

A Day in the Life of Adult Protective Services



Presented by
County Welfare Directors
Association of California,
Protective Services
Operations Committee
August 2004

A profile of the
Abuse Reports received in
California on March 5, 2004.

Executive Summary

Introduction

Data collection has always been an issue for Adult Protective Services (APS). With the lack of a federal mandate for APS, attempts at gathering standardized data across the nation is frustrating because not all state APS program mandates are identical, nor is data presented in the same manner.

Studies have provided a glimpse into potential data. Those of us in the field refer to the cases of elder and dependent adult abuse as “the tip of the iceberg”. It is estimated that only one in fourteen incidences of abuse and/or neglect is actually reported. With financial abuse it is more likely that one in one hundred incidences is actually reported. Unfortunately, what we don’t have is clear and consistent data about the number of cases of elder and dependent adult abuse.

Even in California where APS programs were standardized in May 1999, there is no common data base across the state and no data repository or warehouse.

This makes advocacy for APS clients difficult at best.

Therefore, the Protective Services Operations Committee (PSOC), a sub-committee of the County Welfare Directors’ Association’s (CWDA’s) Adult Services Committee decided to embark upon a project to capture and analyze data about the types of reports APS receives in California, the situations to which social workers respond, including emergencies and imminent danger, and to give “a face” to APS clients and social work activities.

PSOC chose to focus on the date Friday, March 5, 2004. All abuse reports received by APS offices that day throughout California were used in this project. Each report was summarized in two or three sentences, and certain demographic data was specifically targeted (e.g., alleged victims over 80 years of age).

A total of 327 reports were received throughout California on March 5, 2004. Of course, the most populous county, Los Angeles, received the greatest number of reports. Fourteen counties received no reports that day.

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Executive Summary, Continued

Results

The overall results of the abuse reports reflect the following:

- 61% of the victims were female;
- 37% of the victims were over 80 years of age. Of those, approximately two thirds (2/3) were female;
- 64% of victims had major medical issues;
- 53% of victims were described as exhibiting some degree of cognitive impairment; and
- Financial abuse (24%) and neglect (31%) were the most reported types of abuse perpetrated by others.

In a comparison with the U.S. 2000 population census data, while the population decreases with age, victimization of older men and women increases.

Vignettes

The vignettes gathered as part of this report are compelling. Samples include:

An 87 year old woman with senile dementia, whose husband/sole caregiver has just committed suicide by shooting himself in their home, is unable to care for herself. She does not know when to take her own medications. She has no family in the area. Immediate response is requested.

A 23 year old developmentally delayed man is living with relatives. He attends a day program and was arriving there on a regular basis with spoiled food for his lunch, which was prepared by his family.

An 81 year old diabetic wheelchair user is left alone all day without food. She has cognitive impairments, and stays in the basement room with only a commode and no kitchen or bathroom access. She may not be able to transfer to the commode. Plastic sheeting covers the stairway to the rest of the home.

The victim is a 57 year old man diagnosed with bi-polar disorder. There is no running water in the home and no electricity. The toilet and sinks do not work. There are feces on the carpet and the victim is using the outdoors as the bathroom. He does not follow doctor's orders and is non-compliant with his medications. His house will be auctioned off as he has not paid his mortgage or home owners' association fees.

A 90 year old male is unable to care for himself or his spouse who is now hospitalized. Both he and his wife have refused additional help in the past. They currently receive minimal help of three hours a week. The home is cluttered and unsafe. The furnace has been broken for approximately one month. Their son has been contacted and is unresponsive.

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Executive Summary, Continued

Project Limitations

Although APS offers a myriad of possible interventions for the wide variety of abuse situations faced daily, it was beyond the scope of this project to address:

- the results of the investigations ;
- the case management services offered to alleviate the abuse situations; or
- the end result of the APS intervention for each of the reports received.

Sample interventions are provided in the Appendix on page 50.

Project Follow-up

The CWDA Protective Services Operations Committee recommends following up this project with:

- further research;
 - the development of an all-county data collection system;
 - more training for county APS staff and multi-disciplinary team members;
 - increased funding; and
 - support for federal action to combat elder and dependent adult abuse.
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Acknowledgements

Project Contributors

CWDA acknowledges the following individuals and departments for their contributions to this project:

Project Catalyst:

Debra Morrow, Sacramento County, for providing the initial idea for the project.

Project Leaders & Report Co-Authors:

Jamie Buckmaster, Protective Services Operations Committee Chair, Santa Clara County; and **Lori Delagrammatikas**, Protective Services Operations Committee Co-Chair, Riverside County, for providing leadership, encouraging participation from all the counties, and writing this report.

Data Collection and Analysis:

Consuelo Collard, Santa Clara County, and **Priscilla Aleman**, Santa Clara County, for gathering and compiling the data, preparing the charts, proof reading, and editing the results. Their contributions were invaluable.

Participants:

The Adult Protective Services Programs in all 58 California counties for providing data on every report received in California on March 5, 2004. This was a remarkable group effort.

Distribution:

The CWDA **Public Awareness and Education Committee** for assisting in the publication and dissemination of this report.

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Background Information

Adult Abuse Investigations in California

The Adult Protective Services programs in each of California's 58 counties handle the investigation of allegations of abuse and neglect of elder and dependent adults living in the community. Abuse reports are accepted 24 hours a day, seven days a week.

APS Clients

APS workers handle abuse allegations about the following types of clients:

Elder: Any person residing in this state, 65 years of age or older.

Dependent adult: Any person between the ages of 18 and 64 years who resides in California and who has physical or mental limitations that restrict his or her ability to carry out normal activities or to protect his or her rights, including, but not limited to, persons who have physical or developmental disabilities, or whose physical or mental abilities have diminished because of age, including any person between the ages of 18 and 64 years who is admitted as an inpatient to a 24-hour health facility, as defined in Sections 1250, 1250.2, and 1250.3 of the Health and Safety Code.

California's Abuse Definitions

California recognizes the following types of abuse:

- Abandonment
- Abduction
- Financial Abuse
- Isolation
- Mental Suffering
- Neglect
- Physical Abuse, including Sexual Abuse
- Self Neglect

The legal definition for each type of abuse can be found at:

<http://www.leginfo.ca.gov>, California Law, Welfare and Institutions Code, Sections 15610 to 15610.55.

California's Regulations

Regulations for the administration of California's APS program were developed by the California Department of Social Services and are available at http://www.dss.cahwnet.gov/ord/CDSSManual_240.htm; Adult Protective Services Program Manual, Division 33, Chapter 33-100 through 33-800.

The “A Day in the Life of APS” Project

Project Purpose

The purpose of this project is to “put a face on APS” by educating the reader about the:

- types of clients who are at risk;
 - array of calls received; and
 - complexity of the issues involved.
-

Project Design

The APS program in each of the 58 California counties was asked to record the following information about every report of suspected abuse received between 12:01 AM and 11:59 PM on March 5, 2004:

- Suspected type(s) of abuse;
- A short summary of the allegations (vignette);
- Gender of the victim;
- Type of victim (elder or dependent adult);
- Age of the victim;
- Whether there were caretaker issues involved (e.g., caretaker failing to provide care or caretaker needed); and
- Source of the referral (e.g., doctor, neighbor, social worker, etc.).

In addition, the vignettes were data mined to determine:

- the victim’s relationship to the perpetrator;
 - incidences of traditional domestic violence (spouse on spouse) and family violence;
 - the percentage of victims with major medical problems;
 - the percentage of victims with cognitive impairments; and
 - the number of potential suicide calls.
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Project Limitation

The scope of this project did not address the results of the investigations, the case management services offered to alleviate the abuse situations, or the end result of the APS intervention for each of the reports received.

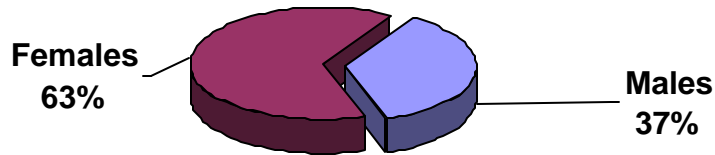
APS offers a myriad of possible interventions for the wide variety of abuse situations faced daily. Samples of some of the interventions are provided in the appendix to give the reader a “feel” for the types of interventions APS uses.

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Victim Demographics

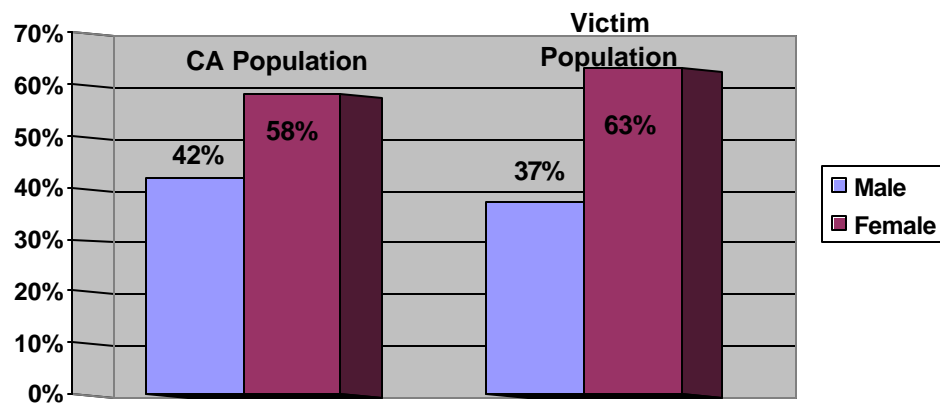
Gender of Victims 65+

Of the reports received for elders, 63% of the alleged victims were female and 37% were male.



Male/Female Ratio of Victims 65+ in the Population

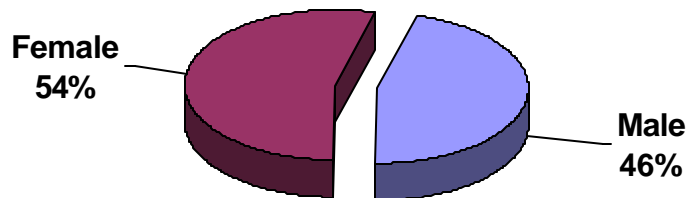
Elderly females are somewhat more likely to be victimized since reports are 4% to 5% higher than would be expected when compared with the ratio of males to females in the general population, as shown in the 2000 California census.



Note: The percentages of the U.S. and CA elderly populations are almost identical according to the 2000 census.

Gender of Dependent Adult Victims

Dependent adult victim reports showed that 54% were female and 46% were male.

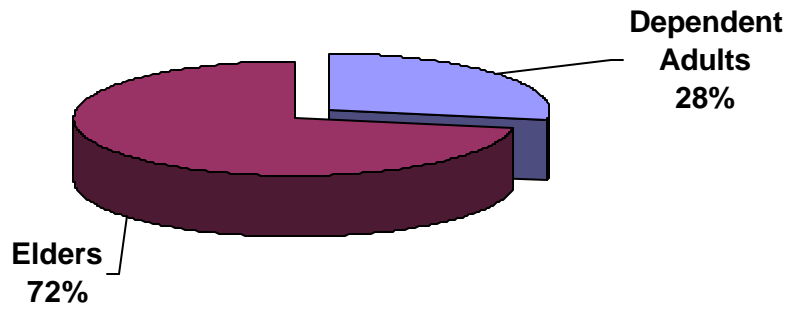


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Victim Demographics, Continued

Ratio of Elders to Dependent Adults

Of the reports received, 72% were for elders (65 years of age and older) and 28% were for dependent adults.

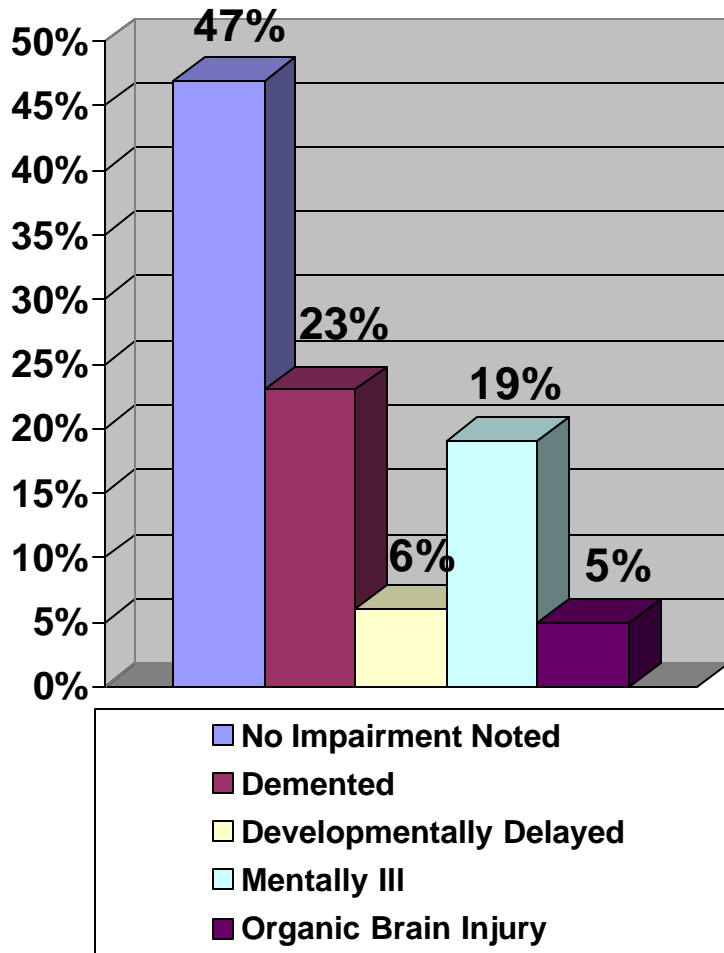


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Victim Demographics, Continued

Victims with Cognitive Impairments

Although 47% of the reports did not indicate any type of cognitive impairment, 23% indicated that the victim was demented or over 65 years old and confused. Another 6% stated the victim was developmentally delayed, 19% stated the victim was mentally ill, and 5% indicated the victim had an organic brain injury.

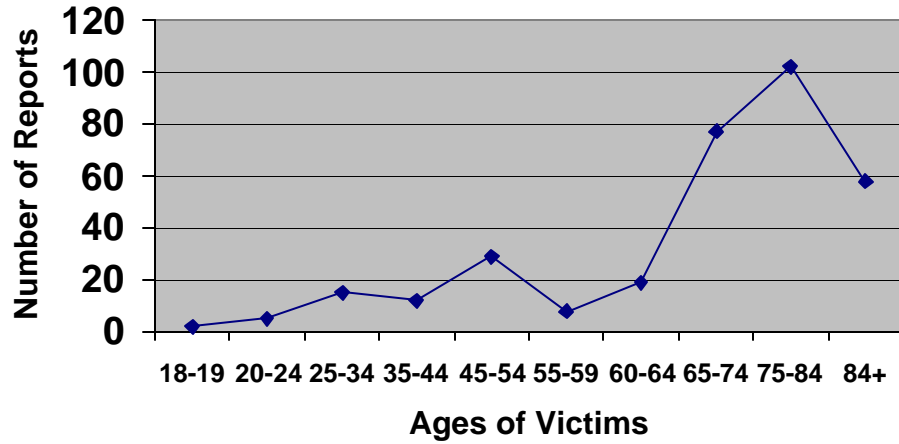


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Victim Demographics, Continued

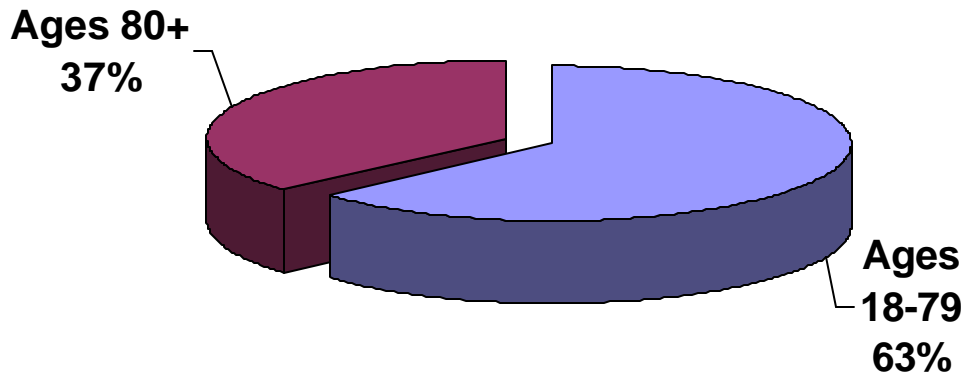
Ages of Alleged Victims

The largest number of reports received on March 5, 2004, were for victims 75 years of age and older.



Percentage of Victims 80+

Elder victims 80 years and older were the subjects of 37% of all reports.

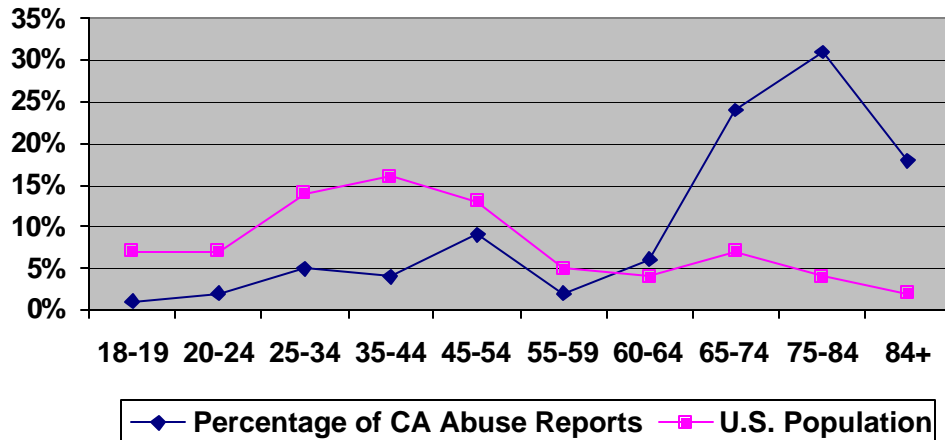


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Victim Demographics, Continued

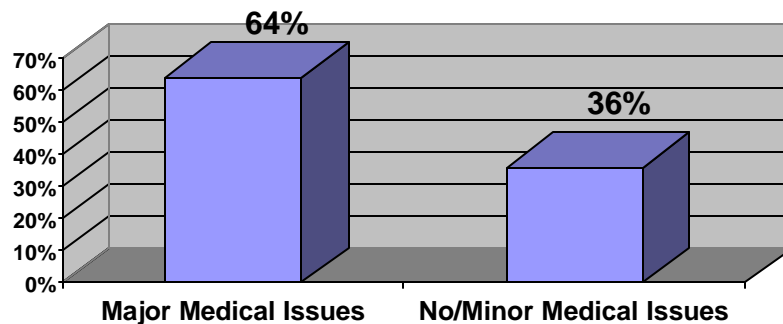
Comparison of Reports to the U.S. Population

The following chart shows that the very elderly are more likely to be victims of abuse than would be expected by their percentage of the population.



Victims with Major Medical Issues

Sixty four percent (64%) of the reports received indicated that the victim had a major medical problem. In determining major medical problems, arthritis, diabetes and high blood pressure, as the sole health problem, were not counted due to their range in severity. However, in combination with other factors (e.g. diabetes with amputation), they were counted as major medical problems. In addition, a diagnosis of Alzheimer's was counted as a major medical problem due to its prognosis. Severe mental illness and mental retardation were also counted.

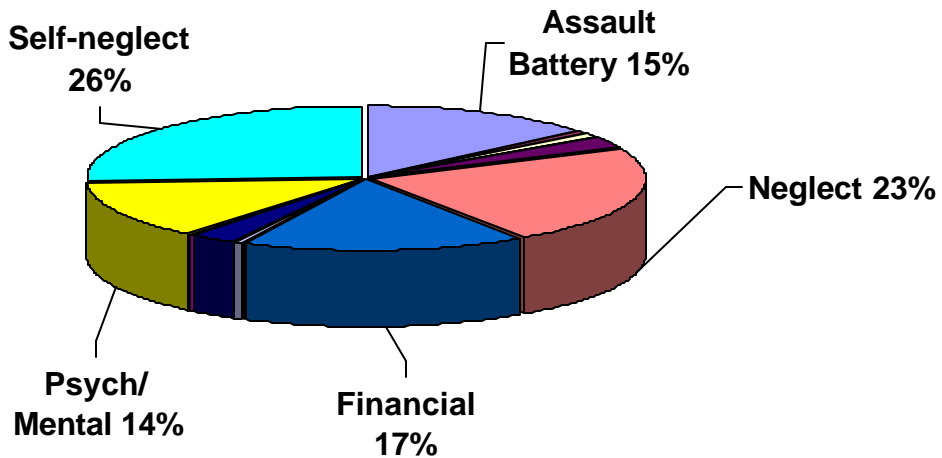


Some reports did not indicate the health status of the victim (including a few dependent adult cases where the victim is assumed to have a disability). Therefore, it is possible that the 64% figure under-reports the number of victims having major medical problems.

Types of Abuse

All Types of Abuse

The chart below shows that 26% of all reports were for self-neglect, followed by neglect by others at 23%, financial abuse at 17%, mental abuse at 14% and assault and battery at 15%. All other categories of abuse totaled 5% of the reports received. It should be noted that many reports alleged two or more types of abuse.



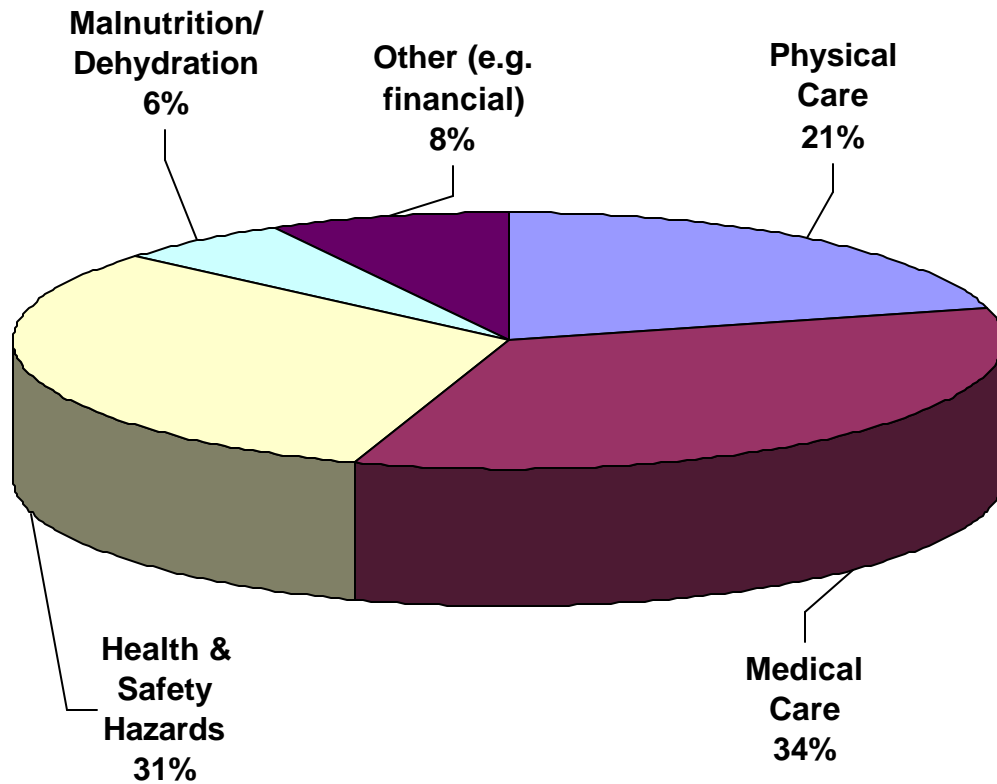
| | |
|-----------------------|------------------------|
| Assault/Battery | Constraint/Deprivation |
| Sexual Assault | Chemical Restraint |
| Over/Under Medication | Neglect by Others |
| Financial | Abandonment |
| Isolation | Abduction |
| Psychological/Mental | Self-Neglect |

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Types of Abuse, Continued

Types of Self-neglect

Of the self-neglect reports received, 34% alleged failure to seek medical care, 31% indicated health and safety hazards, and 21% indicated the victim was receiving poor physical care.

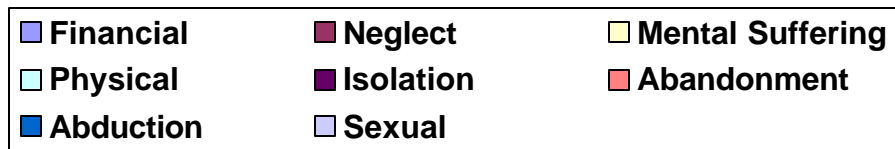
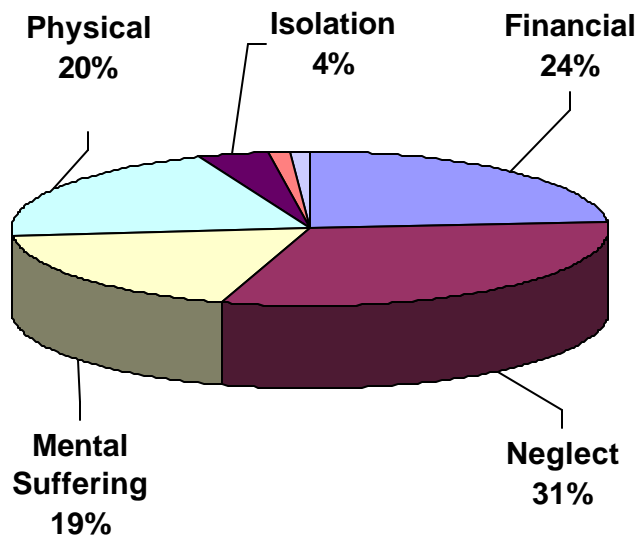


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Types of Abuse, Continued

Types of Abuse by Others

Of the reports of abuse perpetrated by others, reports of alleged neglect were the highest at 31%, followed by reports of possible financial abuse at 24%, physical abuse at 20%, mental suffering at 19%, and isolation at 4%. All other types of abuse by others accounted for 2% or less of the reports.



Perpetrators

Relationship Between the Perpetrator and Victim

The following table lists in descending order of occurrence the reported relationship between the perpetrator and the victim for the 327 reports received.

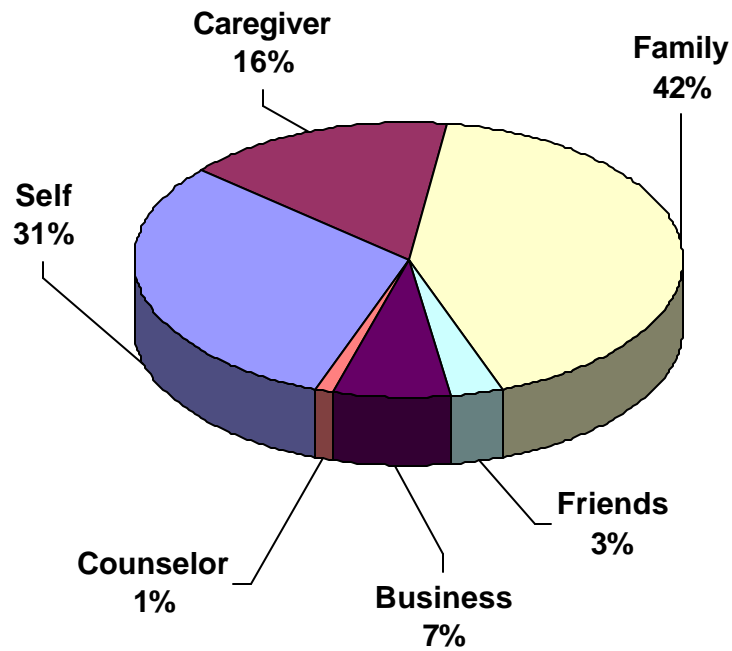
| Perpetrators | |
|---|-----|
| Self | 102 |
| Caregiver | 53 |
| Son/In-Law | 39 |
| Spouse | 30 |
| Daughter/In-Law | 28 |
| Financial Predator | 18 |
| Parent | 12 |
| Other Family | 7 |
| Grandchildren | 7 |
| Niece/Nephew | 5 |
| Roommate | 4 |
| Siblings | 4 |
| Boyfriend | 3 |
| Friend | 3 |
| Neighbor | 3 |
| Landlord | 2 |
| Counselor for the Developmentally Delayed | 2 |
| Mental Health Counselor | 1 |
| Therapist | 1 |
| Skilled Nursing Facility Staff | 1 |
| RCH Provider | 1 |
| Realtor | 1 |

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Perpetrators, Continued

Relationships in Percentages

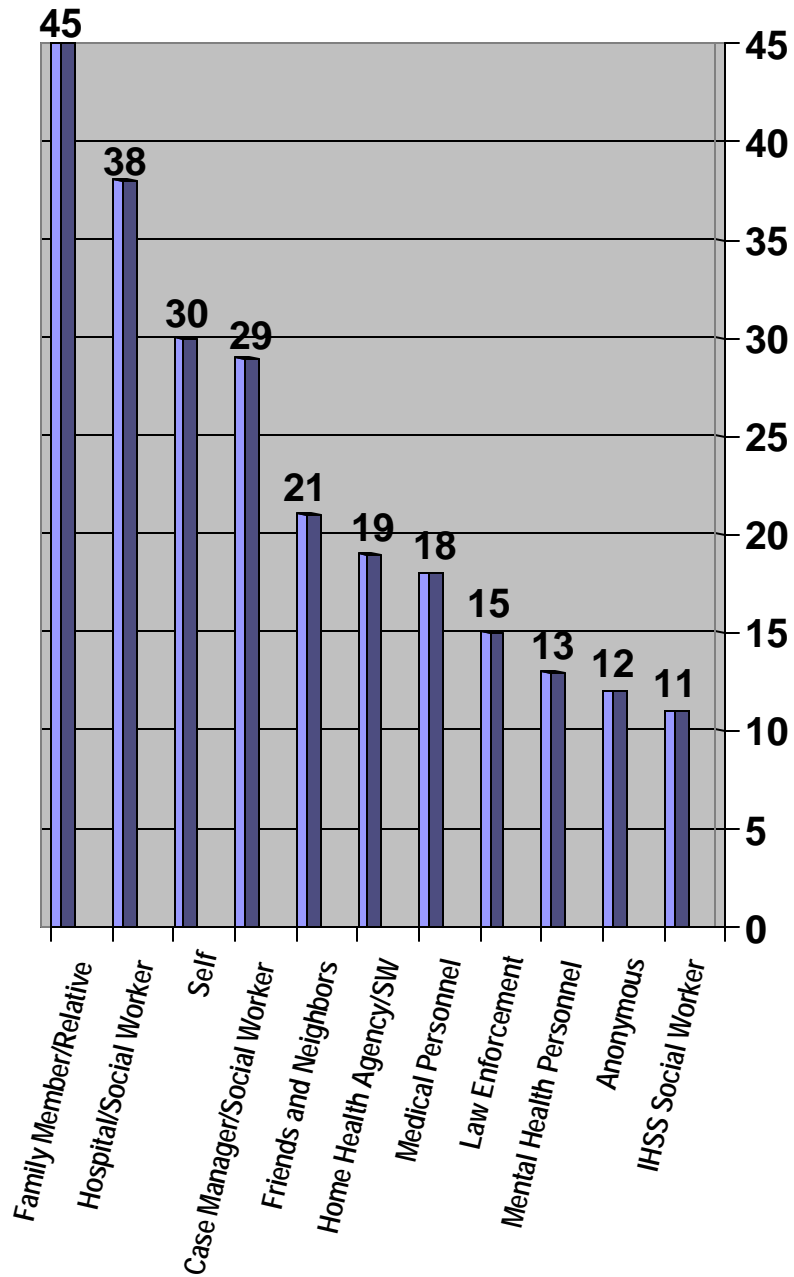
The following chart shows the relationship between the perpetrator and the victim as a percentage of total reports of abuse. Note that friends, neighbors and roommates have been grouped in the category “Friends”; financial predators, landlord, SNF staff, RCH provider, and realtors are grouped as “Business”; and the mental health and developmental disabilities counselors and therapist were grouped as “Counselor”.



Report Sources

Common Report Sources

The following chart shows the reporting parties that made ten or more reports. The three most common reporting sources were relatives, hospital social workers, and self reporters.



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Report Sources, Continued

All Referral Sources

The following chart lists all report sources in descending order of occurrence and the number of referrals they made.

| Report Source | | Report Source | |
|----------------------------|----|--------------------------------|---|
| Family Member/Relative | 45 | Child Protective Services | 3 |
| Hospital/Social Worker | 38 | Social Security Representative | 3 |
| Self | 30 | Senior Center | 2 |
| Home Health Agency/SW | 30 | Landlord | 2 |
| Friends and Neighbors | 21 | Veterans Administration | 2 |
| Case Manager/Social Worker | 18 | Ombudsperson | 2 |
| Medical Personnel | 18 | School Principal | 2 |
| Law Enforcement | 15 | Other | 2 |
| Mental Health Personnel | 13 | Church | 1 |
| Anonymous | 12 | Teacher | 1 |
| Skilled Nursing Facility | 8 | Radio Show Advocate | 1 |
| Regional Center | 7 | Family Advocate | 1 |
| Bank | 7 | Eligibility Worker | 1 |
| Parent | 6 | School Psychologist | 1 |
| Fire Department/Paramedic | 5 | DA Victim's Services | 1 |
| Caretaker | 5 | Outreach Agency | 1 |
| Facility Administrator | 4 | Bill Payer | 1 |
| Medi-Cal Worker | 4 | County Administrator | 1 |
| Attorney | 4 | Home Delivered Meals | 1 |
| Day Care Program | 4 | | |
| Community Agency | 4 | | |

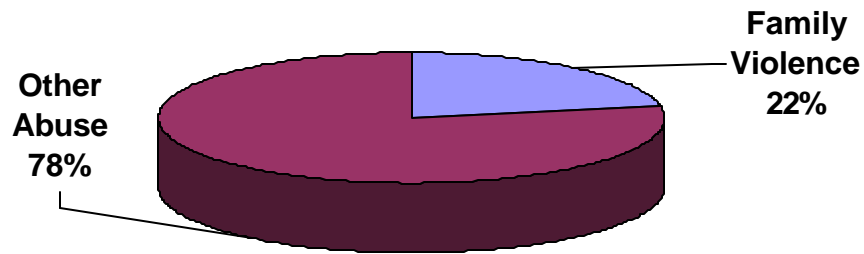
Additional Findings

Suicidal Reports

There were seven reports stating the victim was suicidal.

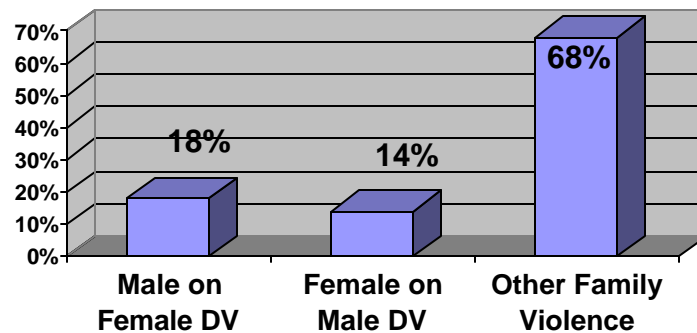
Family Violence

Over one fifth (1/5) of all reports received included an allegation of violence and/or intimidation by a family member.



Traditional Domestic Violence vs. Other Family Violence

Of the reports alleging family violence (previous chart), traditional domestic violence accounted for 32% of all the reports received. Domestic violence involving male on female partners comprised 18% of the reports while 14% were about female partners against male partners. All other reports of family violence totaled 68%.



Drug and Alcohol Issues

Ten percent (10 %) of all reports indicated that either the victim or the perpetrator had drug and/or alcohol issues.

Involvement with Regional Center

Six percent (6%) of the victims were clients of one of the 21 regional centers in California established by the Lanterman Mental Retardation Services Act of 1969.

Allegations Received on March 5, 2004

Summary of Allegations

| Summary of the Allegations |
|---|
| 1. Report of physical abuse of a 61 year old male on dialysis for kidney disease. The victim's wife has a long history of verbal abuse, but these were the first incidents of physical abuse. The wife allegedly assaulted the victim on two separate occasions while in the hospital. |
| 2. A 72 year old woman is allegedly being physically abused by her son and possibly also emotionally by her husband. Physical abuse resulted in bruising. The victim is afraid to report any abuse. |
| 3. An 89 year old woman is unable to handle her finances any longer and is very vulnerable to financial predators and creditors when she can't pay her bills. Her dementia and confusion have increased and she needs more help than she is willing to admit. A neighbor had been helping her with bills and other support, but is unable to give the help she needs. Her home has become very cluttered, with bills piling up and unpaid. The victim has a prior APS history. |
| 4. Allegation of neglect by caregiver mother of developmentally disabled, non-verbal 31 year old male. The home is unsanitary and the victim was dirty, unkempt, and smelling of urine & feces. It has been more than a year since the last medical visit. |
| 5. A 58 year old disabled female has failed to respond to her re-determination request for her Supplemental Security Income (SSI). She has not received any SSI monies for two months. |
| 6. A 75 year old woman lives in a trailer on property which is being investigated for code violations. She has no facilities; uses the outside. She has to move. She is very paranoid and delusional. |
| 7. A 52 year old male is completely dependent on care but at this point refuses hospice/24hr care. He qualifies for 277 hours per month from In-Home Supportive Services, but he does not receive the care. It is unclear if the victim is covering up for his caregiver or if he has some cognitive impairment. |
| 8. A 65 year old disabled female is cared for by her son, who is allegedly a crack addict and abusing the victim. The reporting party received a letter from the victim's other son describing unsanitary living conditions, abuse and neglect to the victim by the addict son. The letter writer adds that the victim is so intimidated by the abusive son that she will lie to protect him. |
| 9. A 71 year old female insists she wants her niece and niece's children to remain in the home even though they have a previous history of taking advantage of her and causing her mental stress. The victim's cognitive ability has now deteriorated and she is not capable of making these types of decisions or handling the stress at this time. |
| 10. The son of an 80 year old woman is taking all her money, the title to her house, and "everything else". |

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Allegations Received on March 5, 2004, Continued

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|---|
| <p>11. A 52 year old female suffers from osteoarthritis, hepatitis C, vertigo, asthma, sleep apnea, and symptoms similar to multiple sclerosis. The care provider is stealing the victim's prescription medications and placing her in danger by driving her to appointments under the influence of these medications.</p> |
| <p>12. A recent open-heart surgery patient, a 72 year old male, was physically assaulted by his adult son in the home resulting in need for minor medical care. The son is also financially exploiting the client, leaving him with no money for food.</p> |
| <p>13. The parent of a 19 year old developmentally disabled boy keeps him locked in his room sometimes, uses his income for her own needs, and calls victim "faggot."</p> |
| <p>14. A 51 year old female victim suffers from breathing problems, anxiety, and depression. Her common law spouse in the home physically and verbally abuses the victim who is too fearful of retaliation to report the abuse to the police.</p> |
| <p>15. A frail 91 year old woman with mild dementia, receiving hospice services in her home, suffered bruising and skin tears resulting from physical abuse by one of her care providers.</p> |
| <p>16. A 79 year old female who lives alone in a very rural area was contacted about non-payment of a loan. During the conversation, she had no idea what the reporting party was talking about. She asked at least five times who she was speaking to, what they were talking about, etc. The reporting party is concerned for her mental status and ability to care for herself.</p> |
| <p>17. A 39 year old female is living in a filthy house with three underage children. She has PTSD, depression, panic attacks, and is not taking her medication. CPS called after a home visit.</p> |
| <p>18. A 100 year old male lives with others in a home which is in deplorable condition and a health hazard.</p> |
| <p>19. A 71 year old woman has lost weight down to 90 lbs. The alleged victim is trying to change her will. The family believes her husband is putting something in the food. The victim might have dementia.</p> |
| <p>20. A 68 year old man is experiencing frequent falls. He is living in congregate senior housing.</p> |
| <p>21. A home health aide found a 61 year old male victim lying in urine and feces. Broken glass and cigarette butts were on the floor.</p> |
| <p>22. A 70 year old woman is looking for a place to move to after receiving 60-day notice and is overwhelmed and anxious. She has experienced the deaths of three loved ones last year.</p> |
| <p>23. An 81 year old diabetic wheelchair user is left alone all day without food. The victim is unclear in her thinking processes. She stays in a basement room with only a commode and no kitchen or bathroom access. It is unclear whether she can transfer to the commode. Plastic sheeting covers the staircase to the rest of the house.</p> |

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Allegations Received on March 5, 2004, Continued

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|---|
| <p>24. A 78 year old alleged victim is being intimidated by daughter. During a Medi-Cal eligibility meeting, the daughter hit the victim in the arm and later pushed her into the car. The daughter is trying to keep other family members away from the couple, yells at the victim, and threatened the doctor with a malpractice suit.</p> |
| <p>25. An 82 year old full-time caregiver for his wife with Alzheimer's for the past three years is burning out. He trips over oxygen cords, etc. He feels himself to be failing and is worried he will die before his wife. He is interested in skilled nursing facility placement for her but cannot follow-through with the information.</p> |
| <p>26. The boyfriend is taking advantage of a 21 year old disabled woman. Her mother states the boyfriend was a custodian at high school and that he sexually molested her.</p> |
| <p>27. A 71 year old woman is threatened and intimidated by her son who lives in the back yard and abuses drugs and alcohol. The victim is extremely fearful of her son.</p> |
| <p>28. A 65 year old woman is upset at a moving company because they did not unpack boxes. She claims she is bed bound with stage IV lung cancer and cannot access her food nor find her medications.</p> |
| <p>29. An 83 year old woman has Alzheimer's and her husband also has memory problems. A son hired a caregiver who frequently doesn't show up for work and elicits money from them. Their church has found another caregiver, but there may be problems firing this one.</p> |
| <p>30. An 85 year old man has memory problems and his wife has Alzheimer's. (Companion report to the one above) Their caregiver tells them sob stories to elicit money from them. A church member will be handling their bills.</p> |
| <p>31. A 41 year old stroke survivor lives with a male friend, her In-Home Supportive Services provider/abuser. The mother reports that the victim was out of touch for two to three weeks and then reported staying with a friend because the suspected abuser got drunk and broke dishes, mirror, etc.</p> |
| <p>32. A woman in her 70's visited her bank and reported to the manager that there are over six men in her home that are verbally abusing her and calling her names such as "whore". She also had to walk to the bank from home which is quite far.</p> |
| <p>33. A male in his 90's is unable to care for himself or his spouse who is now hospitalized. Both he and his wife have refused additional help in the past and now receive minimal assistance (three hours per week) through Elder Options. Their home is cluttered and unsafe, the furnace has been broken for approximately one month; their son has been contacted and is unresponsive. The wife will get limited home care upon discharge from the hospital.</p> |
| <p>34. A female in her 80's is currently hospitalized and will be discharged with limited home care. She and her husband have refused additional help in the past and now receive minimal assistance (three hours per week) through Elder Options. Their home is cluttered and unsafe, the furnace has been broken for approximately one month; their son has been contacted and is unresponsive.</p> |
| <p>35. A 68 year old woman took a homeless woman into her home about five months ago. The homeless woman talked the victim into withdrawing all of her money out of the bank and giving it to the woman.</p> |

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Allegations Received on March 5, 2004, Continued

| |
|---|
| <p>36. The family of a 92 year old woman is not giving her the required medications. The husband is frail and unable to assist in his wife's care. The son, the care provider, uses drugs. The victim is diabetic and her blood sugar is extremely high.</p> |
| <p>37. A 73 year old male with foot problems has changed doctors frequently and is ignoring the doctors' treatment orders. The Adult Day Health Care staff feels that the In-Home Supportive Services provider is neglecting this man's medical care.</p> |
| <p>38. A 55 year old dependent adult female was just released from the hospital. Her motorized wheelchair was left at the room and board care home by paramedics and is now missing. She needs her wheelchair.</p> |
| <p>39. A Son, the In-Home Supportive Services provider, is failing to give his 62 year old, mentally ill mother her medication correctly. This contributes to the woman's delusional behavior. She sleeps for two to three days at a time. The son leaves her alone. He uses her money for his own needs.</p> |
| <p>40. A 44 year old man who uses a wheelchair and lives by himself, has no furniture, sleeps on the floor, urinates outside in the front yard and appears not to be eating. He may have mental problems.</p> |
| <p>41. An 82 year old male is on oxygen and has poor cognition; the reporter worries about his health & safety. At times he has a full urine bag and no one there to assist him. There are bags of garbage in the front yard of the home, and a strong odor inside the house. He has a hole in chest due to methamphetamine use?</p> |
| <p>42. A 94 year old woman's mental status is declining. She is becoming aggressive, acting out, difficult to take care of, and placing self in harm's way.</p> |
| <p>43. A 69 year old alcoholic elder was found non-responsive; he was transported to the emergency room. The house is in total disarray, there is food and trash stacked up, etc.</p> |
| <p>44. A confused 79 year old woman is hearing voices, non-medication compliant, angry, and combative; possible 5150 needed.</p> |
| <p>45. An 80 year old woman with right side paralysis is not being given her medications by her son (who is also the In-Home Supportive Services care provider). There are indications that the son is selling illegal drugs from the home.</p> |
| <p>46. A 60 year old woman's minor daughter pushes and shoves her. The victim is afraid of the young girl. Her husband tends to side with the daughter.</p> |
| <p>47. A 68 year old woman, believed to have a brain tumor, wandered away from home. When brought to the emergency room, she was unkempt, had a urinary tract infection, anemia, and failure to thrive. This is the second time she has wandered away. The family states that the victim won't eat because she believes they are trying to poison her.</p> |
| <p>48. A 90 year old woman with ailing eyesight asked a longtime friend to stay at her home as she (the 90 year old) lives alone. Her son, who normally only visits once a month, threw the friend out of the home and told her never to come back.</p> |
| <p>49. The daughter of an 80 year old woman is using her mother's money for personal needs.</p> |
| <p>50. A son is physically abusive to his 68 year old mother.</p> |
| <p>51. A realtor pressured and used undue influence on an 85 year old man to take advantage of the sale of his home.</p> |

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Allegations Received on March 5, 2004, Continued

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| <p>52. The caregiver of an 80 year old male is using drugs and bringing all kinds of people off the street into the client's home.</p> |
| <p>53. A 73 year old woman was dirty upon arrival at the emergency room. She had poor hygiene; was diagnosed with meningitis, GI bleeding, respiratory failure, and is now comatose.</p> |
| <p>54. A 62 year old diabetic man woke one day with his hands taped onto his wheelchair. His daughter gave him two shots and he passed out. The daughter took \$500 from the client's account.</p> |
| <p>55. A 54 year old man has a history of falling and hurting himself. He leaves the stove on; has psychosis and other health problems. He is not compliant with the doctor's orders.</p> |
| <p>56. A 76 year old man wanders off. He refuses food. The caregiver is overwhelmed.</p> |
| <p>57. An 87 year old man had a bypass surgery due to a pressure sore on the foot. He had developed gangrene while under the care of a friend. The friend wants his house.</p> |
| <p>58. The owner of the room and board place has been withholding a 43 year old woman's money as an incentive for the client to take her daily dosage of medications.</p> |
| <p>59. The spouse of a 74 year old man leaves him in his diaper for hours. She yells at him and does not feed him properly.</p> |
| <p>60. An 81 year old man's daughter has been taking his money. The daughter has been taking his social security checks and has physically hit him.</p> |
| <p>61. Her half-brother got an 81 year old woman to sign a power of attorney and quit claim deed. The half-brother then sold her property worth \$450,000 and will not tell her where her assets are.</p> |
| <p>62. An 82 year old man was tricked into giving \$34,000 to a stranger. He attempted suicide as a result of this.</p> |
| <p>63. A 24 year old man was under the care of his aunt. When his aunt and his father had an argument, the father hit and cursed him.</p> |
| <p>64. A 73 year old woman fell on the public sidewalk. She filed a lawsuit against the City and lost. She is now complaining of having major back pain. The fall occurred five years ago.</p> |
| <p>65. A 74 year old man is terminally ill from cancer. Three adult children live with him. His daughter has used his social security number to obtain credit and purchases in his name without his consent. The son took him to an attorney and had him change his will.</p> |
| <p>66. An 80 year old woman lives with her elderly husband, who is also her caregiver and does not provide the proper care. The husband refuses placement for her and to have her catheterized to avoid changing her diapers. The victim does not qualify for In-Home Supportive Services and her husband refuses to hire a caregiver.</p> |
| <p>67. An 82 year old woman has sores all over her body. She is dirty, her house is filthy and cluttered; there are probably roaches and rats. She has a boyfriend living there but he is uninvolved. She is susceptible to skin sores.</p> |

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Allegations Received on March 5, 2004, Continued

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| <p>68. A 41 year old woman was discharged from the hospital one month ago to her partner and a home health nurse for catheter and gastric tube care. She has been admitted to the hospital again with stage IV bed sores, pneumonia, and multiple other medical problems including a urinary tract infection.</p> |
| <p>69. A 74 year old woman feels that her bank is railroading her and not giving her access to her money. She feels that her home is bugged and that people are taking things from her.</p> |
| <p>70. A 74 year old woman is being severely verbally abused by her niece and wants assistance with getting her niece out of her home.</p> |
| <p>71. A 74 year old woman is dirty, smelly, and does not bathe. She has no known family and may have a mental disability.</p> |
| <p>72. A 65 year old man's son who lives with him is verbally abusive and does not contribute to the household expenses.</p> |
| <p>73. A 65 year old female cancer patient is living in a dirty home, with rats, broken windows, and no back door. Her daughter is using and selling drugs out of the home.</p> |
| <p>74. An 80+ year old woman was mugged and her purse was taken. She appears to be in shock.</p> |
| <p>75. A 79 year old woman's daughter takes her Supplemental Security Income (SSI) and neglects her care. The victim had recent hip surgery and sleeps on the living room floor. She is too afraid of her daughter to ask anyone for help.</p> |
| <p>76. An 82 year old woman has epilepsy and symptoms of depression. She was hospitalized due to medication (Dilantin) overdose and has lost weight due to poor appetite. She was non-compliant with treatment.</p> |
| <p>77. A 77 year old woman has a diagnosis of dementia and diabetes, and a history of paranoia and depression. She is unable to care for her own medical needs, and her spouse will not monitor her insulin or allow help in the home.</p> |
| <p>78. A 48 year old developmentally disabled woman is living in a group home with an in-home care provider. She accused the in-home care provider of hitting her face with the open palm of her hand. She later retracted her accusation, stating that she was only playing.</p> |
| <p>79. A 93 year old woman's son has not paid the resident's facility bill for five months. The son also has not paid the company that supplies incontinence products to the facility for her.</p> |
| <p>80. A 73 year old man with diabetes, brain and hip injury, was discharged from the hospital to his home. His wife is not compliant with care plans and has ignored staff suggestions to have firearms removed from home.</p> |
| <p>81. A 75 year old man is being neglected by his caregiver. He is not being fed properly, and has personal hygiene issues.</p> |
| <p>82. An 83 year old man is being neglected by his In-Home Supportive Services caregiver. He has personal hygiene issues.</p> |
| <p>83. The family friend of an 80 year old woman may be financially abusing the client, asking questions concerning the client's finances.</p> |
| <p>84. An 80 year old man is verbally and financially abused by his son.</p> |

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Allegations Received on March 5, 2004, Continued

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| <p>85. An 82 year old woman doesn't know why her neighbor's name is on her property title. The victim is not taking care of her financial responsibilities.</p> |
| <p>86. A 92 year old woman is being financially abused by her step-granddaughter who stole her purse with an ATM card, a bank book, and Medi-Cal and Medicare cards.</p> |
| <p>87. A 70 year old man is financially abused by a caregiver who has power of attorney. The caregiver is also preventing anyone from calling him. The victim needs basic supervision and assistance with his medical needs.</p> |
| <p>88. A 74 year old woman reports a history of previous assaults by her husband. Today her husband hit her on the chest. The client has scratches on her face and excessive bruising on the chest.</p> |
| <p>89. An 80 year old woman leaves the stove on all the time. The heater is on all day and night and water is continuously running.</p> |
| <p>90. A 26 year old woman is epileptic and has several seizures a day. Her husband does not keep her doctor appointments nor helps her with the children or household. The husband told her that she and the children need to move out.</p> |
| <p>91. An 86 year old woman is paranoid, has left food burning on the stove and a history of falls at home. She is non-compliant with medical care. She is now home alone and her safety is at risk.</p> |
| <p>92. An 81 year old woman has been verbally abused by her alcoholic son. She has asthma and he still smokes in the house. She has asked him to move out, but he refuses.</p> |
| <p>93. A 64 year old man has mobility impairment, ETOH and opiates abuse, poor judgment and was found down on the street by paramedics.</p> |
| <p>94. An 86 year old woman has pneumonia, memory loss, difficulty breathing and bruises on her body. She refuses to go to the hospital. She will die in her house if she won't get medical attention.</p> |
| <p>95. A 70 year old man has severely infected legs. His daughter is getting paid by the county to care for him, but she is rarely home and never takes him to the doctor.</p> |
| <p>96. A 70 year old man is diagnosed with craniotomy due to subdural hematoma but refused to stay in the rehabilitation facility for recuperation. He has a history of falls and alcohol abuse. He is unsafe to be alone at home.</p> |
| <p>97. A 60 year old man was kicked out of his home by his wife who also kept his money. She is his caretaker and hits him regularly. He is staying in a hotel for three days.</p> |
| <p>98. A 54 year old man has a history of psychosis and other related health problems. He is noncompliant with doctor's instructions on health care. He refuses to go to doctor appointments. He is at risk of falling and hurting himself and leaves the stove on. He needs community resources.</p> |
| <p>99. A 65 year old woman is an alcoholic and has diabetes. She has no food in her house, and has been eating wheat germ out of a bottle. Reporter claims that she has bruises all over her body.</p> |
| <p>100. A former care provider claims that a 65 year old woman could be suffering from hallucinations. She sees and hears things that aren't there. She is unable to attend to her own personal hygiene; she smells. She misplaces household items and accuses her care provider of taking them.</p> |

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Allegations Received on March 5, 2004, Continued

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| <p>101. A reporter claims that a 70 year old woman lives in filth and her home is a fire hazard. The reporter is concerned about her health.</p> |
| <p>102. A 73 year old woman misses medical appointments and does not take medication as directed by her doctor. Her husband appears to have difficulty assisting his wife with her needs</p> |
| <p>103. A 50 year old woman is diagnosed with schizophrenia and refuses to continue mental health services. She instructed that she wishes her case to be closed. She is delusional, stating that "I belong to a congregation. We are in our last days". She only came to the clinic for intake and did not follow through with treatment.</p> |
| <p>104. An 81 year old man was admitted through the emergency room with injuries to his forehead and left eye. The victim has severely infected ulcerations on both legs and sores throughout his body. The victim is malnourished and weighs 87 lbs. He has no family contacts.</p> |
| <p>105. A 52 year old man is disabled due to liver and hip problems. He is on SSI. He cannot leave the home to apply for the utility assistance programs. His electricity bill is overdue and it will be disconnected if not paid.</p> |
| <p>106. A 64 year old man has diabetes, a history of prostate cancer, is unable to urinate, and has chest pain. He is non-compliant with medical treatment and takes no medication. He lives alone in a trailer parked in the back yard of a property.</p> |
| <p>107. A 75 year old woman has kidney disease. She was hospitalized three times in the past three months. Her children are suspected of not administering her medications.</p> |
| <p>108. An 81 year old woman is at risk of eviction. She has her mentally ill son living with her and he's damaging the apartment. He was physically abusive to her in the past, but now is verbally abusive. She was evicted a few times in the past because of her son's behavior. She needs help now to find an assisted living facility so that she can be away from her son.</p> |
| <p>109. When asked about domestic violence, an 84 year old woman kept giving "the eye"; batting her eyes and shoving her shoulder as if to say that her son is hurting her.</p> |
| <p>110. A 78 year old woman's grandson shook her by the shoulders and grabbed her arms causing a bruise to her hand. He disconnected the telephone and verbally threatened her.</p> |
| <p>111. A 79 year old woman's daughter, who resides with her, continues to take/steal items from the victim.</p> |
| <p>112. A 51 year old woman is developmentally disabled. Her lawyer found some checks were forged on her deceased mother's account. The victim claimed that she wrote the checks. The service coordinator is concerned.</p> |
| <p>113. A 67 year old woman is homeless and receives Supplemental Security Income (SSI). Her daughter had taken her money by using her ATM card. The victim is at the train station and needs emergency placement.</p> |
| <p>114. An 81 year old woman has cervical cancer but she refused surgery. She has a history of suicidal behavior and told the hospital staff that she wanted to kill herself. She has a part-time caretaker at home.</p> |

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Allegations Received on March 5, 2004, Continued

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| <p>115. A 79 year old man's bank is concerned about him as he is involved in a fraud/scam. The victim has withdrawn a large amount of money to send them. The bank has tried to convince the victim not to send his money. He needs a conservator.</p> |
| <p>116. A 25 year old woman is developmentally disabled and lives with her parents. The abuser is her father who is an alcoholic and verbally abusive. The victim is afraid of him.</p> |
| <p>117. A 42 year old man lives with his common-law wife who allegedly abuses him. He is disabled and in a wheelchair. The wife blocks his way, throws things at him, throws away his things, and breaks things in the kitchen. There is ongoing abuse by the wife.</p> |
| <p>118. A 24 year old man has multiple sclerosis and is developmentally disabled. The caregiver reported physical battery; the victim's father is the suspected abuser. Possible financial abuse.</p> |
| <p>119. A 55 year old female is physically disabled, wheelchair bound with multiple medical and emotional problems. A 10-year-old boy who lives in the apartment above her makes noise and has threatened to kill her.</p> |
| <p>120. A 92 year old woman is very confused and unable to care for herself. She lives in clutter and filth.</p> |
| <p>121. An 81 year old woman has a history of strokes, heart condition and cervical cancer. Was due to have surgery today. Her ovaries were to be removed but refused treatment at the hospital. She left after telling hospital staff that she wants to go home and might kill herself. She attempted suicide last year.</p> |
| <p>122. A 27 year old woman is bipolar and has a history of psychotic episodes. She was put on a psychiatric hold (5150) after beating her frightened boyfriend.</p> |
| <p>123. A 73 year old man, who lives alone, fell inside the home and was hospitalized with fractured ribs. Self care was poor and he was weak and malnourished. He was very confused. A neighbor reports that his house is dirty and cluttered and that the victim is an alcoholic.</p> |
| <p>124. A 64 year old woman, disabled due to stroke and Parkinson's disease, was admitted to the hospital. Upon discharge, she became very distraught and was afraid to return home. She reported that her companion has physically abused her for years.</p> |
| <p>125. An 84 year old male wandered into the Senior Center looking for a new place to live. He was unable to remember personal information or where he lived. He appeared unable to care for himself. When his roommate/caregiver arrived on the scene, the victim refused his help.</p> |
| <p>126. A 34 year old male patient with end-stage AIDS is not capable of providing his own care. His live-in girlfriend, who is developmentally disabled, refuses to allow him to receive medical assistance or IHSS services.</p> |
| <p>127. A 96 year old woman, who has 24-hour care at home, was left alone by her caregiver and fell in her home. She was transported to the hospital. The reporting party alleges that the care provider is taking the victim's money and using it for personal expenses.</p> |

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Allegations Received on March 5, 2004, Continued

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| <p>128. The Sheriff's Dept. reported directly from a 76 year old female victim's home; a condemned, canine feces filled trailer. The elderly victim is disabled, weak, has a history of congestive heart failure, and may now be bed bound. She is dependent on a younger, live-in male caregiver who has a history of intimidating and scaring off female In-Home Supportive Services (IHSS) providers. IHSS was resisted for the first two years that victim was known to APS. The live-in companion did not exhibit a caring, supportive attitude while law enforcement was present. There is no IHSS provider at present.</p> |
| <p>129. An 81 year old woman in the bank is acting very confused and unable to handle her own finances. The bank states this behavior is new for this customer.</p> |
| <p>130. An 81 year old male's feet are severely swollen and he refuses to see a doctor.</p> |
| <p>131. A 25 year old disabled male is unable to manage his money. The reporter is requesting payee services.</p> |
| <p>132. A 76 year old female has mental health issues and alleges that her IHSS provider is taking money from her.</p> |
| <p>133. A 65 year old male living alone has dementia and is unable to care for himself properly. He needs help with cooking, cleaning, and medication compliance.</p> |
| <p>134. A 38 year old male with schizophrenia is homeless and without income or food. The victim requires help gaining SSI, Medi-Cal, and getting to his doctor and mental health appointments.</p> |
| <p>135. A 76 year old female's conservator has hired home health workers who are failing to provide medication, physical therapy, or assistance to medical appointments.</p> |
| <p>136. An 85 year old male's conservator has hired a home health worker who is failing to provide medication, physical therapy, or assistance to medical appointments. (Spouse of above client)</p> |
| <p>137. A 52 year old female paraplegic with psychiatric and physical problems alleges that her caretaker has been financially abusing her. The caretaker has left for the day. She meets criteria for skilled nursing facility placement, but has been living in her own apartment with an In-Home Supportive Services care provider. She is without any care for the weekend. She needs In-Home Protective Services and will probably go to a skilled nursing facility on Monday or Tuesday.</p> |
| <p>138. A 68 year old female was found by paramedics after she fell. The victim was dehydrated and taken to the hospital. The victim lives alone and has no care plan.</p> |
| <p>139. A 79 year old male was involved in a minor auto accident. The victim believes the other driver is trying to extort money from him.</p> |
| <p>140. A 73 year old, post bowel obstruction female patient with history of alcoholism, currently bed bound, refused physical therapy at the skilled nursing facility and was discharged home in her daughter's care. The daughter failed to arrive to care for the patient. Then, home health refused to go out because they felt the victim was unsafe at home. The victim remains at home without care.</p> |

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Allegations Received on March 5, 2004, Continued

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| <p>141. A 69 year old male has cancer. The woman whose house he is living in wants to evict him but has not given him an eviction notice. The woman and her friends monopolize the bathroom, so the client must use a trash can for urination and defecation. They harass the victim and are so noisy that the victim cannot get any rest. The victim is not allowed to use the kitchen.</p> |
| <p>142. An 89 year old male victim is homeless and wandering in a local shopping center after being thrown out of the home by the roommate's son.</p> |
| <p>143. A 49 year old female In-Home Supportive Services client with multiple sclerosis says the apartment manager harasses her and her caregiver. There was an episode between the manager and the client's caregiver during which the police were called. The caregiver has been banned from the apartment building. The client wants to retain the services of her caregiver who has been with her for eleven years.</p> |
| <p>144. A 93 year old male met two women at the hardware store. They became friends and now one of the women has the victim's durable power of attorney for health care. She wishes to remove the victim from the nursing home, quit her job, and become his caregiver. The reporting party questions whether the victim is mentally competent enough to direct care for himself.</p> |
| <p>145. A 54 year old male on disability for chronic asthma and severe back problems says another resident of his apartment house has been physically abusive to him and has burst into his apartment. The victim also says that his brother is physically and emotionally abusive to him.</p> |
| <p>146. A 65 year old woman lives in a motel; does not bathe or wash her clothes and cannot shop for herself. She can ambulate in the motel only by holding onto the air conditioner units. The victim eats out of the vending machine and smokes constantly.</p> |
| <p>147. A 65 year old woman has a history of alcoholism, prescription drug abuse, and depression. The victim is currently hospitalized. The victim has been taking her deceased husband's prescription drugs and spent \$2000 last month on more prescription drugs. The victim's step-son states she says she wants to die every day. The step-son and his pregnant wife have moved into the victim's apartment and do not want her to come back in her current condition. The step-son has been assisting the victim in getting prescription drugs.</p> |
| <p>148. A 74 year old man was found by his caregiver after being on the floor of the home for two to three days. The paramedics were called. The victim was dehydrated and was transported to the hospital where he remains at this time.</p> |
| <p>149. The daughter has found that her 80 year old memory impaired mother has recently written four checks for \$10,000 to her caregiver. The victim was told by the caregiver not to tell anyone about the checks, but daughter was contacted by a firm that oversees the victim's trust.</p> |
| <p>150. A developmentally disabled 25 year old man with major depression and uncontrolled seizures told the reporting party that his mother, who is his limited conservator, steals his checks and has verbally and physically assaulted him. He ran away from home yesterday and will not disclose where he is staying. The police have been called by the day treatment program.</p> |
| <p>151. The caregiver of an 81 year old man drinks while on duty.</p> |
| <p>152. A young man staying with a 71 year old male victim stole and forged \$650 worth of his checks.</p> |

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Allegations Received on March 5, 2004, Continued

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| <p>153. A despondent 51 year old male in unclean living conditions is sitting on garbage and not moving.</p> |
| <p>154. An 81 year old woman says that she cared for her significant other for 19 years and he willed his house to her. Now the staff of the facility where the significant other resides state that he has revoked her power of attorney and put his house up for sale. She is in danger of becoming homeless. The client states that her significant other does not have the mental capacity to make these changes.</p> |
| <p>155. The victim is a 70 year old male with a new 55 year old wife. The victim is neglected at home and is currently hospitalized with four broken ribs and pneumonia. The broken ribs are the result of a fall when his wife pulled him while helping him walk. The wife is also taking the client's pain medications because she is addicted to prescription drugs.</p> |
| <p>156. The family members visiting from out-of-state were not allowed to see a 49 year old disabled man and are concerned about his safety.</p> |
| <p>157. An 80 year old man is blind and trying to care for his wife who has Alzheimer's. Their mobile home smells of urine and feces. Their children do not visit.</p> |
| <p>158. An 80+ year old woman with Alzheimer's is being cared for by her blind husband. She often wanders and neighbors have to help the husband find her. Their mobile home smells of urine and feces.</p> |
| <p>159. A 50 year old mentally ill man has had recent hip surgery and is threatening to leave the hospital against medical advice. All family members are very afraid of him. The reporter is also afraid for him as he is unable to care for himself.</p> |
| <p>160. An 86 year old man recently lost his wife and has no one to care for him. He is very hard of hearing. He ambulates with a walker and is afraid of falling while alone. He wants to speak to a social worker to determine how he can safely remain at home.</p> |
| <p>161. An 86 year old female has been hospitalized for over a month and has not paid her rent. She is at risk of eviction.</p> |
| <p>162. A 37 year old paraplegic woman was brought to the hospital as a suicide attempt. Her male IHSS care provider was verbally and physically abusive. He hit her and stole her Supplemental Security Income (SSI) check.</p> |
| <p>163. A 90 year old woman is hospitalized and will be discharged to a skilled nursing facility. Her daughter has power of attorney and is planning to sell the client's home against her wishes.</p> |
| <p>164. A counselor obtained a \$1,000 loan from an 80 year old male mental health client. The counselor has been made to pay the client back, resign, and the matter has been referred to human resources.</p> |
| <p>165. The fire department was called to a 78 year old female's home due to her difficulty breathing. She had a bruise on her back where her husband had hit her. The victim has COPD and is on oxygen 24-hours a day. She doesn't know how to use the oxygen correctly. Her husband was taken to mental health for observation under a 5150. The victim was treated and released but can not care for herself. She came out of her home in only a bra and hospital gown. She is concerned that her husband will come back.</p> |
| <p>166. A 70 year old woman is a diabetic amputee suffering from depression. Her family convinced her to move out of a skilled nursing facility but is not taking proper care of her. She would like to move back but is afraid of causing tension in the family.</p> |

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Allegations Received on March 5, 2004, Continued

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| <p>167. A 70 year old widow made a suicide call. She is clinically depressed and can not afford her medication. The medication costs \$150 per month. She has guns in the house. The police arrived while APS was on the phone with her, but she refused to let them in and hung up on APS.</p> |
| <p>168. A 62 year old woman is dying of cancer and is reportedly being financially abused by numerous adopted children. The reporting party believes that the children are running a prostitution ring.</p> |
| <p>169. A 62 year old woman is wheelchair bound, has a brain impairment and delusions of having been in multiple airplane crashes. Her home is in poor condition; there is trash and clutter everywhere. The alleged victim has multiple cats and the home smells of cat urine and feces.</p> |
| <p>170. A 58 year old female's boyfriend was yelling at her and demanding that she cash her Supplemental Security Income (SSI) check and buy him beer. The victim and her boyfriend share a bank account so the reporting party believes that the boyfriend regularly financially abuses the victim.</p> |
| <p>171. A 68 year old brain impaired female receives homemaker assistance. The reporter believes that the homemakers smoke crack and steal money from the victim. The victim believes that she is going to be evicted.</p> |
| <p>172. A 76 year old memory impaired woman is being financially abused by her son and his girlfriend.</p> |
| <p>173. An 89 year old man was admitted to the hospital with pneumonia, kidney failure and malnutrition which are the results of severe neglect by an unrelated caregiver. The caregiver is living in the victim's home and is coming to the hospital attempting to get a power of attorney over the victim.</p> |
| <p>174. A 73 year old female was attacked by her paranoid schizophrenic son. She sustained multiple bruises. The Sheriff's Department placed her son under an involuntary 48-hour hold in an acute care mental health treatment center.</p> |
| <p>175. A 74 year old female diagnosed with dementia is unable to make decisions regarding health care or finances. Her health has declined and had a recent hospitalization. Her daughter, from out of state, discovered that her mother's roommate of four years gambled away \$150,000 of her money.</p> |
| <p>176. A 69 year old male, who is an alcoholic, is being evicted for having unauthorized guests in his assisted living apartment. The Apartment manager reports that they are taking the client's money. The apartment is in substandard condition. He has multiple health issues including arthritis and ambulates with a cane.</p> |
| <p>177. An 83 year old female is living with her granddaughter and grandchildren. She is often left alone and is isolated (with no visitation or telephone calls) from contact with the rest of the family. Has a history of alleged exploitation by family members.</p> |
| <p>178. A 27 year old male is disabled with severe scoliosis, cerebral palsy requiring a specialized wheelchair, a seizure disorder, developmentally delayed and needs total care. His condition is deteriorating. Due to lack of proper care and nutrition, he has chronic constipation and his gums are swollen and bleeding, making it difficult for him to eat or drink even cool liquids. There is also concern that family members may be utilizing the client's trust fund inappropriately.</p> |

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Allegations Received on March 5, 2004, Continued

179. A 33 year old female has cerebral palsy, is wheelchair bound, and a severe quadriplegic unable to use her hands. She communicates with difficulty, needs total care, and is very dependent upon others. The victim and others from the day program went on an outing to a local mall. The day program providers left the victim and other consumers unattended in the bus for approximately 30 minutes. The victim is afraid of retribution for reporting the incident.

180. A 48 year old female is filthy and unkempt. Her house is so bad it smells from the outside. She is bed bound and may not be able to ambulate. She may have mental health issues, has In-Home Supportive Services but refuses all except limited help. The victim was recently hospitalized. Child Protective Services is involved because the victim has a child in the home without proper care.

181. A 66 year old female, whose roommate passed away recently, appears to be incapable of caring for herself. Emergency crews responded to four calls from her in the past two weeks.

182. An 81 year old female has multiple health issues; hypertension, insulin dependent diabetic, had a recent hip replacement and a small stroke yielding some memory loss, hearing impairment, and major depression. Her In-Home Supportive Services care provider stole valuable jewelry from her.

183. A 77 year old female has worsening dementia with drastic changes in personality and behavior. She is described as combative, violent, reclusive, and paranoid. The client is non-compliant to going to the doctor and/or taking or purchasing prescribed medications. She fractured her wrist which was left unattended for several weeks. She is being evicted for nonpayment of rent. A strong smell of urine indicates possible incontinence. Her home is very cluttered and a fire hazard. She set the apartment on fire two months ago. Law enforcement has posted an eviction.

184. An 83 year old female's niece has taken another \$25,000 loan out of the client's account without her knowledge. There are fears for the victim's safety because the niece is the sole heir to the victim's estate.

185. A 20 year old female dependent adult has a seizure disorder with diagnosis of mental retardation, histrionic behavior, paranoid delusion and depression. The victim requested a new mentor and home placement because her present mentor's father yelled and swore at her and hit her in the chest.

186. An elderly 60+ female is the caregiver/spouse of a veteran who has been diagnosed with dementia. There are concerns regarding her cognitive limitations. She consistently appears confused and does not seem to understand instructions regarding her husband's care. Both she and her spouse may need to be assessed for conservatorship.

187. An 83 year old female with a medical history of cardiac problems recently had two separate instances of dizziness and fainting spells. There are concerns for her safety. She lives in a large apartment complex where most other residents are working during the day when the victim is at home by herself.

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Allegations Received on March 5, 2004, Continued

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| <p>188. The victim is a 79 year old insulin dependent diabetic man that has poor personal hygiene. There are concerns regarding safety hazards at his home. He was recently hospitalized with atrial fibrillation with rapid ventricular response and pneumonia. He was in ICU for several days. He was recently discharged and has no chore provider and it is unknown when home health will be seeing him.</p> |
| <p>189. An 82 year old male has durable power of attorney over his spouse's health. There are concerns about his executive functioning and mental capacity. He is allegedly making poor decisions regarding his spouse's medications and creating disturbances resulting in his spouse having difficulty getting dialysis clinics to work with her. With possible onset of dementia, he continues to drive. (Companion case)</p> |
| <p>190. A 79 year old female suffers from end stage renal disease. Her spouse has durable power of attorney for her health and through poor decision making is causing the client's health to deteriorate. He does not follow medical regimen, cuts her treatment time short, and decides when she can and cannot take medications and how often she comes for dialysis. She has had frequent hospitalizations. (Companion case)</p> |
| <p>191. A 70 year old female is very ill with kidney cancer. She has only one kidney. Her son died three weeks ago from brain cancer. He purchased the home for his mother and wife to live in. Since his death, the daughter-in-law has physically and verbally assaulted the client demanding that she sell the house. The client is fearful and does not want to spend any more time in the home.</p> |
| <p>192. An 87 year old female is blind and suffers from Alzheimer's disease. She resides in a board and care facility. Her son arrived from out of town unannounced and took the client to the bank and had her withdraw \$5,000 in cash. A conservatorship is needed.</p> |
| <p>193. A 71 year old male is a veteran with anoxic brain injury, organic brain syndrome, dementia, alcohol and tobacco dependent, with late effects of cardiovascular aneurysm, hypertension, post traumatic stress syndrome, and emphysema. The client's spouse, who has brain cancer, has durable power of attorney, but does not have decision making capacity. Against his doctor's recommendations, she continues to leave the client alone at home unsupervised, and allows him to smoke and drive. Client needs to be assessed for possible conservatorship.</p> |
| <p>194. An 81 year old female, who speaks no English, suffered a heart attack and two strokes last year. She wanders at night and falls frequently. She is fixated on knives. Her daughter suffered a broken back in a severe auto accident and is unable to lift her mother when she falls. Neither has insurance and they have a limited income at this time. Need to assess mother and daughter for services.</p> |
| <p>195. An 80 year old female reported that an individual (relationship unknown) has been borrowing money from her with the understanding that she would repay it with her income tax return. There is money missing from the victim's savings account.</p> |
| <p>196. A 27 year old female quadriplegic calls 911 two to four times per week to be taken to the emergency room. She has a Foley catheter and is on a ventilator. She rarely gets admitted and seems to be looking for attention. Her mother is the care provider and the nurse is questioning the care that the victim is receiving.</p> |

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Allegations Received on March 5, 2004, Continued

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| <p>197. An 89 year old woman was admitted to the hospital due to malnutrition. She refuses convalescent home care. Her son lives at home and works. He is not the care provider.</p> |
| <p>198. A 78 year old diabetic woman claims someone came into her home at night and stole her credit card and \$200 from her purse. The house doors were locked. She states things have turned up missing on and off for two years.</p> |
| <p>199. A 78 year old bed bound woman was released from the hospital in February. Her daughter and In-Home Supportive Services workers were instructed to turn the victim every two hours. This is not being done. The victim was found dirty, in a dirty bed, with significant skin break down.</p> |
| <p>200. A 38 year old woman with severe arthritis in her hip and mental health problems is not being given her medications appropriately by her In-Home Supportive Services worker. The IHSS worker is not doing other tasks as well.</p> |
| <p>201. A 51 year old woman with neuropathy in the legs, a mental health issue and diabetes is being neglected by her In-Home Supportive Services care provider.</p> |
| <p>202. An 85 year old blind woman's mental state is deteriorating. She has had six care providers in the last five months and has accused all of them of stealing from her. The home health agency is terminating services.</p> |
| <p>203. A 77 year old man with congestive heart failure, dementia and skin break-down is non-compliant with taking his medications and keeping doctor appointments. He has no family or friends. There is currently no food in the home. He is scared and confused.</p> |
| <p>204. The caregiver is not providing medication to an 89 year old female with heart problems, glaucoma, and a colostomy.</p> |
| <p>205. An 82 year old frail woman's son is taking her money and neglecting her care. The woman is very upset by this betrayal.</p> |
| <p>206. An 83 year old bed bound woman was hospitalized with multiple necrotic decubitus ulcers on her buttocks and feet from improper care.</p> |
| <p>207. A 67 year old frail man is depressed and self isolating. He is not eating properly due to loss of appetite. He should be using a walker due to unsteady gait, but doesn't know how to get one. He needs an advocate.</p> |
| <p>208. A 65 year old woman was brought to the hospital smelling strongly of feces and urine. She had some bruising on her forehead and right arm.</p> |
| <p>209. A 47 year old brain injured man with an infantile mental state was taken home by his spouse from the hospital after the accident instead of to the rehabilitation facility. The spouse is not providing medications or rehabilitation treatment. She is not providing needed assistance in toileting. She is providing beer and cigarettes.</p> |
| <p>210. A 50 year old developmentally disabled man was pushed down and slightly injured by the caregiver's boyfriend.</p> |

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Allegations Received on March 5, 2004, Continued

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| <p>211. An 87 year old woman with senile dementia, whose husband and sole caregiver had just committed suicide by shooting himself in their home, is unable to care for herself. She does not know when to take her own medications. She has no family in the area. Immediate response is requested.</p> |
| <p>212. A 40 year old male with history of stroke, deafness, limited vision, right side paralysis, and inability to walk is being medically neglected by his wife. His medications are not being properly administered.</p> |
| <p>213. A 65 year old man's daughter-in-law stole his checks and credit cards. Over \$5000 was charged and over \$1500 in checks was taken.</p> |
| <p>214. An 88 year old female with history of dementia, arthritis, and hypertension is non-ambulatory. She had strong, foul body odor, black teeth, and appears not to have had a bath in a year. She is not receiving her medications properly.</p> |
| <p>215. A 90 year old man with a history of strokes, memory loss, fractured hip, heart problems and poor hearing is being cared for by his son who was in a state hospital for mental illness. The son transferred the home's ownership to himself and took out a loan against it. The victim is isolated from other family. The victim was pushed and yelled at by the caregiver son.</p> |
| <p>216. An 89 year old woman's caregiver/granddaughter was arrested in the victim's home for possession and use of methamphetamines. Three other people were also arrested for drug use. The victim was unaware of the situation.</p> |
| <p>217. A 65 year old woman diagnosed with colon cancer, bipolar disorder, and major depressive disorder, has refused home health services. She is being released from a nursing facility against medical advice to an unknown hotel.</p> |
| <p>218. An 80 year old man with heart problems and short term memory loss is still driving and is so forgetful he cannot remember how to use keys at times. He is not following through with doctor appointments. He is unable to manage his own finances. His housekeeper has been paid thousands of dollars for a couple of hours of work.</p> |
| <p>219. An 84 year old male has a history of severe short term memory loss, diabetes, heart problems, and is unable to care for himself. His daughter is his caregiver. He is not receiving proper medical care or treatment.</p> |
| <p>220. A non-verbal 68 year old woman with unknown medical problems lives with her husband and daughter in a violent household. The daughter's husband has been physically assaultive to all. (Companion case)</p> |
| <p>221. A 68 year old man with unknown language needs lives with his wife and daughter in a violent household. The daughter's husband has been physically assaultive to all. (Companion case)</p> |
| <p>222. An 82 year old woman will be discharged from the hospital today. She refuses care and to go to the doctor as needed. Her home is a hazard and not in a condition fit to be lived in.</p> |
| <p>223. A 62 year old woman wandered confused into the bank stating she was homeless. The bank staff recognized her as a regular customer of the bank and contacted APS.</p> |

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Allegations Received on March 5, 2004, Continued

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| <p>224. A 54 year old developmentally disabled male has been convinced by his therapist to give his monthly income over to her. There is no accounting of this money and the client is not receiving it. (Companion case)</p> |
| <p>225. An 82 year old woman is leaving a skilled nursing facility without any follow-up as recommended by her physician. She needs a caregiver but refuses to utilize her money for one. She also refuses meals on wheels due to the cost. She will be at risk at home.</p> |
| <p>226. An 84 year old woman's daughter/caregiver was arrested and has been in jail for approximately two weeks. She needs to be evaluated for safety without a caregiver.</p> |
| <p>227. An 82 year old woman is suspected of being physically abused by her husband who is her caregiver. The reporting party has heard screaming and yelling and suspects the physical abuse.</p> |
| <p>228. A 72 year old man is the victim of a scam. He has been sending hundreds of dollars to an unknown company because "I have to in order to receive my winnings".</p> |
| <p>229. An 85 year old man is bed bound and has hospice at home. His wife is his caregiver and is leaving him home alone for significant periods of time.</p> |
| <p>230. An 85 year old male has severe Alzheimer's and is wheelchair bound. His spouse can no longer take care of his needs. The victim gets combative and strikes out at his wife.</p> |
| <p>231. A 76 year old man with dementia, who speaks only Vietnamese, was moved into his caregiver's home. It is suspected this was done to get more control of his monies. The caregiver is verbally abusive to him in front of others.</p> |
| <p>232. A 54 year old disabled woman was assaulted by a roommate. Two fingers were broken and she required surgery.</p> |
| <p>233. A 53 year old woman with multiple sclerosis left the hospital against medical advice. She says she escaped. She has decreased capacity due to neurological impairment from MS. She has no services in her home and a history of falls and overdosing on medications. It is unclear if she has food.</p> |
| <p>234. An 80 year old woman is non-ambulatory and receives hospice services. She was hospitalized recently for pneumonia and malnutrition. She was abducted from her daughter's home for financial gain by her son, who has a history of being neglectful and verbally abusive.</p> |
| <p>235. An 83 year old female has CHF, diabetes, HTN, and double amputation with possible early dementia. She is refusing to cooperate with her caregivers and family and to pay rent. She is at risk of eviction. She is described as "losing it" by her caretakers; one has left and the other plans to leave.</p> |
| <p>236. A 51 year old woman is on Supplemental Security Income (SSI) for possible mental health issues. She declined IHSS services when told that the chore provider would not bring money to pay for her credit card bills. She stated that there is no room for the worker to stand in her apartment because it is filled with a lot of stuff.</p> |
| <p>237. A 29 year old female was brought to the hospital emergency room by ambulance with failure to thrive, severe dehydration, malnutrition, aspiration pneumonia, and cachexia after being ill for more than 4 weeks without medical care. Her mother is the caretaker and had a poor understanding of the severity of the victim's medical condition.</p> |

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Allegations Received on March 5, 2004, Continued

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| <p>238. A 67 year old woman's daughter pushed her with a door last night; it is unknown if she was injured. The daughter has restricted the victim's use of the phone, refrigerator, and bathroom due to family conflicts and other issues. The victim looks sick, skinny, and markedly older. She has a thyroid problem and depression. The daughter has a boyfriend now and wants the victim to move out. The daughter and granddaughter are verbally abusive.</p> |
| <p>239. An 83 year old woman's son has power of attorney and has not been paying the bills for the victim's private care agency; he owes over \$5,000. The agency stopped providing the services three months ago. The victim is moderately demented, at high risk for a fall, had a shoulder fracture, and her doctor recommended 12 hours of daily supervision. The family and the victim are not complying with this. The victim does not feel she needs the care.</p> |
| <p>240. A 95 year old female is becoming progressively frailer and needs personal care as she is at a high risk for a fall. She had a urinary tract infection that went untreated. The victim's sister has power of attorney, but she is now home bound, and cannot participate in the victim's care. The sister refuses to pay for home care for the victim who is not willing to give income information or apply for In-Home Supportive Services.</p> |
| <p>241. A 68 year old female called saying she was afraid of her daughter's boyfriend. The boyfriend has been verbally abusive and threatening towards her. The victim lives with her daughter. Previously, the daughter got a restraining order against the boyfriend but she has decided to dissolve it and get back together with him.</p> |
| <p>242. A 75 year old woman is bed bound and was found lying half-naked on the edge of her bed. She was extremely frail and unable to respond to questions. The apartment was dirty and had a strong smell of urine. She is being neglected by her husband who is refusing to hire someone to take care of her and clean up their apartment.</p> |
| <p>243. A 96 year old man and his residence are dirty. He refuses help as he does not trust social workers.</p> |
| <p>244. A 57 year old female and her residence are dirty. She refuses help and is non-compliant.</p> |
| <p>245. A 76 year old man's son is verbally and financially abusive.</p> |
| <p>246. A 63 year old female had a stroke. When her daughter applied for Medi-Cal, she said her mother is incompetent. Her daughter had to provide receipts for spend down of \$50,000. A lot of it was spent on the daughter's wedding.</p> |
| <p>247. A 95 year old woman's niece is telling caregivers that the victim will be moving in with her nephew. According to the caregivers the victim does not want to move.</p> |
| <p>248. When hospitalized for three days, a 54 year old man reported that he was overmedicated and mistreated. He says he was convinced by someone to sign blank legal documents resulting in the sale of his home.</p> |

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Allegations Received on March 5, 2004, Continued

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| <p>249. During a post-op evaluation, a 67 year old female appeared very depressed. She told the nurse that her spouse wakes her up at 3:00 AM demanding she cook for him. Her spouse won't feed her when she is ill. She wants to leave him but is afraid. She is being treated for spinal pain.</p> |
| <p>250. An 82 year old man was discharged from the hospital 5 days ago. He is not able to care for himself and has no family or friends. He is not seeing his doctor nor taking his Digoxin.</p> |
| <p>251. An 84 year old divorced man is suffering from grief over his daughter's death. He lives alone and is not caring for himself. He is incontinent and leaves used diapers around the house. He is resistant to meals on wheels and other in-home assistance. The home is in need of structural repair and many appliances do not work.</p> |
| <p>252. An 84 year old woman suffers from diabetes, macular degeneration (almost completely blind), and shows signs of dementia. Her neighbors and friends had been helping her with shopping, transportation, paying bills, etc., but are not able to continue assisting her. Her caseworkers are ruling out the need for conservatorship.</p> |
| <p>253. A 78 year old man left his apartment and was found wandering downtown. He appeared disoriented and the police department was called and he was escorted home. He has no major medical conditions and the apartment was clean and he had food. The victim said he wanted to die, but did not appear suicidal otherwise.</p> |
| <p>254. An 84 year old woman suffers from dementia and diabetes. She had been living with her significant other who had been taking care of her. Her significant other was admitted to the hospital. Her daughter was staying with her, but cannot continue. She is not safe alone at home and refuses in-home assistance. She is being referred for conservatorship investigation.</p> |
| <p>255. A 79 year old woman was recently hospitalized for coronary heart failure, pneumonia, hypertension, renal failure, insulin-dependent diabetes, and depression. She was discharged to her home with in-home attendant care and her daughter assists when the attendants are not there. The client uses a walker and commode. She is being treated for anxiety, depression and has poor judgment. Her husband wants her to move back to another city, where they had lived before, and threatened to kill himself if she does not move with him.</p> |
| <p>256. The caretaker parents of an 18 year old autistic developmentally disabled boy do not obtain needed medication or mental and physical health services for him. They also leave him alone with relatives who had abused him as a child.</p> |
| <p>257. A 52 year old man is developmentally disabled and non-verbal. He was allegedly sexually molested/abused by an employee in an independent living project. The suspect was caught in the act and law enforcement has responded.</p> |
| <p>258. An 83 year old man with multiple health problems left a skilled nursing facility in order to return home. He will not receive adequate care in his home.</p> |
| <p>259. An 88 year old woman wrote a bizarre letter to the Medi-Cal staff. On the phone, the victim told the Medi-Cal staff she was going to take all her medication to end her life.</p> |
| <p>260. The wife of an 88 year old demented man threatened to give him all his medication to end his life.</p> |

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Allegations Received on March 5, 2004, Continued

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| <p>261. A 74 year old man was taken to the emergency room for heart irregularities. The paramedics reported that the home was full of feces and vomit and that the victim might not be able to care for himself.</p> |
| <p>262. A 71 year old man was hit twice in the face (cutting his eyelid) by his son. The son is in his late 30's.</p> |
| <p>263. A 78 year old woman's son will not provide her with a healthy and safe living environment. The victim is unable to care for herself due to a stroke. The victim's son is also verbally abusive to her.</p> |
| <p>264. A 64 mentally ill female on Supplemental Security Income (SSI) is not spending money to meet her needs for food, clothing & shelter. The victim may be non-compliant with medications.</p> |
| <p>265. A 65 year old man wanders. He was found ten miles from home. He is unable to care for himself. He may have dementia.</p> |
| <p>266. A 70 year old man is experiencing psychological/mental abuse by family members.</p> |
| <p>267. A reporting party calling to report a 91 year old woman who is unable to manage her medications properly. The victim gets dizzy and has to go to the emergency room clinic regularly. The victim has dementia and scored 15/30 on the MMSE. The victim lives with her sister and brother-in-law who provide no care.</p> |
| <p>268. A brain injured adult daughter has periodic outbursts that frighten an 87 year old woman with a heart condition. This day she feared her daughter was going to hit her.</p> |
| <p>269. An 81 year old man was discharged from a skilled nursing facility to his home. The victim's wife is unrealistic in her expectations of what he can do and may push him into doing things beyond his capacity. Resources for in-home caregivers have been provided and the concern is that one will not be hired.</p> |
| <p>270. An 85 year old man was taken to the hospital for alleged mental health problems. The victim was checked out and was found to be fine. The suspected abusers refused to pick the victim up saying that the hospital needed to keep the victim for 30 days. The suspected abusers are the victim's grandchildren, living in the victim's home and suspected of taking his stocks and bonds.</p> |
| <p>271. A 90 year old woman was hospitalized with pneumonia and altered mental state. The mental issues may be a result of illness or may be permanent (there is no previous history). The victim was found to have bruises, including around an eye. She lives with a daughter who may be abusing her. This daughter has a history of evictions and of mental problems.</p> |
| <p>272. A 77 year old man and his wheelchair dependent wife live with a daughter and nine other family members. The man has suffered a serious permanent shoulder injury in the past as a result of his daughter pushing him into a railing. The daughter is violent in the home and has thrown things nearly hitting the alleged victim and/or his wife. The daughter/alleged abuser has a history of substance abuse and of abusing her own child. The victim and wife lock themselves into their room because they fear family members.</p> |

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Allegations Received on March 5, 2004, Continued

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| <p>273. A 62 year old woman has developmental disabilities and heart disease and lives with an adult son who has drug and alcohol problems. The son constantly harasses the victim regarding her capabilities.</p> |
| <p>274. An 88 year old man is in poor health, has Alzheimer's and is dying of cancer. His girl friend (recent) has been blocking medical care. She yells and screams at him on a daily basis.</p> |
| <p>275. A 65 year old woman with early onset dementia is often left unsupervised. She wanders and has been lost in the neighborhood. She is still driving.</p> |
| <p>276. A 90 year old man is in frail health. His wife was recently deceased and the client is not eating nor caring for himself. He sold his home and the money from the sale of his home is apparently not available.</p> |
| <p>277. A 91 year old man is hard of hearing and frail with many health problems. He has a history of falling, incontinence, and can't take care of his own needs. The home and victim reek of urine.</p> |
| <p>278. A 102 year old man is frail and has some memory problems. He has had rental properties for many years but is now not receiving the rental income. His grandson is apparently cashing the rental checks. The victim is fearful of his grandson. The grandson has somehow changed the will.</p> |
| <p>279. A 21 year old developmentally disabled man, client of the regional center, is attempting to live independently. His caregiver is not providing care and intimidates the client.</p> |
| <p>280. A 93 year old woman is frail with some memory and health problems. She sees a physician for osteoporosis, high blood pressure, and anxiety. Checks from her checkbook are missing; she suspects her caregiver or a relative.</p> |
| <p>281. A 69 year old man has been in the hospital for 130+ days with a serious infection. He is bed bound with a feeding tube and non-verbal. He cannot return to a skilled nursing facility. His spouse wants to take him out of the state. The son appears to be financially abusive and wants to take him home.</p> |
| <p>282. A 78 year old male hospital patient argued with his visiting spouse and choked her. He is due to be discharged home. It is unclear whether the spouse will be able or willing to care for her husband.</p> |
| <p>283. A passerby saw a caregiver strike a 78 year old man twice while driving down the road. The reporting party followed the car to a medical clinic and called the police. The caregiver was arrested. At home care is needed.</p> |
| <p>284. An 88 year old woman's church is pressuring her to sign over property and evict her daughter/caregiver from the home. She is seriously demented.</p> |
| <p>285. An 86 year old woman's caregiver is stealing her food and medications. The victim is fearful of her caregiver. The caregiver is not doing the work for which she is being paid.</p> |
| <p>286. A 75 year old man is requesting assistance to get a restraining order against his brother's girlfriend who lives in his home. She is not paying rent and is allegedly a drug user. She allegedly stole \$480 from the victim, scratched his face, bruised his arm and foot, and threatened to kill him.</p> |

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Allegations Received on March 5, 2004, Continued

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| <p>287. A 69 year old bed bound man lives with his disabled sister and developmentally delayed niece. There is a strong odor of urine and no working heater in the home. Dirty dishes are found throughout the home. (Companion case)</p> |
| <p>288. A 71 year old disabled woman lives with her bed bound brother and developmentally delayed daughter. The victim is incontinent and unable to change her diaper or care for herself. There is no working heater. There are dirty dishes throughout the house. The victim is unable to care for herself or her brother and daughter. (Companion case)</p> |
| <p>289. A bank manager reports that a 64 year old woman appears confused. She has made several large withdrawals and wants to close her account.</p> |
| <p>290. An 87 year old man and his wife have a 40 year old daughter and grandsons who are possible substance abusers living with them. The daughter and grandsons do not contribute to the household expenses. (Companion case)</p> |
| <p>291. An 83 year old woman and her husband have a 40 year old daughter and grandsons who are possible substance abusers living with them. The daughter and grandsons do not contribute to the household's expenses. (Companion case)</p> |
| <p>292. A 70+ year old woman's son made her sell her out of state home and buy three homes with the money. One home was to be hers and the other two rental properties. The son had her put the rentals in his name and has now sold them. The case has been reviewed by an attorney who said that nothing can be done.</p> |
| <p>293. A 63 year old man was very emotional and stated he is contemplating suicide. He wants out of his present living situation. His wife is his caretaker. He has brain damage from an accident two years ago.</p> |
| <p>294. An 85 year old woman's care provider has been trained to care for her wounds but is not providing adequate wound care. The victim has an infection in both legs. The apartment isn't clean and food is left out. There are dirty wound dressings throughout the apartment.</p> |
| <p>295. A 23 year old developmentally delayed man is living with relatives. He attends a day program and was arriving there on a regular basis with spoiled food in the lunch prepared by his family.</p> |
| <p>296. A 67 year old woman is not paying her bills and appears unable to understand her finances.</p> |
| <p>297. An 86 year old recently hospitalized male may be financially abused. He is filthy and only eating mashed potatoes.</p> |
| <p>298. Two of an 85 year old woman's sons have been taking her money, misusing the power of attorney, selling her stocks and bonds, and attempting to sell the victim's home. The sons refuse to give information on the victim's situation or explain financial arrangements.</p> |
| <p>299. A 53 year old man has multiple sclerosis, is bed bound and needs personal care. The victim lives with family and they do not want to provide care.</p> |
| <p>300. A 71 year old woman has renal failure, panic attacks, poor ambulation, and is on dialysis. She fell and broke her hip and wasn't discovered for almost thirty (30) hours. Her home is unsanitary and sparse. Her son refuses to assist or get involved in placement.</p> |

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Allegations Received on March 5, 2004, Continued

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| <p>301. A 75 year old woman is diagnosed with syncope. Her nephew pushed her to the ground and family members refused to assist her. She was admitted to the hospital. It is believed that she is being taken advantage of financially by her family in the home.</p> |
| <p>302. A 68 year old woman, diagnosed with renal failure, is on dialysis three times a week. Her daughter-in-law takes all her money, yells at her, does not allow her in other parts of the house and doesn't allow visitors to see her.</p> |
| <p>303. A care provider stole \$560 from a 90 year old man's wallet.</p> |
| <p>304. A 28 year old diagnosed with bi-polar disorder with psychotic features is being evicted due to unstable behavior. She threatens others, calls police and is a danger to herself.</p> |
| <p>305. A 30 year old man diagnosed with paranoid schizophrenia has a roommate that is verbally abusive and threatens him. The victim is being evicted, sleeps all day and is up all night.</p> |
| <p>306. An 80 year old woman diagnosed with Alzheimer's disease is cared for by her husband. Her husband came home drunk and is unable to care for himself and his spouse.</p> |
| <p>307. A 56 year old physically disabled man is in long-term care. He had allowed three homeless people to move into his home. He now needs to sell his home, but the three homeless people refuse to leave.</p> |
| <p>308. A 48 year old woman with a mental health diagnosis is being cared for by her 87 year old mother. There is concern that the victim's mother cannot provide adequate care.</p> |
| <p>309. A 75 year old man's blood sugar count is consistently high. He is not taking his medications appropriately and doesn't seem to understand the seriousness of his situation. He lives with a step-daughter but she doesn't seem to help.</p> |
| <p>310. A 45 year old mentally disabled woman is being evicted and forced to have sex with others. The staff is verbally and mentally abusive towards the victim.</p> |
| <p>311. An 84 year old man lives with his 79 year old wife and 58 year old son who has a history of drug use and violence. The son allegedly hit the victim and started cussing at him. (Companion case)</p> |
| <p>312. A 79 year old woman lives with her 84 year old husband and 58 year old son who has a history of drug use and violence. The son allegedly hit the victim's husband and cussed at them. (Companion case)</p> |
| <p>313. An 87 year old woman is the primary caretaker for herself, a mentally ill daughter and a 7 year old granddaughter. The reporting party is concerned about the woman's ability to care for herself and others in the home.</p> |
| <p>314. A 66 year old woman had a dislocated shoulder and did not seek treatment for several days.</p> |
| <p>315. An 85 year old woman's caregiver allegedly pulled the victim from her wheelchair. The police were called.</p> |
| <p>316. A 48 year old woman is developmentally disabled and alleges that while she was in a bathroom in the park, her job coach put his finger into her vagina.</p> |

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Allegations Received on March 5, 2004, Continued

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| <p>317. A 57 year old man is diagnosed with bi-polar disorder. There is no running water or electricity in his home and the toilet and sinks do not work. There are feces on the carpet and he is using the outdoors as the bathroom. He does not follow doctor's orders or take medications. His house will be auctioned off as he has not paid the mortgage or home owners' association fees.</p> |
| <p>318. A neighbor reports verbal abuse, name calling, and poor living conditions of an 80 year old woman.</p> |
| <p>319. The step-grandson of a 66 year old man with multiple health problems (heart problems including prior open heart surgery, tremors, edema and obesity) wants the victim to adopt him.</p> |
| <p>320. A 66 year old man with multiple health problems is upset that his IHSS provider is living in the home. He claims the provider is verbally abusive and now has complete access to the home while he and his wife are hospitalized. The victim requested that Adult Services help him evict the provider and to make sure his motorized scooter is safe. Also, he requested that Adult Services make sure the provider does not take the car keys.</p> |
| <p>321. The victim is a 71 year old woman; allegations are against her adult son. The victim lives isolated in the mountains. She suffers from osteoporosis, fibromyalgia and walks with the use of a cane. The victim said her son was upset and grabbed her arm but would never hit her.</p> |
| <p>322. A 38 year old man, diagnosed with multiple sclerosis, is very depressed. His wife divorced him and he is currently homeless.</p> |
| <p>323. A 78 year old female with multiple health problems is living in unsafe conditions. The victim lives with her adult daughter. The home is unkempt with several cats and dogs. The daughter claims that although her mother lives in substandard housing, she owns multiple properties.</p> |
| <p>324. The victim is a 61 year old female who is blind and disabled. She is currently living in the home of her adult daughter and daughter's boyfriend. The victim had stated she was abused several months ago by her daughter's boyfriend. The allegations were unfounded by APS. The victim wants APS to help her move so that she will have a place for herself and her son when he is released from prison next month.</p> |
| <p>325. A 41 year old female who has Down syndrome is currently residing in the home of her sister and brother-in-law. They are not providing appropriate care. There have been past allegations concerning molestation and isolation.</p> |
| <p>326. A 31 year old man with autism is alleged to be neglected by his adoptive parents.</p> |
| <p>327. A 100 year old lives with others in a home which is in deplorable condition and a health hazard.</p> |

Conclusions

Putting the Results in Perspective

It is important to put the results of this project in perspective:

- This is only a snapshot of the reports received in California. The report does not address the results of the investigations or what interventions were done. Both the investigation and the intervention portion of the APS' mandate are complex, time consuming tasks that would require a much more intensive research study than could be accomplished by this committee.
- Although this project collected 100% of the reports received on March 5, 2004, this was a slow day for APS in California. On an average day, California's APS receives 352.4 reports instead of the 327 reports we received on March 5, 2004. These reports represent 91% of the reports in a normal day in California.
- Historically, California receives approximately 16% to 25%¹ of the adult abuse reports nationwide so this project represents a large sampling of the reports received in the United States.
- The National Elder Abuse Incidence Study², completed in 1996, indicates that only 16% of all abuse is reported. If that percentage is correct, **an additional 2000+ incidences of abuse occurred and went unreported in California alone on March 5, 2004.**

Notes:

¹Because APS in different states services different populations (e.g., only elders 60 years of age and older, only elders 65 years of age and older, both elders and dependent adults, only persons living in the community, or persons living both in the community and in institutions) and the definitions of abuse are different (e.g., some do not classify self-neglect as abuse), it is impossible to calculate a more exact percentage.

²(http://www.aoa.gov/eldfam/elder%5Frights/elder%5F Abuse/ABuseReport_Full.pdf)

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Conclusions, Continued

Snapshot of an APS Report

From these reports, we can make the following statements:

- 37% of the abuse victims are 80+.
 - 63% of the elderly victims are female.
 - 64% of the victims have major medical issues.
 - 53% of the victims are described as exhibiting some degree of cognitive impairment.
 - 26% of the victims of all types of abuse are described as self-neglecting.
 - If abused by others, 31% of victims are described as experiencing neglect and 24% are reported as experiencing financial abuse.
 - 42% of the alleged perpetrators are family members.
 - Family members and health care providers make the majority of the calls to APS.
 - The complexities of the abuse issues indicate that the victims are likely to need interventions from more than one agency (e.g., mental health, law enforcement, in-home supportive services), reinforcing the importance of multidisciplinary teams in the treatment of adult abuse.
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Next Steps

Follow-up

The CWDA Protective Services Operations Committee recommends following up this project with:

- **Further research:** While a more in-depth study is beyond the scope of this committee, CWDA would be willing to partner with an educational institution to provide county APS data for a follow-up, empirical study of types of victims, types of perpetrators, and/or types and effectiveness of interventions. Such a study is needed to gain further insight into the causes of abuse and plan prevention strategies more effectively.
- **Development of an “All-County”¹ data collection system:** Currently only the number of reports, types of abuse and number of confirmed vs. inconclusive allegations are collected. In order to study types of victims, types of perpetrators, and types of interventions on an ongoing statewide basis, an all-county data collection system is needed that could tap directly into each county’s electronic case files where available.
- **More training for county APS staff and multi-disciplinary team members:** This project points out that most adult abuse cases are extremely complex, involving multiple issues and agencies. Since universities do not currently offer specialized degrees in elder abuse, statewide training of APS workers and their partner agencies is needed to develop a pool of experts to handle these cases. Given the number of victims with apparent cognitive impairments, additional training around the issues of client competency and the client’s right to self-determination are especially recommended.
- **Increased funding for these crucial programs is needed** in order to address the widespread and growing elder and dependent adult abuse in California. Few counties are able to fund the outreach activities necessary to alert the public of the magnitude of this serious problem, and without public awareness, many victims' needs will never be addressed.
- **Support for federal action to combat adult abuse:** This project points out the magnitude of the problem state governments are facing as the “baby boomers” age. It is imperative that the federal government put in place a national action plan to combat abuse before that age wave hits.

¹ An “All County” data system would allow the sharing of common data elements from each county’s separate and unique data collection software. It would not require the development and mandatory use of a single statewide computer system.

Appendix-Sample Interventions

Disclaimer APS interventions will vary depending on the client's circumstances, the resources available within the community and the resources available within the APS agency.

Intervention 1 **Situation:**
(Vignette 211) The victim is an elderly woman with senile dementia whose husband and sole caregiver had just committed suicide by shooting himself in their home. The victim was unable to care for herself. She did not know when to take her own medications and has no family in the area. Immediate response by APS was requested.

Intervention:
APS coordinated with the victim's friend for bio-hazard clean up. The victim was taken by APS for psychiatric and medical evaluation but was returned home by doctors. One of her relatives provided short-term 24-hour care. The victim was also referred to the Public Guardian's office and was conserved. The victim was referred to the Public Administrator for her husband's funeral arrangements. There were multiple guns in the victim's home that she threatened to use on herself and others, so the guns were removed. The victim was referred to Meals on Wheels and provided an emergency response button.

Intervention 2 **Situation:**
(Vignette 148) A 74 year old man was found by his caregiver after being on the floor of the home for two to three days. The paramedics were called. The victim was dehydrated and transported to the hospital.

Intervention:
APS conducted a case conference with the client and his home health care manager to discuss his increased care needs and encourage consideration of assisted living, to which he agreed. Note: APS had a prior report regarding another fall, but at that time the client refused to consider placement and was competent to make the decision. With the client's consent, APS contacted family members who agreed to investigate appropriate placement and monitor his care. APS provided them with referrals. Unfortunately, the client died in the hospital.

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Appendix-Sample Interventions, Continued

Intervention 3

(Vignette 256)

Situation:

The 18 year old male victim is autistic, developmentally disabled, and psychotic. His caretaker parents do not obtain needed medication or mental and physical health services for him. They also leave him alone with relatives who had abused him as a child.

Intervention:

APS interviewed the family and found that although the parents have difficulty coping with their son, they were willing to seek help. They were referred to the In-Home Supportive Services program, and to the local Regional Center for counseling services. APS followed up with the victim's high school counselor and arranged for the parents to have a meeting with the son's physician. The case is being followed by an APS case manager.

Intervention 4

(Vignette 61)

Situation:

While an 81 year old woman was hospitalized for open heart surgery, her half brother got her to sign a power of attorney and a quit claim deed. He then sold her house without her knowledge or consent. The police are unwilling to press charges because of the power of attorney.

Intervention:

APS alerted the Real Estate Fraud Division of the Department of Consumer Affairs and has also contacted a legal service agency with the goal of having a pro-bono attorney assigned to handle the case as a civil proceeding. The case remains under investigation.
