

ADULT SERVICES POLICY COUNCIL

Working together to meet the health and human service needs of adults and seniors.
Our vision is safe and supported adults & seniors with access to a full continuum of
resources & independence wherever they reside.

Members

Boards, Commissions and Community Groups

Adult Abuse Prevention Council
Commission on Aging
County Board of Supervisors
Drug and Alcohol Advisory Board
Health Commission
Mental Health Advisory Board
SLO Supportive Housing Consortium

Non-Profit Agencies

AIDS Support Network & SLO Hep C Project
Alzheimer's Association
Area Agency on Aging
CenCal Health
Central Coast Hospice
Coast Caregiver Resource Center
Community Action Partnership of SLO County
Community Health Centers / Services of the
Central Coast
Hospice of SLO County
Independent Living Resource Center
Lifesteps Foundation
LTC Ombudsman Services of SLO County
North County Connection
Peoples' Self Help Housing
Retired Senior Volunteer Program
Ride-On Transportation
Senior Legal Services Project
Senior Nutrition Program
Transitional Food & Shelter
Transitions/Mental Health Association
Tri-Counties Regional Center
United Cerebral Palsy
United Way of San Luis Obispo County
Wilshire Community Services / Caring Callers /
Creative Mediation / Senior
Peer Counseling / Good Neighbor

Private Organizations

Bates Care Management
Bella Vista Transitional Care
French Hospital - Dignity West
Home Instead Senior Care
Mariposa Music Therapy/Arts for Living
Senior Living Consultants
Sierra Vista — Tenet Healthcare

Public Agencies

San Luis Coastal Adult School
San Luis Obispo County
Board of Supervisors
San Luis Obispo County Departments
District Attorney / Victim Witness Assistance
Health Agency: Public Health / Public
Guardian / Medical Services / Behavioral
Health / Health Promotion
Probation Department
Sheriff
Department of Social Services / Adult Services
Veteran's Services

www.slocounty.ca.gov/ASPC P.O.
Box 8119, San Luis Obispo
CA 93403-8119

Chair: Kathleen Karle, kkarle@co.slo.ca.us, (805) 781-4929
First Vice Chair: Marie Brinkmeyer, (805) 544-8740, svpslo@svolunteer.org
Second Vice Chair: Tiffany Alcantara, (805)773-3744 talcantara@homeinstead.com

AGENDA March 1, 2013 9.00 – 11.00 a.m.

INTRODUCTIONS and ANNOUNCEMENTS

(New developments for the population, agency or program changes
that affect other agencies or programs)

PUBLIC COMMENT (5 minutes or less)

DISCUSSION / INFORMATION ITEMS:

- RESAFE – Ruby Raymond and Bob Davis
- Update on Adult Protective Services – Laurie Wylie
- ASPC Meeting accommodations – General Discussion

CORRECTIONS / ADDITIONS TO THE SYNOPSIS

ACTION ITEMS:

- None

COMMITTEE UPDATES AS NEEDED: (10 minutes or less)

- IHSS Update
- Good Neighbor
- POLST Follow up

MEETING LOCATION:
Department of Social Services
3563 Empleo, San Luis Obispo
NEXT MEETING:
April 5, 2013

ASPC Meeting March 1, 2013
Chaired by Marie Brinkmeyer

Attendees:

Edie Kahn, AIDS Support Network/SLO Hep C Project
joyce ellen lippman, Area Agency on Aging
Krista Vega, CenCal Health
Kathleen Bellefontaine, Commission on Aging
Sandra Pendell, Department of Social Services
Jean Raymond, French Hospital, Health Commission
Laura DeLoye, Mariposa Music Therapy, Arts for Living
Sue Warren, North County Connection
Rick Gulino, People's Self-Help Housing
Marie Brinkmeyer, RSVP Senior Volunteer Services
Mark Shaffer, Ride-On Transportation, United Cerebral Palsy
Elias Nimeh, Senior Nutrition Project
Mike Bossenberry, Transitions – Mental Health Association, SLO Hotline
Barry Johnson, Transitions – Mental Health Association
Alisa Welsch, Tri-Counties Regional Center
Kevin Drabinski, Field Representative for Assemblyman Achadjian
Martin Meltz
Kara Barbieri, Hospice SLO
Betsy Whitaker, Independent Contractor
Fred Munroe, Ridership Development
Teri Warkentin, Alzheimer's Association
Angela Nelson, SLO Regional Rideshare

Introductions and Announcements

Rick Gulino reported that People's Self Help Housing has a current open position for a bilingual Social Worker with a Masters Degree.

Barry Johnson, Transitions – Mental Health Association, report that a training in Mental Health First Aid will be held on 3/8 and 3/22 at Cuesta College. An Applied Suicide Intervention Skills training will be held on May 1, 2013; there is a \$100 fee which includes lunch and materials. He reminded the group that they can contribute to his Bowl-a-Thon team.

Fred Munroe, Ridership Development, introduced announced that he is co-host of Central Coast Voices on KCBX and is open to suggested topics for the radio program.

joyce ellen lippman, Area Agency on Aging, reported that the needs assessment survey had resulted in approximately 600 responses from SLO County. The agency is currently analyzing the information received. She noted that the annual Older American's Month celebration will be held on May 16 at the Embassy Suites in San Luis Obispo.

Laura DeLoye, Mariposa Music Therapy/Arts for Living, announced they will be on Central Coast Voices to talk about the Arts for Living program.

Mark Shaffer, Ride-On Transportation/UCP, thanked the group for calls and e-mails made on behalf of the Senior Shuttle. He expects a possible increase in funding for the

Senior Shuttle. He noted that the annual Ability Fair will be held May 31 at Vets Hall. In addition, the Nights without Limits fundraiser will be held on March 16 at the Vet's Hall. Tickets are available for \$15.

Sandra Pendell, Department of Social Services, reported that the ACTION for Health Communities was requesting that ASPC members distribute the survey that will be released in the next month or two. A copy of the survey will be e-mailed out to the ASPC email lists.

Angie King reported that she is temporarily back at Senior Legal Services Project; a new person will be hired to replace Gigi Sawyer.

Rachel Cementina, United Way, reminded that group that on-line free tax assistance is available to income eligible persons.

Teri Warrentin, Alzheimer's Association, reminded the group that upcoming trainings in the Confident Caregiver and Savvy Caregiver series would be held.

Betsy Whitaker announced that she is now semi-retired and is working as an independent contractor. She reported that the Santa Maria Wisdom Center was doing very well when she left at end of 2012 and is continuing to provide services. Linda Gadbois was hired to fill her position.

Martin Meltz passed out the new Benefits ARCH San Luis Obispo County Community Services brochures. The brochures are business card sized and contain referral information for various services. Agencies can purchase additional brochures at cost from Burdine Printing for reasonable cost. A Spanish version will be coming out in 2 weeks. He also reported that at a recent meeting of the Estero Bay Alliance for Care (EPAC) in Morro Bay, the issue of the problems faced by elderly women in their community was raised. Kathleen Karle was in attendance at the meeting, and briefly described the Adult Services Policy Council. Ms. Karle had suggested that Joyce Ellen Lippman be invited to one of the EPAC meetings. City Councilman Noah Smukler leads the EPAC the meetings and indicated that he would follow up on this.

Public Comment:

None.

Discussion/Information Items

Bob Davis, RESAFE Program. Mr. Davis has been a real estate broker in San Luis Obispo County for the past 30 years. He stated that a situation exists where people who are "underwater" on their homes are losing homes on loan modification schams and elderly are being bilked out of their homes. He gave examples of individuals who had paid \$2400 to have their loan modification application processed, but lost their homes anyway.

Mr. Davis reported that the SLO County Real Estate Scam and Fraud Exposure (RESAFE) had been formed and is based on a program on real estate fraud in Ventura County called "REFAT." He stated that RESAFE is a not for profit organization of real estate professionals. RESAFE is working with SLO County Community Foundation to handle finances. He explained that RESAFE's goal is education and prevention of financial abuse in real estate transactions. A website is being built to serve as a

resource for individuals who want information about questionable real estate transactions. He noted that there will also be a hotline number. A resource list is currently being developed; he asked ASPC members to add themselves to the list as appropriate. The Department of Real Estate is involved in RESAFE, as are various real estate associations, SLO County agencies and the District Attorney's office. Provision of services is on hold while the website is being developed, but RESAFE is actively eliciting support, attending meetings and spreading the word about the program. Common scams will be publicized to raise awareness. RESAFE will not investigate suspicious transactions, but refer parties to appropriate agencies for assistance. RESAFE's hotline will be a message only center, however a call will be returned within 24 hours and referral will be made as appropriate. A follow up call will be made 24 hours later.

Mr. Davis provided attendees with a handout on recent successful cases in SLO. In 4 well-publicized cases, over 300 victims had an aggregate loss of over \$360 million. They made the headlines. Most victims losses are not publicized.

He provided information on common scams impacting elderly, people with health issues, and people in financial distress. He noted that charging upfront fees to process loan modifications is illegal. He stated that banks will work directly with homeowners without changing such fees. He cautioned about using equity to make investments at "higher rate." He reported that vacant houses being listed on Craigslist without homeowners knowledge. Scams surrounding reverse mortgaging without legally required counseling are increasing.

Rick Gulino notes that Peoples Self Help Housing helps with loan modification assistance to general public. Angie King pointed out that the California Rural Legal Assistance office also offers free RE loan modification (with certain restrictions). Barry Johnson suggested that RESAFE get in touch with United Way regarding SLO Hotline listings. Joyce Ellen Lippman suggested use of the Senior Resource Directory for information and as a referral source. She also suggested that Mr. Davis make contact with the Karen Jones of the Elder Abuse Team. Marie Brinkmeyer recommended that Mr. Davis contact Senior Centers and mobile home parks. Martin Meltz offered to write an article for a Pismo Beach newspaper.

Laurie Wylie, County of San Luis Obispo, Adult Protective Services. Ms. Wylie reported that APS is an investigative agency and serves seniors and individuals between 18 and 64 who are a "dependent adult." There are very specific requirements to be considered a dependent adult. APS investigates all referrals and determines if the person meets the criteria of being a dependent adult. APS investigates all referrals of seniors; there are no income eligibility requirements. Referrals and resource information is available to all.

Ms. Wylie reminded the group that since they provide services to seniors and dependent adults, all are mandated reporters. She explained that mandated reporters must report physical, financial, scams, neglect by others, isolation, mental suffering, verbal abuse, abduction (from the State), abandonment, and self-neglect.

Reports to APS are confidential, but people sometimes "figure out" who made the report of suspected abuse or neglect. Client information is also confidential. APS will let a reporter know that their report was followed up on. APS is mandated to cross report to law enforcement. Further, law enforcement will accompany APS social workers in visits

to victim's homes if current physical abuse and financial abuse are suspected. Referrals can be made 24-hour calls; after hours and weekend calls are accepted via Mental Health.

APS only investigates situations where the victim is living in their own home, or those who are residing temporarily in an acute care facility. People in long term care are within the purview of the Long Term Care Ombudsman's office. People in acute care facility are considered dependent adults while they are in the hospital.

Reporting by mandated reports must be made verbally at 781-1790 and also in writing utilizing the state form SOC 341. Verbal report as soon as the reporter learns about it, the written form must be provided within 2 business days. The written form may be submitted by fax , e-mail or US mail.

If a reporter indicates that abuse or neglect currently happening, APS will go out the same day. APS is required to respond to non-emergency reports within 10 days.

Ms. Wylie stated that the vast majority of APS referrals are connected to money in some way. Generally speaking, the most vulnerable individuals are the people who are being targeted. Memory challenges and cognitive challenges create greater vulnerability. Unmet emotional needs and loneliness also create vulnerabilities. Reports of self-neglect are also very common.

Ms. Wylie reported that the number of cases per year has increased significantly over the past 13 years while budget cuts have resulted in a decrease in the number of APS staff. Currently there are 3 full time APS social workers. APS is no longer able to provide full case management due to having limited staff. Ms. Wylie stated that follow up contact is critical for success. She feels that repeat reports are the result of the lack of follow up. A request will be made to the County asking that another social worker in the next fiscal year.

The goal of APS is to keep people safe at home. Services are voluntary; that can be frustrating for people reporting abuse and/or neglect. The client must be willing to accept services and have the right to refuse services. It is their civil right to live as they choose, even if they make horrible choices.

If people are unable to protect themselves, APS can make a referral to the Public Guardian's office. The Public Guardian's office does their own investigation and determines if they will file a petition for conservatorship or not. It's a long process to get such a case heard in the court, as much as 8 months in one particular case.

Sue Warren noted that starting 1/1/14, medical professionals will be required to screen for mental health and substance abuse issues. That might result in a significant increase in reports to APS. General conversation followed regarding concerns on resources and processes available to homeless seniors and dependent adults.

Discussion re: meeting places. Discussion was held regarding possible meeting sites as the current location is not adequate for the size of the group. Sandra Pendell had explored possible County office locations, but there are no sizeable rooms available for

the first Friday of each month. Marie Brinkmeyer will investigate suggested locations and get back to the group.

Corrections/Additions to the Synopsis

The February synopsis was reviewed. Kathleen Bellefontaine moved that the synopsis be approved as written; the motion was seconded by Angie King. The motion passed unanimously .

Action Items:

None.

Committee Updates:

IHSS Update – None.

Good Neighbors – Mark Shaffer reported that Ride-on is working with Wilshire to simplify requirements for volunteer drivers. There continues to be a great need for volunteer drivers throughout the County. Membership were encouraged to consider volunteering.

POLST Update – Jean Raymond reported that quarterly POLST meetings will be held at Long Term Care Ombudsman's office. The first meeting will be held on March 13 with subsequent meetings on June 12, September 11 and December 11. Additional information about POLST can be found on the Coalition for Compassionate Care in California website. POLST forms are available on-line and can be downloaded from <http://www.capolst.org/>.

**The next meeting is April 5, 2013
9:00-11:00 a.m.
Department of Social Services
Location to be announced
San Luis Obispo**