	97.3%	-0.9%	96.0%	1.3%				96.2%		96.6%

<sup>1</sup> Total Cases includes Total New Cases Opened, Total Cases Investigated and Closed and Total Carry Over Cases from Previous Months.

<sup>2</sup> Average Caseload per Actual Worker is the Total Cases count divided by the Actual Worker count

<sup>3</sup> Measuring the % of cases initiated within 3 working days of receipt was not started until the beginning of FY 2010.