

**Ohio**

Department of  
Developmental Disabilities

# Causes, Contributing Factors And Prevention Planning

Brown Bag Thursday

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Disabilities*

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# Before we begin...

Presenters will take questions  
Type your questions in the webinar chat box

A recording will be posted

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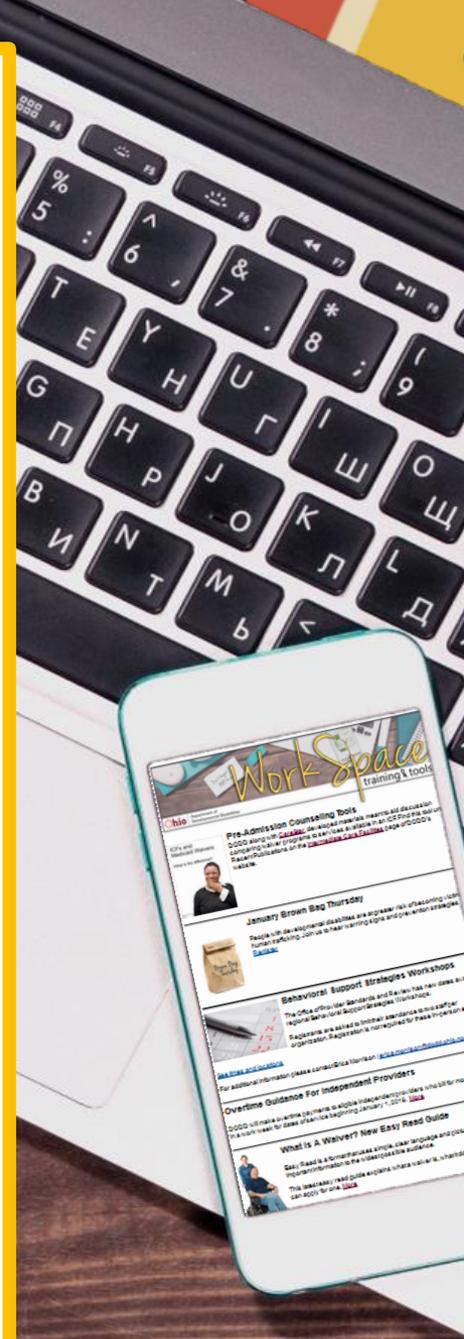
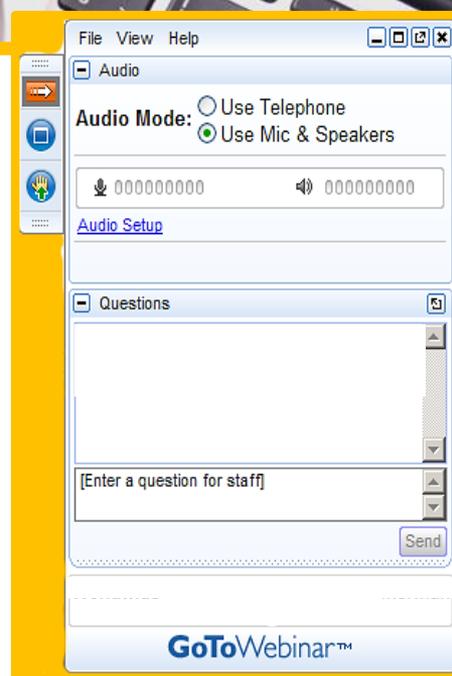
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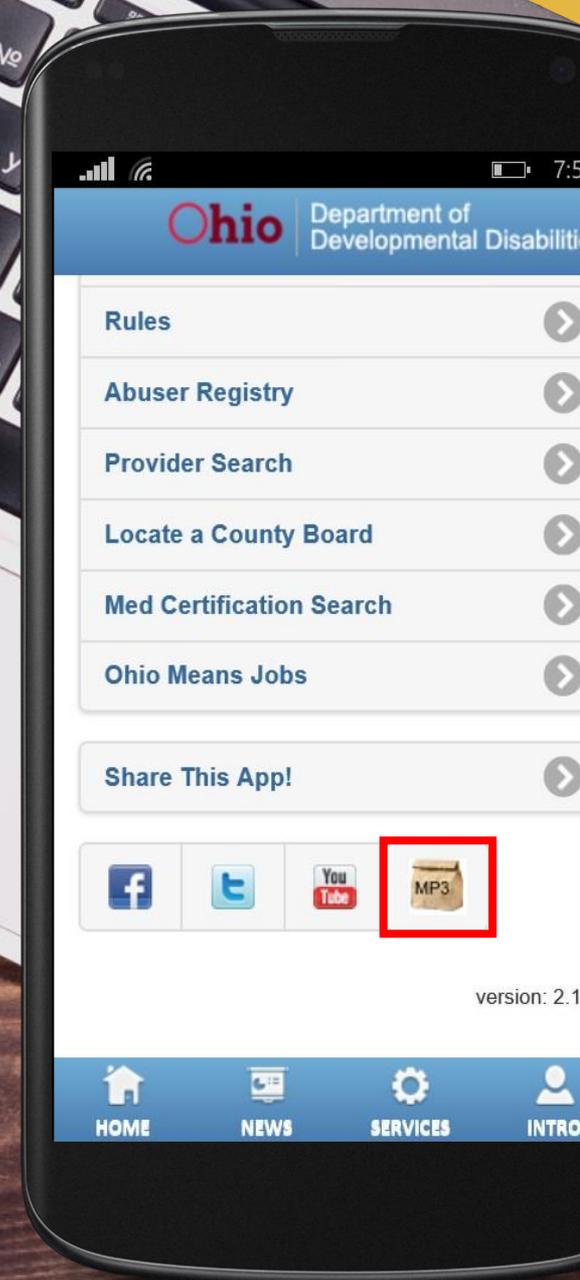
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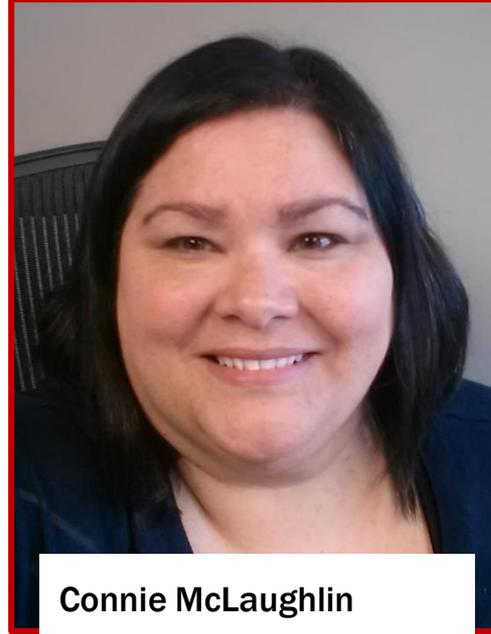


# Today's Speakers:



**Scott Phillips**

MUI Investigations Unit



**Connie McLaughlin**

MUI Investigation Unit



# Abuse Series

## Part 1: Signs & Symptoms of Abuse

Common signs, including subtle changes in behavior and activities  
When and how to report suspected cases of abuse

## Part 2: Supportive Services After Reporting Abuse

### Criminal investigation

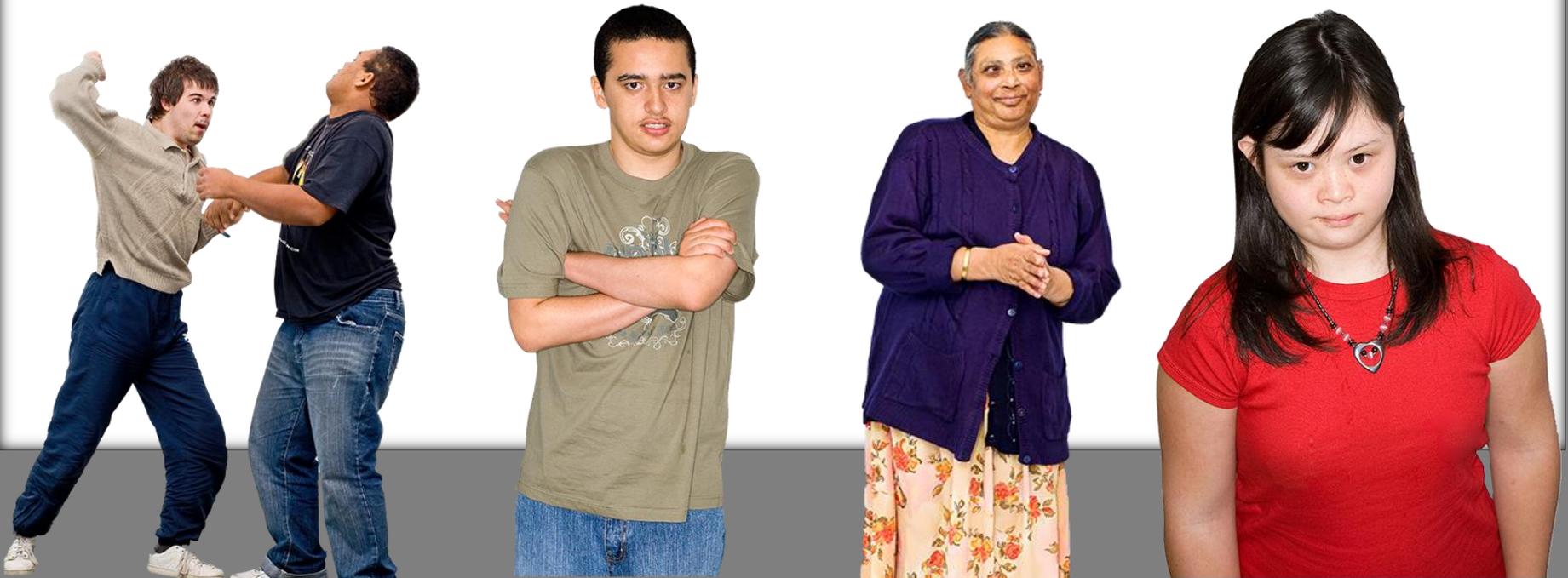
Conducted by law enforcement  
Establish offense

### Administrative investigation

Conducted by DODD or CBDD Investigative Agent  
Focus on cause and contributing factors and prevention planning

# Causes, Contributing Factors, Prevention

We will use the 4 scenarios from the 2<sup>nd</sup> part of our 3 part series to illustrate how information about causes and contributing factors can be used to develop an effective prevention plan.



# Addressing Causes And Contributing Factors

Investigation process includes identifying causes and contributing factors

Prevention plan as part of investigation

Preventing instances of abuse from reoccurring



## Scenario: Daniel

**Margo shows up to her evening shift at Daniel's house.**

**A provider she had not met before was with Daniel for the day, substituting for his usual provider.**

**Margo didn't get much information from the substitute provider in-person or in the day log that the team uses to communicate information about Daniel's day.**



## Scenario: Daniel

**Margo notices that Daniel is much quieter than usual Margo arrives.**

**Sensing something is wrong, Margo asks Daniel a few more question about how he spent his day than she normally would have.**

**Daniel tells Margo that the substitute provider slapped his face several times, yelled at him and insulted him.**



# Signs And Symptoms Of Abuse

**Subtle changes in behavior**

**Increase in aggression, irritability or more quiet and hesitant**

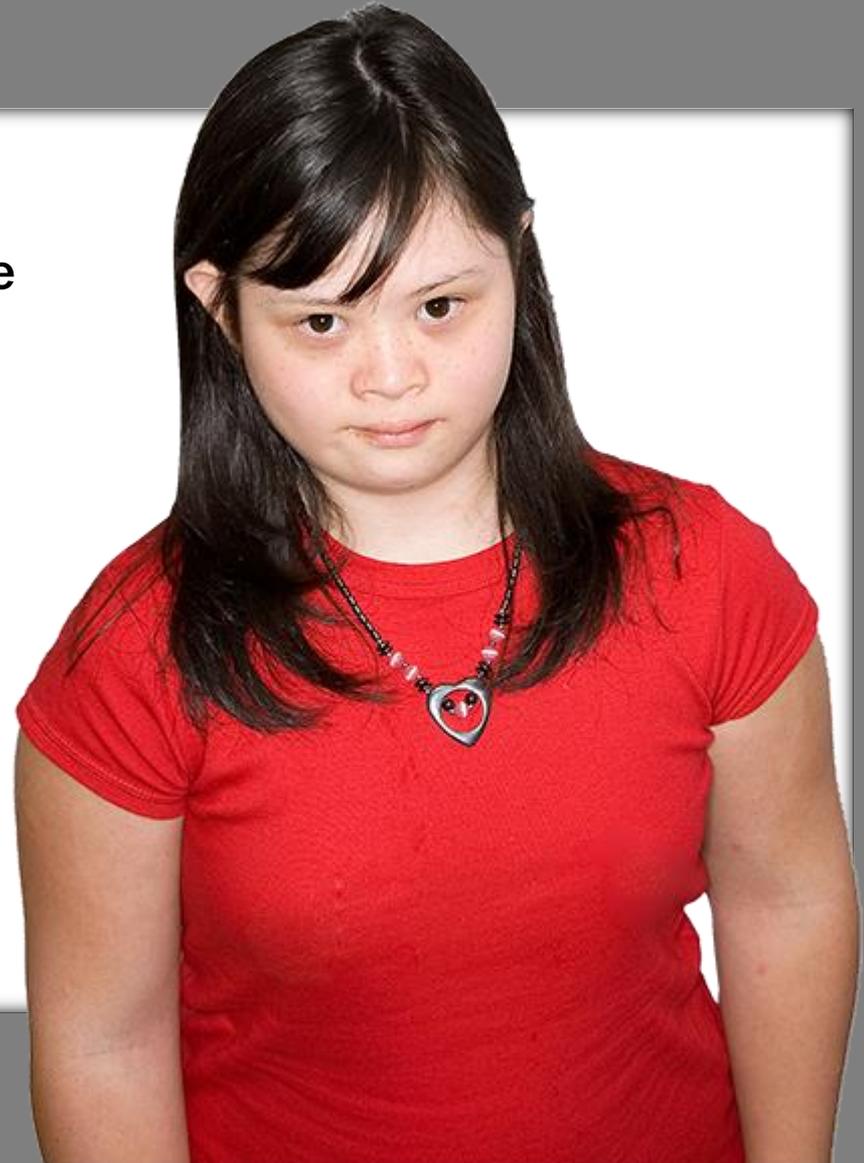
**Visible signs of abuse such as bleeding, bruises**

**Changes in sleep pattern**

**Withdrawal from previously enjoyable activities**

**Sudden development of new fears**

**Dressing in layers of clothing**



## Scenario: Daniel

**During the MUI investigation it becomes clear the substitute provider was not honoring Daniel's right to have an additional soda.**

**As a result, Daniel became increasingly agitated and began shouting at the substitute provider.**



# Battle For Control

**Aggression that escalates into physical abuse allegation-**

**It's important to understand why Daniel became agitated when he was refused a soda.**

**Most people feel frustrated when they feel like they don't have control over their basic needs and wants.**



# Battle For Control

## Prevention Plan

**A prevention plan could include additional training for those agency providers on the Behavioral Support Rule which makes clear that people have a right to make choices for themselves.**

**Restricting rights outside of an approved plan is unacceptable unless “there is a risk of harm, or when the behavior is very likely to result in the person being subject to legal sanction.”**



# Planning For The Future

Margo and Daniel might make a new substitute DSP aware it is *Important To Daniel* that he be able to exercise control as much as possible.

That might be in his Service Plan Rights education for Daniel and for providers.

Transition meeting or bullet points whenever possible so sub providers have the important info going into an unfamiliar situation.



# Contributing Factors

**Lack of communications methods available to person**

**Non-verbal**

**Can't articulate wants, needs, problems for another reason**

**Isolation**

**Only interacts with providers, lacks network of people that can “check in” on their wellbeing**

**Provider unfamiliar with redirection methods or handling certain behaviors**



## Scenario 3: Regina

**Regina's daughter Michelle lives with her and has always provided most of Regina's care.**

**Michelle's boyfriend moves in recently and began intercepting Regina's access to her medication and the Social Security Income Regina receives.**



## Scenario: Regina

**When Michelle was injured and broke her arm, Regina needed a provider to come and assist her with some Homemaker Personal Care (HPC) needs**

**When Judy came to provide services, Regina saw her chance to ask for help.**



# Prevention Plan

**Judy now comes to visit a few times a week to check on Regina.**

**Regina and Judy can work together on Prevention Planning elements, like building Regina's self-sufficiency with her medications, finances and possessions**



# Two Types Of Prevention Planning

## **System and incident specific**

**Education, training, collaboration, strong policies from agencies for their employees**

## **Incident specific**

**Promoting healthy boundaries, service planning, rights training, counseling**



# A Good Prevention Plan...

- ✓ Based on a thorough investigation which gives an explanation of “cause”
- ✓ Attempts to address each “cause” identified not just “the obvious case”
- ✓ Attempts to address long term planning towards a desired outcome
- ✓ Is specific in identifying WHO is going to do WHAT, WHEN, WHERE and HOW
- ✓ Includes the person and their guardian in the planning process when applicable



# A Good Prevention Plan...

- ✓ Takes into account not only “people” issues, but “systems” issues

Address the cause of the incident

Ensures that preventative measures are within the control of responsible person

- ✓ Ensures that necessary resources are available to carry out prevention plan

- ✓ Prevent battle for control **BEFORE** the incident escalates



## Scenario: Phil and Billy

**Phil and Billy live with one other roommate and share most of their services.**

**A pattern of verbal aggression has been escalating between Phil and Billy over the past few months.**

**Eventually things get out of control and Phil assaults Billy.**



## Scenario: Phil and Billy

**IA's investigation revealed that Phil and Billy had a pattern of escalation and spend a significant amount of time together in the home.**

**An effective prevention plan would find ways to limit Phil and Billy's time together to prevent the possibility of escalation in the future.**



# Trauma-Informed Care

**70% of individuals with developmental disabilities report experiencing trauma at some point in their lives**

**Assume trauma when working with individuals with disabilities**

**Trauma can make physical changes to the brain**

**Those changes can manifest themselves in anxiety, heightened agitation, lack of trust, heightened response to stressors**



# Assuming Trauma, Building Resiliency

**Seeking to understand rather than react**  
**“What purpose does this behavior serve?”**

**Help the person identify and communicate needs**  
**Person feels valued, creates positive relationship**

**Validate their feelings**  
**Validation helps person to feel understood, resulting in less instances of acting out**



# Trauma-Informed Care

## **Principles of TIC**

**Safety**

**Trustworthiness and transparency**

**Collaboration and mutuality**

**Empowerment**

**Voice and choice**

**Peer support and mutual self-help**

**Cultural, historical and gender issues**

**Resiliency and strength-based**

## **Outcomes of TIC**

**Improved quality and impact of**

**Improved safety**

**Decreased seclusion and restraint**

**Fewer no-shows**

**Improved patient engagement**

**Improved patient satisfaction**

**Improved staff satisfaction**

**Less “burnout” and staff turnover**

# How To Report Abuse

DODD Abuse/Neglect  
Hotline at  
(866) 313-6733

Your Local County Board

[http://dodd.ohio.gov/HealthandSafety/Documents/County\\_Board\\_After\\_Hours\\_Numbers.pdf](http://dodd.ohio.gov/HealthandSafety/Documents/County_Board_After_Hours_Numbers.pdf)

## **REMEMBER:**

*Reporting a concern  
is what allows an  
investigation to  
take place.*



# Questions?

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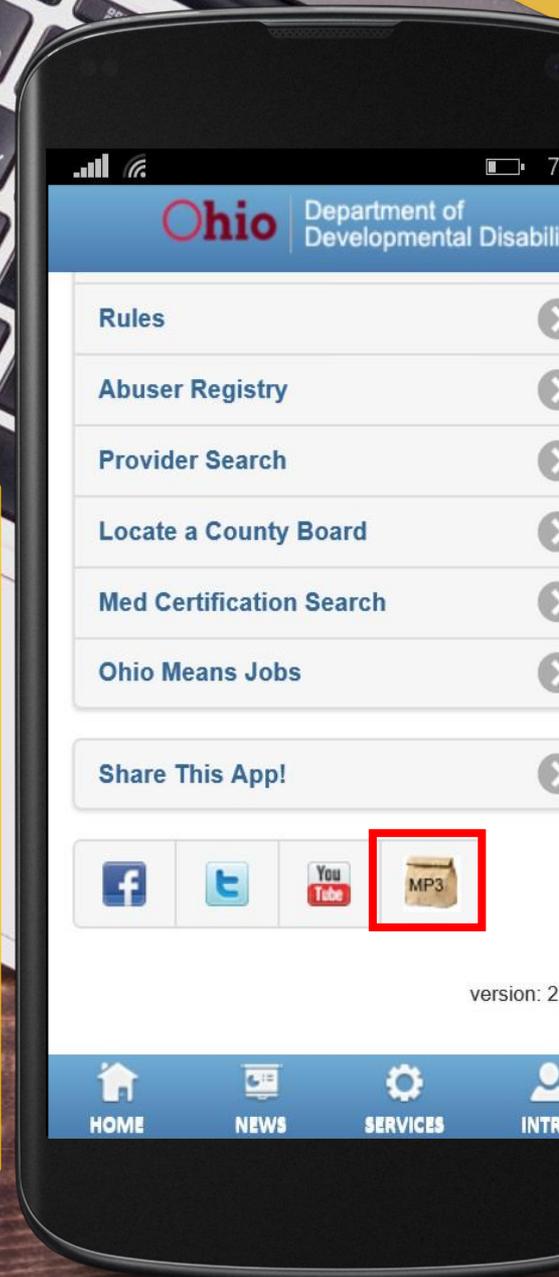
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with Kelly Ferenbaugh of DODD

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