Our Purpose

Who we are and what we do....

We Serve Communities
Our purpose

Who we are and what we do....

We Serve YOU!

WDACS Aging and Adult Services Branch
City of Los Angeles Department of Aging
Older Americans Act of 1965

- Establishment of:
  - Administration for Community Living (ACL)/Administration on Aging (AoA)
  - State agencies on aging
    - California Department of Aging (CDA)
  - Area Agencies on Aging (AAA)
Area Agency on Aging

Planning Service Area (PSA)
Our Mission

Provide support services that will:

✓ help maintain independence
✓ improve quality of life
✓ prevent abuse and neglect
Our Target Population

Older adults with the greatest economic and social need
Our Target Population

Target Population include:

• Isolated
• Frail
• Reside in Rural Areas
• Unemployed, Low-income
• Caregivers
• At risk of institutionalization
• LGBT
AAA Programs and Services

- Supportive Services Program
- Traditional Legal Assistance Program
- Family Caregiver Support Program
- Health Insurance Counseling & Advocacy Program
- Long-Term Care Ombudsman Program
- Senior Community Service Employment Program
- Disease Prevention & Health Promotion Program

❖ Services are offered at no cost to participants
Elderly Nutrition Program: Congregate Meals

Meals and socialization for older adults in congregate settings, such as senior centers.

► All meals prepared meet U.S. Department of Agriculture (USDA) dietary guidelines
► Mobile seniors are encouraged to attend the same nutrition site on a daily basis

Eligibility Criteria:
► 60 years of age or older
Elderly Nutrition Program: Home Delivered Meals

Meals delivered to the participant’s home.

- Two types of meals: Five (5) to seven (7) Hot or Frozen meals delivered to the homebound individuals’ home
- Telephone Reassurance

Eligibility Criteria:
- 60 years of age or older
- Frail and homebound by reason of illness, disability, OR
- An individual with a disability of any age who resides in the home of any older individual
Nutrition education and obesity prevention at Congregate Meal sites.

- Make healthy food choices
- Physical activities
- Fun and educational!
Support services aimed at helping individuals remain independent in their own homes and communities.

Services Offered:
Case Management, Homemaker, Personal Care, Respite Care, Registry, and Alzheimer’s Day Care Services

Eligibility Criteria:
- 60 years of age or older
Support services for family caregivers caring for frail, older individuals and older relative caregivers providing care to a child.

**Services Offered:**
- Information Services
- Access Assistance
- Caregiver Support Services
- Respite Care
- Supplemental Services
Eligibility Criteria:

Family Caregiver:
- An adult 18 years of age or older and caring for a care receiver 60 years of age or older or any age with Alzheimer’s Disease or related disorder

Grandparent/Relative Caregiver:
- A Relative 55 years of age or older who lives with and is the primary caregiver of a child age 18 or younger

Respite Care or Supplemental Services:
- Frail
Legal representation and legal advice to:

- Older individuals
- Family caregivers of older individuals
- Older relative caregivers of children

Legal assistance is provided through one-on-one consultations, by appointment, at various locations throughout the County of Los Angeles.
Legal Assistance Program

Services Offered:

- Administrative and Judicial Representation
- Senior Center Site Consultation
- Pro Se Services
- Lay Advocate Training
- Community Legal Education
- Legal Services to Caregiver Clients
Comprehensive care management to prevent premature or inappropriate institutionalization.

**Services Offered:**
Intake/Screening, In-Home Assessment, Care Planning, Informal Support/Arranged/Purchase of Services, Monitor/Follow-up, and Reassessment

**Eligibility Criteria:**
- 18 years of age or older and at risk of institutionalization
- Must not currently receive any other duplicative care management services from another CDA PSA, AAA Contractor providing care management, and/or Linkages Program
By FY 2011-2012, all Federal and State funding for Linkages was eliminated.

The County of Los Angeles authorizes that the program now be fully funded through the County Disabled Parking Violation Fees/AB 764 Special Fund.

AB 764 authorizes the County of Los Angeles to collect $2 of every $10 of fees imposed for violation of Vehicle Code Sections 42001.5 (Disabled Parking) and 22507.8 (Veterans Parking) to support the Linkages Program.
Community education and unbiased counseling assistance with Medicare and related health insurance.

**Services Offered:**
- Long-term care education/planning
- Managed care and related health care coverage plans
- Community education and outreach on Medicare and health coverage issues
- Legal Services-referral services or legal representation

**Eligibility Criteria:**
- 60 years of age or older
Long-term Care Ombudsman Program

Receives, investigates and resolves complaints made by or on behalf of residents of long-term care facilities. Advocates for facilities to provide services and activities to obtain or maintain the highest level of care for each resident.

Confidential and designed to investigate and resolve complaints related, but not limited to the following:

- Physical, sexual, fiduciary and/or psychological abuse
- Inadequate meals or fluids
- Unresponsiveness to calls or requests for assistance
- Mishandling of fund accounts
- Conflicts with caretakers or other residents
Eligibility Criteria:

- 60 years of age or older
- Resides in a long term care facility; OR
- Under 60 years of age
- Resides in a facility where the majority of residents are 60 years of age or older
Senior Community Service Employment Program

Provide part-time training opportunities in subsidized community service employment for older workers and assist in the transition of participants to private or other unsubsidized job placements.

- Variety of supportive services such as:
  - Personal and job-related counseling
  - Job training
  - Job referral
  - Case management
  - Social services referrals

**Eligibility Criteria:**
- Adults age 55 years or older
- Family income that does not exceed 125% of the Federal Poverty Level (FPL)
- Unemployed at the time of application and throughout the program
Programs designed to assist older adults with preventing illness and managing chronic physical conditions.

Example of Program Services:

- Standford Self-Education Programs
- A Matter of Balance
- Arthritis Foundation Exercise Program
- Walk with Ease

Eligibility Criteria:

- Adults age 60 and over
Information and Referral (I&R) Call Center

- (800) 510-2020 or (888) 202-4248
- Provide a 30 day follow up
Through the New Freedom Transportation Program, received an MTA grant for transportation services

Provides participants the opportunity and responsibility to select and recruit Volunteer Drivers for their transportation needs with no income requirements

Participants receive maximum of 150 miles per month at a reimbursement rate of 34 cents per mile

Priority of service for individuals age 60 and older and dependent adults.

1-888-863-7411
Participants can use Taxicab Services for banking, visits to medical offices, life enriching activities, etc.

Taxicab Services are available seven (7) days per week, and special accommodations such as wheelchair accessible vans and ramps may be requested.

Participants can take a maximum of four one-way trips totaling 40 miles per month.

Priority of service for individuals age 60 and older and dependent adults.

1-888-863-7411
Adult Protective Services (APS) is a State-mandated 24 hour/7-day-per week program.
APS’ mission and role are to investigate situations involving elders (age 65 or older) and dependent adults (physically or mentally impaired between the ages of 18 - 64) who are reported to be endangered by physical, sexual, or financial abuse, abandonment, isolation, abduction, neglect, and/or self-neglect.
Senate Bill 2199

- Senate Bill (SB) 2199 - was introduced by Senator Bill Lockyer and fully implemented on May 1, 1999.
- SB 2199 created a statewide APS Program with statewide minimum standards.
  - Mandated Reporters
  - APS response to all reports of abuse
  - Penal Code 368
  - 24/7 APS operation

- Prior to SB 2199, APS had minimal funding and few statewide standards or mandates.
Oversees a 24/7 operation
120+ Social Workers
23 Social Services Supervisors
19 APS Field Day operations offices
3 APS After Hours units
4,000 to 4,200 monthly reports of abuse
Adult Protective Services

Types of Abuse

- Physical, Including Sexual
- Psychological
- Neglect, Including Self-Neglect
- Abduction
- Abandonment
- Isolation
- Financial
Physical Abuse

The intentional use of physical force causing pain or bodily harm.

**Physical Abuse Includes:**
Assault, battery, assault with a deadly weapon, unreasonable physical constraint, prolonged or continual deprivation of food or water, sexual assault and rape (WIC Section 15610.63)
Psychological Abuse

Types of Abuse

Psychological or mental abuse is causing:

- Fear
- Agitation
- Confusion
- Severe depression
- Emotional distress

(WIC Section 15610.53)
Types of Abuse

Neglect

“Negligent failure” to:

- Assist with personal hygiene
- Provide food, clothing, shelter or medical care
- Protect from health and safety hazards
- Prevent malnutrition or dehydration
- (WIC Section15610.57)
Financial Abuse

- Taking, secretting or appropriating money or property of an elder or dependent adult by a person who has the care or custody of or who is in a position of trust to, that elder or dependent adult *(WIC Section 15610.30).*
On January 1, 2007, California Senate Bill 1018 was enacted into law, officially designating all financial institution officers and employees as mandated reporters. They are required to report suspected or known elder financial abuse to Adult Protective Services or local law enforcement agencies.
Types of Abuse

Isolation

- Prevention from receiving phone calls or mail, false imprisonment or physical restraint from meeting with visitors (WIC Section 15610.43).
Abandonment

The desertion or willful forsaking of an elder or dependent adult by anyone who has assumed the responsibility for care or custody of that person. *(WIC Section 15610.06)*
Abduction

- The removal from California, and/or restraint from returning to California, of any elder or dependent adult who does not have the capacity to consent to such removal or restraint, as well as the removal or restraint of any conservatee without the consent of the conservator or court.  

(WIC Section 15610.06)
Abusers and Perpetrators

- Family Members
- Neighbors
- New friends
- Telemarketers
- Con artists
- Organized transient crime families
What does an APS Social Worker do?

- **Interview/Investigate**: Includes client, abuser, family, collaterals, witnesses etc.

- **Assess**: Includes assessment of the client’s major risk factors such as functional abilities, cognitive functioning, mental/emotional health, environmental factors, medical care, support system and finances.

- **Develop Service Plan/Intervention**: Includes lists of interventions and strategies to resolve the client’s problems.
What does an APS Social Worker do?

- **Reassess**: Reassess the service plan if abuse or neglect continues.

- **Case Resolution/Closure**: Close case or refer case to a monitoring agency.
Adult Protective Services

APS works closely with multiple agencies:

- Law Enforcement
- Building & Safety
- Hospital Staff & Home Health Agencies
- Department of Public Social Services
- Department of Consumer and Business Affairs
- District Attorney’s Office
- Social Security Administration
- Legal Aid
- Department of Mental Health
- Code Enforcement
- Financial Institutions
- MDTs
- Environmental Health Services
- Regional Centers
- Ombudsman Programs
- Community Care Licensing
APS has Memoranda of Understanding with the following County departments and agencies:

- Public Social Services
- Consumer and Business Affairs
- District Attorney’s Office
- Health Services
- Forensic Center
- Mental Health
  - Public Guardian
  - GENESIS
WIC Section 15630: Observes or has knowledge of an incident told by the victim, or the reporter reasonably suspects abuse within…

- Professional capacity
- Scope of employment
Who must report by law:

- Care custodians
- Health practitioners
- Clergy members
- Law enforcement agencies
- Emergency response personnel
- Financial institutions
- APS Employees
What APS Cannot do

- Cannot remove a person from his/her home against his/her will
- Cannot write psychiatric holds
- Cannot authorize or force the Client to accept medical treatment
- Cannot make the Client bathe, take meds, see the doctor or administer meds
What APS Cannot do

- Cannot authorize placement in a SNF or any other facility
- Cannot hire or fire IHSS Providers
- Cannot transport clients
Reporting Abuse

Adult Protective Services

Aging and Adult Services Call Center
(800) 510-2020 or (888) 202-4248
After Hours Telephone:
(877) 4-R-SENIORS
(877) 477-3646

https://fw4.harmonyis.net/LACSSLiveintake/
Thank you!