

# State of Oregon

Department of Human Services  
**Office of Investigations and Training**



2010 Report of Abuse and Neglect  
For Individuals Who Receive  
Mental Health and Developmental Disabilities Services

**Year 2010 Statewide Results**



July 2011

## **The Office of Investigations and Training**

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The Oregon Department of Human Services, Office of Investigations and Training (OIT) is responsible for directly investigating or overseeing county investigations of allegations of abuse and neglect of people with mental illness or developmental disabilities who receive services. State and county staff ensure the provision of necessary protective services to victims of abuse or neglect. OIT also directly investigates reports of abuse against children receiving therapeutic treatment for emotional, mental health or behavioral issues. OIT is responsible for providing training on mandatory abuse reporting, conducting objective and thorough investigations, and provision of protective services. OIT's Training and Prevention Unit develops materials and trainings whose goal is to prevent or reduce the risk of abuse.

These services are significant to Oregonians because individuals with mental illness, developmental disabilities or other treatment needs are at the highest risk for abuse and neglect. Research has shown that more than half of people with mental illness or developmental disability will experience repeated physical or sexual abuse in their lifetime. Freedom from abuse is critical to benefiting from services. Victims of abuse are offered and provided protective services such as counseling or alternative living arrangements. OIT and county investigations may be used to sanction or remove abusive caregivers, and to require additional training or revision of policies to prevent further abuse.

The Office of Investigations and Training is committed to ensuring all investigations of abuse and neglect, protective services and trainings are conducted with integrity, fairness, and quality thereby maximizing the safety of people with mental illness and developmental disabilities.

## **OIT Activities and System Improvements**

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In 2010 OIT made referrals to State Licensing Boards (such as the Board of Nursing) and The Oregon Department of Justice, Medicaid Fraud Control Unit (MFCU) for their review and action regarding licensed caregivers with substantiated allegations of abuse or neglect.

OIT ensures that cross reporting to law enforcement occurs when the abuse may also be a crime. Of the nearly 1600 investigations in 2010, over 500 incidents were reported to law enforcement. Law enforcement took action in at least 268 cases and made arrests or pursued charges in 108 cases. 48 of these cases were referred to a district attorney, and notification of convictions or plea agreements were documented in 14 of these. Prosecution was declined in 12 cases, and some cases remain open in the court system.

## **Authority**

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OIT and the state designees (community mental health and developmental disability programs) conduct investigations and provide protective services to victims under the authority of Oregon Revised Statutes (ORS 430.735 to 430.765 and ORS 419B.005 to 419B.050) and Oregon Administrative Rules (OARs).

ORS's and OAR's can be obtained by contacting OIT or found online at:  
[http://www.oregon.gov/DHS/admin/rule\\_policy.shtml](http://www.oregon.gov/DHS/admin/rule_policy.shtml)

## **Definitions of Abuse**

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A. People with Mental Illness or Developmental Disability: The abuse definitions and investigation process is available online at: <http://www.oregon.gov/DHS/abuse/main.shtml> (click on Developmental Disability or Mental Illness, and then click on Laws and Rules).

Abuse definitions include: Abandonment; Physical Abuse; Sexual Abuse; Financial Exploitation; Neglect; Wrongful Restraint; Restriction; and Verbal Abuse.

B. Children receiving therapeutic care: The abuse definitions for children receiving therapeutic care from a Children’s Care Provider (CCP) are defined in OAR 407-045-0800 and is available online at: [http://arcweb.sos.state.or.us/rules/OARS\\_400/OAR\\_407/407\\_045.html](http://arcweb.sos.state.or.us/rules/OARS_400/OAR_407/407_045.html).

Abuse definitions include: Assault; Mental Injury; Rape; Sexual Abuse; Sexual Exploitation; Negligent Treatment; Maltreatment; Threatened Harm; Buying or Selling a child; and Unlawful exposure to controlled substances.

## **Investigation Results**

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Investigation outcomes: Substantiated; Inconclusive; and Not Substantiated;

Did Not Meet an Abuse Definition: Allegations that were initially reported to the state or county, but were determined not to meet the definition of abuse. Under these conditions, a determination of “Not Substantiated” would not be appropriate because the alleged incident is not addressed by current abuse\neglect statute or rules. In some of these instances the investigation process reveals possible licensing violations, which are reported to the licensing authority for its review.

## **Terminology and Abbreviations used in the graphs and tables**

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BMRC – Blue Mountain Recovery Center (formerly Eastern Oregon Psychiatric Center).

CCP -- Children’s Care Provider. Provides Out-Of-Home therapeutic treatment for children, primarily in residential settings.

Children (DD) – Children’s 24-Hour Residential Program. Children with developmental disabilities who receive services from a DD licensed residential program when placement is made by SPD Home & Community Supports.

CDDP – Community developmental disability programs for individuals receiving DD services.

CMHP – Community mental health programs for individuals receiving MH services.

DD – Developmental Disability.

EOTC – Eastern Oregon Training Center (EOTC).

MH – Mental Health.

OSH – Oregon State Hospital.

Review – A review by a forensic specialist of an unexplained injury or patterns of injuries.

SDI – Special Department Investigation: Investigations that would normally be undertaken by CDDP or CMHP staff, but are instead conducted by OIT staff due to conflict of interest, complexity, or other identified need.

SDIA – Special Department Investigation Assist: Investigations that are undertaken by CDDP or CMHP staff, but are closely assisted by OIT staff due to complexity, or other identified need.

SOCP – State Operated Community Program, 24-hour residential program for individuals with DD.

SR—Secure Residential Treatment Facility Investigation.

## OIT Training and Prevention

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The Training and Prevention Unit provides training statewide to designated abuse investigators, community program staff providing services (to adults with mental illness and developmental disabilities and to children in state-licensed treatment settings), direct care workers, family members, advocates, consumers and community partners, including first responders and others, on a variety of topics. Those topics include conducting unbiased, thorough and culturally competent abuse investigations, mandatory abuse reporting and prevention.

In 2010, the Training and Prevention Unit presented five week-long OIT Core Competencies Training Institutes for abuse investigators. Sixty-four investigators from OIT, county-based community programs and the Confederated Tribes of the Warm Springs Reservation were trained in the standards and expectations for abuse investigations during those institutes. Those standards include: cultural competence, the abuse rules and statute, sorting and mapping allegations, interviewing skills and protocols, report writing and forensic photography. The institutes are designed to ensure that all investigators are educated to consistent and measurable standards, and are consistent with the national core competencies for protective services investigators being developed for implementation by many states and the National Adult Protective Services Association.

The Training and Prevention Unit also conducted two training sessions for eight back-up investigators, and provided on-site abuse rule and mandatory abuse report training to 580 adult services' staff from 17 providers and 360 children's care providers' staff at 18 sites around the state.

The Training and Prevention Unit presented a segment of its curriculum "*Getting to the Heart of Intimacy – A Training for Providers of Services to Others*" at the Oregon Disability Mega-Conference in June. More than 30 copies of the 12-week training package, designed to share information about healthy relationships and sexuality with adults with developmental disabilities, was distributed during the presentation at the conference. Copies were also distributed to Portland Public Schools' transitional program for adults with developmental disabilities.

The Training and Prevention Unit also brought three national content experts to Oregon in 2010 to provide advanced training to adult abuse investigators: Dr. Holly Ramsey-Klawnsnik made a one-day presentation on conducting competent in-home investigations for 56 investigators; Nora Baladerian spent one day with 30 investigators on assessing individuals' capacity to consent to sex and; Antone Aboud presented to 25 investigators and trainers on mortality reviews and death investigations.

The Training and Prevention Unit's first online training product was completed in 2010. *Understanding the Community Abuse Rule: A Training for Families Receiving Services* was developed in collaboration with the Oregon Developmental Disabilities Coalition and is available on the Department of Human Services website at <http://www.dhs.state.or.us/oit/video/110111/index.html> This interactive resource uses written material and interviews to educate families of adults with developmental disabilities about abuse definitions in the family home.

The unit produced four newsletters for investigators in the office and around the state. Staff in the unit continued to edit and revise the Abuse Investigations Manual in 2010.

In addition, trainers completed a brochure with information about abuse and abuse reporting for adults with developmental disabilities and/or mental illness in 2010. The pamphlet is distributed at all trainings and events attended or hosted by the Office of Investigations and Training.

The Training and Prevention Unit Director continued to provide policy development support and conference planning assistance to the National Adult Protective Services Association to expand that organization's focus to include the needs of people with disabilities, mental illness and developmental disabilities. More than 500 people attended the annual conference devoted to training topics of importance to investigators and administrators in the field.

## **Additional Information**

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Due to budget considerations this report has been printed without color. A color version of this report is available in electronic (.pdf) format. Additional explanation, information, or an electronic copy of this report may be obtained by calling OIT at 503-945-9495 or writing to PO Box 14250 Salem, OR 97309-0740.

The 2003 through 2010 Annual Reports are available online at the Oregon Department of Human Services website <http://egov.oregon.gov/DHS/data>. Information and publications related to DD and MH abuse reporting and warning signs can be found online at: <http://www.oregon.gov/DHS/index.shtml>.

A report entitled “Assessment and Recommendations for Abuse Training at Oregon State Hospital” can be found online at: <http://www.oregon.gov/DHS/mentalhealth/osh/abuse-training-rec.pdf>.

A resource for family members entitled *Understanding the Community Abuse Rule: A Training for Families Receiving Services* is available online at: <http://www.dhs.state.or.us/oit/video/110111/index.html>.

## Cases and Allegations Investigated by OIT and Community Programs

The table below reflects the number of cases and allegations of abuse by program over the last 5 years. Allegations of abuse and neglect are reported to the State directly; or to Community DD Programs and Community MH Programs. A case may involve a single allegation or multiple allegations depending on the number of clients and/or accused persons involved, and types of abuse reported.

	<b>2006</b>		<b>2007</b>		<b>2008</b>		<b>2009</b>		<b>2010</b>		
	Cases	Allegations	Cases	Allegations	Cases	Allegations	Cases	Allegations	Cases	Allegations	
CCP					127	270	105	215	81	166	CCP
DD Children	40	84	33	76	45	76	41	90	19	29	DD Children
SOCP (DD)	84	193	72	143	65	100	64	91	56	97	SOCP (DD)
EOTC (DD)	14	26	6	17	5	9	2	2	0	0	EOTC (DD)
OSH (MH)	60	92	54	82	48	98	52	74	67	94	OSH (MH)
BMRC (MH)	6	9	2	2	2	3	0	0	3	4	BMRC (MH)
SDI (DD)	38	80	42	150	44	178	51	76	44	92	SDI (DD)
SDI (MH)	15	122	18	38	21	34	16	25	12	22	SDI (MH)
SR (MH)	0	0	0	0	0	0	2	2	0	0	SR (MH)
Review (DD)	15	17	13	32	12	23	13	19	21	33	Review (DD)
Review (MH)	4	5	5	7	6	6	5	6	11	14	Review (MH)
SDIA (DD)	56	119	19	38	22	28	4	5	0	0	SDIA (DD)
SDIA (MH)	2	17	4	22	9	20	1	1	0	0	SDIA (MH)
<b>OIT Totals</b>	<b>334</b>	<b>764</b>	<b>268</b>	<b>607</b>	<b>406</b>	<b>845</b>	<b>356</b>	<b>606</b>	<b>314</b>	<b>551</b>	<b>OIT Totals</b>
CDDP	758	1200	850	1451	845	1422	855	1305	969	1492	CDDP
CMHP	248	446	264	526	254	358	290	354	327	417	CMHP
<b>TOTAL</b>	<b>1340</b>	<b>2410</b>	<b>1382</b>	<b>2584</b>	<b>1505</b>	<b>2625</b>	<b>1501</b>	<b>2265</b>	<b>1610</b>	<b>2460</b>	<b>TOTAL</b>

Allegations of abuse or neglect that occurred in Community DD programs and Community MH programs are investigated by CDDP or CMHP investigators, all other allegations are investigated by OIT. OIT is immediately notified when allegations are reported to CDDP or CMHP programs and a final written report is submitted to OIT upon the completion of the investigation.

## 2010 Childrens 24 Hour DD Residential Program (Cases, Allegations and Substantiated Abuse)

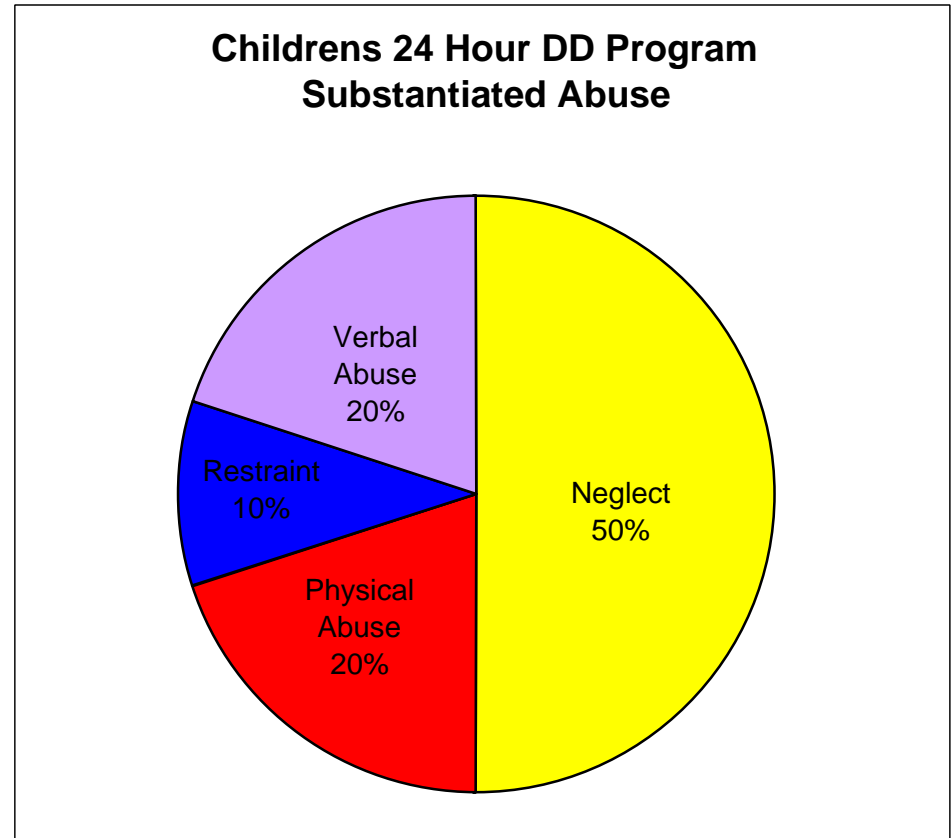
The Childrens 24 Hour Residential Program serves approximately 200 children with Developmental Disabilities. In 2010 OIT conducted 19 abuse investigations that identified 29 allegations of possible abuse for 19 clients. 8 of the 19 clients were found to have been abused or neglected. 7 paid caregivers were found responsible for the abuse.

### Childrens DD Program 2010:

Number of Cases	19
Reported Allegations	29
Substantiated Allegations	10
Clients with Reports	19
Clients Abused (Unduplicated)	8

Allegations By Abuse Type:	Total Allegations	Substantiated Allegations
Financial Abuse	1	0
Neglect	13	5
Physical Abuse	8	2
Sexual Abuse	2	0
Restraint	1	1
Verbal Abuse	4	2
<b>Total</b>	<b>29</b>	<b>10</b>

Substantiation Rate: 34%



Data contains some duplication, for example if a child experienced physical and verbal abuse, the child is counted in both groups. Of the 8 children who were abused, 1 had multiple abuses.

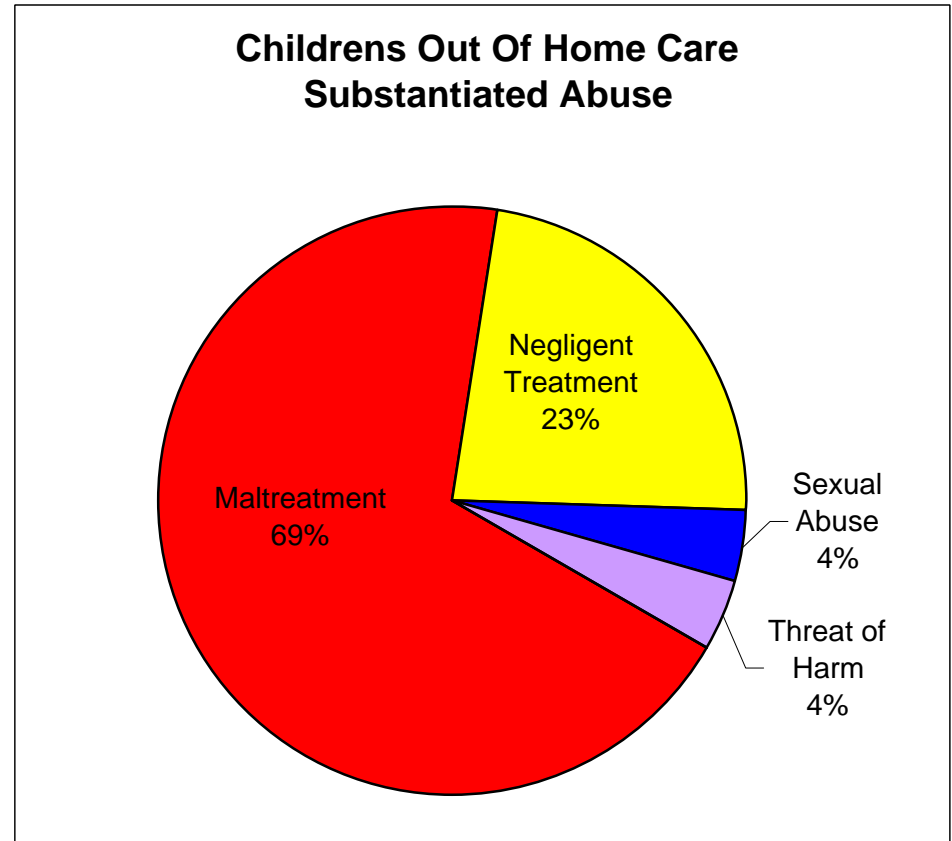
## 2010 Childrens Out of Home Care Programs (Cases, Allegations and Substantiated Abuse)

Childrens Out of Home Care Programs (CCP) provide out of home therapeutic treatment for children, primarily in residential settings. In 2010 OIT conducted 81 abuse investigations of 166 allegations of abuse for 109 children. 23 of the 109 children were found to have been abused or neglected. 19 paid caregivers and agencies were found responsible for the abuse.

### CCP 2010

Number of Cases	81
Reported Allegations	166
Substantiated Allegations	26
Clients with Reports	109
Clients Abused (Unduplicated)	23

Allegations By Abuse Type:	Total Allegations	Substantiated Allegations
Assault	1	0
Maltreatment	75	18
Negligent Treatment	70	6
Sexual Abuse	7	1
Threat of Harm	13	1
Unlawful Exposure to Drugs	0	0
Total	166	26
Substantiation Rate:	16%	



Data contains some duplication, for example if a child was neglected and threatened with harm the child is counted in both groups.

## 2010 State Operated Community Program (Cases, Allegations and Substantiated Abuse)

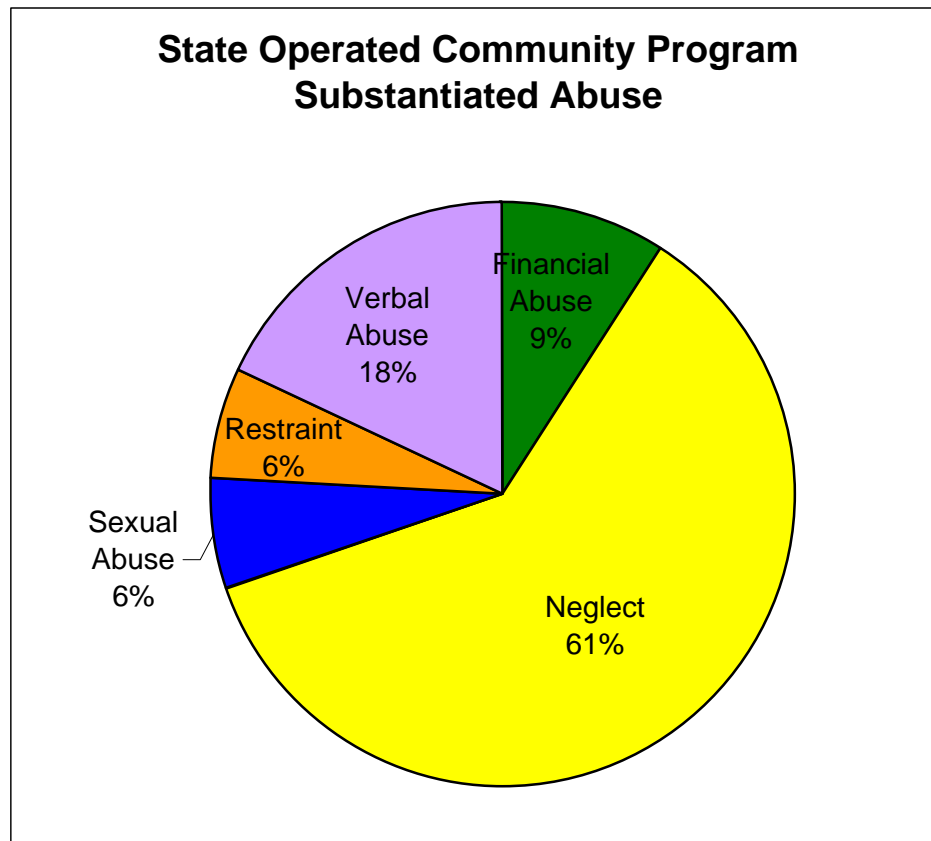
The State Operated Community Program (SOCP) served approximately 150 residents in 2010, providing group home and employment services to developmentally disabled clients. In 2010 OIT conducted 56 abuse investigations of 97 allegations of abuse for 54 clients. 22 of the 54 clients were found to have been abused or neglected. 21 paid caregivers were found responsible for the abuse.

### SOCP 2010

Number of Cases	56
Reported Allegations	97
Substantiated Allegations	33
Clients with Reports	54
Clients Abused (Unduplicated)	22

Allegations By Abuse Type:	Total Allegations	Substantiated Allegations
Financial Abuse	6	3
Neglect	63	20
Physical Abuse	12	0
Sexual Abuse	3	2
Restraint	2	2
Verbal Abuse	11	6
<b>Total</b>	<b>97</b>	<b>33</b>

Substantiation Rate: 34%



Data contains some duplication, for example if a client experienced physical and verbal abuse, the client is counted in both groups. Neglect data includes 1 allegation involving a client death, for which neglect was determined not to be a factor.

## 2010 Oregon State Hospital (Cases, Allegations and Substantiated Abuse)

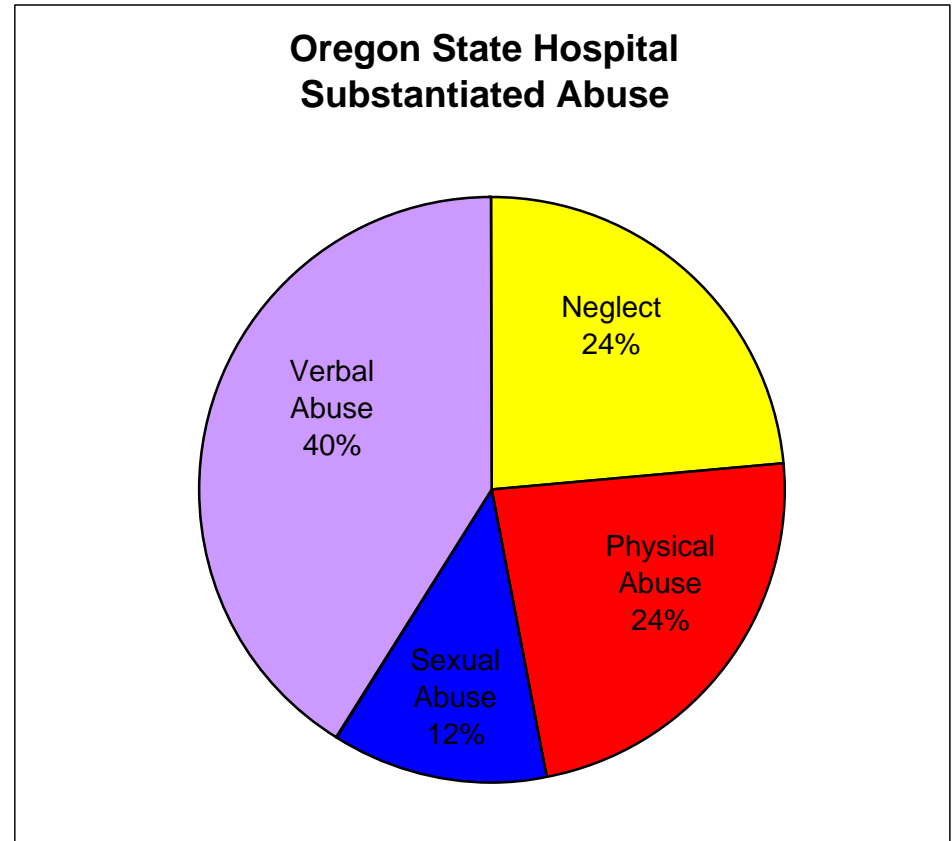
The Oregon State Hospital (OSH) served approximately 650 patients in 2010, providing residential treatment and mental health services. In 2010 OIT conducted 67 abuse investigations of 94 allegations of abuse for 64 patients. 16 of the 64 patients were found to have been abused or neglected. 15 paid caregivers were found responsible for the abuse.

### OSH 2010

Number of Cases	67
Reported Allegations	94
Substantiated Allegations	17
Clients with Reports	64
Clients Abused (Unduplicated)	16

Allegations By Abuse Type:	Total Allegations	Substantiated Allegations
Financial Abuse	0	0
Neglect	48	4
Physical Abuse	22	4
Sexual Abuse	6	2
Restriction	0	0
Verbal Abuse	18	7
<b>Total</b>	<b>94</b>	<b>17</b>

Substantiation Rate: 18%



Data contains some duplication, for example if a client experienced physical and verbal abuse, they are counted in both groups.

## 2010 Eastern Oregon Programs (Cases, Allegations and Substantiated Abuse)

Pendleton Cottage is a Secure Residential Treatment Facility that provides care for approximately 15 individuals; and Blue Mountain Recovery Center (BMRC) provides residential treatment and mental health services to approximately 50 patients. There were no reports of abuse at Pendleton Cottage in 2010. OIT conducted 3 investigations at BMRC in 2010, and 2 of the 3 patients with reports were found to have been abused.

### Pendleton Cottage

Number of Cases	0
Reported Allegations	0
Substantiated Allegations	0
Clients with Reports	0
Clients Abused (Unduplicated)	0

### Blue Mountain Recovery Center

Number of Cases	3
Reported Allegations	4
Substantiated Allegations	2
Clients with Reports	3
Clients Abused (Unduplicated)	2

<b>Allegations By Abuse Type:</b>	Total Allegations	Substantiated Allegations
Neglect	0	0
Physical Abuse	0	0
Verbal Abuse	0	0
Total	0	0

Substantiation Rate: NA

<b>Allegations By Abuse Type:</b>	Total Allegations	Substantiated Allegations
Neglect	1	0
Physical Abuse	0	0
Verbal Abuse	3	2
Total	4	2

Substantiation Rate: 50%

## 2010 Community Developmental Disability Programs (Cases, Allegations and Substantiated Abuse)

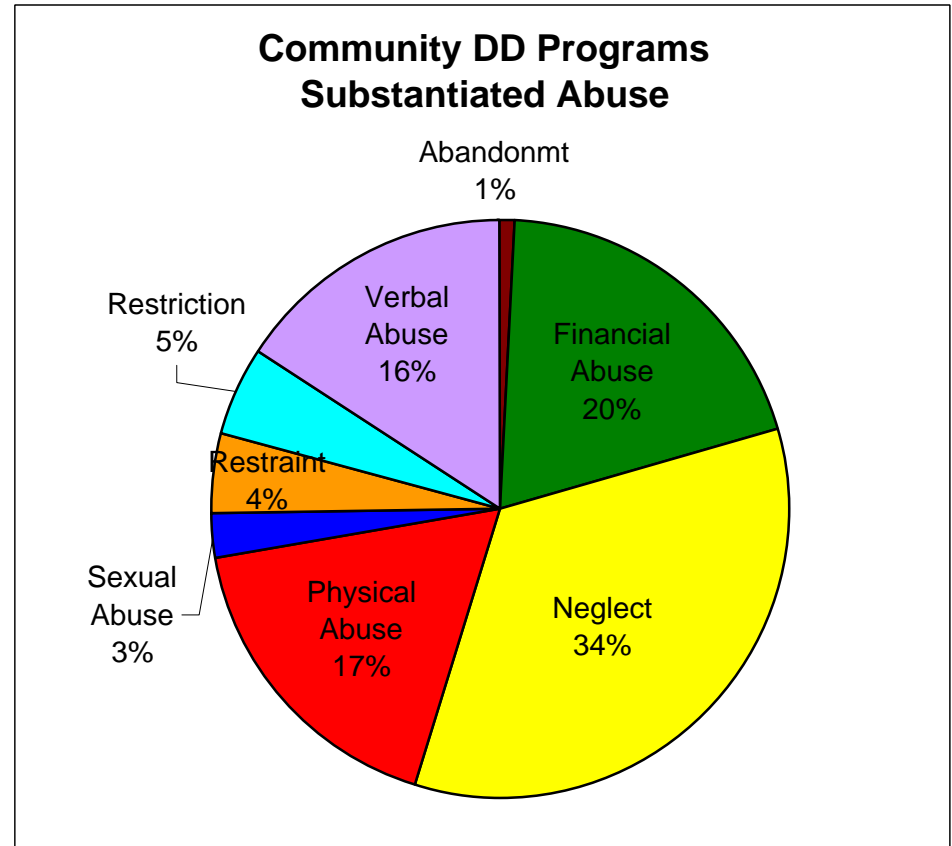
The Community Developmental Disability Programs served 17,000 Oregonians with DD in 2010, providing group home, foster home, employment services, case management and brokerage services. Investigators conducted 1013 abuse investigations of 1584 allegations of abuse for 994 clients. 431 of the 994 clients were found to have been abused or neglected. 423 paid caregivers and agencies were found responsible for the abuse.

### Community DD Programs 2010

Number of Cases	1013
Reported Allegations	1584
Substantiated Allegations	597
Clients with Reports	994
Clients Abused (Unduplicated)	431

Allegations By Abuse Type:	Total Allegations	Substantiated Allegations
Abandonment	5	5
Financial Abuse	299	117
Neglect	497	205
Physical Abuse	320	104
Sexual Abuse	94	15
Restraint	66	26
Restriction	61	31
Verbal Abuse	242	94
<b>Total</b>	<b>1584</b>	<b>597</b>

Substantiation Rate: 38%



Data contains some duplication, for example if a client experienced physical and verbal abuse, the client is counted in both groups. Neglect data includes 2 allegations involving client deaths. Neglect was not substantiated for these investigations.

## 2010 Developmental Disability: Adult Licensed Residential Settings (Cases, Allegations and Substantiated Abuse)

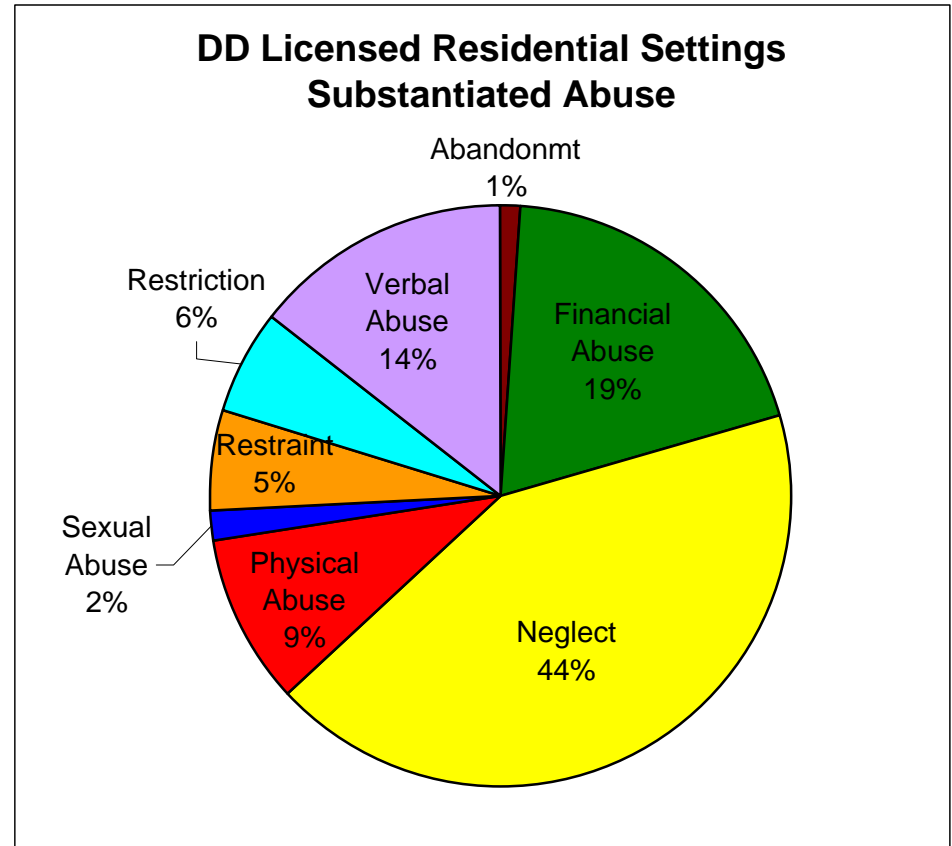
Clients in a residential setting include adults living in group homes, foster homes, SOCP, and EOTC. Investigators conducted 704 abuse investigations of 1173 allegations of abuse for 719 clients. 319 of the 719 clients were found to have been abused or neglected. 296 paid caregivers and agencies were found responsible for the abuse. A small percentage of the reported incidents/abuse occurred at the residents vocational program when the responsible person was a residential staff.

### All DD Residential Programs 2010

Number of Cases	704
Reported Allegations	1173
Substantiated Allegations	459
Clients with Reports	719
Clients Abused (Unduplicated)	319

Allegations By Abuse Type:	Total Allegations	Substantiated Allegations
Abandonment	5	5
Financial Abuse	204	89
Neglect	481	196
Physical Abuse	178	43
Sexual Abuse	35	8
Restraint	57	25
Restriction	48	27
Verbal Abuse	165	66
<b>Total</b>	<b>1173</b>	<b>459</b>

Substantiation Rate: 39%



Data contains some duplication, for example if a client experienced physical and verbal abuse, the client is counted in both groups.

## 2010 Abuse Investigations for Clients Enrolled in Community DD Services

*Service Type:	Clients Served	Abuse Cases	Abuse Allegations	Substantiated Allegations	Substantiation Rate	Clients w/Reports	Clients Abused
Brokerage Services	7215	239	330	112	33.9%	220	88
Case Management Services	19,450	53	59	15	25.4%	48	14
Employment & Alternatives	4180	70	109	50	45.9%	86	41
Group Home	2681	477	818	351	42.9%	487	242
Adult Foster Care	2191	129	202	45	22.3%	138	35
Supported Living Services	740	37	41	17	41.5%	33	13
Other	241	11	25	7	28.0%	11	6
<b>Totals</b>		<b>1016</b>	<b>1584</b>	<b>597</b>	<b>37.7%</b>	<b>1023</b>	<b>439</b>

By County:	Clients Served	Abuse Cases	Abuse Allegations	Substantiated Allegations	Substantiation Rate	Clients w/Reports	Clients Abused
Baker	109	9	13	3	23.1%	11	3
Benton	461	4	4	2	50.0%	4	2
Clackamas	1616	109	169	79	46.7%	101	51
Clatsop	193	13	14	9	64.3%	12	7
Columbia	304	29	37	13	35.1%	19	11
Coos	322	13	20	17	85.0%	16	14
Crook	73	4	10	7	70.0%	4	3
Curry	129	14	21	8	38.1%	14	8
Deschutes	526	17	31	15	48.4%	20	10
Douglas	532	57	69	39	56.5%	53	33
Gilliam (See Mid-Columbia)	NA	0	0	0	NA	0	0
Grant	36	4	6	4	66.7%	4	2
Harney	25	0	0	0	NA	0	0
Hood River (See Mid-Columbia)	NA	0	0	0	NA	0	0
Jackson	927	34	40	13	32.5%	32	12
Jefferson	84	6	7	0	0.0%	5	0
Josephine	466	26	39	12	30.8%	24	9
Klamath	475	12	17	6	35.3%	11	4
Lake	35	1	1	0	0.0%	1	0
Lane	1871	61	110	28	25.5%	70	25

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## 2010 Abuse Investigations for Clients Enrolled in Community DD Services

By County:	Clients Served	Abuse Cases	Abuse Allegations	Substantiated Allegations	Substantiation Rate	Clients w/Reports	Clients Abused
Lincoln	291	12	19	15	78.9%	12	9
Linn	695	38	55	23	41.8%	33	18
Malheur	166	2	3	0	0.0%	2	0
Marion	1934	60	110	45	40.9%	59	23
Mid-Columbia	260	15	26	6	23.1%	16	4
Morrow	29	1	4	0	0.0%	1	0
Multnomah	4217	262	395	101	25.6%	252	75
Polk	497	31	59	25	42.4%	34	20
Sherman (See Mid-Columbia)	NA	0	0	0	NA	0	0
Tillamook	183	3	4	3	75.0%	3	2
Umatilla	352	74	144	49	34.0%	63	30
Union	170	14	21	16	76.2%	12	9
Wallowa	35	0	0	0	NA	0	0
Wasco (See Mid-Columbia)	NA	0	0	0	NA	0	0
Washington	1818	49	85	29	34.1%	67	23
Wheeler	4	0	0	0	NA	0	0
Yamhill	605	39	51	30	58.8%	39	24
<b>Totals</b>	<b>19440</b>	<b>1013</b>	<b>1584</b>	<b>597</b>	<b>37.7%</b>	<b>994</b>	<b>431</b>

Community DD Program data includes investigations conducted by CDDP investigators and by OIT.

\*Service type data may contain some duplication with regard to the number of clients with reports of abuse and the number found to have been abused. Many clients in residential settings also participate in vocational programs. If clients receive more than one service, they are counted in each service that applies. In 2010, approximately 40 clients had reports of alleged abuse in two service settings (employment paired with group home or foster home).

## 2010 Community Mental Health Programs (Cases, Allegations and Substantiated Abuse)

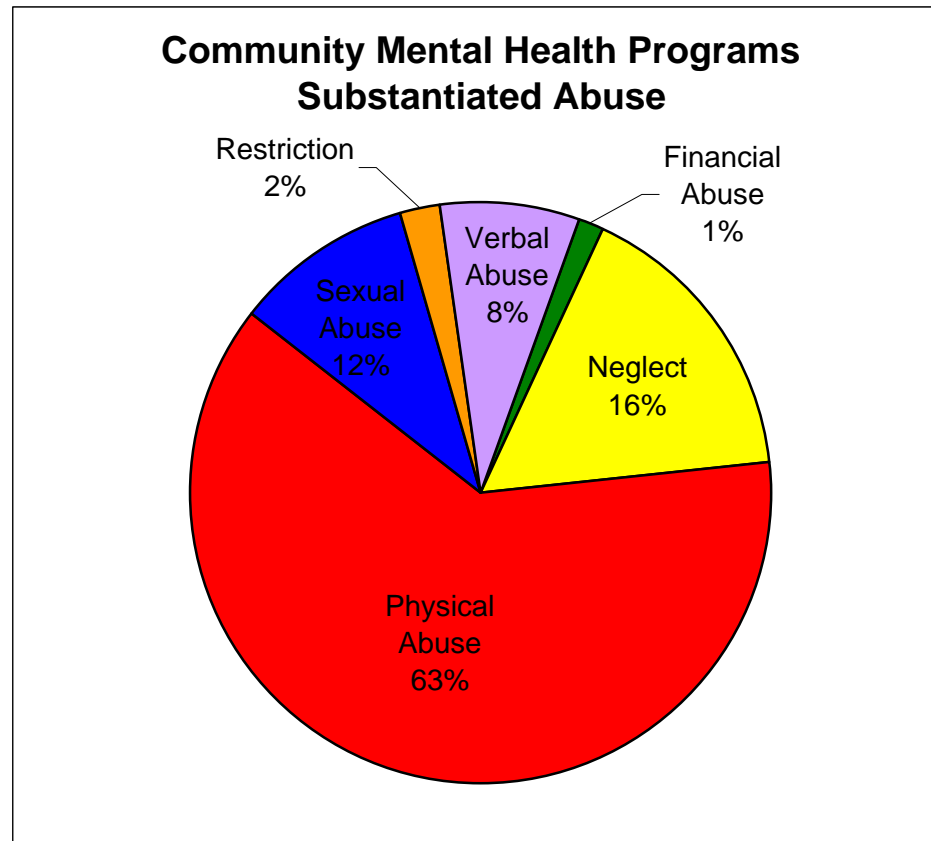
The Community Mental Health Programs served over 40,000 Oregonians receiving mental health services in 2010. Investigators conducted 339 abuse investigations of 439 allegations of abuse for 352 clients. 114 of the 352 clients were found to have been abused or neglected. 116 paid caregivers, family members and agencies were found responsible for the abuse.

### Community MH Programs 2010

Number of Cases	339
Reported Allegations	439
Substantiated Allegations	140
Clients with Reports	352
Clients Abused (Unduplicated)	114

Allegations By Abuse Type:	Total Allegations	Substantiated Allegations
Financial Abuse	19	2
Neglect	124	23
Physical Abuse	190	87
Sexual Abuse	54	14
Restriction	8	3
Verbal Abuse	44	11
<b>Total</b>	<b>439</b>	<b>140</b>

Substantiation Rate: 32%



Data contains some duplication, for example if a client experienced physical and verbal abuse, the client is counted in both groups.

## 2010 Mental Health: Adult Licensed Residential Settings (Cases, Allegations and Substantiated Abuse)

Clients in a residential settings include adults living in mental health treatment facilities and treatment homes, as well as foster homes. Investigators conducted 86 abuse investigations of 153 allegations of abuse for 109 clients. 28 of the 109 clients were found to have been abused or neglected. 30 paid caregivers and agencies were found responsible for the abuse.

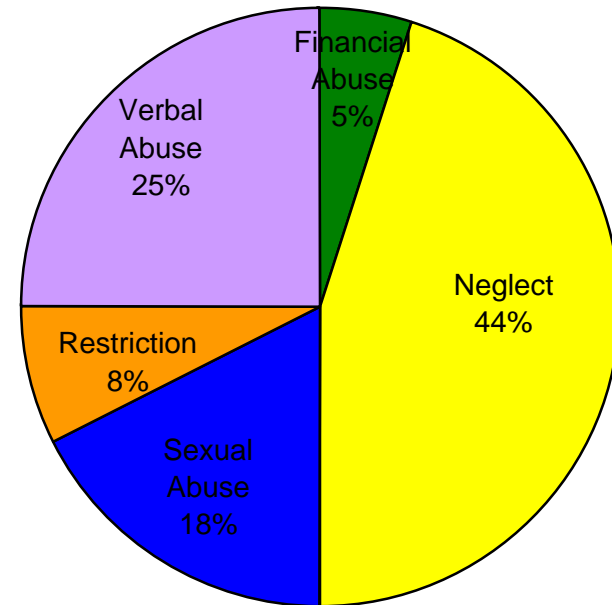
### All MH Residential Programs 2010

Number of Cases	86
Reported Allegations	153
Substantiated Allegations	40
Clients with Reports	109
Clients Abused (Unduplicated)	28

Allegations By Abuse Type:	Total Allegations	Substantiated Allegations
Financial Abuse	15	2
Neglect	65	18
Physical Abuse	15	0
Sexual Abuse	17	7
Restriction	7	3
Verbal Abuse	34	10
<b>Total</b>	<b>153</b>	<b>40</b>

Substantiation Rate: 26%

### MH Licensed Residential Settings Substantiated Abuse



Data contains some duplication, for example if a client experienced physical and verbal abuse, the client is counted in both groups.

## 2010 Abuse Investigations for Clients Enrolled in Community MH Services

	Clients Served	Abuse Cases	Abuse Allegations	Substantiated Allegations	Substantiation Rate	Clients w/Reports	Clients Abused
<b>*Service Type:</b>							
Case Management Services	35,934	252	285	100	35.1%	244	86
Residential Treatment Facility	1221	33	58	15	25.9%	44	13
Residential Treatment Home	278	5	6	3	50.0%	5	2
Adult Foster Care	915	40	79	19	24.1%	53	11
Other		9	11	3	27.3%	9	2
<b>Totals</b>	<b>38,348</b>	<b>339</b>	<b>439</b>	<b>140</b>	<b>31.9%</b>	<b>355</b>	<b>114</b>

	Clients Served	Abuse Cases	Abuse Allegations	Substantiated Allegations	Substantiation Rate	Clients w/Reports	Clients Abused
<b>By County:</b>							
Baker	163	2	2	0	0.0%	2	0
Benton	536	1	6	0	0.0%	5	0
Clackamas	1957	21	24	6	25.0%	21	5
Clatsop	144	3	3	0	0.0%	3	0
Columbia	450	7	7	1	14.3%	7	1
Coos	913	3	3	1	33.3%	3	1
Crook	152	0	0	0	NA	0	0
Curry	95	0	0	0	NA	0	0
Deschutes	1031	4	4	0	0.0%	4	0
Douglas	653	9	19	4	21.1%	12	4
Gilliam (See Mid-Columbia)	NA	0	0	0	NA	0	0
Grant	38	0	0	0	NA	0	0
Harney	124	1	1	1	100.0%	1	1
Hood River (See Mid-Columbia)	NA	0	0	0	NA	0	0
Jackson	1287	18	22	8	36.4%	21	8
Jefferson	201	0	0	0	NA	0	0
Josephine	745	3	3	1	33.3%	3	1
Klamath	1008	4	4	0	0.0%	4	0
Lake	34	0	0	0	NA	0	0
Lane	3307	33	35	6	17.1%	34	6

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## 2010 Abuse Investigations for Clients Enrolled in Community MH Services

By County:	Clients Served	Abuse Cases	Abuse Allegations	Substantiated Allegations	Substantiation Rate	Clients w/Reports	Clients Abused
Lincoln	614	2	2	0	0.0%	2	0
Linn	744	2	3	2	66.7%	2	1
Malheur	236	1	1	0	0.0%	1	0
Marion	3873	41	72	18	25.0%	47	10
Mid-Columbia	491	4	4	1	25.0%	4	1
Morrow	70	1	1	1	100.0%	1	1
Multnomah	9910	149	188	79	42.0%	147	65
Polk	650	1	1	0	0.0%	1	0
Sherman (See Mid-Columbia)	NA	0	0	0	NA	0	0
Tillamook	162	1	1	0	0.0%	1	0
Umatilla	245	9	12	3	25.0%	9	2
Union	286	0	0	0	NA	0	0
Wallowa	83	2	4	1	25.0%	2	1
Wasco (See Mid-Columbia)	NA	0	0	0	NA	0	0
Washington	3207	1	1	0	0.0%	1	0
Wheeler	128	0	0	0	NA	0	0
Yamhill	728	16	16	7	43.8%	15	6
Unknown	5416	0	0	0	NA	0	0
<b>Totals</b>	<b>39681</b>	<b>339</b>	<b>439</b>	<b>140</b>	<b>31.9%</b>	<b>353</b>	<b>114</b>

Community MH Program data includes investigations conducted by CMHP abuse investigators and by OIT.

\*Service type data may contain some duplication with regard to the number of clients with reports of abuse and the number found to have been abused. Many clients in residential settings also receive case management services. If clients receive more than one service, they are counted in each service that applies.

## Level of Severity of Substantiated Abuse

In 2010 OIT staff began assigning a severity level for all substantiated abuse based on the actual harm and/or financial loss to the vulnerable person being served. Level 1 incidents are those that did not result in an injury or financial loss; or resulted in minimal harm to the client. Level 2 incidents are those where an injury occurred that requires professional health care treatment or financial loss under \$250; and Level 3 incidents are the most serious, resulting in severe harm to the client requiring prolonged treatment or financial loss over \$250. In 2010 a total of 823 substantiated allegations for MH, DD and childrens investigations were assigned a Level of Severity. 116 were level 3 incidents, 240 were Level 2 incidents and 467 were level 1 incidents.

### Mental Health Investigations:

In 2010, 162 allegations involving people receiving MH services were completed and assigned a level of severity. Of these 162 allegations, 144 were substantiated against an individual, 16 - against an agency or program, and in 2 allegations the perpetrator is unknown.

Abuse Type	Level 1	Level 2	Level 3	Total
Condoning Abuse	1	0	0	1
Financial	2	1	7	10
Neglect	9	9	4	22
Physical	61	20	6	87
Restriction	2	0	0	2
Sexual	4	8	5	17
Restraint	0	3	0	3
Verbal	14	6	0	20
<b>Total</b>	<b>93 (57%)</b>	<b>47 (29%)</b>	<b>22 (14%)</b>	<b>162</b>

### Developmental Disabilities Investigations:

In 2010, 639 allegations involving people receiving DD services were completed and assigned a level of severity. Of these 639 allegations, 554 were substantiated against individuals, 28 allegations - against an agency or program. In 57 allegations, the perpetrator is unknown.

Abuse Type	Level 1	Level 2	Level 3	Total
Abandonment	0	0	5	5
Financial	44	36	48	128
Neglect	154	70	19	243
Physical	79	24	2	105
Restriction	22	19	0	41
Sexual	3	6	11	20
Restraint	17	4	1	22
Verbal	45	26	4	75
<b>Total</b>	<b>364 (57%)</b>	<b>185 (29%)</b>	<b>90 (14%)</b>	<b>639</b>

### Childrens Out of Home Care:

In 2010, 22 allegations involving clients of children's therapeutic out-of-home care providers (CCP) were completed and assigned a level of severity. Twenty allegations were substantiated against individuals and 2 - against programs.

Abuse Type	Level 1	Level 2	Level 3	Total
Maltreatment	7	5	0	12
Negligent Treatment	2	3	3	8
Sexual	0	0	1	1
Threat of Harm	1	0	0	1
<b>Total</b>	<b>10 (46%)</b>	<b>8 (36%)</b>	<b>4 (18%)</b>	<b>22</b>

Total	Level 1	Level 2	Level 3	Total
<b>All Substantiated</b>	<b>467</b>	<b>240</b>	<b>116</b>	<b>823</b>