

**INFORMATION & REPORTING**

*For more information or to report elder consumer fraud:*

**C.A.R.E. Program**

**800-476-7506**

**C.A.R.E. Program Offices:**

**District 1 (Lake Elsinore)**

**951-245-3322**

**District 2 (Jurupa)**

**951-955-2653**

**District 3 (Hemet)**

**951-791-3568**

**District 4 (Indio)**

**760-863-7661**

**District 5 (Moreno Valley)**

**951-486-6828**

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*To report elder abuse in domestic settings:*

**Adult Protective Services**

**24 Hours**

**800-491-7123**

*Remember...*



*Report it!*



**C.A.R.E.  
PROGRAM**

**C**urtailing

**A**buse

**R**elated to the

**E**lderly

## *What is the C.A.R.E. Program?*

The C.A.R.E. Program, a division of Riverside County Adult Protective Services, addresses **ELDER ABUSE** through education, training and a multidisciplinary approach to abuse cases. The C.A.R.E. Program addresses **ELDER CONSUMER FRAUD** through education and hands-on advocacy.

## *Who does the C.A.R.E. Program serve?*

The C.A.R.E. Program advocacy component serves the elder population (65+) and dependent adults (18-64) of Riverside County. Education services are provided to all segments of the Riverside County population. All services are free of charge.

## *What services does the C.A.R.E. Program provide?*

### CONSUMER FRAUD ADVOCACY

The C.A.R.E. Program provides support and assistance to elder and dependent adult victims of consumer fraud by working with the State regulatory agencies, law enforcement, and the court system. C.A.R.E. Program Coordinators may meet with clients, help sort through documents, contact resources, help write letters and fill out forms, and provide general support through stressful times. The goal of this advocacy is to guard or regain seniors' assets, preserve their dignity, protect their privacy, and provide support and assistance throughout the process.

### GATEKEEPER TRAININGS

The purpose of the Gatekeeper and Mandated Reporter Program is to build a stronger community care net by providing community trainings to people who experience close regular contact with seniors, helping them recognize and report signs of elder abuse or of another crisis that will threaten their independence. The Program matches needs and resources in the community to allow local senior citizens to maintain their independence and dignity with a minimum of helpful intervention. The Gatekeeper/Mandated Reporter Program trains banking professionals, hospital and home health providers, code enforcement and animal control officers, clergy, mobile home park and apartment managers, law enforcement, senior service providers, and community volunteers. These trainings are customized to be of utmost benefit to the trainees and include a training booklet.

### COMMUNITY EDUCATION

Anti-fraud seminars are conducted in Riverside County communities in partnership with law enforcement, FBI, investment experts, and attorneys to teach seniors how to recognize, report and prevent fraud and abuse. The subjects covered at these sessions include telemarketing fraud, caregiver, contractor, car repair and sales, investment, and other types of fraud by businesses, including identity theft. A special information and resource booklet is provided to each attendee. C.A.R.E. provides elder abuse presentations to seniors in mobile home parks, senior centers, care facilities and anywhere else senior congregate.

### C.A.R.E. TEAMS

The C.A.R.E. Team's purpose is to improve coordination and cooperation among service providers and public safety organizations in combating elder and dependent adult abuse. C.A.R.E. Teams are mandated by SB 2199, and their composition and rules of confidentiality are set by the Welfare and Institutions Code. The 3 regional teams, made up of 41 agencies, meet monthly in east, west and mid-county. Members include all law enforcement jurisdictions, District Attorney, FBI, APS, Mental Health, Public Health, Public Guardian, Social Security, Office on Aging, Community Care Licensing, Ombudsman, Probate Investigations, and other agencies involved in the treatment and prevention of elder abuse in Riverside County. Team members share best practices to combat elder abuse and work together toward protection of the client and prosecution of the offender under Penal Code 368, California's elder abuse law.

