



**Master Plan for Aging
Webinar Wednesday
Preventing & Responding to Abuse, Neglect, & Exploitation
March 4, 2020
*Captioners Transcript***

>> KIM MCCOY-WADE: GOOD MORNING. AND THANK YOU FOR JOINING US. I AM DIRECTOR OF THE CALIFORNIA DEPARTMENT OF AGING AND CONVENER OF THE MASTER PLAN FOR AGING. WELCOME TO THE WEBINAR WEDNESDAY ON THE VERY IMPORTANT TOPIC OF PREVENTION AND RESPONDING TO ABUSE, NEGLECT AND EXPLOITATION. I'M THRILLED TO SEE THE NUMBERS OF PEOPLE ATTENDING STILL CLIMBING. THIS IS THE 8TH WEBINAR. DESIGNED TO BE INFORMATIVE AND INTERACTIVE TO SHARE PRIORITY TOPICS AND HEAR FROM YOU, YOUR PRIORITIES, ALL IN SERVICE OF DEVELOPING THE MASTER PLAN FOR AGING. WE ENCOURAGE YOU TO JOIN US WEDNESDAYS FROM 9:30 TO 11, UNTIL THE END OF APRIL. WE WILL ALSO FOCUS ON A SINGLE TOPIC. WE ALWAYS FEATURE A STATE PARTNER AND TODAY WE HAVE TWO, A LOCAL LEADER AND STAKEHOLDER ADVISORY COMMITTEE MEMBER SHARING PERSONAL STORIES, DATA, PROGRAMS AND SERVICES AND RECOMMENDATIONS. YOU CAN FIND ALL INFORMATION ON THE WEB PAGE, IN ENGLISH, SPANISH, CHINESE AND YOU CAN ALSO FIND THE ZOOM LINK. NO NEED TO REGISTER. AND THE POST INFO IS POSTED. THOSE WHO HAVE BEEN ON CALLS, THROUGHOUT THE PRESENTATION THERE WILL BE OPTIONAL POLLS THAT WE ASK A RANGE OF QUESTIONS MANY AIMING TO FIND OUT WHO IS HERE, YOUR EXPERIENCES RECOMMENDATIONS FOR THE MASTER PLAN.

A SNAPSHOT. WE ARE FOCUSING ON THREE GOAL AREAS, LIVABLE COMMUNITIES, HEALTH AND WELL BEING, ECONOMIC SECURITY AND SAFETY. AND UNDER THOSE GOALS ARE MANY TOPICS WE'RE COVERING. YOU CAN SEE WHERE WE ARE GOING THROUGH THE END OF APRIL.

TODAY, WE ARE DELIGHTED TO HAVE AN ALL-STAR PANEL. TRAVIS BEYE, JOINING US TO SHARE STORIES, EXPERIENCE AND EXPERTISE FROM THE FRONT LINES. THE STATE PARTNERSHIP OF KIM RUTLEDGE, LIAISON AT THE CALIFORNIA DEPARTMENT OF SOCIAL SERVICES. AND JOSEPH RODRIGUEZ. AND THE MPS KEVIN PRINDIVILLE WILL BRING IT ALL TOGETHER.

WE DO WANT TO SHARE RESOURCES, IF SOMEONE YOU KNOW IS EXPERIENCING EXPLOITATION OR ABUSE, YOU CAN CALL 911 OR CONTACT YOUR COUNTY'S ADULT PROTECTIVE SERVICES. THERE IS ONE CLICK TO FIND.

GOVERNOR NEWSOM ISSUED A PLAN TO DEVELOP A MASTER PLAN FOR AGING WORK WITH A CABINET WORK GROUP AND STAKEHOLDER ADVISORY COMMITTEE. IT IS BECAUSE AGING IS CHANGING IN DRAMATIC WAYS. THERE IS MORE DIVERSITY, MORE OF US ARE LIVING ALONE AND AT RISK OF POVERTY AND MORE AWARENESS OF THE STAGES OF AGING. QUICK SNAPSHOTS ON THE WAYS AGING IS CHANGING. ETHNICAL RACIALLY DIVERSE GROUPS OF OLDER ADULTS ARE GROWING. YOU CAN SEE THE WORK FROM UCLA. IN 2010, ABOUT 38.1% ARE FROM RACIAL COMMUNITIES. THE LARGEST GROWTH IN THE LATINO COMMUNITY, WHICH IS 800,000 IN 2010, GROWING TO 5.5 MILLION IN 2060. ANOTHER BIG PIECE IS THE NUMBERS OF US LIVING ALONE. THIS DATA, FOR ELDERS 60 AND OVER, 1.436 MILLION CALIFORNIANS LIVE ALONE, WHICH PRESENTS NEW RISKS OF ISOLATION AND POOR HEALTH INCOMES AROUND OTHER INDICATORS. THIS IS TRUE FOR OLDER ADULTS LIVING IN RURAL OR SUBURBAN COMMUNITIES. AND CERTAINLY IN THE OLDER ADULT LGBTQ COMMUNITY, WHERE 40% OF CALIFORNIANS WHO ARE 65 PLUS LIVE ALONE WHO ARE LGBTQ, COMPARED TO 26% FOR NON-LGBTQ.

ANOTHER WAY THAT AGING IS CHANGING IS THE RISK OF POVERTY. IN CALIFORNIA WE OFTEN USE BOTH THE FEDERAL POVERTY LINE, POOR AND NEAR POOR TO REFLECT THE HIGH COST OF LIVING IN ALL COMMUNITIES. BUT YOU CAN SEE THAT OUR LATINO, AFRICAN AMERICAN AND NATIVE AMERICANS, CLOSE TO 40% OF ELDERS ARE POVERTY OR NEAR POVERTY. AGING, 33% AND FOLLOWED BY WHITE, 25%. THAT IS SIGNIFICANT DISPARITIES BETWEEN RACE.

LASTLY AS MORE OF US ARE AGING, IT IS NOT JUST THAT MORE OF US ARE TURNING 60, 70, AND WE ARE TURNING 60, 70, 80 AND THOSE ARE DIFFERENT STAGES. WHAT THAT LOOKS LIKE IS DIFFERENT IN TERMS OF HEALTH, CONNECTIONS AND IN TERMS OF MONEY. SO HOW WE PLAN FOR SUPPORT AND MAKE SURE CALIFORNIA IS THE BEST PLACE TO AGE ACROSS THAT SPAN IS OUR GOAL HERE AT THE MASTER PLAN FOR AGING.

GUIDED BY THAT DATA, OUR STAKEHOLDERS HELPED US LAY OUT BROAD AND BOLD VISION OF CALIFORNIA FOR ALL ACROSS THE LIFE SPAN GUIDED BY VALUES OF CHOICE, EQUITY, DIGNITY, INCLUSION AND ACCESSIBILITY. INNOVATION AND ALSO EVIDENCE INFORMED AND STRONG PARTNERSHIPS. THIS IS NOT A STATE PLAN, BUT A PLAN WITH AND FOR OUR STATE. OUR MISSION IS TO DEVELOP A PERSON-CENTERED, DATA-DRIVEN 10-YEAR PLAN BY THIS OCTOBER, INCLUDING THE STATE PLAN, A LOCAL BLUE PINT FOR COMMUNITIES TO ASSESS WHERE THEY ARE. USING A DATA DASHBOARD OF DATA TO SHOW THAT STATE AND LOCAL DATA. AND BEST PRACTICES TO HELP US LEARN FROM OUR NEIGHBORS, WHAT CAN WE DO TO TRULY BE THE BEST PLACE TO AGE. WE'RE FOCUSING WORK IN FOUR GOAL AREAS, FIRST SERVICES AND SUPPORTS. WE WILL LIVE WHERE WE CHOOSE AS WE AGE AND HAVE THE HELP WE NEED TO DO SO. LIVABLE COMMUNITIES AND PURPOSE. WE WILL LIVE IN AND BE ENGAGED COMMUNITIES THAT ARE AGE, DEMENTIA AND DISABILITY FRIENDLY. HEALTH AND WELL BEING, WE WILL HAVE ACCESS TO SERVICES AND CARE THAT OPTIMIZE HEALTH AND QUALITY OF LIFE. ECONOMIC SECURITY AND SAFETY. WE WILL BE SAFE FROM ABUSE,

NEGLECT, EXPLOITATION, NATURAL DISASTERS AND EMERGENCIES. AND THE GOAL FOUR IS THE FOCUS TODAY.

WHERE ARE WE IN THE TIMELINE? WE HAVE BEEN LISTEN AND ENGAGING THROUGH THE WEBSITE, AND COMMUNITY ROUNDTABLES, THROUGH THE FORMAL SUBCOMMITTEES ON RESEARCH AND LONG-TERM SERVICES AND SUPPORTS AND NOW THROUGH THE WEBINAR WEDNESDAYS. YOU NOTICE IN MARCH THAT OUR FIRST SUBCOMMITTEE IS IN THE PROCESS OF FINALIZING THE REPORT, THE STAKEHOLDER REPORT ON LONG-TERM SERVICES AND SUPPORTS. THIS SUMMER WE'LL BE TAKING THE FEEDBACK TO DEVELOP INTO A MASTER PLAN AIMING TO BE RELEASED THIS FALL.

TODAY'S TOPIC, ELDER ABUSE, NEGLECT AND EXPLOITATION IS CERTAINLY A LARGE ONE AND AN IMPORTANT ONE. WE ARE GOING TO CAN ENDEAVOR TO ANSWER WHAT IS ELDER ABUSE AND WE'RE DEFINING IT BROADLY HERE. YES, PHYSICAL, BUT SEXUAL, PSYCHOLOGICAL AND EMOTIONAL. INCLUDES NEGLECT AND INCREASINGLY FINANCIAL AND INTERNET AND ON LINE EXPLOITATION. IMPORTANTLY, HOW CAN WE LESSEN THE RISK OF ELDER ABUSE? AND WHAT SOCIAL FACTORS CAN PREVENT ELDER ABUSE FROM OCCURRING? TO HELP US ANSWERS THE QUESTIONS OF WHAT IT IS AND WHAT TO DO, WE HAVE A TERRIFIC PANEL I WILL INTRODUCE. BEFORE WE HEAR FROM THEM, WE WANT TO HEAR FROM YOU. LET'S SEE WHO IS HERE TODAY. ADAM WILL SUMMARIZE.

>> DURING THE COMMENTS, WE ASK 3 POLL QUESTIONS TO GET AN IDEA OF WHO IS HERE. AND I'M GOING TO REPORT OUT ON THOSE RESULTS. THE FIRST QUESTION WE ASKED, ARE YOU AN INTERESTED MEMBER OF THE PUBLIC OR EMPLOYED OR INVOLVE IN FIELDS OF AGING OR ELDER ABUSE? COMING IN AT 79%, FOLKS INDICATED THEY ARE EMPLOYED OR INVOLVED IN FIELDS OF AGING. 12% INDICATED THEY ARE EMPLOYED OR INVOLVED IN RELATED FIELDS. 10% INDICATED THEY ARE AN INTERESTED MEMBER OF THE PUBLIC.

THE SECOND QUESTION WE ASKED, WHAT AGE GROUP DO YOU BELONG TO?

26% INDICATED THAT THEY ARE BETWEEN THE AGES OF 35 AND 64.

35, 44 AND THEN ALSO COMING IN AT 26% WAS AGE 55 TO 64.

COMING IN AT 17%, AGES 45 TO 54.

THE THIRD AND FINAL QUESTION WE ASKED, WHERE IN CALIFORNIA DO YOU LIVE?

AT 26% FOLKS INDICATED THEY ARE CALLING IN FROM THE SACRAMENTO REGION. 22% INDICATED THEY ARE FROM LOS ANGELES. AND 16% INDICATED THEY ARE FROM SAN FRANCISCO BAY AREA. THANK YOU SO MUCH. AGAIN FOR RESPONDING TO THE POLLS AND PLEASE BE LOOKING FOR ADDITIONAL POLL OPPORTUNITIES AS WE CONTINUE.

>> KIM MCCOY-WADE: AND ADDITIONAL RESOURCES THE CHAT. THANK YOU, ADAM. DALE HAS SHARED THE LGBTQ HOT LINE, 877-360, LGBT. AND OUR TEAM SHARED THE INFORMATION FOR ELDER RIGHTS. INFORMATION IN THE CHAT AS WELL AS QUESTIONS AND COMMENTS WELCOME. WITH THAT, WE'RE HAND IT OFF TO THE FIRST SPEAK, TRAVIS BEYE WHO IS A MANAGEMENT ANALYST FOR MONTEREY COUNTY IN THE AGING AND SERVICES BRANCH.

>> TRAVIS BEYE: HI, THANK YOU FOR THE OPPORTUNITY TO SPEAK ABOUT THESE IMPORTANT ISSUES. I WANT TO ACKNOWLEDGE THE PROGRAM MANAGER, ALLISON, SHE WAS NOT ABLE TO BE HERE BECAUSE OF ILLNESS, SO I WILL DO MY BEST TO FILL IN FOR HER. I WOULD LIKE TO SET THE STAGE BY PAINTING A PICTURE OF THE DEMOGRAPHIC AND GEOGRAPHIC MAKE UP OF MONTEREY COUNTY. IT IS THE 16TH LARGEST IN CALIFORNIA, 3,370 SQUARE MILES. CONSIDERED A RURAL TOWN, SALINAS IS THE LARGEST. MONTEREY

COUNTY'S POPULATION IS OVER 435,000 AND 50% ARE HISPANIC, 31% WHITE. IT HAS A MEDIAN INCOME OF \$63,249. BASED ON RESEARCH COMPLETED BY THE AREA ON AGING. THE ABOVE GRAPH ILLUSTRATED THAT THE OLDER ADULT POPULATION, 60 PLUS IS CURRENTLY 19% *F THE COUNTY'S TOTAL POPULATION. 82,763 PEOPLE. BY 2030, THAT NUMBER IS PROJECTED TO INCREASE TO 24% OF MONTEREY'S COUNTY POPULATION, BEING 60 AND OLDER. THERE IS A REMARKABLE NUMBER OF OLDER ADULTS LIVING PAST 80 YEARS OLD. THAT PROJECTS A 60% INCREASE IN THE NUMBER OF INDIVIDUALS LIVING PAST 80 WILL TAKE PLACE BETWEEN 2020 AND 2040.

APS RECEIVE AND INVESTIGATES ALLEGATIONS OF ABUSE AND NEGLECT OF ELDERS, 65 AND OLDER AND DEPENDENT ADULTS. MONTEREY COUNTY HAS SEEN HUGE INCREASES IN THE NUMBER OF APS REPORTS RECEIVED OVER TIME TH. CHART SHOWS THE NUMBER OF REPORTS RECEIVED EACH CALENDAR YEAR FROM 2010 TO 2019. YOU CAN SEE A SIGNIFICANT UPWARD TREND AND INCREASE OF 100 TO 200 REPORTS PER YEAR SINCE 2014, WITH A LARGE SPIKE IN REPORT OF MORE THAN 400 REPORTS ABOVE THE PREVIOUS YEAR'S TOTAL. THAT WAS A 29% SINGLE INCREASE, WHICH IS SIGNIFICANT. FROM 2010 TO 2019, THE COUNTY HAS SEEN A 444% INCREASE IN APS REPORTS. THE NUMBER OF REPORTS RECEIVED IN 2019 AS YOU CAN NOTE IS MORE THAN 5 TIMES THE NUMBER RECEIVED 2010. CASE LOADS ARE ALSO NECESSARILY ON THE INCREASE. WHEN FULLY STAFFED, WE HAVE 2 PHNS AND 8 SOCIAL WORKERS COVERING THE ENTIRE COUNTY. WE'RE WORKING TO FILL POSITIONS AND THE IMPACT ON THE OTHER STAFF HAS BEEN HEAVY. AND I JUST WANT TO TAKE A MOMENT TO ACKNOWLEDGE THE AMAZING WORK THAT THE APS WORKERS TO EVERYDAY TO SERVE THEIR CLIENTS.

NOW I WANT TO TALK ABOUT THE INCREASING LEVEL OF COMPLEXITY OF APS CASES. THIS IS THE NUMBER OF REPORTS RECEIVED RELATED TO SPECIFIC ALLEGATION TYPES. THE HIGHEST AT 44% ARE CASES OF SELF NEGLECT. WHEN A PERSON IS UNABLE TO CARE FOR THEMSELVES DUE TO DEMENTIA, COGNITIVE IMPAIRMENT OR SOME OTHER FACTOR. THE CASES

CAN BE COMPLEX AND REQUIRE AN INTENSIVE AMOUNT OF TIME AND WORK ON THE PART OF THE APS WORKERS TO ADDRESS. THE SECOND TYPE IS FINANCIAL ABUSE, WHICH RANGES FROM EXPLOITATION FROM SOMEONE KNOWN TO THE VICTIM OR SOMEONE OVERSEAS. THE CASES CAN BE COMPLEX BECAUSE WORKERS NEED TO OBTAIN AND DECIPHER FINANCIAL RECORDS. WE ARE ALSO SEEING INCREASES INDIVIDUALS EXPERIENCING HOMELESSNESS AND OTHER FORMS OF ABUSE, NEGLECT AND EXPLOITATION. ACCORDING TO THE 2019 MONTEREY COUNTY POINT IN TIME COUNT, THE OLDER ADULT POPULATION HAS INCREASED 50%. THOSE RESPONDING TO THE POINT IN TIME SURVEY, 25% REPORTED CHRONIC HEALTH AND 27 REPORTED PHYSICAL DISABILITY.

WE WANTED TO SHARE A CASE. AN APA VISITS THE HOME AND WAS VISITING BY THE SOCIAL WORKER ONLY TALKING THROUGH THE WINDOW. THE SOCIAL WORKER CAME BACK SEVERAL TIME, BUILDING TRUST. THE WOMAN EVENTUALLY LET THE WOMAN INTO THE HOME AND THE WAY IT WAS DONE, THE WORKER SAID, CAN I HELP YOU CARRY THE BAGS IN BEFORE THE ELDER REQUIRED THAT SHE LEAVE THEM ON THE FRONT STEP. AT THAT TIME THE ELDER ALLOWED HER TO COME IN AND SHE WAS ABLE TO OBSERVE THE CONDITION OF THE HOME. SHE FOUND THE ONLY FOOD THE WOMAN WAS LIVING ON WAS LEMONS. SHE HAS DELUSIONS ABOUT POISONOUS FOOD.

NO FAMILY COULD BE LOCATED. THE CLIENT WAS A WEALTHY WOMAN AND DID NOT UNDERSTAND SHE COULD AFFORD BASIC NECESSITIES. SHE WAS CONSERVED AND MOVED INTO A FACILITY WHERE SHE NOW LIVES COMFORTABLY. ANOTHER SITUATION AROSE WHEN AN APS WORKER CONDUCTED OUTREACH AND ENCOUNTERED A HOMELESS MAN LIVING ON THE STREET AND HE HAD SIGNIFICANT HEALTH PROBLEMS DUE ABUSE TO FROM ALCOHOLISM. HE WOULD NO LONGER WALK. THE SOCIAL WORKER COORDINATED WITH THE POLICE, BEHAVIORAL HEALTH AND HOSPITAL STAFF TO ADDRESS HIS NEEDS AND THE CLIENT'S FAMILY WAS LOCATED AND HIS HEALTH IMPROVED AND HE AGREED TO PARTICIPATE IN A PROGRAM. HE BECAME SOBER AND WAS REUNITED WITH HIS FAMILY.

THIS SPEAKS TO THE IMPORTANCE OF COLLABORATION IN ADDRESSING ISSUES OF ELDER ABUSE, MONTEREY COUNTY HAS BEEN ABLE TO BUILD WONDERFUL PARTNERSHIPS OVER THE YEARS. THE SLIDE SHOWS ENTITIES THAT APS COLLABORATED WITH. THE EXAMPLE OF THE HOMELESSNESS OUTREACH, THE SOCIAL WORKER COLLOCATES WITH THE MONTEREY POLICE DEPARTMENT TO ADDRESS ISSUES OF HOMELESSNESS. THIS INVOLVES LOCAL HOSPITAL STAFF, BEHAVIORAL HEALTH AND YWAC AND WORKING CLOSELY TOGETHER WITH APS. IT HAS BEEN A GREAT SUCCESS AND BEYOND ADDRESSING THE NEEDS OF HOMELESSNESS CLIENTS HAS HELPED TO BUILD RELATIONSHIPS WITH OTHER ENTITIES.

THERE IS A MULTI-DISCIPLINARY TEAM AND A FAST TEAM IN PLACE FOR SEVERAL YEARS. THIS INCLUDES MONTHLY MEETINGS WITH PARTNERS, DA'S OFFICE, BEHAVIORAL HEALTH AND MANY OTHERS TO ADDRESS COMPLEX CASES THAT REQUIRE MULTI-AGENCY COLLABORATION. THE FAST TEAM FOCUSES ON COMPLEX FINANCIAL ABUSE CASES AND INCLUDES FAST VOLUNTEERS THAT ARE FIELDS SUCH AS BANKING, ACCOUNTING, ELDER LAW AND REAL ESTATE THAT CAN CONSULT WITH THE APS WORKER WORKING ON CASES AND CAN REVIEW RECORDS AND CAN ASSIST IN INVESTIGATIONS AS WELL AS PROSECUTIONS. IN ADDITION, APS COLLABORATES WITH INTERNAL PARTNERS, INFORMATION REFERRAL AND ASSISTANCE PROGRAM AND AREA AGENCY ON AGING, WHICH SUPPORTS PROGRAMS FOR OLDER ADULTS AS WELL AS COMMUNITY OUTREACH AND EDUCATION.

IT IS IMPORTANT TO ALSO NOTE THAT APS FOCUSES ON SELF-DETERMINATION AND THE SERVICES ARE VOLUNTARILY. APS TAKES A PERSON-CENTERED APPROACH AND WORKS WITH THE CLIENT TO CREATE A SERVICE PLAN THAT MITIGATES FURTHER RISK. THEY DO NOT HAVE THE AUTHORITY TO REMOVE INDIVIDUALS FROM THE HOME UNLESS THERE IS NEED FOR THE CLIENT'S SAFETY AND THE CLIENT AGREES TO DO SO AND THERE IS A PLAN IN PLACE. WE RELY ON THE COMMUNITY PARTNERS THAT HELP KEEP THE INDIVIDUALS SAFE.

I WANT TO TALK ABOUT RECOMMENDATIONS RELATED TO APS FOR THE MASTER PLAN FOR AGING. THE PROGRAM AS IT WAS ORIGINALLY DESIGNED AND FUNDED IN 1998 DID NOT ANTICIPATE THE SEVERITY OF THE HOUSING CRISIS OR THE GROWTH IN THE AGING POPULATION. DESPITE THE AMAZING EFFORTS OF THE WORKERS, APS AS IT IS CURRENTLY STRUCTURED AND FUNDING IS UNPREPARED TO ADDRESS THE NEEDS OF APS CLIENTS COMPLEX CONCERNS REQUIRING LONGER TERM CASE MANAGEMENT.

TO ADDRESS THIS ISSUE, CWDA ARE PROPOSING A BUDGET PROPOSAL, TO ADD NEARLY 350 SOCIAL WORKERS OR PHN TO WORK WITH MORE COMPLEX CASES OF THE AND PROVIDE LONGER TERM CASE MANAGEMENT SERVICES. RIGHT NOW APS IS SHORT-TERM CRISIS RESPONSE WORKING WITH FAMILIES TO CONNECT THEM WITH SERVICES WHERE WE CAN. THIS PROPOSAL WOULD ALLOW US TO SERVE VULNERABLE ADULTS, AGE 60 YEARS AND OLDER RATHER THAN 65 AND OLDER. THIS WOULD ALLOW FOR EARLIER INTERVENTIONS AS WELL. THIS REPRESENTS 65 MILLION OF THE INVESTMENT THAT WE'RE WORKING FOR. NUMBER 2 IS TO EXPAND THE HOME SAFE PROGRAM. IT IS A PILOT PROGRAM IN 25 COUNTIES ACROSS THE STATE AND PROVIDES ASSISTANCE FOR APS CLIENTS. WE HOPE TO EXPAND THE PROGRAM AND ALLOW ADDITIONAL COUNTIES. AND THAT REPRESENTS 25 MILLION. WE WANT TO ENCOURAGE COLLABORATIVE BEST PRACTICES ACROSS THE STATE BY ESTABLISHING A \$10 MILLION GRANT PROGRAM FOR COUNTIES TO ESTABLISH FORENSIC CENTERS AND FINANCIAL ABUSE SPECIALIST TEAMS.

WE BELIEVE IT IS TIME TO MOVE THE APS SYSTEM TO ONE THAT EMBRACES A MORE COORDINATED APPROACH WORKING UPSTREAM. AN INTEGRATED OLDER ADULT SYSTEM. THIS INCLUDES PROVISION OF LONG-TERM SERVICES AND SUPPORTS AND OLDER ADULT AND DISABLED POPULATIONS THAT CAN BE ADDRESSED THROUGH MODELS, WHICH IS CONSIDERED A NO WRONG DOOR SYSTEM THAT CREATES OPPORTUNITIES FOR LINKAGES THROUGHOUT THE COMMUNITY SO AN INDIVIDUAL CAN HAVE QUESTIONS ANSWERED QUICKLY AND ACCURATELY, RECEIVE ONE ON ONE SUPPORT AND PERSON-

CENTERED PLANNING. WE WANT TO CREATE A SYSTEM OF CARE AT THE LOCAL LEVEL THAT IS PERSON-CENTERED AND CULTURALLY HUMBLE BY INCREASING ACCESS TO A FULL CONTINUUM OF SERVICES AT THE LOCAL LEVEL THAT CAN BE EASILY UNDERSTOOD BY OLDER ADULTS AND CAREGIVERS THROUGH THE INFRASTRUCTURE. WE WANT TO EXPAND THE ABRC AND LINK TO COUNTY SERVICE PROGRAMS. WE WANT TO INCREASE THE STATE'S INVESTMENT IN AREA AGENCY ON PROGRAMS AND SERVICES STATEWIDE ASK CONSIDER HOUSING THE PROGRAMS WITHIN COUNTY HEALTH AND HUMAN SERVICES. AND LINK TO LONG-TERM SERVICES AND SUPPORTS PROGRAMS TO PREVENT THE NEED FOR APS IN THE FUTURE. COUNTIES MENTION THE IHSS AND THIS CAN BE A VITAL SUPPORT TO CLIENTS.

MONTEREY COUNTY, WHICH IS EMERGING ABRs, WE HAVE A CORE SERVICE TO PROVIDE A DIFFERENTIAL RESPONSE TO REPORTS THAT DON'T MEET CRITERIA, BUT ARE IN CRISIS AND NEED SERVICES. WE RECEIVED A REPORT ON A FRAIL SPANISH SPEAKING WOMAN WHO SHARED AN APARTMENT WITH A SON AND DAUGHTER. SHE WAS OVERWHELMED AND FRUSTRATED TRYING TO GET SERVICES AND RUNNING INTO BARRIERS. SEVERAL APS REPORTS WERE MADE AND THE FAMILY ESTABLISHED A RAPPORT WITH THE WORKER. AFTER THE CASE WAS CLOSED, THE SON CONTACTED THE WORKER ASKING FOR HELP WITH TRANSPORTATION. THERE HAD BEEN GREAT EFFORT TO PROVIDE INSTRUCTIONS AND HE WAS NEEDING HELP. APS WORKS WITH THE REFERRAL AND ASSISTANCE PROGRAM AND A SOCIAL WORKER CONTACTED THE SON AND PROVIDED RESOURCES AND OPTIONS TO CONSIDER, INCLUDING WHERE TO GET THE TAXI VOUCHERS THAT ARE AVAILABLE THROUGHOUT THE COUNTY. THE SOCIAL WORKER CREATED A PROCESS FOR THE SON TO PICK UP THE VOUCHERS FOR HIS MOTHER, WITHIN TWO HOURS, THIS WAS APPROVED.

THIS IS MEANT TO ILLUSTRATE HOW TO ALIGN LOCAL PROGRAMS. IT IS IMPORTANT TO NOTE THAT WE NEED TO INVEST IN THE WORK FORCE TO MEET THE DEMANDS. THAT CONCLUDES THE PORTION. THANK YOU FOR THE OPPORTUNITY.

>> KIM MCCOY-WADE: THANK YOU FOR THAT COMPREHENSIVE PRESENTATION OF DATA, STORIES AND RECOMMENDATIONS. TWO QUESTIONS AND COMMENTS THAT HAVE COME IN. ONE, I WONDER IF YOU CAN SPEND A LITTLE MORE TIME TALKING ABOUT THE CONCEPT OF "SELF NEGLECT"? ONE OF THE QUESTIONS THAT CAME IN, WHO IS REPORTING SELF NEGLECT? FAMILY MEMBERS, NEIGHBORS, HEALTH CARE PROVIDERS, CHURCHES OR OTHER SERVICES?

>> TRAVIS BEYE: THE QUESTION IS SPOT ON. WE GET SELF NEGLECT REPORTS FROM ALL OF THOSE SOURCES. SOMETIMES IT MAY BE FAMILY THAT LIVE OUT OF THE AREA AND DON'T HAVE FREQUENT CONTACT WITH THE ELDER. AND THEY COME TO VISIT OR THEY HEAR FROM A NEIGHBOR OR A FRIEND THAT THERE IS CONCERN. IT CAN DEFINITELY COME FROM NEIGHBORS, FRIENDS, PEOPLE WHO, CHURCH WHO MAY HAVE ONGOING CONTACT AND THEN THEY STOP SEEING THEM AND START TO SEE A DECLINE. AND HEALTH CARE PROVIDERS. EMS RESPONDS AND THEY SEE THE STATE OF THE PERSON'S HOME IS A CONCERN OR THEIR OWN PERSONAL STATE. WE CAN GET REPORTS LIKE THAT. HOARDING CAN BE A FORM OF SELF NEGLECT.

>> KIM MCCOY-WADE: THANK YOU. WE ALSO HAVE MAKING A CONNECTION TO A TOPIC WE DISCUSSED AT THE ALL STAKEHOLDER MEETING ON MONDAY, WHICH IS AGEISM. AGEISM IS AN UNDERLINING CHALLENGE ACROSS ALL AREAS OF NEED AND CONCERN UNDERLINES ABUSE AS WELL. ONE OF THE PHRASES, ELDER ABUSE IS AGEISM ON STEROIDS. THAT IS A GREAT REMINDER AND A GREAT WAY TO PHRASE IT AND I KNOW THAT KEVIN IN PARTICULAR WILL BE TALKING MORE ABOUT EQUITY AND AGEISM.

WITH THAT I'D LIKE TO TURN IT OVER TO THE FIRST STATE PARTNER, KIM RUTLEDGE OF CALIFORNIA DEPARTMENT OF SOCIAL SERVICES AND FOLLOWED BY CDA'S JOE, THE STATE LONG-TERM CARE OMBUDSMAN. KIM?

>> KIM RUTLEDGE: THANK YOU ALL FOR HAVING ME HERE. I AM THE ADULT PROTECTIVE SERVICES LIAISON AT THE CALIFORNIA DEPARTMENT OF SOCIAL SERVICES. THIS MORNING I'M HOPING TO GIVE YOU A LITTLE BIT OF A PICTURE OF ADULT PROTECTIVE SERVICES AT THE STATE LEVEL. THE CHALLENGES THAT WE HAVE, THE DATA AND STATISTICS THAT WE HAVE. AND HOW WE CAN MOVE FORWARD IN THE MASTER PLAN FOR AGING.

SO I'D LIKE TO START OUT BY GIVING AN OVERVIEW ON APS IN CALIFORNIA. THE ADULT PROTECTIVE SERVICE PROVIDES SERVICES WITHOUT REGARD TO INCOME TO INDIVIDUALS WHO ARE VICTIMS OF ABUSE, NEGLECT OR EXPLOITATION. MEET THE CRITERIA, AGE 65 OR ELDER OR DEPENDENT ADULTS, AGES 18 TO 64 AND ARE NOT ABLE TO MEET THEIR OWN NEEDS. THESE ARE INDIVIDUALS WHO NOT ONLY MAYBE HAVE A DISABILITY, BUT SPECIFICALLY ARE IN A SITUATION WHERE THEY ARE NOT ABLE TO MAKE THEIR OWN DECISIONS, THEY ARE NOT ABLE TO NECESSARILY MAKE THE BEST JUDGMENT CALLS FOR THEIR OWN SAFETY.

AND FOR THE SAKE OF CLARITY, ADULT PROTECTIVE SERVICES INVESTIGATE CASES THAT OCCUR IN AN INDIVIDUAL'S HOME OR HOSPITAL SETTING. NOTHING IN A LICENSED FACILITY, THAT IS DONE BY THE STATE OMBUDSMAN AND MY COLLEAGUE JOE'S DEPARTMENT.

SO I THINK THAT A LOT OF THIS WAS ALREADY COVERED BY THE GREAT PRESENTATION FROM MONTEREY COUNTY, BUT TO PIGGYBACK ON THAT, BRIEFLY, WHAT APS HAS THE AUTHORITY TO DO IN OUR STATE IS TO GO AND EXAMINE ALL ASPECTS OF REPORTED MALTREATMENT. WE HAVE SOCIAL WORKERS AT EVERY LEVEL IN THE STATE WHO ARE VERY WELL TRAINED TO GO IN AND DO EXAMINATIONS AND INVESTIGATION OF ANY REPORT. COLLABORATE WITH THE INDIVIDUAL TO MAINTAIN THEIR INDEPENDENCE. AND SO WHETHER THAT IS PROVIDING THEM FOOD, BETTER HOUSING, GETTING THEM QUICKLY OUT OF A VERY DANGEROUS SITUATION, IT IS ALWAYS A COLLABORATION WITH THE ADULT. THAT IS REALLY THE KEY DIFFERENCE BETWEEN ADULT PROTECTIVE SERVICES AND CHILD PROTECTIVE

SERVICES. WHEN DEALING WITH ADULTS, WE HAVE TO RESPECT THEIR INDIVIDUALITY, THEIR MATURITY AND GIVE THEM THE OPTION TO MAKE THEIR OWN DECISION. WE ARE NOT GOING IN AND FORCING PEOPLE TO DO ANYTHING THEY DON'T WANT TO DO.

ALONG THOSE LINES OUR SOCIAL WORKERS GO IN AND HELP THEM DEVELOP A CASE PLAN. WORK WITH OTHER AGENCIES THROUGHOUT THEIR COMMUNITY TO CONNECT THE INDIVIDUAL WITH THE SERVICES THEY NEED TO BE SAFE. OR THEY CAN ALSO ARRANGE IN HOME SERVICES. OFTENTIMES OUR CLIENTS DIRECT CONNECTION WITH IHSS OR OTHERS CAN COME INTO THE HOME AND HELP THEM LIVE A BETTER LIFE OR IN A MORE SAFE SITUATION.

BRIEFLY, I THINK IS IMPORTANT TO ALWAYS BRING UP WHAT APS CANNOT DO. OUR PROGRAM CANNOT FORCE SERVICES ON A PERSON WHO HAS THE CAPACITY TO CONSENT. APS CANNOT INVOLUNTARILY REMOVE SOMEONE FROM THEIR HOME. SOMETIMES PEOPLE ARE AFRAID TO CALL APS OR AN INDIVIDUAL MIGHT BE WORRIED THAT SOMEONE IS GOING TO CALL AND HAVE THEM TAKEN AWAY, PUT IN A FACILITY, SOMETHING LIKE THAT. BUT WE CANNOT GO IN AND INVOLUNTARILY REMOVE AN INDIVIDUAL. APS CANNOT PROVIDE SERVICES FOR WHICH THERE ARE NO AVAILABLE RESOURCES. APS CANNOT ENFORCE THE LAW, HOWEVER WE DO WORK CLOSELY WITH LAW ENFORCEMENT WHEN NEEDED.

APS CANNOT REVEAL THE REPORTER. THAT IS DONE ANONYMOUSLY. THAT IS IMPORTANT TO BRING UP BECAUSE A LOT OF TIME FAMILY MEMBERS, CLOSE FRIENDS, PEOPLE ARE HESITANT TO MAKE THAT REPORT BECAUSE THEY DON'T WANT TO BE SEEN AS TELLING ON A RELATIVE AND THEY DON'T WANT TO CAUSE TENSION OR STEP ON ANY TOES. BUT THAT REPORT IS ALWAYS CONFIDENTIAL.

SO, HERE ARE A FEW QUICK FACTS ON A NATIONAL LEVEL FROM OUR PARTNERS AT THE NATIONAL APS ASSOCIATION W. ONE IN 10 SENIORS

NATIONWIDE OR MISTREATED AT SOME POINT. FOR EVERY CASE REPORTED, 23.5 GO UNREPORTED. THERE ARE MANY CASES OUT THERE THAT ARE CURRENTLY GOING WITHOUT ANY KIND OF ATTENTION OR ACTION AT ALL. SENIORS WHO REPORT FINANCIAL ABUSE OCCURS MORE FREQUENTLY THAN ANY OTHER TYPE. THIS SOMETHING THAT WE REALLY SEE STATE WIDE AND THIS IS THE NUMBER THAT WE SEE GROW OVER ANY TYPE OF ABUSE STATEWIDE. ABUSED SENIORS ARE 30 TIMES MORE LIKELY TO DIE AND 4 TIMES MORE LIKELY TO NEED TO GO INTO A NURSING HOME. WHEN WE LOOK AT THE MASTER PLAN IN GENERAL AND LOOK AT STRENGTHENING IN HOME SUPPORTIVE SERVICES AND THE GOAL TO MAKE SURE PEOPLE CAN CONTINUE TO AGE IN THEIR COMMUNITY OF CHOICE, IS IMPORTANT TO SEE THAT SENIORS OFTENTIMES DON'T REMAIN IN THEIR OWN HOMES, IF THEY ARE IN AN ABUSIVE SITUATION, FOR US TO CATCH THE CASES EARLY ON AND HANDLE THEM WITH A LOT OF CARE.

SO HERE ARE STATEWIDE STATISTICS ON REPORTS OF ABUSE RECEIVED BY APS. YOU WILL SEE THAT WE HAD A PRETTY DRAMATIC INCREASE IN THE NUMBER OF REPORTS WE RECEIVED OVER THE PAST 9 OR 10 YEARS. TO GIVE A LITTLE BIT MORE DATA ON HERE, BETWEEN THE YEARS OF 2014 AND 2019, WE RECEIVED OVER 900,000 REPORTS. OF THE REPORTS, 800 THOUSANDS OF THE CASES WERE OPEN AND 700,000 OF THE CASES WERE RESOLVED. OVER ALL, THE NUMBER OF INFORMED ALLEGATIONS OF ABUSE GROWS 71.5%. AS WE SEE EVERY OTHER PART OF THE AGING POPULATION GROW, ALONG WITH THAT, COMES THIS EXTREME GROWTH IN THE NUMBER OF CASES THAT WE'RE SEEING STATEWIDE.

SO JUST IN THE PAST YEAR ALONE, THESE ARE STATISTICS THAT ARE JUST FROM LAST FISCAL YEAR TO THIS. ABUSE REPORTS RECEIVED HAVE INCREASED 7.6%. THE NUMBER OF CASES OPENED FOLLOWING INVESTIGATION HAVE INCREASED 2.3%. THE NUMBER OF CLIENTS ARE SLOWLY INCREASING. AS I MENTIONED EARLIER, THOSE CONFIRMED CASES OF FINANCIAL ABUSE HAVE INCREASED 10% JUST IN THE LAST YEAR. AND THE COUNTY EXPENDITURES, WHICH TIES HAVE GROWN BY 12.5%. WE HAVE

A PROGRAM HERE AND WE'RE SEEING MORE AND MORE CASES OF FINANCIAL ABUSE AND THE COUNTIES ARE SPENDING MORE AND MORE MONEY TO KEEP THIS PROGRAM GOING. AND IT IS PROVING TO BE A CHALLENGE.

AT THE STATE LEVEL, WE ARE DOING A NUMBER OF THINGS TO RESPOND TO THE GROWTH IN THE ADULT PROTECTIVE SERVICES PROGRAM. AS THE PROGRAM GROWS THERE IS MORE NEED FOR SOCIAL WORKERS IN EVERY COUNTY. AS WAS MENTIONED EARLIER, AND IN MONTEREY COUNTY, THE SOCIAL WORKER CASE LOADS ARE GROWING AND WITH THAT, WE NEED MORE WORKERS. THERE ARE TWO EXCITING THINGS THAT WE ARE DOING AT THE STATE LEVEL RIGHT NOW TO WORK WITH THE WORKFORCE DEVELOPMENT ISSUES. ONE OF THEM IS WE RECEIVED EXTRA MONEY IN THE STATE BUDGET LAST YEAR TO INCREASE THE SOCIAL WORKER TRAINING ACADEMY. WE WORK WITH 3 UNIVERSITIES P STATEWIDE, SAN DIEGO STATE, FRESNO STATE AND CALIFORNIA STATE UNIVERSITY SACRAMENTO TO TRAIN SOCIAL WORKERS STATEWIDE SPECIFICALLY ON ADULT PROTECTIVE SERVICES. WE HAVE ON LINE, IN PERSON TRAININGS. WITH THAT INFLUX OF MONEY WE'RE NOW LOOKING AT DOING VIRTUE REALITY TYPE TRAININGS, WE'RE BRINGING IN A LOT OF NATIONAL EXPERTS ON REALLY SPECIFIC TOPICS. A LOT OF THE ISSUES THAT WE REALLY SEE ON A DAY-TO-DAY BASIS.

ANOTHER PIECE THAT WE'RE DOING TO HELP OUR WORKFORCE GROW IS WE HAVE A VERY SMALL PILOT NOW IN THE BAY AREA TO GIVE MASTER SOCIAL WORK STUDENTS A STIPEND TO PAY FOR THE GRADUATE LEVEL EDUCATION IN EXCHANGE FOR THEM TO WORK FOR TWO YEARS. THIS IS THE SAME PROGRAM THAT ALREADY EXISTS IN CHILD WELFARE AND HAS TRAINED THOUSANDS OF STUDENTS OVER THE YEARS TO BE CHILD WELFARE SOCIAL WORKERS AND WE'RE TRYING TO EXPAND THAT INTO ADULT PROTECTIVE SERVICES IS AS WELL. AND WE'RE EXCITED TO BE WORKING WITH COUNTIES IN THE BAY AREA ON THAT SMALL PILOT.

WE'RE DOING A LOT TO IMPROVE DATA COLLECTION. WE'RE LOOKING MORE AT RACE, GENDER, ETHNICITY, AGE, DISABILITY STATUS. AS WE LOOK

AT EACH OF THESE THINGS, WE ARE LOOKING AT WAYS TO IMPROVE THE PROGRAM TO BETTER SERVE A WIDE ARRAY OF CALIFORNIANS IN THE PROCESS. WE CURRENTLY HAVE A GRANT WITH THE FEDERAL GOVERNMENT TO IMPROVE THE DATA COLLECTION. WE ALSO OFFER A MANDATED REPORTER TRAINING. IT IS ON THE CDSS WEBSITE. THAT IS A 90 MINUTE LONG VIDEO TRAINING THAT ANYONE IN THE PUBLIC IS WELCOME TO WATCH AND TAKE A LITTLE QUIZ AT THE END. IT TEACHES YOU EVERYTHING YOU NEED TO KNOW ABOUT WHAT IT IS TO BE A MANDATED REPORTER. SPECIFICALLY IN THE REALM OF ELDER ABUSE.

WE HAVE A NUMBER OF FEDERAL, STATE AND LOCAL PARTNERSHIPS WITH MANY DIFFERENT STAKEHOLDERS. IN HOUSING. WE'RE DOING A LOT AND ARE INVOLVED IN THE DEVELOPMENT OF THE MASTER PLAN AND ARE DAILY TALKING TO COLLEAGUES AT THE DEPARTMENT OF AGING AROUND WHAT WE CAN REALLY DO TO BRING APS AND TO BRING THE ISSUES TO THE FOREFRONT AS WE LOOK AT THE ENTIRE MASTER PLAN.

SO WITH THAT, I WILL TURN THIS BACK OVER TO KIM.

>> KIM MCCOY-WADE: THANK YOU AND I WANT TO REMIND PEOPLE THAT THERE ARE RESOURCES IN THE CHAT THAT HAVE BEEN POSTED THROUGHOUT. A NEW ONE WAS JUST SHARED, WE WILL BE CREATING A SLIDE AFTERWARDS TO MEMORIALIZE ALL OF THE RESOURCES. 911 IS THE FIRST POINT OF CONTACT AS WELL AS APS. LET'S KEEP GOING TO JOE. WE'VE GOT LOTS OF QUESTIONS, COMMENTS COMING IN. BUT WOULD LIKE TO HEAR FROM JOE RODRIGUES.

>> JOE RODRIGUES: THANK YOU. GOOD MORNING. THE PROGRAM IS AUTHORIZED BY THE FEDERAL OLDER AMERICANS ACT AND THE STATE OLDER CALIFORNIANS ACT. WE'RE CHARGED WITH RESOLVING PROBLEMS AND ADVOCATING FOR THE RIGHTS. WE WORK TO IMPROVE CARE THROUGH EDUCATION, LEGISLATION AND SYSTEMIC ADVOCACY.

WHEN SOMEONE CONTACTS THE LONG-TERM CARE OMBUDSMAN PROGRAM FOR HELP, OUR FIRST QUESTION IS, WHAT DOES THE RESIDENT WANT US TO DO? WE WORK AT THE DIRECTION OF THE RESIDENT OR THEIR REPRESENTATIVE AND WE OBTAIN THEIR CONSENT BEFORE TAKING ACTION.

DURING 2018, WE INVESTIGATED MORE THAN 39,000 COMPLAINTS, TO IMPROPER EVICTIONS TO ABUSE. OUR WORK IS CARRIED OUT BY 35 LOCAL PROGRAMS AROUND THE STATE. THESE PROGRAMS ARE OVERSEEN BY THE OFFICE OF THE STATE LONG-TERM CARE OMBUDSMAN, LOCATED WITHIN THE CALIFORNIA DEPARTMENT OF AGING. STATEWIDE, THERE ARE 900 CERTIFIED REPRESENTATIVES AND NEARLY 80% OF THE PEOPLE ARE VOLUNTEERS.

OMBUDSMAN REPRESENTATIVES ASSIST RESIDENT WITH ISSUES OF HEALTH, SAFETY AND PERSONAL PREFERENCES. THIS IS VIOLATION OF RIGHTS OR DIGNITY. POOR QUALITY OF CARE, DIETARY CONCERNS, MEDICAL CARE, THERAPY AND REHABILITATION ISSUES. MEDICARE AND MEDICAL BENEFIT ISSUES. IMPROPER TRANSFER OR DISCHARGE OF A RESIDENT. THE INAPPROPRIATE USE OF CHEMICAL OR PHYSICAL RESTRAINTS. AND PHYSICAL, VERBAL, MENTAL OR FINANCIAL ABUSE.

I'D LIKE TO HIGHLIGHT FOR YOU A COUPLE OF STORIES FROM OUR ANNUAL REPORT. MILDRED, SHE LIVED IN A NURSING HOME FOR 6 MONTHS FOLLOWING THE DEATH OF HER HUSBAND WHO HAD BEEN HER CAREGIVER. HER DAUGHTER WAS IN CHARGE OF HER MONEY AND WAS SUPPOSED TO PAY FOR HER CARE AT THE NURSING HOME. UNFORTUNATELY, HER DAUGHTER SPENT THE MONEY ON HERSELF AND DID NOT PAY THE NURSING HOME BILL. THE FACILITY STAFF CONTACTED THE LONG-TERM CARE OMBUDSMAN PROGRAM BECAUSE THEY DID NOT WANT TO SEE MILDRED GET EVICTED. THEY WORKED WITH THE DAUGHTER TO HELP HER TO STOP USING THE MONEY AND NOW OTHER FAMILY MEMBERS OF HELPING HER TAKE CARE OF HER BILLS.

FRANCIS, LIVED IN A NURSING HOME FOR ONE YEAR. DUE TO A STROKE, SHE WAS UNABLE TO MOVE HER BODY AND IN BED MOST OF THE TIME. FRANCIS TOLD HER OMBUDSMAN THAT ANOTHER RESIDENT WAS COMING INTO HER ROOM AND HITTING HER, GRABBING HER ARMS AND LEGS AND HITTING HER. OMBUDSMAN WAS ABLE TO ENSURE FRANCIS WAS PROTECTED FROM MORE ABUSE.

LONG-TERM OMBUDSMAN CARE PROGRAMS AROUND THE COUNTY ARE CHARGED WITH RESOLVING PROBLEMS AND HELPING THE RIGHTS OF PEOPLE LIVING IN FACILITIES. IN CALIFORNIA, STATE LAW GIVES THE PROGRAM AN ADDITIONAL RESPONSIBILITY, RECEIVING REPORTS FROM MANDATED REPORTERS REGARDING SUSPECTED ABUSE OF ADULTS LIVING IN FACILITIES.

ON THIS FIRST SLIDE, YOU CAN SEE THE TYPES OF ABUSE COMPLAINTS THAT THE PROGRAM INVESTIGATED. IN BOTH SKILLED NURSING FACILITIES AND RESIDENTIAL CARE FACILITIES FOR THE ELDERLY. A LITTLE MORE THAN 2100 COMPLAINTS OF PHYSICAL ABUSE. 663 COMPLAINTS OF SEXUAL ABUSE. ALMOST 1200 COMPLAINTS OF VERBAL OR PSYCHOLOGICAL ABUSE.

MORE THAN 750 COMPLAINTS ABOUT FINANCIAL ABUSE. ALMOST 1800 COMPLAINTS OF GROSS NEGLECT.

AND FINALLY, MORE THAN 2600 COMPLAINTS OF RESIDENT TO RESIDENT, PHYSICAL OR SEXUAL ABUSE. IN ALL, MORE THAN 9200 COMPLAINTS OF ABUSE, NEGLECT OR EXPLOITATION.

THE OFFICE OF THE STATE LONG-TERM CARE OMBUDSMAN ADMINISTERED THE OLDER AMERICANS ACT, ELDER ABUSE PREVENTION PROGRAM. THIS PROGRAM CARRIED OUT BY THE LOCAL AREA AGENCIES ON AGING AND THEIR SUBCONTRACTORS ATTEMPTS TO PREVENT ABUSE FROM HAPPENING IN THE FIRST PLACE. IN STATE FISCAL YEAR 17-18, TRIPLE A'S DELIVERED ALMOST 580 PUBLIC EDUCATION SESSIONS, MORE THAN 370 TRAINING SESSIONS FOR PROFESSIONALS ON HOW TO RECOGNIZE, DETECT AND REPORT ABUSE. 46

TRAINING SESSIONS FOR CAREGIVERS SERVED BY THE NATIONAL FAMILY SUPPORT PROGRAM. HELPING THEM DEAL WITH THE STRESS OF THEIR CAREGIVING RESPONSIBILITIES. MORE THAN 5100 HOURS SPENT REPRESENTING A COORDINATED SYSTEM. MORE THAN 80,000 PIECES OF MATERIAL GIVEN TO HELP INDIVIDUALS LEARN HOW TO REPORT DETECT ABUSE. AND THE PROGRAM REACHED ALMOST 60,000 INDIVIDUALS.

FROM MY PERSPECTIVE, WE NEED TO BE BETTER AT EDUCATING THE PUBLIC TO RECOGNIZE AND REPORT SUSPECTED ABUSE. WE NEED TO IMPROVE STAFF AND FACILITIES SO THAT PEOPLE GET THE HELP THAT THEY NEED WHEN THEY NEED IT. SO THAT STAFF ARE SAFE, SO THAT RESIDENTS ARE SAFE. FINALLY, WE NEED BETTER ENGAGEMENT AND SUPERVISION OF RESIDENTS AND FACILITIES SO THAT THERE ARE NOT INSTANCES WHERE RESIDENTS ARE ATTACKING EACH OTHER. WHERE RESIDENTS ARE SAFE AND PROTECTED.

AND WITH THAT, WE'LL TRANSITION TO THE NEXT SPEAKER. THANK YOU.

>> KIM MCCOY-WADE: THANK YOU JOE, AND THANK YOU JOE AND KIM FOR THE PARTNERSHIP IN PREVENTING AND RESPONDING ACROSS SETTINGS. WE APPRECIATE THE COLLABORATION AND PERSON-CENTERED FOCUS. I WANT TO PAUSE HERE AND SHARE WHAT WE'RE HEARING AND SEEING FROM SO MANY OF YOU. THE PRESENTERS, PARTICIPANTS, CHATTERS ARE TALKING ABOUT TWO THEMES, ONE IS FINANCIAL ABUSE AND EXPLOITATION IS COMING THROUGH LOUD AND CLEAR. PEOPLE ARE SAYING, I'M NOT SURE, I KNOW GRANDPARENTS ARE BEING STRETCHED AND STRAINED BY THE GRANDDAUGHTER. WE'VE GOT FOLKS CONCERNED ABOUT FAMILY MEMBERS WITH JOINT ACCOUNTS WHERE SOMEONE IS WITHDRAWING FUNDS FOR THEIR OWN USE, IS THAT A CIVIL OR CRIMINAL ACTION. AS A JOINT ACCOUNT, HOW DO YOU DEAL WITH THAT. WE'VE GOT THE ROBO CALLERS BEING ABLE TO SCAM PEOPLE. LOTS OF FINANCIAL EXPLOITATION HAPPENING. THE PARTICIPANTS, NOW OVER 100, I'M GOING TO PUT THIS IN QUOTES, THE WORD OF "SELF NEGLECT". DON'T LIKE THE TERM BECAUSE IT SOUNDS LIKE THE PERSON IS DOING SOMETHING. WHEN OFTEN IT IS ABOUT

FUNCTIONAL NEEDS, OR ABOUT RESOURCE NEEDS, HOUSING, FOOD. AND WE OUGHT TO TALK ABOUT WHAT THE RESOURCE NEGLECT, NOT SELF NEGLECT. REALLY IMPORTANT CONVERSATION ABOUT THAT AREA OF NEED AS WELL.

PERHAPS NOT A SURPRISE TO FOLKS, BUT JUST TO LIFT UP AGAIN, THE FINANCIAL ABUSE AND SELF NEGLECT. THE OTHER THING I WILL SAY, THE RESOURCES CONTINUE TO POUR IN. WE WILL SUMMARIZE IN A SLIDE. THERE HAS BEEN GREAT DATA-DRIVEN QUESTIONS THAT HAVE COME IN. ONE QUESTION IS LOVE TO SEE THE DATA SHOWING THE RISE IN APS AGAINST THE RISE IN POPULATION IS IT JUST THERE IS MORE OLDER PEOPLE OR MORE THERE IS HAPPENING. SOUNDS LIKE THERE IS MORE COGNITIVE HEALTH ISSUES AND MORE HOMELESSNESS AND WE KNOW THAT. BUT SEEING THAT PULLED APART SO THAT IT IS NOT JUST A POPULATION DRIVEN, BUT THERE ARE OTHER STRAINS AND STRESSORS ON US AS WE AGE. I WANT TO SHOUT OUT TO TRAVIS, THANK YOU, YOU'VE BEEN ANSWERING QUESTIONS. WHAT HAPPENS WHEN CASES GO TO COURT AND CAN REPORTERS STILL BE KEPT PRIVATE. AND TRAVIS SAYS ALMOST ALWAYS. THANK YOU FOR BEING SO RESPONSIVE.

WITH THAT, I WANT TO TURN IT OVER TO -- I'M SORRY, WE'VE GOT MORE POLLS TO REPORT ON. SO MUCH COMING IN, IT IS WONDERFUL. JUMPING BACK, WAS STRIKING, WE ASKED ABOUT BARRIERS TO REPORTING. IF YOU HAD EXPERIENCES THEM OR HAD NOT, THE INTERESTING THING TO ME IS THE MAJORITY OF CALLERS HAVE REPORTED. A THIRD OF YOU HAVE BEEN ABLE TO REPORT WITHOUT BARRIERS. AND ANOTHER THIRD DID REPORT, BUT EXPERIENCED BARRIERS REPORTING. THE MAJORITY OF FOLKS ON THIS WEBINAR HAVE REACHED OUT TO REPORT ABUSE AND NEGLECT. AGAIN, ONE SNAPSHOT AT THE BREADTH OF THIS PROBLEM. THE OTHER QUESTION WAS ABOUT THE RECOMMENDATIONS YOU HEARD. NUMBER ONE WAS ENGAGEMENT AND SUPERVISION OF RESIDENTS IN A FACILITY, JUST SLIGHTLY EDGING OUT, JOE, ALL THREE OF THE RECOMMENDATIONS WERE HIGHLY POPULAR. BUT WE NEED TO DO ALL THREE. IMPROVE STAFFING GOT ABOUT A THIRD AND ENGAGEMENT AND SUPERVISION OF RESIDENTS AND

FACILITIES GOT JUST OVER A THIRD. BUT THE COMPREHENSIVE APPROACH SUPPORTED BY THOSE WHO VOTED.

WITH THAT FEEDBACK FROM THE CHAT AND QUESTIONS AND POLLS, WE WILL TURN IT OVER TO THE MASTER PLAN FOR AGING STAKEHOLDER ADVISORY MEMBER, KEVIN PRINDIVILLE.

>> KEVIN PRINDIVILLE: EVERYONE, THANK YOU SO MUCH FOR BEING ON THE WEBINAR TODAY FOR THIS REALLY IMPORTANT TOPIC. AND THANK YOU TO CALIFORNIA DEPARTMENT ON AGING AND KIM AND HER TEAM FOR ENSURING THAT WE'RE SPENDING TIME ON THIS IMPORTANT TOPIC. AND THANKS TO MY FELLOW PANELISTS TODAY WHO BROUGHT A WEALTH OF INFORMATION. EXECUTIVE DIRECTOR OF JUSTICE AND AGING. WE ARE A NATIONAL ORGANIZATION THAT USES THE POWER OF LAW TO FIGHT SENIOR POVERTY. AND THE WORK THAT WE DO AROUND ELDER ABUSE IS BETWEEN ELDER ABUSE AND CIVIL ISSUES. THE WAY ELDER ABUSE CAN BE PART OF ISSUES AROUND HOUSING AND ACCESS TO BENEFITS AND HEALTH CARE ISSUES. AND THE ROLE THAT THE CIVIL LEGAL AID COMMUNITY CAN PLAY IN ADDRESSING THE ISSUES. AS YOU HEARD TODAY, IT IS REALLY THE COLLABORATION THAT NEEDS TO EXIST BETWEEN A NUMBER OF SERVICES AND PROGRAMS WITHIN THE AGING SPACE THAT IS NECESSARY TO ADDRESS AND PREVENT AND IDENTIFY ELDER ABUSE.

WE ALSO RUN THE NATIONAL CENTER FOR LAW AND ELDER RIGHTS. THROUGH THAT PROGRAM WE PROVIDE A LOT OF TRAINING TO THE AGING NETWORK ABOUT ELDER ABUSE, AND AGAIN ABOUT HOW IT CAN IMPLICATE RIGHTS OF ELDERS.

I'M ALSO ON THE SAC. THE ROLE IS TO INFORM AND ADVISE THE CALIFORNIA HEALTH AND HUMAN SERVICES AGENCY AND THE CABINET LEVEL WORK GROUP ON AGING AND THE DEVELOPMENT OF THE MASTER PLAN. THERE ARE 34 MEMBERS ALL BRINGING EXPERTISE AND EXPERIENCE IN A VARIETY OF FIELDS. THIS GROUP IS REVIEWING PUBLIC COMMENTS AND

RECOMMENDATIONS THAT ARE SUBMITTED THROUGH A VARIETY OF CHANNELS TO CDA. ON THIS TOPIC, SO FAR WE'VE COLLECTED ON THE TOPIC OF ABUSE, NEGLECT AND EXPLOITATION, ABOUT 27 COMMENTS. 3% OF ALL PUBLIC COMMENTS. THERE IS A WORK GROUP WITHIN THE SAC THAT IS DEDICATED TO ADDRESSING ISSUES OF ECONOMIC SECURITY AND SAFETY. AND THAT GROUP, A SUBGROUP OF THAT IS WORKING ITS WAY THROUGH THE RECOMMENDATIONS AND HIGHLIGHTING THEMES AND ISSUES AS THE FULL PLAN IS DEVELOPED. THERE IS A RESEARCH SUBCOMMITTEE, A SUBCOMMITTEE ON LONG-TERM SERVICES AND SUPPORTS, THERE IS AN EQUITY WORK GROUP AND WE'RE FINDING THAT ISSUES AROUND ELDER ABUSE ARE COMING UP IN ALL OF THOSE SUBCOMMITTEES AND WORK GROUPS AS YOU WOULD HOPE AND EXPECT BECAUSE THE ISSUES HERE ARE SO INTERRELATED WITH THE TOPICS COVERED IN THE MASTER PLAN.

WE HAVE BEEN STARTING TO LOOK AT THESE RECOMMENDATIONS AND RECEIVED LOTS OF THEM FROM A VARIETY OF COMMUNITY MEMBERS OR ADULTS, NON-PROFITS THAT SERVE OLDER ADULTS AND PEOPLE WITH DISABILITIES. SO WE'RE GETTING A WIDE ARRAY OF RECOMMENDATIONS THIS AREA OF ELDER ABUSE. AND THEY VARY IN DETAIL AND FOCUS ON A VARIETY OF PROGRAMS AND DIFFERENT ELEMENTS OF THE PROBLEM AND CHALLENGE. I WON'T BE SHARING EVERY RECOMMENDATION THAT WE'VE SEEN SO FAR TODAY. INSTEAD I WILL BE SHARING THEMES THAT WE NOTICED IN THE COMMONS AND HIGHLIGHTING EXAMPLES OF THE TYPES OF RECOMMENDATIONS. THERE IS MORE WORK TO BE DONE TO FURTHER ORGANIZE THE INPUT AND REALLY TRY TO IDENTIFY PRIORITIES THAT ARE READY FOR ACTION OR ARE MOST ABLE TO HELP US MOVE FORWARD TO MEET THIS GROWING NEED. AS HAS BEEN DISCUSSED, PREVENTING ELDER ABUSE IN CALIFORNIA IS GOING TO REQUIRE THE STATE TO STRENGTHEN THE CURRENT SYSTEMS. AND WE NEED TO THINK ABOUT HOW TO UTILIZE NEW METHODS TO ENSURE THAT WE ARE PROTECTING ALL CALIFORNIANS, REGARDLESS OF BACKGROUND, WHERE THEY LIVE, OF THE COMMUNITIES THAT THEY ARE A PART OF.

MANY OF THE RECOMMENDATIONS YOU WILL SEE ARE AIMED AT INCREASING COLLABORATION BETWEEN MEMBERS OF THE AGING NETWORK SO THAT WE CAN COLLECTIVELY DECREASE INSTANCES OF ELDER ABUSE. AND REALLY TRY TO HONOR THE RIGHTS OF ALL OLDER CALIFORNIANS. THE IDEAS THAT THEY HAVE SEEN SO FAR, WE'VE ORGANIZED INTO THREE MAIN THEMES AND DEVELOPED QUESTION THAT THE RECOMMENDATIONS POSE AND SEEK TO ANSWER. YOU CAN SEE THE THEMES BEING AROUND EQUITY, THE PREVENTION AND ADDRESS SEEING ELDER ABUSE. AND THEN EMPOWERING THE VOICE AND CHOICE OF OLDER ADULTS. ONE LARGER OVERARCHING IDEA THAT IS NOT IN THE SLIDES BUT I DO THINK IS IMPORTANT IS A RECOMMENDATION TO FORM A CALIFORNIA ELDER JUSTICE COORDINATING COMMITTEE. AT THE FEDERAL LEVEL, THERE IS AN ELDER JUSTICE COORDINATING COMMITTEE THAT WAS ESTABLISHED BY THE ELDER JUSTICE ACT, WHICH IS A FEDERAL LAW THAT IS DESIGNED TO HELP THE FEDERAL GOVERNMENT AND HELP STATES TO IDENTIFY AND ADDRESS ELDER ABUSE. AND THE POWER OF THIS COORDINATING COMMITTEE IN CALIFORNIA WOULD BE TO BE A CENTRAL PLACE, A STATEWIDE HUB WHERE COLLABORATION CAN OCCUR. THAT CONVERSATIONS CAN HAPPEN BETWEEN VARIOUS PROGRAMS AND AGENCIES, ISSUES CAN BE ELEVATED, SYSTEMS CAN BE DESIGNED OVER TIME TO REALLY LEVERAGE AND UTILIZE EFFECTIVE COLLABORATION.

SO WE THINK THIS IS KIND OF AN OVERARCHING IDEA THAT CAN SERVE AS A VEHICLE FOR MAKING IMPROVEMENTS IN CALIFORNIA'S SYSTEM OVER TIME. THERE IS TOO MUCH HERE FOR US TO DO ONE OR TWO THINGS AND CONSIDER OURSELVES FULLY READY TO MEET THIS NEED.

ON THE NEXT SLIDE, WE'RE GOING TO TALK SPECIFICALLY ABOUT EQUITY. SO, THE QUESTION THAT WE POSED TO IS HOW CAN WE ADDRESS ELDER ABUSE WITHIN THE MANY DIVERSE COMMUNITIES IN THE STATE OF CALIFORNIA. WE MUST STUDY ELDER ABUSE AND THE WAY IT MANIFESTS IN DIVERSE COMMUNITIES. WE NEED MORE DATA AND KIM RUTLEDGE WAS TALKING ABOUT EFFORTS THAT ARE UNDER WAY AT THE STATE TO CREATE A MORE ROBUST SET OF DATA AND THAT WILL BE REALLY IMPORTANT FOR THE

COMMUNITIES AND AMONG THE LGBTQ COMMUNITY. WHAT RESEARCHERS HAVE FOUND SO FAR AT THE NATIONAL CENTER FOR ELDER ABUSE IS THAT LATINOS ARE LESS LIKELY TO REPORT VERBAL AND FINANCIAL MISTREATMENT THAN THE WHITE COUNTER PARTS. FINANCIAL EXPLOITATION AFFECTS BLACK OLDER ADULTS WHEN COMPARED TO OTHER OLDER ADULTS. THE DATA WE DO HAVE IS POINTING TO DISPARITIES AND A CALL TO ACTION WOULD BE TO COLLECT A MORE ROBUST SET OF DATA. WE CAN USE THAT DATA FOR THE NEXT RECOMMENDATION, WE MUST ENSURE THAT THE RESPONSE TO ELDER ABUSE REALLY INCLUDES ALL COMMUNITIES. THIS INCLUDES THINKING THROUGH HOW WE ARE REACHING OUT TO OLDER ADULTS, REGARDLESS OF LANGUAGE. AND DO WE HAVE LANGUAGES IN ALL THRESHOLD LANGUAGES AND ARE PEOPLE ABLE TO REPORT WITH EASE IN THEIR LANGUAGE? ARE WE THINKING ABOUT DEAF AND HARD OF HEARING COMMUNITY AND HOW WE REACH OUT TO THEM AND HOW WE CREATE MECHANISMS FOR REPORTING AND RECEIVING ASSISTANCE THAT ARE VERY ACCESSIBLE FOR THEM. AND ARE WE THINKING ABOUT OLDER ADULTS LIVING ON NATIVE AMERICAN RESERVATIONS AND WHAT DOES THAT SYSTEM OF SUPPORT LOOK LIKE? THOSE ARE EXAMPLES OF THE TYPES OF QUESTIONS WE NEED TO BE ANSWERING AS WE MOVE TO A MORE EQUITABLE SYSTEM. ENSURING THAT EACH OF THE RESPONSES TO THE PROBLEM THROUGHOUT THE STATE IS TAKEN INTO ACCOUNT, THE RACIAL AND ETHNIC DISPARITIES, LGBTQ DISPARITIES, URBAN VERSUS RURAL. HOW DID WE BUILD A SYSTEM IN CALIFORNIA THAT ANY VICTIM OF ELDER ABUSE, REGARDLESS OF WHERE THEY LIVE OR WHAT COMMUNITY THEY ARE FROM, THEY RECEIVE THE LEVEL OF SERVICE THAT IS APPROPRIATE FROM THIS BROADER SYSTEM OF APS AND CIVIL LEGAL AID.

THAT IS A LOT JUST IN THE EQUITY PIECE THERE. BUT I THINK CRITICALLY IMPORTANT. GOING TO THE NEXT SLIDE, THE NEXT THEME IS ABOUT PREVENTING AND ADDRESS AND ENDING ELDER ABUSE. THERE IS A VARIETY OF ELEMENTS TO THE SYSTEM HERE. THERE IS THE CRIMINAL JUSTICE SYSTEM, LEGAL AID, HOMELESSNESS. I'M GOING TO TICK THROUGH SOME OF WHAT WE'RE HEARING WHEN WE LOOK AT THE COMMENTS. SEE A

VARIETY. RECOMMENDATIONS AND IDEAS ARE THINGS LIKE PROVIDING TRAINING FOR POLICE AND PROSECUTORS THAT ARE WORKING ON ELDER ABUSE. OR DEVELOPING COUNTY-SPECIFIC TASK FORCES ELDER ABUSE. ALSO IDEAS AROUND EXPANDING SEXUAL ASSAULT TRAINING FOR PROSECUTION. HOW CAN WE PROVIDE SUPPORT FOR VICTIMS OF FINANCIAL ABUSE. WE'RE SEEING RECOMMENDATIONS ABOUT HOW IT LEVERAGE PARTNERSHIP WITH LEGAL SERVICES TO HELP REPRESENT VICTIMS OF FINANCIAL EXPLOITATION. OFTENTIMES IN ADDITION TO DEPLETING ASSETS OF THE INDIVIDUAL, THAT CAUSES PROBLEMS WITH ACCESSING PUBLIC BENEFITS OR MAINTAINING HOUSING. AND LEGAL SERVICES CAN REALLY HELP ADDRESS THOSE PROBLEMS AS PART OF A COMPREHENSIVE APPROACH TO ADDRESSING THE ABUSE. THERE ARE RECOMMENDATIONS ABOUT HOW TO LEVERAGE THE PROPOSAL FOR CALIFORNIA TO CREATE ITS OWN CONSUMER PROTECTION AGENCY MODELED ON THE FINANCIAL PROTECTION BUREAU AT THE FEDERAL LEVEL. THE FEDERAL LEVEL THEY CREATED A SPECIAL OFFICE FOR OLDER ADULTS IN FINANCIAL EXPLOITATION AND CALIFORNIA COULD IMPLEMENT A SIMILAR AREA OF EMPHASIS WITHIN THAT NEW AGENCY IF IT COMES TO FRUITION.

ON THE NEXT SLIDE, GOING TO KEEP TALKING ABOUT -- FOCUS ON THE ISSUE OF HOMELESSNESS. WE'RE SEEING A LOT OF COMMENTERS RAISE ISSUES BETWEEN THE INTERSECTION OF HOMELESSNESS. AND BOTH INSTANCES OF ABUSE WITH RESULT IN HOMELESSNESS AND THOSE LIVING UNHOUSED ARE PARTICULAR VULNERABLE TO ABUSE AS WELL. RECOMMENDATIONS THERE INCLUDE THE EXPANDED USE OF ELDER ABUSE SHELTERS. THERE ARE PROGRAMS THROUGHOUT THE COUNTRY THAT ARE BEING CREATED AND HAVE BEEN CREATED THAT ARE SPECIFICALLY SHELTERS TO SUPPORT OLDER ADULTS WHO HAVE BEEN VICTIMS OF ELDER ABUSE. AND ALSO RECOMMENDATIONS AROUND EXPANDING FUNDING FOR THE HOME SAFE PROGRAM. THE HOME SAFE PROGRAM IS A RELATIVELY NEW PROGRAM. A CALIFORNIA STATE PROGRAM THAT IS CURRENTLY IN PLACE IN 24 COUNTIES. AND THE PROGRAM PROVIDES COUNTIES WITH FUNDING TO PROVIDE LEGAL ASSISTANCE, SUPPORTIVE FUNDS. REALLY EXTRA SUPPORT

TO OLDER ADULTS WHO ARE HOMELESSNESS OR AT RISK OF HOMELESSNESS BECAUSE OF A CONNECTION TO ELDER ABUSE.

SO THOSE ARE SOME OF THE AREAS IN HOMELESSNESS. ON THE NEXT SLIDE.

WE GOT A LOT OF RECOMMENDATIONS AROUND INCREASING THE EFFECTIVENESS OF APS AND THE LONG-TERM CARE OMBUDSMAN PROGRAMS. AND WE HEARD MANY OF THE REPRESENTATIONS REFLECTED IN THE PRESENTATIONS EARLIER. SO IDEAS AROUND INCREASING FUNDING TO CREATE MORE MULTI-DISCIPLINARY TEAMS. THEY CALL THEM MDTs FOR SHORT. INCREASING FUNDING FOR LONG-TERM CASE MANAGERMENTS AND INCREASING EQUITY BY INCREASING STANDARDIZED TRAINING. STANDARDIZE THE WAYS IN WHICH PEOPLE ACCESS SERVICES THROUGH APS. TRY TO MOVE TO A NO WRONG DOOR APPROACH FOR ELDER ABUSE REPORTING AND RECEIVING ASSISTANCE. SOME STRONG RECOMMENDATIONS IN THAT AREA.

AND THEN I THINK THIS IS THE LAST SLIDE.

PREVENT AND ENDING ELDER ABUSE. THE THEME IS HOW CAN CALIFORNIA ENSURE ALL MANDATORY REPORTERS ARE AWARE OF RIGHTS AND RESPONSIBILITIES. AND WE'RE SEEING RECOMMENDATIONS AROUND PROVIDING LAWS TO PROTECT FROM RETALIATION BY EMPLOYERS. CREATING EDUCATION CAMPAIGNS TO EDUCATE EVERYONE ON ELDER ABUSE, WHAT TO DO. HOW TO SPOT IT, WHAT TO DO IF YOU SEE IT AND WHAT STEPS CAN BE TAKEN TO PREVENT IT. A BROADER CAMPAIGN FOR MANDATORY REPORTERS SO THEY UNDERSTAND WHAT IS REQUIRED OF THEM AND PROTECTIONS PLACE SO THEY CAN DO WHAT THEY NEED TO DO. AND ALSO A BROADER CAMPAIGN TO GET THE PUBLIC EDUCATED AND INVOLVED IN THE ISSUE.

THOSE ARE ALL ISSUES THAT WERE COMING UP IN THE CATEGORY OF PREVENTING AND ENDING ELDER ABUSE. ON THE NEXT SLIDE IS ANOTHER

CATEGORY, WHICH IS VOICE AND CHOICE OF OLDER ADULTS. PART OF THE ISSUE WITH ELDER ABUSE, THERE IS AN INTERSECTION WITH HOW WE ARE AND CAN BETTER EMPOWER OLDER ADULTS. MAKE IT EASY FOR OLDER ADULTS TO MAKE CLEAR THE PREFERENCES AND NEEDS ARE EVEN AS THEY AGE. AS OLDER ADULT VOICES ARE MUTED, THE OPPORTUNITIES FOR ABUSE INCREASE. SO WE WANT TO DESIGN SYSTEMS THAT ALLOW OLDER ADULT VOICES TO REALLY CONTINUE TO BE HEARD AND FOR THE PREFERENCES FOR HOW THEY AGE TO BE RECOGNIZED AT A SYSTEMIC LEVEL.

IDEAS HERE RELATE TO HELPING OLDER ADULTS BETTER ACCESS ADVANCE PLANNING DOCUMENTS. CREATING FREE STATEWIDE DOCUMENTS AND HAVE THE OPPORTUNITIES TO MAKE THEIR PREFERENCES CLEAR. FURTHER PUBLICIZING THE HEALTH CARE DIRECTIVE REGISTRY. THERE IS ONE THAT EXISTS, ONE PEOPLE HAVE CREATED A HEALTH CARE DIRECTIVE, THEY CAN STORE THAT AND THAT CAN BE ACCESSED BY MEDICAL PROVIDERS AND HOPEFULLY BY DOING THAT, YOU ARE DECREASING OPPORTUNITIES FOR ABUSE TO ARISE AND EMPOWERING THE OLDER ADULT. ANOTHER IMPORTANT RECOMMENDATION IN THIS SPACE IS AROUND THE WINGS PROGRAM, WORKING INTERDISCIPLINARY NETWORK OF GUARDIANSHIP STAKEHOLDERS. THESE ARE COLLABORATED BY COURTS. GUARDIANSHIP SYSTEMS AND LEGAL AID PROGRAMS ARE HAPPENING. THERE ARE WINGS PROGRAMS THROUGHOUT THE COUNTY NOW AND THOSE TAKE A LOOK AT THE STATE STRUCTURE AND LAWS AND THINK ABOUT REFORMS TO THE GUARDIANSHIP PROGRAM THAT WILL HELP ENSURE THAT GUARDIANSHIPS ARE ONLY USED IN INSTANCES AS A LAST RESORT. AND PEOPLE CAN GET THE KIND OF SUPPORT WITH DECISION MAKING THAT THEY NEED AT THE RIGHT LEVEL. WE'RE NOT ASKING PEOPLE TO GIVE UP MORE AUTHORITY THAN THEY HAVE TO GET THE SUPPORT THEY NEED. CALIFORNIA HAS NOT YET EMBARKED ON ONE OF THE WINGS PROGRAMS, WHICH ARE A SUPPORTED BY THE ABA, SO WE THINK THIS IS AN AREA WHERE CALIFORNIA CAN MAKE SOME PROGRESS.

OVERALL, JUST A WONDERFUL ENGAGEMENT FROM THE COMMUNITY ON THE ISSUES. THERE IS CLEARLY A RECOGNITION OF THE IMPORTANCE AND

THE GROWING IMPORTANCE OF THIS ISSUE IN CALIFORNIA AND ACROSS THE COUNTRY. AN EFFECTIVE RESPONSE IS REALLY GOING TO REQUIRE COORDINATION OF NUMEROUS SYSTEMS AND PROGRAMS. ADDITIONAL SUPPORT AND FUNDING FOR THOSE PROGRAMS. AND AS A MEMBER OF THE SAC AND AS A LEADER OF JUSTICE AND AGING, WE'RE THANKFUL TO THOSE THAT HAVE BEEN SHARING RECOMMENDATIONS AND WE LOOK FORWARD TO FURTHER CONVERSATION ON THIS.

>> KIM MCCOY-WADE: THANK YOU TO KEVIN AND TO ALL OF THE PRESENTERS. WE HAVE AN ENORMOUS WAVE OF RECOMMENDATIONS COMING IN AND FEEDBACK. SO MUCH APPRECIATION FOR ALL OF YOU FOR SHARING YOUR DATA, STORIES AND EXPERTISE AND RECOMMENDATIONS. I WANT TO TALK ABOUT THREE BIG THEMES THAT HAVE COME IN AND OPEN IT UP TO THE PANEL IF ANYONE WOULD LIKE IT SPEAK TO IT. ONE IS JERRY SAYS, WHO HAS GOT A GOOD GRAPHIC OF THE SYSTEM OF CARE HERE? WHERE IS THE GOOD VISUAL FLOW OF THE PROCESS OF MAKING REPORTS, RESPONDING TO REPORTS ACCESSING RESOURCES? AND WHAT I THINK OBVIOUSLY VISUAL LEARNING IS A GREAT COMMUNICATION TOOL. BUT WHAT IS ALSO GETTING AT IS ALL THE DIFFERENT ROLES. YOU HAVE ONE COMMENTER SAYING, THESE ARE ABUSE CASES ARE CRIMINAL MATTERS. SOME OF THE FINANCIAL ONES ARE AS WELL. LET'S NOT LEAVE OUT THE CRIMINAL COURTS. THERE ARE OTHER SOLUTIONS THAN CRIMINALIZATION, MENTAL AND BEHAVIORAL HEALTH, ECONOMIC RESOURCES. JUST BE CAREFUL WE DON'T, IN THE "SELF NEGLECT" GO TO CRIMINAL.

OFTEN IT IS A FIRE EMPLOYEE OR LAW ENFORCEMENT ON THE FRONT LINE. AND THE FIREFIGHTING WORLD THEY HAVE THE TRAINING AND THE SKILLS TO BE THAT FIRST RESPONDER FOR THESE ISSUES. ANOTHER COMMENTER TALKS ABOUT CREDIT UNIONS AND BANKS. DO THEY HAVE THE INFORMATION THEY NEED AND ALSO ARE WE USING THEM AS A SOURCE OF COMMUNICATION AND INFORMATION ABOUT WHAT TO DO IF YOU SUSPECT OR HAVE QUESTIONS ABOUT FINANCIAL ABUSE. AND THE LEGAL COMMUNITY, ADVANCE PLANNING IS A BIG PIECE OF THIS. HOW ABOUT VISITING OLDER

ADULTS AND MAKING SURE. IN THAT 360 AND I'M SURE WE DIDN'T CAPTURE EVERYBODY THERE, THERE ARE SO MANY DIFFERENT POINTS OF CONTACT, DIFFERENT ROLES. IN TRAVIS' SLIDE SHOWING ALL THE PARTNERS IS A GREAT START AT THIS. BUT I WONDER IF ANY OF THE COMMENTERS CAN SPEAK ABOUT THIS SYSTEM OF CARE AND HOW DO WE MAKE SURE WE BUILD IT, BUT COMMUNICATE IT CLEARLY TO THE PUBLIC SO THEY KNOW WHERE TO GET INFORMATION AND HELP? IT IS A BIG QUESTION BUT I WILL THROW IT OUT TO THE PANEL TO GRAB ON TO. KEVIN, YOU WANT TO TAKE A CRACK AT IT?

>> KEVIN PRINDIVILLE: I THINK IT IS A GOOD QUESTION. AND I JUST HESITATE A LITTLE BIT BECAUSE I HAVEN'T SEEN SOMETHING THAT ILLUSTRATES WELL HOW EVERYTHING PULLS TOGETHER, BUT MAYBE SOMETHING LIKE THAT DOES EXIST. I THINK THAT IF IT DOES EXIST, I THINK WE NEED TO INCREASE AWARENESS OF ITS EXISTENCE AND REALLY START TO TRY TO DESIGN A COLLECTIVE SYSTEM OF HOW ALL THESE THINGS FIT TOGETHER.

>> KIM MCCOY-WADE: THAT IS A CALL OUT TO THOSE IN THE CHAT, YOU ARE SENDING OUT RESOURCES IN OTHER STATES. IF YOU KNOW OF SOMETHING, SEND IT TO US, IF IT CAN BE BETTER PROMOTED CALIFORNIA. BUILDING THE SYSTEM AND COMMUNICATING ABOUT THE SYSTEM, BOTH ARE TRUE.

>> TRAVIS BEYE: ONE THING THAT HAS BEEN MENTIONED AND THAT WE HAVEN'T HAD A LOT OF TIME TO TOUCH ON ARE FORENSIC CENTERS FOR APS. WE DON'T HAVE ONE IN MONTEREY YES, BUT WE HAVE APPLIED FOR GRANTS TO PUT ONE IN PLACE. THE FORENSIC CENTER IS WHERE YOU ARE COLLOCATING INTO ONE BUILDING, ONE LOCATION, DIFFERENT SERVICES THAT APPLY TO ELDER JUSTICE, APS, DA'S OFFICE. LAW ENFORCEMENT. YOU CAN HAVE OTHER AGENCIES. THOSE WHO DO SEXUAL ASSAULT INVESTIGATIONS OR TESTING, DOMESTIC VIOLENCE. AND YOU HAVE A COLLABORATIVE APPROACH. AND I THINK THOSE TYPES OF MODELS WHERE

YOU ARE REALLY WORKING SIDE BY SIDE WITH THE COMMUNITY PARTNERS, IT IS A GOOD POINT THAT THERE ARE SO MANY DIFFERENT AGENCIES INVOLVED IN THIS SYSTEM OF CARE. AND NOT EVERYONE CAN BE AWARE OF ALL OF THEIR PROCESSES AND LIMITATIONS ALL THE TIME. THE MORE THAT WE CAN EMPHASIZE INVESTING IN AND SUPPORTING MODELS OF COLLABORATION, THE BETTER OUTCOMES WE'RE GOING TO HAVE FOR ELDERS AND INDEPENDENT ADULTS.

>> KIM MCCOY-WADE: A SECOND SET OF COMMENTS HAVE COME IN, RECOMMENDATIONS, AND I WILL LET AMY GIVE VOICE. WE AND THE ASIAN AND PACIFIC ISLANDERS COMMUNITIES HAVE LITTLE KNOWLEDGE ABOUT APS OR ABUSE IN GENERAL. ALSO PEOPLE ARE CONCERNED IF A REPORT IS MADE, A FAMILY MEMBER MIGHT GET IN TROUBLE. THE U.S. AS A PUNITIVE APPROACH TO ISSUES OF ABUSE. IN THE PA COMMUNITY, THE ELDER DOES NOT WANT THE PERSON JAILED, BUT A HEALTHY RESTORATION. IT IS GREAT TO SEE THAT CDSS IS LOOKING AT APS DATA BROKEN DOWN BY DIFFERENT RACIAL AND ETHNIC GROUPS BECAUSE IT IS IMPORTANT TO LOOK AT THE COMPLEXITY ISSUE IN CALIFORNIA. AND BE SURE WE'RE NOT JUST BRINGING A QUANTITATIVE LENS THAT IS NOT SUFFICIENT. IT REQUIRED A QUALITATIVE APPROACH TO INCREASE UNDERSTANDING ABOUT CULTURES. SOME CULTURES HAVE PRACTICES THAT ARE TENDED TO PROTECT ELDERS, WHICH CAN BE MISUNDERSTOOD.

ANOTHER COMMENT ABOUT MONO LINGUAL ELDERS AND THE FINANCIAL EXPLOITATION. HOW DO WE PROVIDE THE SUPPORT TO BE OF HELP? AND JUST A REFERRAL TO COURT IS NOT HELPFUL TO THAT PERSON. LOTS OF COMMENTS. WE HAVE FROM ANOTHER PERSPECTIVE, KAREN, LGBTQ CLIENT WITH BOTH MS AND DEMENTIA BEING NEGLECTED BY AN IHSS WORKER. AND HOW DO WE MAKE SURE THAT WE DEAL WITH ISSUES THAT PROGRAM AND ALSO AGAIN, OF COURSE, CULTURAL COMPETENCY AND RESPONSIVENESS AND SENSITIVITY TO DIVERSE ELDERS. LOTS OF COMMENTS AROUND THAT. I WANT TO HIGHLIGHT THE NEW EQUITY WORK GROUP IN THE APRIL 23RD MEETING WILL BE CONSIDERING THESE ISSUES. SO THIS TOPIC WILL BE

RETURNED TO IN FURTHER DETAIL. THE RECOMMENDATIONS THAT KEVIN PRESENTED WILL CONTINUE ON THE 23RD.

LET ME PAUSE AND SEE IF ANY OF THE PANELISTS WANT TO SPEAK TO SERVING THE DIVERSE COMMUNITIES IN CALIFORNIA?

>> TRAVIS BEYE: I WAS JUST ABOUT TO CHIME IN. IT IS ABSOLUTELY SO IMPORTANT TO HAVE A RECOGNITION OF DIFFERENT CULTURAL PRACTICES AND TO BE AWARE OF THOSE. AND WHEN YOU ARE WORK WITH CLIENTS DIRECTLY, TO MAKE SURE THAT YOU ARE SPEAKING TO THEM IN THE LANGUAGE THAT THEY ARE MOST COMFORTABLE. YOU ARE PROVIDING THEM WITH AN INTERPRETER WHEN NEEDED. YOU ARE CONNECTING WITH OTHER RESOURCES IN THE COMMUNITY THAT MAYBE IT IS A COMMUNITY PARTNER THAT WORKS CLOSELY WITH THAT POPULATION. SO THEY CAN BE MORE COMFORTABLE. SO ALL OF THOSE THINGS ARE REALLY IMPORTANT AND ABSOLUTELY -- ONE OF THE THINGS THAT I DO WANT TO ACKNOWLEDGE IS -- THIS FEEDS INTO SOME OF THE OTHER COMMENTS THAT THIS IS AGEISM ON STEROIDS AND SOCIAL ISOLATION AND DEPRESSION. ALL OF THOSE THINGS ARE UNDERLYING FACTORS AND CERTAINLY ARE IMPORTANT TO TAKE INTO CONSIDERATION. AND THIS IS SOMETHING THAT APS ON A LOCAL LEVEL CAN'T TACKLE THESE ALONE. IT HAS TO BE A COMMUNITY RESPONSE. AND SO IT IS IMPORTANT FOR US TO AS I'VE SAID, BUILD THIS COLLABORATION SO WE CAN HAVE BETTER COMMUNITY OUTREACH SO THAT AS ONE OF THE COMMENTERS MENTIONED, PEOPLE CAN BE AWARE OF APS SERVICES. AND THERE ARE SO MANY OTHER THINGS, BUT MAKING SURE THAT PEOPLE UNDERSTAND THAT IT IS NOT A CRIMINAL OR PUNITIVE APPROACH THAT APS IS BRINGING. WE WEAR THE HATS OF INVESTIGATORS, SOCIAL WORKERS. YES WE INVESTIGATE AND ARE REQUIRED TO REPORT THOSE, BUT WE ARE ALSO THERE TO SERVE THE CLIENTS. IF IT IS AN ISSUE WHERE A FAMILY MEMBER IS OVERWHELMED IN CAREGIVING OR SOMETHING ALONG THOSE LINES, WHICH INCREASE RISK OF ABUSE OR NEGLECT, THEN WE WANT TO BE OFFERING THE SERVICES AND REFERRING FAMILY MEMBERS TO THE SERVICES. IT IS A REAL LEVEL OF JUST UNDERSTANDING AT A COMMUNITY

LEVEL. WE ALL HAVE TO COME TOGETHER AND WE HAVE TO DO A GOOD JOB OF EXPLAINING WHAT THE LIMITATIONS ARE, WHAT ALSO WHAT OUR PERSPECTIVE IS. IT IS NOT PUNITIVE. AND EVERYBODY TO WORK TOGETHER TOWARDS ELDER JUSTICE AND SUPPORTING THAT MESSAGE.

>> KIM MCCOY-WADE: THANK YOU. MORE SHOUT OUTS ARE COMING FOR MODELS LIKE THE MULTI-DISCIPLINARY TEAM THAT YOU TALKED ABOUT. THE FORENSIC CENTER IN SAN FRANCISCO. LOTS OF GREAT LOCAL MODELS AND PROMISING PRACTICES AROUND THE STATE AND COUNTRY THAT ARE BEING CALLED TO LIFT TOGETHER IN A STATEWIDE SYSTEM OF CARE. THE THIRD SET OF QUESTIONS AND COMMENTS, PERHAPS THE CASES THAT MAY BE IN SMALLER NUMBERS, BUT STILL IMPORTANT. THOSE WITH SERIES MENTAL ILLNESS, AND BIPOLAR. THE FAMILIES CAN FALL IN BETWEEN THE CRACKS. AND CONTINUING INTEREST IN HOME SAFE. AND DO WE HAVE MORE DATA COMING AROUND HOW THAT PROGRAM IS WORKING, THE OUTCOMES OF THOSE PROGRAMS AND HOW WE CAN BE SURE WE SEE THE OUTCOMES OF THAT INTERVENTION FOR POSSIBLE CONSIDERATION OF SCALING AS RECOMMENDED BY PRESENTERS HERE.

LOTS OF PIECES BEING LIFTED UP. I WANT TO GIVE THE PRESENTERS, IF YOU HAVE A LAST COMMENT YOU WANT TO MAKE. I APPRECIATE FROM OUR PERSPECTIVE, COMMENTERS SAID THEY PREFER KEVIN'S TITLE, PREVENTING, AND ENDING ELDER ABUSE. IT IS REALLY ABOUT ENDING. THANK YOU FOR THAT CORRECTION TO OUR FRAMING AT THE STATE.

PANELISTS, ANY LAST WORDS?

>> TRAVIS BEYE: I JUST WANT TO SAY THAT I REALLY APPRECIATE THE OPPORTUNITY AND APPRECIATE THE COMMENTS AND THE QUESTIONS THAT PEOPLE PUT FORWARD. IT IS JUST ABOUT ENGAGING AS A COMMUNITY AND RECOGNIZING AND AS A STATE AND RECOGNIZING THAT THIS IS SOMETHING THAT HAS TO BE DONE THROUGH COLLABORATION. AND ALSO I WANT TO ACKNOWLEDGE THE PROPOSALS PUT FORWARD IN REGARDS TO ELDER

JUSTICE AND ELDER ABUSE PREVENTION AND ADDRESSING THAT BY THE CALIFORNIA WELFARE DIRECTOR'S ASSOCIATION AND DIRECT PEOPLE TO THE CWDA WHERE THEY CAN GET MORE INFORMATION ABOUT THAT FROM THE WEBSITE.

>> KIM MCCOY-WADE: KEVIN?

>> KEVIN PRINDIVILLE: ECHO THAT. I HAVE APPRECIATION FOR THE COMMENTS FROM EVERYBODY WHO IS LISTENING IN AND ALSO AN ENDORSEMENT OF THE GREAT WORK THAT CWDA IS DOING AND THE BILLS THAT THEY ARE PUTTING FORWARD THIS YEAR WHICH IS A POSITIVE STEP FORWARD FOR THE STATE IN MEETING THE NEED HERE.

>> KIM MCCOY-WADE: THANK YOU TO ALL FOR JOINING US AND HELPING MAP THE WAY FORWARD IN THIS CRITICAL ISSUE, WE HOPE YOU COME BACK EVERY WEDNESDAY AS WE TACKLE ALL THE ISSUES. TOGETHER WE ARE BETTER FOR THIS CONVERSATION. THANK YOU FOR SENDING IN RESOURCES. WE WILL GATHER THEM AND POST THEM AND ALSO ADD THEM TO THE RESEARCH INTO THE MODELS THAT WE NEED TO INCLUDE IN THE TEN YEAR MASTER PLAN. PLEASE CONTINUE TO STAY IN TOUCH. ALL INFORMATION IS AT ENGAGE CA AND WE LOOK FORWARD TO SEEING YOU AT A FUTURE WEBINAR WEDNESDAY. THANK YOU AGAIN.

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