

GATEKEEPER

Gatekeepers are people who come into contact with elders and other vulnerable adults through their jobs and everyday activities. They are crucial eyes and ears in our community, a vital means of finding those most at risk of abuse.

December 2010

Happy Holidays Gatekeeper Readers!

The EAP would like to thank you for all you do to protect the vulnerable elders and dependent adults in our community. This has been a year of fruitful collaborations and inspired developments in our field. From the passage of the [Elder Justice Act](#) to those little conversations after meetings and everything in-between, we have been astounded by what can be accomplished by working together. Here's to a new year of partnering in the pursuit of a safer and more just world.

Warmly,

Talitha Guinn
Elder Abuse Services Manager

Mary Grant
Institute on Aging (IOA) Volunteer



Dispatches from the Field News from the Elder Abuse Prevention Program (EAP) and Beyond

IOA is Moving

Institute on Aging (IOA) and [BRIDGE Housing Corporation](#) have worked together to develop an innovative new facility that will combine an array of supportive services with affordable apartments for older adults.

Located at 3575 Geary Boulevard, the Senior Campus will serve as the main location for IOA's comprehensive health and social support programs.

The state-of-the-art facility will also be home to the [Coronet Apartments](#), 150 expertly designed independent living spaces for seniors of modest income and those with special needs.



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Gatekeeper Submissions

Gatekeeper eNewsletter is published quarterly by Institute on Aging, Elder Abuse Prevention Program.

Want to include your event in our next publication?

Contact us:

eap@ioaging.org
(415) 750-4180 ext. 222

Gatekeeper Archive

Want to read past issues of the Gatekeeper on-line?

[Click here](#)



IOA will be announcing an inaugural celebration after all of our programs are integrated into the new space.

To follow the Senior Campus developments visit us online:

http://ioaging.org/support/senior_campus_sf_senior_housing.html

Bring in the New Year with an Elder Abuse In-Service Training

The Elder Abuse Prevention Program offers FREE training on the topics of elder abuse and mandated reporting, AND we can come to you. We will tailor our presentation to the needs of your staff, team, or community. Call or email the EAP today to calendar your event.

415-750-4180 ext. 222 or tguinn@ioaging.org

California Elder Justice Workgroup

Since its launch at the end of 2009, CEJW has hosted a Statewide Elder Abuse Summit, compiled an environmental scan, drafted a Statewide Elder Abuse Blueprint, and became a robust resource for the field of elder abuse. **See the Legislative and Policy Update Section for more information about the Blueprint.**

<https://cejw.pbworks.com/w/page/12074491/FrontPage>

In The News

Secrets in America: The Crisis of Elder Abuse

A documentary on elder abuse produced by Dave Jones, Director of Communications and Legislative Affairs, Stanislaus County, was recently picked up by the National Educational Telecommunications Association, and has been made available to all Public Broadcasting Service (PBS) stations. Advocates are encouraged to contact local PBS affiliates to ask that it be shown. Organizations that work with seniors or children of seniors are encouraged to show the film locally as an educational tool or as a training tool for staff. To view the complete video, go to www.secretsinamerica.org

Elderly Financial Abuse on the Rise

The current generation of elders loses approximately \$2.6 billion from financial abuse each year due chiefly to the fact that seniors often have more assets than younger generations have had time to accumulate. Unfortunately, most abuse is caused by relatives or individuals who have financial relationships with these victims. While the Elder Justice Act addresses many of these issues, the legislation has not been funded.

http://www.dallasnews.com/sharedcontent/dws/bus/stories/DN-seniorexplotation_05bus.ART.State.Edition1.27084ea.html

Early Clues to Elder Financial Abuse

Even those closest to elder friends and family often do not know when their loved ones are being defrauded. Money troubles can often be an early sign, as it was for Renee Packel of Philadelphia when their HOA phoned asking for unpaid dues, and even then a forensic accountant could not locate the family money because it had disappeared. The issue can be complicated, involving numerous medical, legal, and financial professionals, including varying state laws, principles, and

definitions of capacity. In addition, most professionals agree that competent seniors' decisions should be respected, but they often have no recourse if diminished capacity is suspected.

http://www.nytimes.com/2010/10/31/health/healthspecial/31finances.html?_r=1&pagewanted=print

Health Workers to Get Help in Spotting Elderly Investment-Fraud Victims

Securities regulators in 22 states are expanding a program to teach medical professionals how to spot victims of investment fraud among the elderly.

<http://www.bloomberg.com/news/2010-11-17/health-workers-to-get-help-in-spotting-elderly-investment-fraud-victims.html>

Dealership Employee Under Investigation for Elder Fraud

A Manteca employee at Cabral Chrysler is being investigated for selling a new pickup to a dementia patient who subsequently was chased by the highway patrol driving 90 mph. Donald Davis (age 67) was taken to a local hospital where he died shortly thereafter of a heart attack.

<http://www.modbee.com/2010/10/29/v-print/1405482/pickup-sale-may-lead-to-charges.html>

Fraud and Scam Alerts

Make a Wish Phone Scam is Stealing Millions from American Elders

The Make-A-Wish Foundation of America on Monday urgently renewed a nationwide scam alert warning individuals not to believe anyone calling their homes and posing as federal employees demanding advance payment of taxes on fictitious sweepstakes prizes supposedly awarded by the Make-A-Wish Foundation.

These calls are a scam. The Make-A-Wish Foundation does not award sweepstakes prizes under any circumstances, nor does it engage in telemarketing to raise money. The foundation first issued an alert on this scam in December 2009.

To read the ABC News story:

<http://abcnews.go.com/Blotter/massive-make-phone-scam-stealing-millions-american-elderly/story?id=11942534>

Fraud Alert from Make a Wish Foundation

http://www.wish.org/news/news_releases/fraud_alert

ABC News video report

<http://abcnews.go.com/Blotter/video/seg--12000250>

Real Estate Investment Scam Spreading through the Bay Area

An new scam targeting homeowners is becoming more prevalent throughout Silicon Valley and the Peninsula. Homeowners are receiving hand-written offers to buy their home, with an unsigned check from a **fictional bank**. The check is enclosed to suggest that the sender is serious about the offer.



This scam was discovered when several East Palo Alto and Menlo Park homeowners came to Community Legal Services in East Palo Alto (CLSEPA) for assistance and advice. One family was confused about the offer and was concerned they were being targeted. "We are very concerned to learn about this type of scam and we are working hard to inform the public so other homeowners in vulnerable situations are not taken advantage of," stated Leah Simon-Weisberg, managing attorney of the Anti-Predatory Lending and Home Mortgage Foreclosure Prevention Practice at CLSEPA. "We have noticed that many of the homeowners being targeted for the scam are non-English speaking."

The chief concern about these hand-written offers and fake checks is that the senders are licensed and active real estate agents who are preying on homeowners with the apparent intent of buying their homes for below-market prices. "The agents are targeting people who are in desperate situations and are willing to sell their homes at drastically reduced prices, some for as low as \$10,000. It is illegal for real estate agents to be participating in this kind of marketing," commented Jennifer Tasto, 2010 President of the San Mateo County Association of REALTORS (SAMCAR). This kind of marketing is illegal because offers are not genuine and the advertising is false. This is criminal behavior because agents are distributing fraudulent checks for a substantial sum (some up to \$5,000).

For more information contact:
Community Legal Services in East Palo Alto
Leah Simon-Weisberg, leah@clsepa.org
Office (650) 326-6440 x 306

Spotlight

Home for the Holidays: What to look for during your annual visit to elderly relatives

By **Mary Twomey, MSW** Co-Director,
Center of Excellence in Elder Abuse &
Neglect



For many of us, the holidays offer a once-a-year time to visit with elderly relatives who live at a distance. These holiday visits are a good time to assess any assistance parents or other elderly loved ones might need.

There are many issues to consider. Does an elderly loved one require help with chores or housekeeping, personal care, shopping and meal preparation, money management, transportation, medical checkups, or medications? Are they isolated or do they live with others? If living with another, are they dependent on that person for care? Is that person an appropriate caregiver? During your visit, keep an eye out for warning signs of self-neglect, or abuse or neglect by others. If, before you make your trip, you suspect that your loved one needs extra assistance, plan a longer stay so that you can visit local aging service organizations during regular work hours. Allow enough time during your visit to accomplish necessary tasks.

Make the most of your visits by taking some private time with the elder to discuss future planning. Allow time for them to express anxieties. You

can decide together what needs to be done and who can help. Be observant while you are visiting. Realize that you may need to arrange a visit to a doctor for a full evaluation.

Remember that 75%-90% of elder abuse is committed by family members. Don't let denial become an obstacle to planning that could prevent future emergencies. This is not the time to hide your head in the sand, setting the stage for future regrets.

Warning signs of elder abuse

Self-Neglect

If the senior lives alone and does not have anyone providing assistance, self-neglect may become an issue. Some things to look for include:

- Senior appears confused
- Senior is no longer able to handle meal preparation, house cleaning, laundry, bathing, or timely bill payment
- Senior seems depressed
- Senior is drinking too much or is overusing drugs
- Senior is falling frequently
- Senior appears undernourished, dehydrated, under medicated, or is getting care for problems with eyesight, hearing, dental problems, continence, etc.

Neglect or Abuse by others

If the senior lives with others or ostensibly has people helping with care, neglect or abuse may become an issue. Some things to look for include:

- Presence of a "new best friend" who is willing to care for the senior for little or no cost
- Recent changes in banking or spending patterns
- Caregiver isolates older person from friends and family
- Caregiver has problems with drugs, alcohol, anger management, and or emotional instability
- Caregiver is financially dependent on the older person
- Family pet seems neglected or abused
- You find an abundance of mail and/or phone solicitations for money ("You're our lucky winner!")
- Senior seems afraid of the caregiver
- Senior has unexplained bruises, cuts, etc.
- Senior has "bed sores" (pressure sores from lying in one place for too long)
- Senior appears dirty, undernourished, dehydrated, over or under medicated, or is not receiving needed care for problems with eyesight, hearing, dental issues, continence.

What should you do?

- If you suspect your older loved one is at risk, call your local Adult Protective Services or Office on Aging. In San Francisco that number is 415-355-6700.
- Seniors may not be aware of any gradual decline, and may be reluctant or unable to plan for needed care. Support and guidance from family members can help prevent serious accidents and/or future health complications. Noticing and correcting problems can help keep seniors safely in their homes.
- Learn more about common geriatric conditions, medications and markers of abuse. Refer to the Geriatric Pocket Doc, a compact guide book for non-physicians. For more information, visit

www.centeronelderabuse.org and click Geriatric Pocket Doc in the bottom right corner.

- Introduce yourself to responsible neighbors and friends. Give them your address and phone numbers in case of an emergency.
- Ask your elderly loved ones directly if they are afraid of anyone, if anyone is taking things without their permission, if anyone is asking them to do things they are not comfortable with, or if anyone is putting them down.

Legislative & Policy News

Senate Bill No. 110 Passed

This bill makes a series of clarifying and noncontroversial changes to statutory provisions relating to elders who are victims of crimes, abuse, or neglect to include nonelder dependent adults.



Among these changes, this bill (1) provides that local law enforcement agencies, and state law enforcement agencies with jurisdiction, have concurrent jurisdiction to investigate elder and dependent adult abuse and all other crimes against elder victims and victims with disabilities. (2) law enforcement agencies retain exclusive responsibility for criminal investigations involving elder and dependent abuse. (3) changes "interagency elder death teams" to "elder and dependent adult death review teams" and expands the authority of those teams to include dependent adult abuse and neglect, as specified. (4) provides that when new materials are developed or updated for law enforcement elder and dependent adult abuse training courses certified by the Commission on Peace Officer Standards and Training (POST), POST shall consult with the Bureau of Medi-Cal Fraud and Elder Abuse and other subject matter experts. (5) clarifies that the appropriate law enforcement agency to which a developmental center for people with developmental disabilities must report resident deaths and serious injuries of unknown origin is the appropriate local law enforcement agency, and provides that such reporting requirements are in addition to any reporting requirements of mandated reporters.

Read the Chaptered Bill here: http://www.leginfo.ca.gov/pub/09-10/bill/sen/sb_0101-0150/sb_110_bill_20100930_chaptered.pdf

The Good/Bad News about Home Health Care Workers

AB 1612 takes effect shortly after the new year, and those receiving in-home health care services will receive a 3.6% reduction in services across the board as soon as recipients have been notified and the bill goes into effect. Home health care workers with felony convictions less than ten years ago involving child abuse, elder abuse, or fraud relating to public assistance programs will no longer be permitted to provide in-home services.

<http://latimesblogs.latimes.com/california-politics/2010/10/budget-would-remove-felons-from-homecare-jobs.html>

<http://healthcareemploymentcounsel.com/admin/mt-search.cgi?IncludeBlogs=6&tag=California%20law&limit=20>

CEJW Seeks Input on Draft Statewide Elder Abuse Blueprint

The California Elder Justice Workgroup (CEJW) has been developing a blueprint titled: *Improving California's Response to Elder Abuse, Neglect, and Exploitation*. A draft of the blueprint is now available for review. The

blueprint is not definitive; rather it is a first step in developing a more comprehensive approach to elder abuse in our state. When completed, the blueprint will be made available to local, state, and national program developers, policy makers, foundations, and other stakeholders to assist them in planning future policy, program, and research initiatives. We would very much appreciate your suggestions and comments. Please feel free to read the full report or those sections that pertain to your work or interests.

Please send your comments by email to CEJW at calejworkgroup@gmail.com by December 13, 2010.

To download the draft of *Improving California's Response to Elder Abuse, Neglect, and Exploitation: A Blueprint*, visit <https://cejw.pbworks.com/w/page/24382138/CEJW-Positions-and-Publications>

Calendar of Events

Consortium Events

The Consortium hosts educational and networking meetings detailed below. For further information please contact the EAP program eap@ioaging.org or 415-750-4180 ext. 222



Multidisciplinary Team Meeting (MDT)

Professionals from the fields of aging meet to review complex elder and dependent adult abuse cases and to learn about new services and resources. Since our meetings have merged with the San Francisco Elder Abuse Forensic Center case review meeting our members now include community service providers, a civil law attorney, a psychologist, and a geriatrician, as well as representatives from Adult Protective Services, San Francisco Police Department, The Public Guardian, and the DA's office. If you are a service provider dealing with a difficult case of elder abuse, feel free to contact us. We will consult with you to determine if presenting your case at the next MDT may be of benefit to you and your client.

Where: 1650 Mission St. 4th floor

When: 1/6/2011, 3/3/2011, 4/21/2011

We are excited to announce that our second MDT meeting of 2011, 3/3/2011, will be hosted at IOA's new Senior Campus located at: 3575 Geary Blvd. More information will be provided in the meeting reminder emails.

Elder Abuse Prevention Training

The EAP is available to provide in-service training on topics of elder abuse and neglect and mandated reporting. We also provide a quarterly training series located at the IOA offices.

Info: email eap@ioaging.org or call (415) 750-4180 x222

Institute on Aging (IOA) Events

IOA's Education Department provides numerous professional trainings, seminars, and continuing education (CE Credits) opportunities each year.

For more information go to: www.ioaging.org/education.

IOA Annual Coat and Canned Food Drive

We are off and running with our IOA Annual Clothing (not just coats this

year!) AND Food Drive. Please look into your cupboards and closets for any items you would like to donate to the poor and homeless of San Francisco this year. All items gathered will be donated in the name of the Institute on Aging to the clients we serve directly who are in need of clothing or food, or to St. Anthony Foundation, which provides direct service to the poor and homeless of San Francisco, or to some other organization within San Francisco.

Drop off locations are currently at 3600 and 3626 Geary Blvd

For more information contact Rudy Armijo rarmijo@ioaging.org



LGBT Holiday Gayla & Resource Faire

LGBT Community Partnership presents the Holiday Gayla and Resource Faire. Given that many seniors, especially those in the LGBT community, experience isolation and depression at the holidays, the Partnership is collaborating with a large variety of community service providers and advocacy organizations to offer a festive and informational social occasion. To be held at the LGBT Community Center on Market Street, the Holiday Gayla will include food, health screening, a dance, raffle prizes and informational tables. Along with IOA, agencies sponsoring and participating in the event include the Jewish Home, OnLok/Lifeways, DisabledCommunity.org, Gay Asian Pacific Alliance, Freedom in Christ Church, Openhouse, DAAS and many others.

When: Saturday, December 11, 2010, 11AM - 3PM

Where: San Francisco LGBT Community Center
1800 Market Street - San Francisco, CA 94102

For More information: [Download a flier here](#)

Dinner a la Heart

Enjoy an evening of dining with the Bay Area's finest restaurants. A fundraiser benefiting IOA programs.

When: Tuesday, February 8, 2011

Where: Various Bay Area restaurants

Visit: www.dinneralaheart.org for more information.



Other Community Events

Please contact event host individually for more details.

San Francisco Mental Health Association

Hoarding and Cluttering Conference

Pathways Through the Maze: Practical Approaches

Keynote Speaker Christiana Bratotiis, Ph.D., LCSW

Breakout topics for this year's conference include animal hoarding, legal and safety issues, motivational interviewing, hoarding and cluttering in the media, starting a support group and treatment group, and a workshop for family and friends.

When: Thursday, March 10, 2011 - 9:00 AM to 4:30 PM

Where: St. Mary's Cathedral

1111 Gough Street, San Francisco, CA 94109

To learn more, visit www.mha-sf.org



Elder Financial Protection Network

Call to Action

7th Annual National Summit on Preventing Financial Exploitation of the Elderly

Call to Action brings together hundreds of professionals representing financial institutions, law enforcement, social services, elder justice advocates and

the legal community to share best practices and express our collective determination to prevent elder financial abuse.

When: March 31, 2011

Where: Mission Bay Conference Center UCSF

For more information or to register visit: <http://www.bewiseonline.org/>



The Impact of Trauma on Women and Girls Across the Lifespan

What every health and social service provider needs to know about the importance of providing trauma-informed services to women and girls across the lifespan.

The impact of violence, abuse, neglect, disaster, war, and other harmful experiences continues long after the traumatic event has ended. Exposure to trauma is a pervasive issue that has significantly impacted the health and well being of millions of Americans and nearly everyone seeking services in the public health and social services systems. Understanding how trauma affects the emotional, behavioral, cognitive, social, and physical functioning of the people we care for can improve our services.

When: December 14th, 2010 at 2:00 PM Eastern

Where: Webinar

Speaker: Dr. Valerie J. Edwards

For more information or to register visit:

<https://services.choruscall.com/links/womenshealth.html>

Elder Abuse Resources

The EAP has put together a list of resources that we find valuable when working on issues of elder abuse. While this is not an exhaustive list, we hope you will find it useful. To view these resources visit:

www.ioaging.org/professionals/gatekeeper

Recently added resources

Bay Area Legal Aid

www.baylegal.org

Federal Trade Commission - Identity Theft Resource

<http://www.ftc.gov/bcp/edu/microsites/idtheft/index.html>

Identity Theft Council - San Francisco

www.identitytheftcouncil.org/sanfrancisco

Identity Theft Task Force

www.idtheft.gov

Institute on Violence, Abuse and Trauma

www.ivatcenters.org

If you have resources that you would like to see added to this list, please email tguinn@ioaging.org

Consortium Members

Institute on Aging * Department of Aging & Adult Services * SF Department of Public Health * SF District Attorney's Office * SF Ombudsman Office * SF Police Department, Fraud/Domestic Violence Units * Rape Treatment Center SFGH * Alzheimer's Association * Asian Women's Shelter * Bay Area Legal Aid * Bernal Heights Neighborhood Center * Bethany Center Senior Housing * California Advocates for Nursing Home Reform * Canon Kip Senior Center * Catholic Charities * Debra J. Dolch Fiduciary Services * Edgewood Center for Children & Families * Family Caregiver Alliance * Family Service Agency * Francis of Assisi Community * Glenn Hammel, Ph.D. * HGA Personal Care Consultants * Hearing Society for the Bay Area * Home Sweet Home Care * Independent Living Resource Center * IHSS Public Authority * IHSS Consortium * Italian-American Community Services Agency * Jewish Family & Children's Services * Kaiser Hospital * La Casa de las Madres * Laguna Honda Hospital * Lakeside Senior Medical Center * Legal Assistance to the Elderly * Little Brothers - Friends of the Elderly * Marchi & Smith * Meals on Wheels of S.F. * National Council on the Aging * Network for Elders * New Leaf Outreach to Elders * Asian Pacific Islander Legal Outreach * Planning for Elders in the Central City * Recreational Center for the Handicapped * Riley Center * Russian American Community Services * St. Anthony Foundation * St. Francis Hospital * San Francisco Adult Day Support * San Francisco SAFE * Self-Help for the Elderly * Shalom Bayit * UCSF Mt. Zion Home Care * University Mound Ladies Home * Volunteer Legal Services Program/Bar Association of San Francisco * Woman, Inc.

General Consortium Information at IOA: (415) 750-4180 x222

Institute on Aging
415-750-4111
www.IOAging.org