

Social Services Manual

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CARE Program

Overview

Module 4, Chapter 1

Acronym C.A.R.E. stands for Curtailing Abuse Related to the Elderly.

Description The C.A.R.E. program is a division of APS that provides advocacy, education, training and MDT coordination. It's 4 major service components are described below.

Program Components

Module 4, Chapter 2

MDT coordination The C.A.R.E. program provides coordination and support for Riverside County's three regional Multidisciplinary "C.A.R.E." Teams.

Direct Consumer Advocacy The Direct Consumer Advocacy component assists victims of such consumer fraud as telemarketing, investment, sweepstakes and real estate scams or contractor and automotive repair schemes.

Community Anti-fraud education The Community Anti-Fraud Education component takes anti-fraud information into the community to empower seniors and prevent the fraud from occurring.

Gatekeeper training The Gatekeeper Training component teaches recognition and reporting of all types of elder and dependent adult abuse to members of the community who have regular contact with this population.

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C.A.R.E. Team Coordination

Module 4, Chapter 2, Section 1

Coordination of C.A.R.E. Team meetings

The C.A.R.E. team coordinator shall:

- Be responsible for scheduling and advertising monthly regional C.A.R.E. Team meetings.
- Arrange for monthly “In-Service” speakers.
- Prepare the agenda and chair the C.A.R.E. Team meeting.
- Maintain, update, and disseminate a membership roster.
- Assure that C.A.R.E. Team members have completed and have on file the following:
 - 1) “Statement of Confidentiality”
 - 2) “Elder Abuse Reporting Agreement”
 - 3) “Agreement of Agency Commitment”
 - 4) “Agency Outline”
- Educate CARE Team members, as well as the general public, that all abuse of elder and dependent adults must be reported to APS.
- Update CARE Team members about upcoming trainings, new legislation, and other items relevant to the prevention and alleviation of abuse.

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C.A.R.E. Team Coordination, Continued

**Promoting
MDT responses**

The C.A.R.E. Team coordinator shall also:

- Promote coordinated responses to elder abuse by linking individuals seeking assistance with the CARE Team member(s) most able to provide that assistance.

NOTE: Such coordination includes requesting that CARE Team members consult with the case's referring agency before taking action. APS is always the lead agency if there is an open APS case.

- When necessary, act as an intermediary between individuals or agencies in resolving differences regarding their approaches to handling abuse cases. Often this can be accomplished by educating those involved about the program focus and limitations of the various agencies.
 - Inform the APS worker and that worker's supervisor when an APS case is scheduled to be presented or, if unscheduled, has been presented at the C.A.R.E. Team.
 - The C.A.R.E. Team coordinator shall make a new referral to APS for assistance when a closed APS case has been referred to the C.A.R.E. Team.
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C.A.R.E. Team Participation by APS

Module 4, Chapter 2, Section 2

APS supervisor participation

APS supervisors shall attend their regional C.A.R.E. Team meetings on a regular basis.

APS supervisors shall provide expert advice and consultation on C.A.R.E. Team cases.

APS supervisors are responsible for monitoring that

- APS workers provide the services agreed upon at the C.A.R.E. Team meeting or
 - APS works with the C.A.R.E. Team to develop a service plan which best meets the needs of the client.
-

APS worker participation

The APS worker responsible for any current C.A.R.E. Team case will attend C.A.R.E. Team meetings and provide updates on the client's situation.

In dialog with the C.A.R.E. Team, the APS worker responsible for the case will develop a consensus service plan that integrates those services agreed upon at the C.A.R.E. Team meeting.

If consensus can not be reached, the APS worker, in consultation with his/her supervisor, will develop a service plan that integrates as many of the CARE team recommendations as possible.

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C.A.R.E. Program vs. C.A.R.E. Team

Module 4, Chapter 2, Section 3

Explaining the difference

Because of the similarity in their names, there is often confusion between the C.A.R.E. Program and the C.A.R.E. Team. The following chart is provided to clarify the differences.

	C.A.R.E. Program	C.A.R.E. Team
Membership	C.A.R.E. Program Coordinators are APS employees.	C.A.R.E. Team members include, but are not limited, to the following agencies that provide services to elder and dependent adults: <ul style="list-style-type: none"> • APS • Mental Health • Health Services • Office on Aging • Law Enforcement • The District Attorney’s office • Public Guardian <p>NOTE: C.A.R.E. Team is open to all APS workers.</p>
Responsibilities	C.A.R.E. Program Coordinators provide consumer advocacy, education, and coordination of the C.A.R.E. Team meetings.	C.A.R.E. Team members provide their specific programs’ services to clients (i.e. Mental Health provides mental health services). C.A.R.E. Team members provide expert advice and consultation from their program’s perspective on difficult cases that require a coordinated response from multiple agencies. C.A.R.E. Team members often make joint home calls.

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C.A.R.E. Program vs. C.A.R.E. Team, Continued

A visual reminder of the difference between APS and CARE.

ABUSE

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SOCIAL WORKER

CONSUMER

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E

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Direct Consumer Advocacy

Module 4, Chapter 3, Section 1

Goals The C.A.R.E. Direct Consumer Advocacy Component shall provide advocacy services for those elders and dependent adults who are victimized by consumer fraud with the goal of obtaining:

- corrective action and/or
 - restitution and/or
 - prosecution of the offender
-

Eligibility For the purpose of receiving direct consumer advocacy services, the elder or dependent adult must be an alleged victim of consumer fraud.

Definition of consumer fraud Consumer fraud is defined as:

- the failure to provide goods and/or services or
- the failure to provide goods and/or services as promised, by a business or individual presenting him/herself as a business entity (e.g., self-employed gardener, unlicensed contractor).

NOTE: This definition of fraud specifically excludes financial abuse by individuals or businesses defined as care providers in 33-200(c)(1).

Definition of elder “Elder means any person residing in this state 65 years of age or older.” (WIC 15610.27)

Definition of dependent adult “Dependent adult” means:

- “...any person residing in this state, between the ages of 18 and 64 years, 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.”
- And “... includes any person between the ages of 18 and 64 who is admitted as an inpatient to a 24-hour health facility, as defined in Section 1250, 1250.2, and 1250.3 of the Health and Safety Code.” (WIC 15610.23)

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Direct Consumer Advocacy, Continued

- APS-only cases** When C.A.R.E. receives a report that is exclusively elder or dependent adult abuse as defined in 33-200(a)(3):
- no C.A.R.E. case is opened and
 - C.A.R.E. will request that the reporting party contact APS directly via the APS toll-free phone number.
 - C.A.R.E. will complete and fax an SOC 341 to APS Intake immediately or as soon as possible.
-

- Joint cases received by C.A.R.E.** When C.A.R.E. receives a report that involves elements of **both** consumer fraud and elder and dependent adult abuse as defined in 33-200(a)(3):
- C.A.R.E. will open an Advocacy case and
 - C.A.R.E. will cross report the abuse to APS Intake on an SOC 341 by fax immediately or as soon as possible. The SOC 341 will indicate that C.A.R.E. has an active case and the name and phone number of the C.A.R.E. staff member handling the case.
-

- Joint cases received by APS** When APS screening receives a report that involves elements of **both** consumer fraud and elder and dependent adult abuse as defined in 33-200(a)(3):
- APS will open an APS case and
 - APS screening will refer the report of consumer fraud to the CARE district office by faxing the SOC 341 immediately or as soon as possible.
-

- Service coordination** C.A.R.E. and APS will coordinate services to avoid duplication of effort.
- When the APS issue is a question of the client's competence, C.A.R.E. shall contact and coordinate with the APS worker before taking action on the case unless the fraud issue is time sensitive (e.g., rescinding a contract).
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Direct Consumer Advocacy, Continued

Cross reporting on an open case C.A.R.E. will cross report to APS Intake on an SOC 341 by fax immediately or as soon as possible when, in the course of handling the case, a previously undisclosed APS issue is uncovered.

APS will report to APS Intake when, in the course of handling the case, a previously undisclosed consumer fraud issue is uncovered. The new allegation(s) will be referred to C.A.R.E.

Scope of service The client services that C.A.R.E.'s Advocacy can provide include, but are not limited to:

- Providing information and referrals.
 - Making telephone calls on the client's behalf when so authorized by the client.
 - Writing letters on the client's behalf when so authorized by the client.
 - Providing support and reassurance.
 - Helping the client complete forms.
 - Accompanying the client to the police station or small claims court.
-

Conditions for opening a case A case is opened when:

- The client requests assistance and
- It appears that the client meets the eligibility requirement of having been victimized by consumer fraud and
- The client provides the necessary information to complete the Intake Form.

A C.A.R.E. Advocacy case may only be opened at the request of the client.

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Direct Consumer Advocacy, Continued

Consent	No action is to be taken without the client's expressed consent. The client's consent is to be documented by worker's statement in the case record.
Action plan	<p>C.A.R.E shall develop an agreed on plan of action towards resolution in partnership with the client. The plan of action is to be recorded in the case record.</p> <p>To empower the client, the client should handle any aspects of the plan he/she feels able to deal with effectively.</p>
Documenting contacts	<p>All contacts with the client and with other persons, businesses and agencies on the client's behalf shall be recorded in the case record. This should include:</p> <ul style="list-style-type: none">• the name of the person contacted,• the date of the contact,• the type of contact (i.e., face-to-face, telephone, e-mail),• the reason for the contact,• what information or services were provided or arranged,• and any other pertinent information.
Handling correspondence	Copies of all correspondence completed on the client's behalf are to be forwarded to the client. A second copy must be filed in the case record.
Client updates	C.A.R.E. shall provide the client with periodic case updates by phone.

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Direct Consumer Advocacy, Continued

Conditions for closure

The case shall be closed when:

- The client requests closure or fails to co-operate.
 - The fraud has been rectified.
 - No further progress is possible.
 - Requested by law enforcement or the APS worker when it is a shared case.
-

Case closure process

When **all** regulatory agencies have completed their investigations, a closure form shall be completed for the case.

The C.A.R.E Program Manager shall review the case at closure to ensure all proper steps have been taken to assist the client.

The Program Manager shall initial the closure form to indicate approval or return the case for further action.

Confidentiality

C.A.R.E. personnel are bound by the same confidentiality regulations as other APS employees.

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C.A.R.E. Community Anti-fraud Education

Module 4, Chapter 4, Section 1

Goal The C.A.R.E. Community Anti-Fraud Education Component shall, in partnership with APS, provide Anti-Fraud and Elder Abuse Training to the Community at large for the expressed purpose of preventing consumer fraud and elder and dependent adult abuse.

Groups served Any community group, regardless of their profit/non-profit status, may request and receive anti-fraud educational services free of charge. These groups include, but are not limited to:

- Mobile home parks
 - Senior centers
 - Senior complexes
 - Service groups (e.g., AARP)
-

Services provided The educational services provided include:

- In-person training by C.A.R.E. and APS personnel.
- Provision of video tapes as available.
- Provision of written training materials such as brochures and handbooks.
- Provision of articles for newsletters, magazines and newspapers edited by the Program Manager.
- Television or radio interviews by the Program Manager.

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C.A.R.E. Community Anti-fraud Education, Continued

Topics addressed

C.A.R.E. educational materials and classes can include, but are not limited to, the following topics:

- Telemarketing Fraud
 - Investment Scams
 - Home Repair Fraud
 - Real Estate Schemes
 - Sweepstakes and other Postal Fraud
 - Automotive Repair Scams
 - Identity Theft
 - Physical Abuse
 - Financial Abuse
-

Recordkeeping

C.A.R.E and APS personnel are to keep records of the educational services provided to the community. These records shall include:

- Name of the group served.
- Name and phone number/address of the contact person.
- Specific Topic addressed.
- Number of people the training reached (e.g., number of people in the audience, number of brochures given out, average radio audience size).

Records are to be forwarded to the C.A.R.E. Program manager within 30 days.

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Gatekeeper Training Component

Module 4, Chapter 5, Section 1

Goal The C.A.R.E. Gatekeeper Training Component, in partnership with APS, educate segments of the community, who have regular contact with elders and dependent adults, on how to recognize and report abuse and neglect.

Groups served C.A.R.E. Gatekeeper Training may be provided to mandated reporters and any community group or organization, regardless of their profit/nonprofit status, free of charge.

These groups may include, but are not limited to,:

- Banking professionals.
- Community volunteers.
- Health care community.
- Pharmacy workers.
- Home repair contractors.
- Mobile home park and apartment managers.
- Mail carriers.
- Law enforcement.
- Senior services providers.
- Clergy

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Gatekeeper Training Component, Continued

Services provided

The training services provided include:

- In-person training by C.A.R.E. and APS personnel.
 - Provision of video tapes as available.
 - Provision of written training materials such as brochures and handbooks.
 - Provision of articles for newsletters, magazines and newspapers edited by the Program Manager.
 - Television or radio interviews by the Program Manager.
-

Topics to be covered

Each training should be tailored to meet the needs of the group being addressed and the types of situations they are likely to encounter. However, every training shall include the following topics:

- What is Abuse and Neglect?
 - Indicators of Abuse and Neglect
 - What is APS?
 - What happens if I make a report?
 - Do I have to report?
 - How do I make a report?
 - Difference between APS and C.A.R.E.
 - What is IHSS?
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Gatekeeper Training Component, Continued

“What is Abuse and Neglect?” A simple explanation of each type of abuse shall be given with a clear-cut example (e.g., rape is a clear example of sexual abuse). More detail and, if appropriate to the audience, the legal definition should be given for those types of abuse the group is most likely to encounter (e.g., bankers should be given the legal definition of financial abuse and a detailed description of undue influence).

“Indicators of Abuse and Neglect” The audience shall be given clear-cut indicators of actual abuse and neglect situations (e.g. client has adequate income and a Representative Payee but is being evicted for failure to pay rent) and should be allowed to ask questions about the less clear situations they have encountered. Information should be tailored to cover the types of abuse situations the group is most likely to encounter.

What is APS? The audience shall be informed that APS is the agency that provides protective services and short-term case management for elder and dependent adults living in the community.

“What Happens if I Make a Report?” The fact that APS services are voluntary and can only be provided with the client’s consent needs to be stressed as many people believe either that APS can “drag clients out of their home against their will”, or that APS has not done their job in the past because they did not place a client against his will. A brief description of possible APS interventions for the types of abuse the trainees are most likely to encounter should be given.

“Do I Have to Report?” When the group being addressed is made up of individuals who are mandated reporters, C.A.R.E. personnel will inform these individuals of their reporting responsibilities under the Welfare and Institutions Code 15630.

“How Do I Make a Report?” Unless the audience routinely encounters clients in placement situations, the information shall focus on making reports to APS. The APS Intake worker will inform the reporter if the report needs to go to another agency and will provide the necessary phone number. The audience shall be told to call 911 if a crime is in progress or the client is in a life-threatening situation.

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Gatekeeper Training Component, Continued

“The difference between APS and C.A.R.E.” The audience shall be informed that APS investigates physical abuse, neglect, financial abuse by individuals and all other types of elder and dependent adult abuse, while C.A.R.E. provides direct advocacy for victims of consumer fraud. Examples of situations which should be reported to APS and to C.A.R.E. should be given.

The audience shall also be informed that the focus for each program is different. C.A.R.E. places greater emphasis on restitution and prosecution. APS’s focus is on protection, advocacy and the provision of case management services.

“What is IHSS?” The audience shall be told that the IHSS program provides domestic, related and personal care services to those clients who are income eligible and need care to remain safely at home. The program phone number is to be provided.

Recordkeeping C.A.R.E. and APS personnel are to keep records of the Gatekeeper Training provided to the community. These records shall include:

- Name of the group served
- Name and phone number/address of the contact person.
- Specific focus of the Training (e.g. financial abuse training for bankers).
- Number of people the training reached. (e.g. number of people in attendance, number of brochures given, average radio audience size).

Records are to be forwarded to the C.A.R.E. Program manager within 30 days.
