

THE MULTIDISCIPLINARY APPROACH TO ELDER ABUSE



Presented by:

C.A.R.E. Program

Riverside County

Department of Public Social Services

Adult Services Division

800-476-7506 / 951-791-3446

NOT THE EXPERTS!



What does C.A.R.E. mean?

- C.A.R.E. stands for

- Curtailing
- Abuse
- Related to the
- Elderly



C.A.R.E. Program History

- **C.A.R.E.** was formed in response to the community's concern that there were gaps in services for victims of elder abuse and consumer crime. Turfism, duplication of services, and confidentiality issues were preventing successful partnering of the agencies dealing with elder issues.



C.A.R.E. Program

- Agencies were duplicating some services and not providing others
- Confidentiality issues were preventing successful partnerships
- Turfism was stopping progress.

The leap!



From Pilot Project to
County APS Program

WHAT IS THE C.A.R.E. PROGRAM?

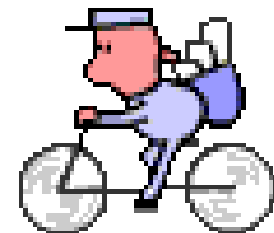
**HANDS-ON ADVOCACY
FOR VICTIMS OF
CONSUMER FRAUD**



**ELDER ABUSE
PREVENTION AND
EDUCATION**



C.A.R.E. TEAMS



APS or C.A.R.E. What is the difference?

When it comes to cases:

- ♥ **C.A.R.E.** responds to victims of **CONSUMER FRAUD** by businesses
- ♥ **APS** responds to financial abuse by **INDIVIDUALS** and all other types of elder abuse that fits the WIC description

APS or C.A.R.E. What is the difference?

When it comes to Teams:

♥ **C.A.R.E.** works with agencies to help coordinate services and resources for clients whose cases are brought to the C.A.R.E. Team.

♥ **C.A.R.E.'s** emphasis is toward the investigation and prosecution of elder abuse crimes. CARE staff are not social workers.

Multidisciplinary Teams

A mandate by Senate Bill 2199





FAST Team???

C.A.R.E. Team???

MDT???

How are they different??

How are they alike??

F.A.S.T.: Fiduciary Abuse Specialist Team

- ✓ **The best known F.A.S.T.'s in California began as a public/private partnership in Los Angeles county and San Francisco to combat the rising tide of elder FINANCIAL ABUSE in those counties.**
- ✓ **Confidentiality forms, as well as Agency Commitment and Agency Overview forms are required. A common case info form is often required**
- ✓ **Currently many counties State-wide support F.A.S.T.s with one County wide Team which meets monthly**


M.D.T.: Multi Disciplinary Team

- ✓ **These teams often exist through County Adult Services units for cases that come to the attention of Mental Health, Public Health, Public Guardian and Adult Protective Services**
- ✓ **Membership on these teams is often limited to government agencies and often does not include law enforcement or prosecutors**
- ✓ **Usually does not include in-service training for members**
- ✓ **A formal MOU between agencies is sometimes required, as well as a “common case info form” agreed upon by members**
- ✓ **Financial abuse cases may or may not be handled at these MDT’s**

C.A.R.E. TEAMS

C.A.R.E. Program in Riverside County has 5 full time Coordinators with the following responsibilities regarding the three C.A.R.E. Teams:

- ✓ Maintains team roster, provides monthly agenda and minutes, plans training component
- ✓ Coordinates monthly team training
- ✓ Tracks team cases and acts as point person on multi-disciplinary services
- ✓ Tracks prosecution statistics for Team cases
- ✓ Updates members on new legislation, upcoming trainings, and cases in the media



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WHY ARE THEIR THREE
REGIONAL TEAMS
INSTEAD OF ONLY ONE
COUNTY-WIDE TEAM IN
RIVERSIDE COUNTY ?

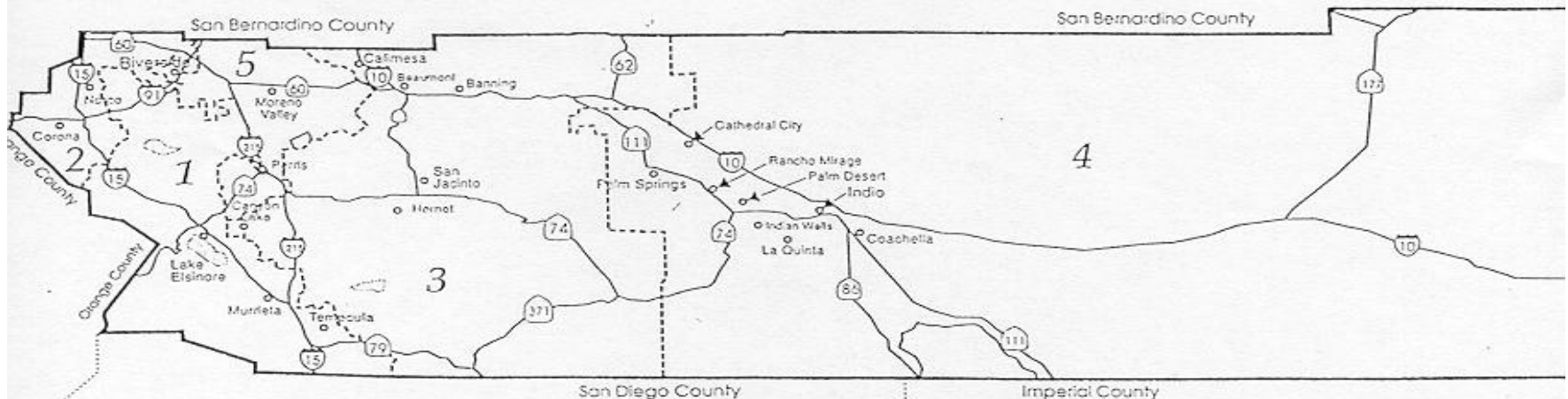
✓ **Riverside County has a very wide-spread geographic area**

1.7 million population
7,300 square miles
200 miles East to West

↓ **Corona**

↓ **Blythe**

*RIVERSIDE COUNTY
SUPERVISORIAL DISTRICTS*





Regional Teams because....

- ✓ The belief was that law enforcement and local service providers would feel a deeper level of commitment to resolve cases in their own “back yard” and would form more solid partnerships with professionals they routinely work with in their day-to-day caseloads

Where and when do they meet?



- **Typically 25-35 members attend each Team each month.**
- **All types of abuse are addressed at the team, including self neglect.**

Why isn't it called **F.A.S.T.**?

(Financial Abuse Specialist Team)

- ✓ **C.A.R.E. Team** addresses all types of elder abuse at the table, including self neglect - not just financial.
- ✓ **C.A.R.E. Program** encompasses prevention services for all types of elder abuse through community education and Gatekeeper trainings
- ✓ **C.A.R.E. Program** provides direct advocacy for victims of consumer fraud



Multidisciplinary Teams

Where Do We Begin?

W&I code 15763 mandates the formation of MDTs with the following purposes:

- ✓ Develop interagency treatment strategies
- ✓ Ensure maximum coordination with community resources
- ✓ Ensure maximum access on behalf of elders and dependent adults
- ✓ Avoid duplication of efforts

W&I code 15763 and 15610.55 mandates members will include, but not be limited to:

- ❖ **Law Enforcement**
- ❖ **District Attorney**
- ❖ **Home Health Care Agencies**
- ❖ **Hospitals**
- ❖ **Public Guardian**
- ❖ **Public Health Agencies**
- ❖ **Mental Health Agencies**
- ❖ **Long Term Care Ombudsman**
- ❖ **Private Community Service Agencies**

Who are other recommended members?

- ❖ **Financial Institutions**
- ❖ **Investment Consultant**
- ❖ **Real Estate Consultant**
- ❖ **County Counsel – Probate Attorney**
- ❖ **Private Civil Attorney – Elder Specialty**
- ❖ **Public Administrator**
- ❖ **Coroner**
- ❖ **Legal Aid Services**
- ❖ **Parole or Probation**
- ❖ **MediCal Fraud Investigator**
- ❖ **Victim Witness**
- ❖ **Social Security**

More recommended members...

- ❖ **Long Term Care Ombudsman**
- ❖ **Community Care Licensing**
- ❖ **Office on Aging**
- ❖ **Alzheimer's Association**
- ❖ **Domestic Violence Programs**
- ❖ **Code Compliance Officers (city and county)**
- ❖ **Contractors State License Board**
- ❖ **County Emergency Services**
- ❖ **Physician**
- ❖ **Private Practice Psychologist or Psychiatrist**
- ❖ **Legislative Assistant-County Board of Supervisors**
- ❖ **RepresentativeS of Assembly and Congress**



W & I Code 10850.1 & 15633 defines **confidentiality regulations** for members:

- Team members may share client information (written and verbal) which is relevant to the prevention, identification or treatment of elder or dependent adult abuse. All such information shared during team meetings is to be kept confidential and testimony concerning any such discussion is not admissible in any criminal or civil court proceeding. No minutes are taken of case discussions.

Requirements for Membership

Statement of Confidentiality (inc. HIPAA)

Reporting Agreement

In-Service Training at each monthly meeting

Agreement for Agency Commitment

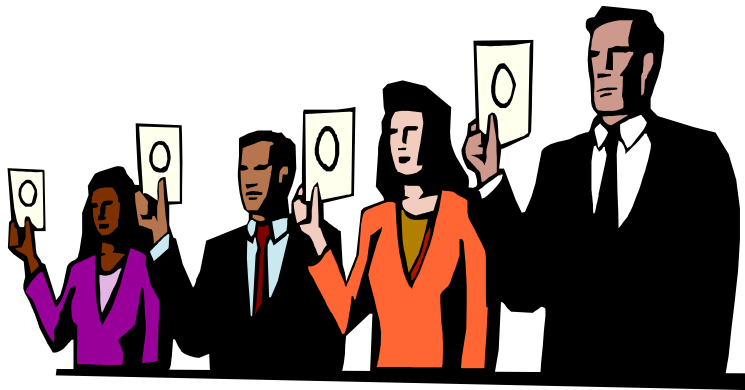
Agency Outline



C.A.R.E. Team Policies

(may not be required by other counties)

- Members must be sponsored onto the Team



C.A.R.E. Team Policies

(may not be required by other counties)



- Members must vote on new members
- One Dissenting Vote denies membership to the Team

C.A.R.E. Team Policies

(may not be required by other counties)

- Membership is decided with the preponderance of benefit to the Team, rather than the member



C.A.R.E. Team Policies

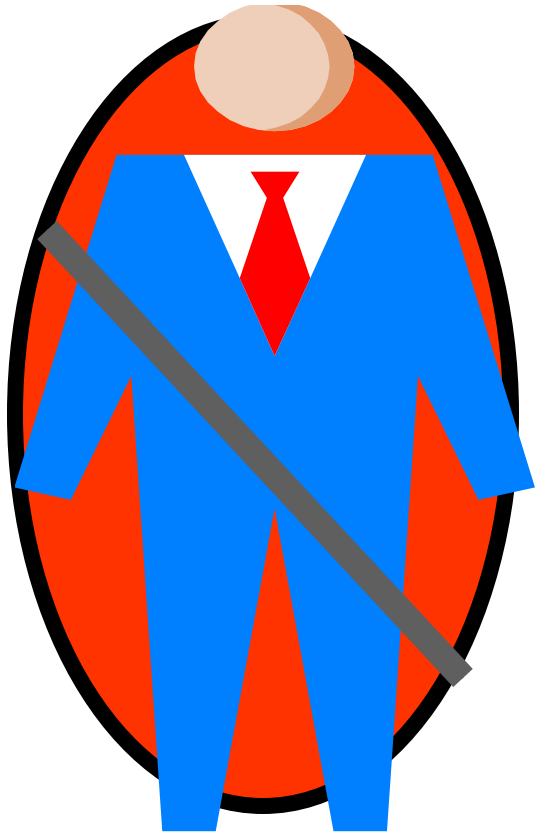
(may not be required by other counties)



- C.A.R.E. Team members cannot benefit financially from their membership on the Team or approach clients for services whose cases are discussed by the Team

C.A.R.E. Team Policies

(may not be required by other counties)



- Volunteers are exempt from team membership or team attendance – except for Ombudsman Volunteers

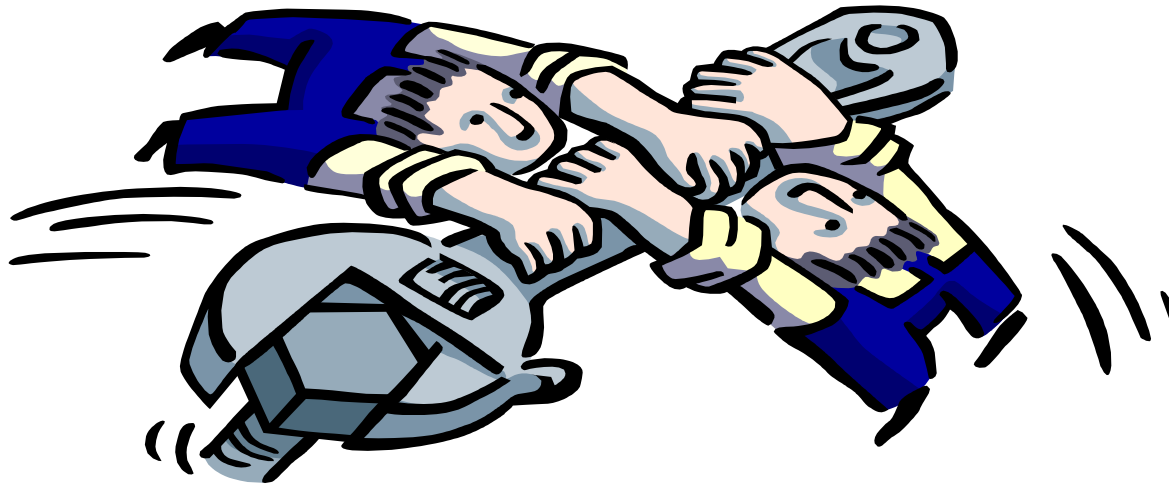
C.A.R.E. Team Policies

(may not be required by other counties)



- Private Fiduciaries are exempt from membership on C.A.R.E. Teams

How Do We get Started – The “Nuts And Bolts”



How Do We get Started



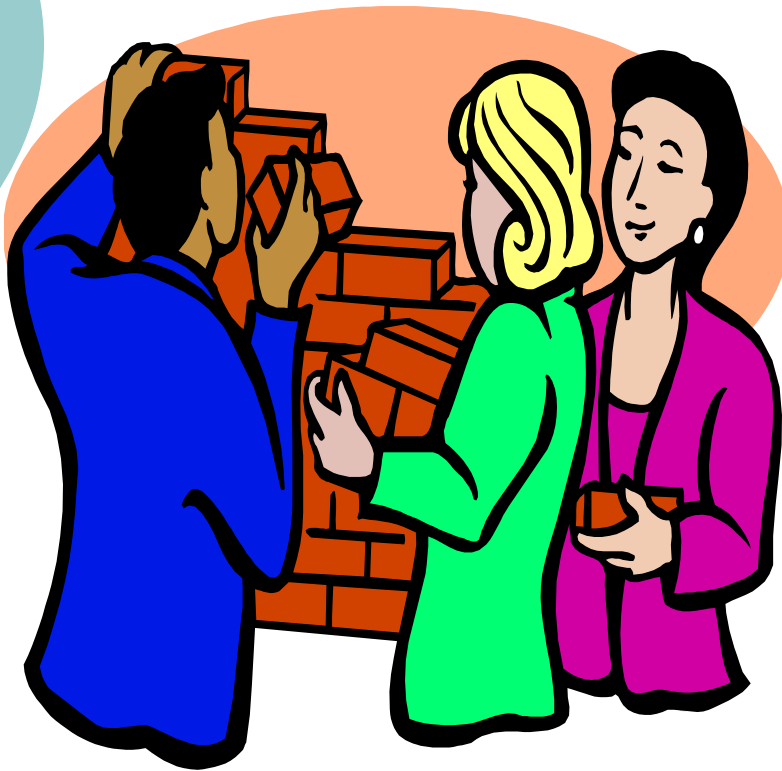
- Identify the “Core Group” of Team Members
 - APS
 - All Jurisdictions of Law Enforcement and District Attorney
 - Public Guardian
 - Public Administrator
 - Coroner
 - Victim Witness
 - Mental Health
 - Public Health
 - County Counsel
 - Ombudsman
 - Social Security

How Do We get Started



- Visit these agencies **PERSONALLY** when possible, and also provide a letter of explanation about the MDT mandate, goals and benefit of membership

How Do We Get Started



- Ask each agency head to recommend a member who values team work and who is most interested in membership and training

Meeting #1

- **Provide Orientation Training**

 - Discuss:**

 - **Goals**
 - **Benefits**
 - **Requirements**
 - **Commitments**
 - **Policies**
 - **Set monthly meeting date**

- **Work on a Mission Statement**

Meeting #1 (Cont'd)

- Provide a team member list to all members which includes:
 - **Agency**
 - **Member Name, Title**
 - **Mailing Address**
 - **Phone Number**
 - **Fax Number**
 - **E-Mail Address**

Meeting #1 (Cont'd)

- **Provide a “Member Nomination Form”**
- **Provide a team Notebook for each member with dividers for agendas, minutes, training information, case notes, policies and mission statement**

Meeting #2

- **“Core Team”** reviews the nominations, discusses the merits of the nominated members, and votes to form the rest of the team
- Provide team Members with copies of all forms signed at Meeting #1
- Submit Team Case Intake Form for approval by members
- Provide opportunity to answer questions and discuss any concerns about Team functioning

Meeting #3

- **Provide training component**

Let the case discussions begin!

After 12 Meetings:

- **Consider providing a special overview of the year's accomplishments to remind members of the value of the Team**
- **Consider giving Team members an opportunity to publicly thank a member who has been especially helpful or responsive during the year**
- **Consider surveying the team in writing for feedback on both successful strategies and areas that may need improvement**

How Do We Make It All Work?



**CONSIDER MAKING MANAGEMENT OF THE
MDT A SPECIALIZED POSITION** within your
agency with the additional responsibility of
public education and training



Consider That Management Of The Team and Team Building **Requires Ongoing Outreach/Support** to the members and ongoing recruitment responsibilities.

It is **CRITICAL TO THE SUCCESS OF THE TEAM** that the manager be free to cultivate these relationships and provide ongoing support to the agencies.



MDT's are guaranteed to:

- Frustrate you – *who are these people??*
- Challenge your agency's policies and procedures – *who do they think they are??*
- Test your communication skills – *what language are they speaking??*
- Showcase your knowledge – *but also spotlight your ignorance!!*
- Attack your ego – *if you brought it to the meeting with you!!*



BUT...

Elder abuse teams are successful because

we provide support and direct services to members, proving the Team is worth their time



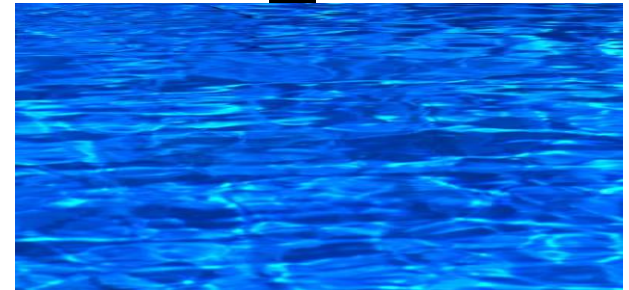
Because...

*We've gotten over the
hurdle of confidentiality
issues*



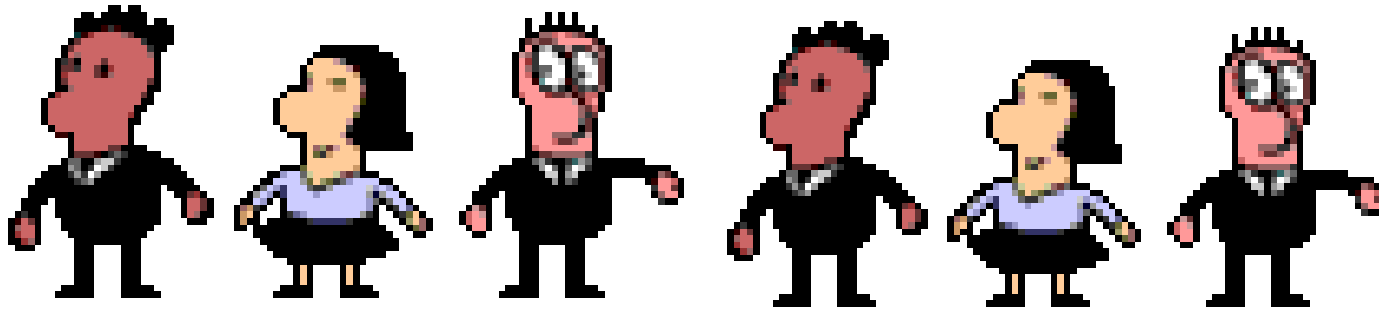
Because.....

Egos are “team killers”
– we leave them
outside the door!



Water

Because...



*We share information and
techniques to the best interest of
our shared clients!*

Because...

We help each other out of
the maze of bureaucratic
red tape!



Because...

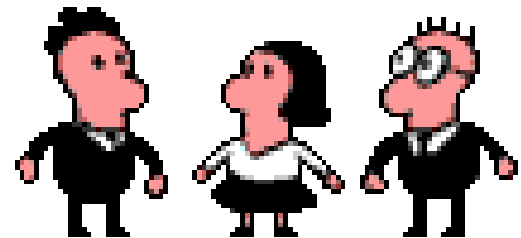
We don't play the

BLAME GAME



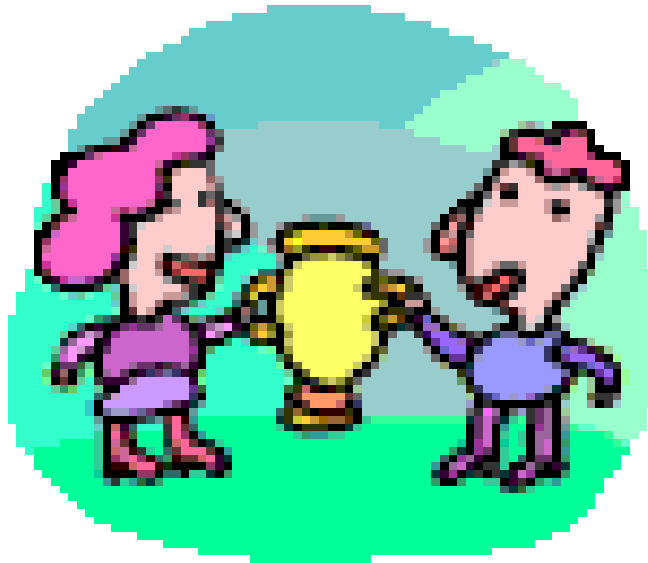
Because...

*We respect each
other's expertise
and perspective and we
are solution focused.*



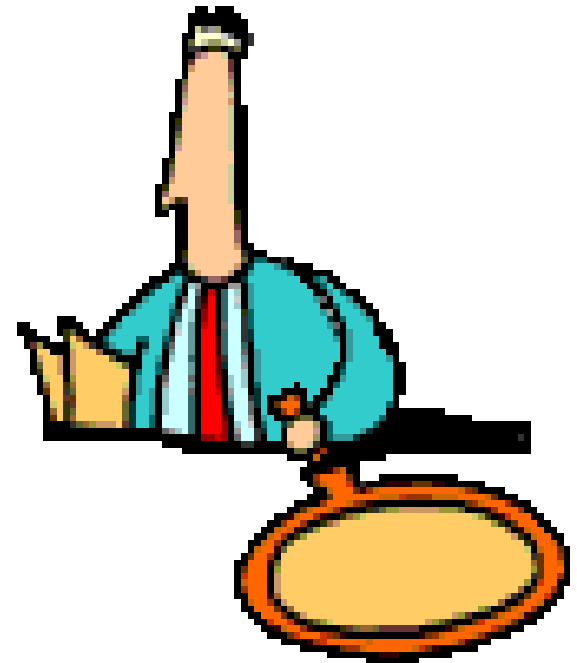
Because...

We share the credit for successful
protection, recoveries and
prosecutions



Because...

Our focus remains
on the needs of the
CLIENT!





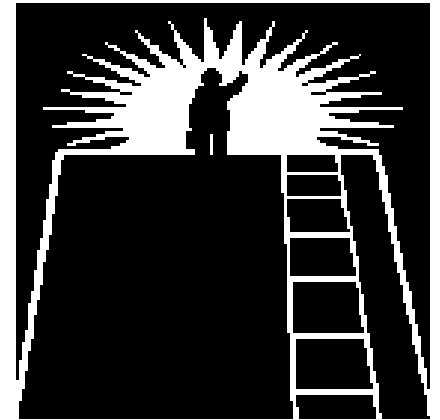
Respect + Flexibility + Forgiveness
=
Successful MDT



Benefits of Blended Expertise



Benefits...



- Increased support and respect for senior service providers and public safety organizations
- Broader knowledge of elder abuse issues and resources
- Broader range of strategies, solutions and perspectives for elder abuse cases
- Improved cooperation and coordination between agencies
- Improved understanding of each agency's mandates, limitations, staffing and work loads

Benefits...



- Improved collaboration for funding opportunities
- Less duplication of services and fewer gaps in service
- Improved collaboration for training opportunities
- Larger power base to affect change and open doors of opportunity
- Increased opportunity to educate the public
- Stronger foundation and network to serve victims of elder abuse



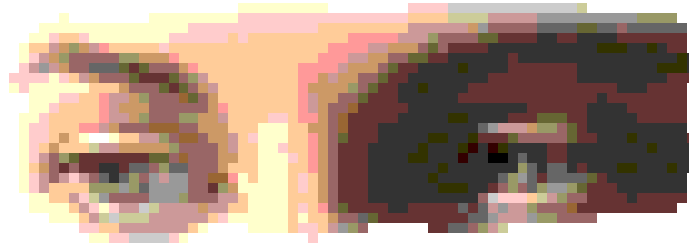
TEAM GOALS

To uphold the dignity and independence of our shared clients by:

- Supporting them in the least restrictive environment while maintaining their safety
- Improving quality of life
- Preserving their right to self determination
...empowering them to make their own decisions when mentally competent to do so
- Assisting them during investigation/prosecution of the crime
- Maintaining careful client confidentiality

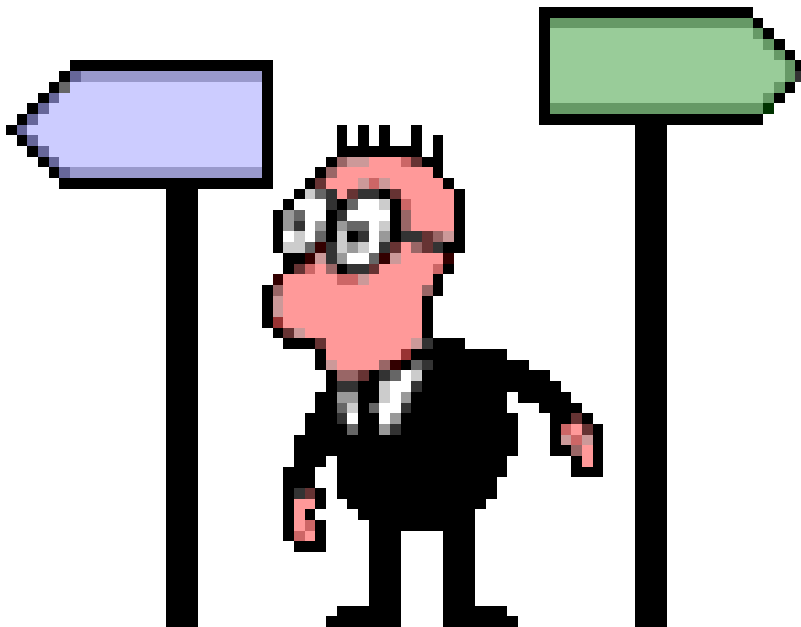
KEEP YOUR FOCUS ON THE

CLIENT!



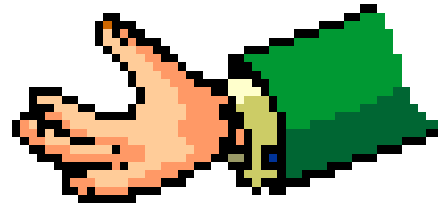
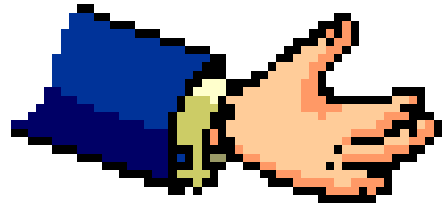
Still trying to decide if a Team is worth your time and energy?

Take a look at
these →
partnerships

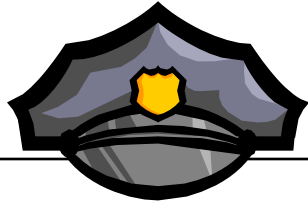




PARTNERSHIPS PARTNERSHIPS



Elder Abuse Protocol



Developed by Riverside County's

- **Adult Protective Service (APS)**
- **Law Enforcement Agencies (LE)**
- **District Attorney (DA)**

Partnering with the Sheriff's Department



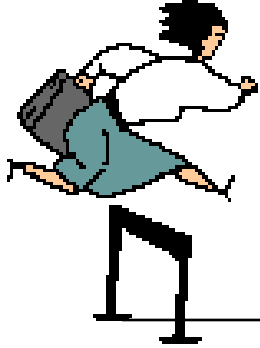
- **C.A.R.E. Staff reside in Sheriff's stations at no cost to the program**
- **We provide resources and training to resident officers**
- **We act as liaison between APS and law enforcement**
- **We assist with investigations and they assist us**
- **They provide officer back-up to workers in the field**
- **They assist us with community trainings**

Partnering with the DA

DISTRICT ATTORNEY CONTRACT



APS pays a DA Investigator to work as a liaison between APS and the DA's office to provide investigative services on elder abuse cases, support filings by working with law enforcement, and to provide education in partnership with the C.A.R.E. Program.



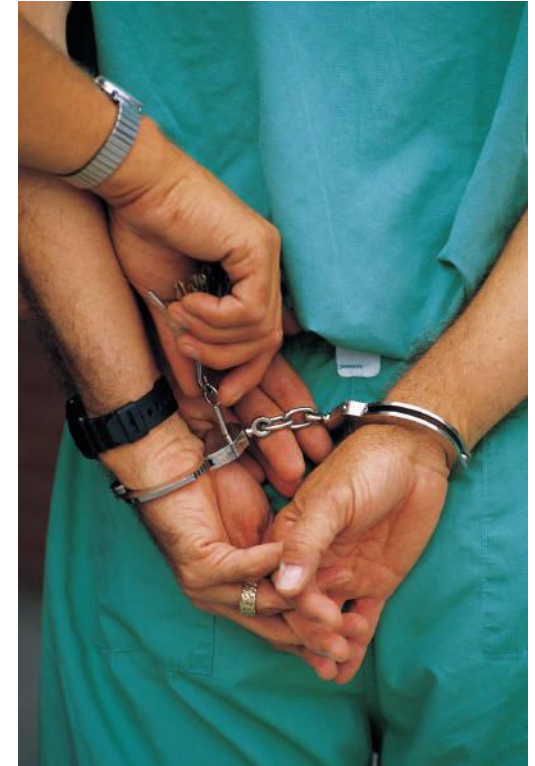
Case Example of Partnering with D.A.

Chris Lamb: Theft of Multiple Victims

- **C.A.R.E. performed/documentated preliminary interviews of victims**
- **C.A.R.E. provided forum to coordinate actions of various law enforcement agencies and jurisdictions**
- **C.A.R.E. supported victims throughout the case and trial**
- **C.A.R.E. followed up with each case to encourage filings**

Outcome of the Case

- 25 years in state prison!
- Message to similar offenders
- Had it been prosecuted as a series of individual cases in different jurisdictions, Lamb would have received a few misdemeanors and/or low grade felonies



Case Example of Partnering with D.A.

Heath: \$178 Mil Investment Fraud

- **CARE set up and manned hotline to respond to victim questions**
- **CARE obtained, recorded and collated initial complaints from victims**
- **CARE provided forum to educate victims**
- **CARE provided logistical support for courtroom**



Outcome of the Case:



The 4 defendants were held on a record \$144 million bail each.

The 4 defendants received sentences of 15 yrs., 28 yrs., 40 yrs., and 127 yrs. respectively.

PARTNERSHIPS = PROTECTION

"If we have seen further, it is by standing on the shoulders of giants."

Bernard Chartres