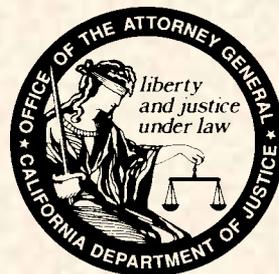




A Citizen's Guide To Preventing & Reporting Elder Abuse

Brought to you by the
California Department of Justice



Co-sponsored by **AARP**





STATE OF CALIFORNIA
OFFICE OF THE ATTORNEY GENERAL

December 2002

Dear Fellow Californians:

Based on state and federal statistics, nearly 200,000 Californians are victims of elder abuse every year. Already of crisis proportion, the problem threatens to grow worse as the “graying” of the Baby Boom generation results in unprecedented demographic shifts. Specifically, the United States Census Bureau projects that California’s elderly population, already the largest in the nation, will nearly double in size within the next two decades.

What must Californians be prepared to do?

Eighteenth-century Irish statesman Edmund Burke once wrote, “The only thing necessary for the triumph of evil is for good [people] to do nothing.” The same can be said about how Californians respond to elder abuse – one of the most disturbing and rapidly growing areas of crime in the new millennium. Seniors, with their families and caretakers, should learn to recognize the telltale indicators of abuse and how to take precautions against becoming victims. In the wake of victimization, they need to know how to respond and to whom they can turn for aid.

To assist Californians in learning how to combat elder abuse, some of the state’s most respected elder abuse prosecutors, investigators, elder advocates and scholars were called upon to produce a knowledge base from which seniors and their caretakers can draw. The result is this thirty-six page free publication, “A Citizen’s Guide to Preventing & Reporting Elder Abuse.”

Decades of experience and expertise help shape this guide. Coupled with your diligence and care, this resource will assist in ensuring that California’s elderly will live with security and dignity.

Introduction

This guide is divided into three chapters. Chapter 1 addresses three of today’s most prevalent areas of elder abuse:

- Physical and emotional abuse
- Financial abuse
- Abuse in long-term care facilities

In each of these areas, the guide provides (1) a basic overview and definition; (2) a discussion of the most common warning signs; and (3) practical advice on how to protect yourself, a loved one or friend from victimization.

Chapter 2 explains how to report elder abuse and to whom.

Chapter 3 provides a collection of valuable websites to readers in search of additional advice and information.

Acknowledgments

This guide was prepared by the California Department of Justice’s Bureau of Medi-Cal Fraud & Elder Abuse and Crime & Violence Prevention Center, in conjunction with AARP. The Department of Justice gratefully acknowledges the following organizations for their contributions:

Contributors (In alphabetical order):

California Advocates for Nursing Home Reform, California Community Partnership for the Prevention of Financial Abuse, California Welfare Directors Association, Department of Justice-Government Law Section, Office of the Alameda County District Attorney, Office of the Contra Costa County District Attorney, Office of the San Diego County District Attorney and University of Southern California.

Table of Contents

| | |
|---|-------|
| Chapter 1: Elder Abuse | 2-19 |
| Part A: Physical and Emotional Abuse | 3-4 |
| What is Physical and Emotional Elder Abuse? | 3 |
| Recognizing the Warning Signs | 3-4 |
| Part B: Financial Elder Abuse | 5-13 |
| What is Financial Elder Abuse? | 5 |
| Recognizing the Warning Signs | 6 |
| Telemarketing Fraud | 7-8 |
| Identity Theft..... | 9 |
| Home Improvement Scams..... | 10-11 |
| Estate Planning Hazards..... | 12-13 |
| Part C: Elder Abuse in the Long-Term Care Facility | 14-19 |
| What is Long-Term Care? | 14 |
| How to Choose a Long-Term Care Facility . | 14-15 |
| Recognizing the Warning Signs | 16-17 |
| Residents’ Bill of Rights..... | 18-19 |
| Chapter 2: Reporting Elder Abuse | 20-34 |
| Part A: How to Report | 21 |
| Part B: To Whom to Report | 22-34 |
| Adult Protective Services (APS)..... | 22-25 |
| Long-Term Care Ombudsman Program..... | 26-29 |
| County Law Enforcement and Prosecution Agencies..... | 30-33 |
| Department of Justice, Bureau of Medi-Cal Fraud and Elder Abuse | 34 |
| Chapter 3: On-Line Resources | 35-36 |

Chapter 1 Elder Abuse

Three Indisputable Facts about Elder Abuse:

- Other than the victim's age, elder abuse is a crime which is indiscriminate in choosing who it strikes. Factors such as one's socio-economic status, gender, race, ethnicity, educational background and geographic location do not provide an impregnable barrier against its broad, horrible reach.
- Elder abuse victims often live in silent desperation, unwilling to seek assistance because they unfortunately believe their cries for help will go unanswered and they fear retaliation from their abusers. Many remain silent to protect abusive family members from the legal consequences of their crimes, or are too embarrassed to admit that they have fallen victim to predators. Others fear that no one will believe them — chalking up their allegations to the effects of old age.

Thus, it may take the courage of a caring family member, friend or caretaker to take action when the victim may be reluctant.

- With your vigilance, care and cooperation, elder abuse can be stopped and its perpetrators arrested and prosecuted. In the past four years alone, social service and law enforcement resources have expanded dramatically to meet the growing need. **HELP IS AVAILABLE.**



Remember:

**If you suspect abuse,
report it.**

What is Physical and Emotional Elder Abuse?

Physical abuse includes:

- Physical assault
- Sexual assault
- Unreasonable physical constraint
- Prolonged deprivation of food or water
- Inappropriate use of a physical or chemical restraint or psychotropic medication

Neglect includes:

- Failure to assist in personal hygiene
- Failure to provide clothing and shelter
- Failure to provide medical care
- Failure to protect from health and safety hazards
- Failure to prevent malnutrition or dehydration
- Self-neglect

Emotional abuse includes:

- Verbal assaults, threats or intimidation
- Subjecting an individual to fear, isolation or serious emotional distress
- Withholding of emotional support
- Confinement

Recognizing the Warning Signs

The existence of any one or more of these does not necessarily mean that abuse has occurred. Instead, treat them as signs that diligent attention or investigation is needed.

Physical warning signs:

- Uncombed or matted hair
- Poor skin condition or hygiene
- Unkempt or dirty
- Patches of hair missing or bleeding scalp
- Any untreated medical condition
- Malnourished or dehydrated
- Foul smelling
- Torn or bloody clothing or undergarments
- Scratches, blisters, lacerations or pinch marks
- Unexplained bruises or welts
- Burns caused by scalding water, cigarettes or ropes
- Injuries that are incompatible with explanations
- Any injuries that reflect an outline of an object, for example, a belt, cord or hand

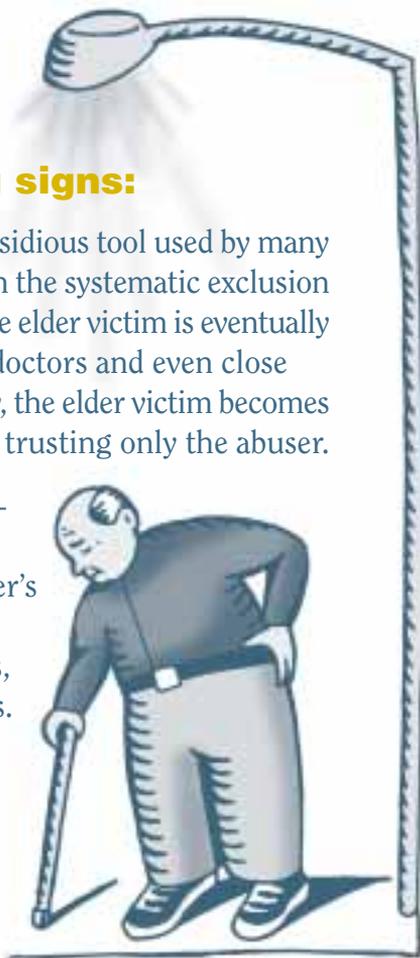
Behavioral warning signs:

- Withdrawn
- Confused or extremely forgetful
- Depressed
- Helpless or angry
- Hesitant to talk freely
- Frightened
- Secretive

Isolation warning signs:

Isolation of an elder is an insidious tool used by many abusers. Accomplished with the systematic exclusion of all real outside contact, the elder victim is eventually driven to distrust friends, doctors and even close family members. Ultimately, the elder victim becomes a pawn – manipulated into trusting only the abuser.

- Family members or caregivers have isolated the elder, restricting the elder's contact with others, including family, visitors, doctors, clergy or friends.
- Elder is not given the opportunity to speak freely or have contact with others without the caregiver being present.



REPORTING ELDER ABUSE:

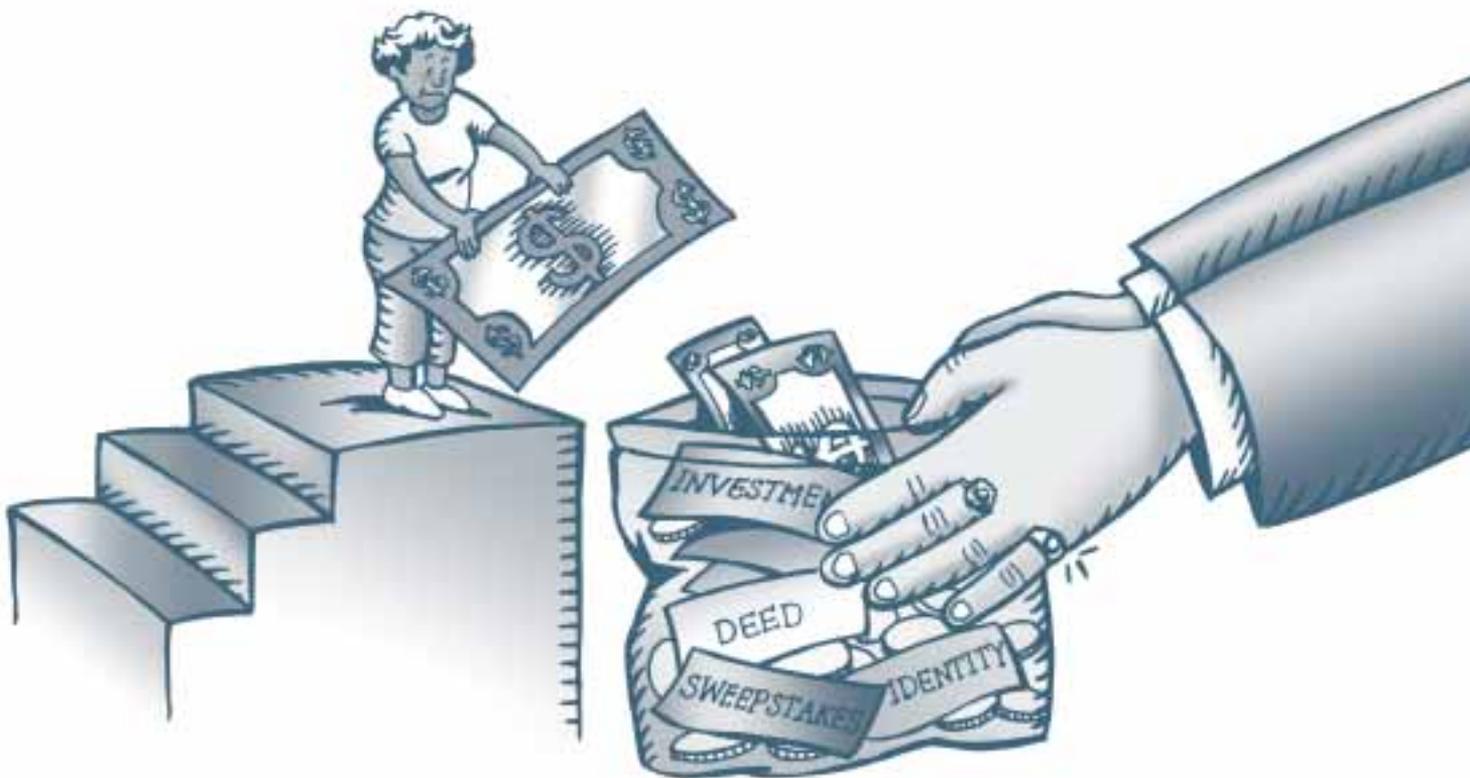
- Any person who suspects that abuse of an elder has occurred should report it. When in doubt, always err on the side of caution and report.
- Abuse can continue and often escalates if there is no intervention. Known or suspected cases of abuse should be reported to the appropriate agencies or to local law enforcement.
- Intervention can often save the assets, health, dignity or even the life of an elder.

HOW TO REPORT ELDER ABUSE:

- If a known or suspected incident of elder abuse has occurred in a long-term care facility, the report should be made to the local Long-Term Care Ombudsman, the local law enforcement agency or the Bureau of Medi-Cal Fraud and Elder Abuse.*
- If abuse has occurred anywhere other than in a facility, reports should be made to the local county Adult Protective Services agency or to the local law enforcement agency.*
- The reporting person is protected from both criminal and civil liability.

**See chapter 2 (starting on page 20) for more details on how to file a report and how to contact your nearest reporting agency.*

Part B Financial Elder Abuse



What is Financial Elder Abuse?

Financial abuse is the theft or embezzlement of money or any other property from an elder. It can be as simple as taking money from a wallet and as complex as manipulating a victim into turning over property to an abuser. This form of abuse can be devastating because an elder victim's life savings can disappear in the blink of an eye, leaving them unable to provide for their needs and afraid of what an uncertain tomorrow will bring.

Recognizing the Warning Signs

The existence of any one or more of these indicators does not necessarily mean that abuse has occurred. Instead, treat them as signs that diligent attention or investigation is needed.

Behavioral warning signs:

- Withdrawn
- Confused or extremely forgetful
- Depressed
- Helpless or angry
- Hesitant to talk freely
- Frightened
- Secretive

Isolation warning signs:

- Elder is isolated or lonely with no visitors or relatives. Family members or caregiver isolate the individual, restricting the person's contact with others.
- Elder is not given the opportunity to speak freely or have contact with others without the caregiver being present.



Other warning signs include:

- Unusual bank account activity, such as withdrawals from automatic teller machines when the individual cannot get to the bank.
- Signatures on checks and other documents that do not resemble the elder's signature.
- Checks or other documents signed when the elder cannot write or understand what he or she is signing.
- Lack of personal amenities – appropriate clothing and grooming items.
- Numerous unpaid bills when someone else has been designated to pay the bills.
- Change in spending patterns, such as buying items he or she doesn't need and can't use.
- The appearance of a stranger who begins a new close relationship and offers to manage the elder's finances and assets.

While financial elder abuse can take many forms, the most widespread abuses include telemarketing fraud, identity theft, predatory lending and home improvement and estate planning scams.

The following seeks to familiarize you with how these crimes commonly are perpetrated and what you can do to protect yourself and your loved ones.

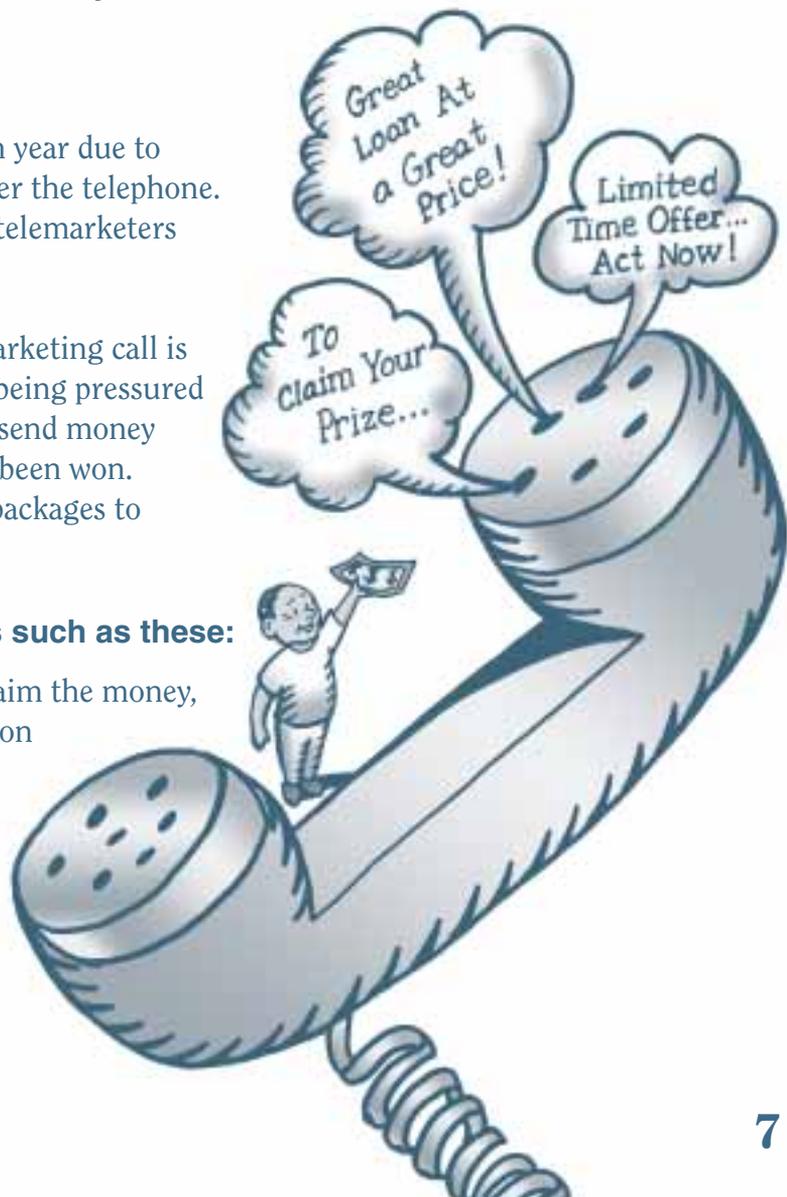
Telemarketing fraud:

Americans lose an estimated \$40 billion each year due to the fraudulent sales of goods and services over the telephone. AARP has found that 56% of those called by telemarketers are aged 50 or older.

It can be extremely difficult to tell if a telemarketing call is legitimate. This is especially true if you are being pressured to make an instant decision; for example, to send money right away in order to claim a prize that has been won. Scams can range from prize offers to travel packages to phony charities.

Be wary of telemarketing sales pitches such as these:

- “You have won a lottery, but in order to claim the money, you must send a payment to pay the taxes on the money you have won.”
- “We can give you a great home loan at a great price, regardless of your credit.”
- “We are offering you a fantastic buy on your favorite magazines; this is the last day and we must receive your money by midnight to guarantee this offer.”



Telemarketing Do's and Don'ts Include:

DO:

- Ask telemarketers for their company's name and address.
- Ask the caller to send you written material to study before you make a purchase.
- Talk to family and friends; get advice from someone you trust before you make any large purchase or investment.
- Request that your phone number be removed from the telemarketer's list.

DON'T:

- Pay for any prize or send money to improve your chances to win or receive a prize.
- Give any caller your credit card number or any other form of personal identification.

Remember:

It is very difficult to tell if a telemarketing call is legitimate. Be cautious and do not let any caller intimidate you.

Don't be afraid to hang up!



“DO NOT CALL” LIST

Beginning April 1, 2003, the California Department of Justice plans to maintain a “do not call” list, containing the telephone numbers and zip codes of residential or wireless telephone customers who do not want to receive telephone solicitations. Telephone solicitors will be prohibited from calling subscribers whose numbers are placed on the “do not call” list.

Individuals will be able to place their names on the “do not call” list using the Internet or by calling a toll-free telephone number. Please visit the California Department of Justice's web site at www.ag.ca.gov/donotcall to check on when this service becomes available.

Identity theft:

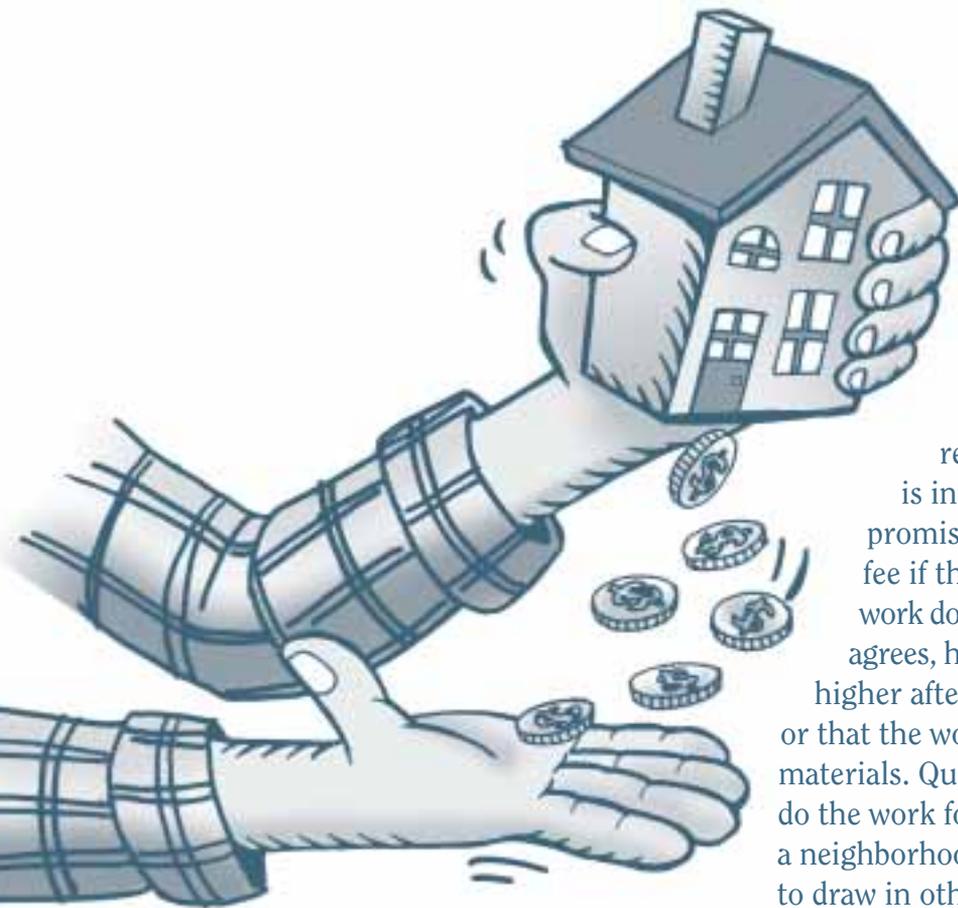
Identity theft is a frightening and fast-growing crime. There are more than 500,000 new victims each year. It is an easy crime to commit because every identifying number an individual possesses – Social Security, credit card, driver's license, telephone – is a key that can unlock some storage of money or goods.

Identity thieves can obtain your personal information easily, not only by stealing your wallet, but also by taking mail from your mailbox, going through your trash for discarded receipts and bills or asking for it over the phone on some pretext. The identity thief can also get your personal information by watching your transactions at automated teller machines and phone booths to capture your personal identification number. Social Security numbers can even be bought on the Internet for as little as \$20 each!

How to protect yourself from identity theft:

- Dispose of papers with personal information by tearing up charge receipts, bank statements, expired credit cards or offers for new credit cards.
- Never give out your Social Security number unless you have initiated the contact and you are familiar with the institution. Do not have your Social Security number printed on your checks.
- Do not give any of your personal account numbers over the phone unless you have placed the call and know the individual with whom you are speaking.





Home improvement scams:

Home improvement scams are often committed by groups of individuals who go door-to-door in an effort to sell “home improvement” services. Often, they come into a neighborhood and offer to repair a driveway or re-shingle a roof which they claim is in immediate need of repair. They promise to do the work for a very low fee if the individual agrees to have the work done immediately. When the victim agrees, he or she discovers the fee is much higher after the work has been completed or that the work was done using inferior materials. Quite often the scam artist will do the work for a low fee for one resident in a neighborhood to create a referral in the area to draw in other victims.

It is important to remember that often these individuals can do more than overcharge or perform shoddy work. Sometimes one individual will work outside and another may go into the house for a drink of water and then steal valuables. Far too often the victim does not know the items are missing until the criminals are gone.

Home Improvement Do's and Don'ts Include:

DO:

- Get other bids from established businesses; if the deal is too good to be true, it may very well be a scam.
- Be suspicious if someone comes to your door or calls you with an offer to do a home improvement.
- Obtain the contractor's license number and contact the Contractors State License Board, Better Business Bureau or Chamber of Commerce to determine that the person offering to perform the home improvement is licensed and reputable.
- Insist on and check out referrals.

DON'T:

- Rush. Rarely is there a legitimate reason for an offer that is good “for today only.” Be very suspicious.
- Accept work from an unlicensed contractor – EVER.
- Allow work to be done without a written contract that, among other considerations, specifies materials used, a completion date and a fair payment schedule that pays for work as it is completed.
- Pay a down payment before commencement of work which exceeds one thousand dollars (\$1,000) or 10 percent of the contract price for home improvements, whichever is less.

Predatory lending:

More than 80% of Americans aged 50 and older are homeowners. Elders are often the target of unscrupulous lenders who pressure them into high-interest loans they may not be able to repay. Older homeowners are often persuaded to borrow money through home equity loans for home repairs, debt consolidation or to pay health care costs. These loans are sold as a “miracle financial cure,” and homeowners are devastated to find out they cannot afford to pay off the loans and, as a result, may lose their home. Often these loans are packed with excessive fees, costly credit insurance, pre-payment penalties and balloon payments.

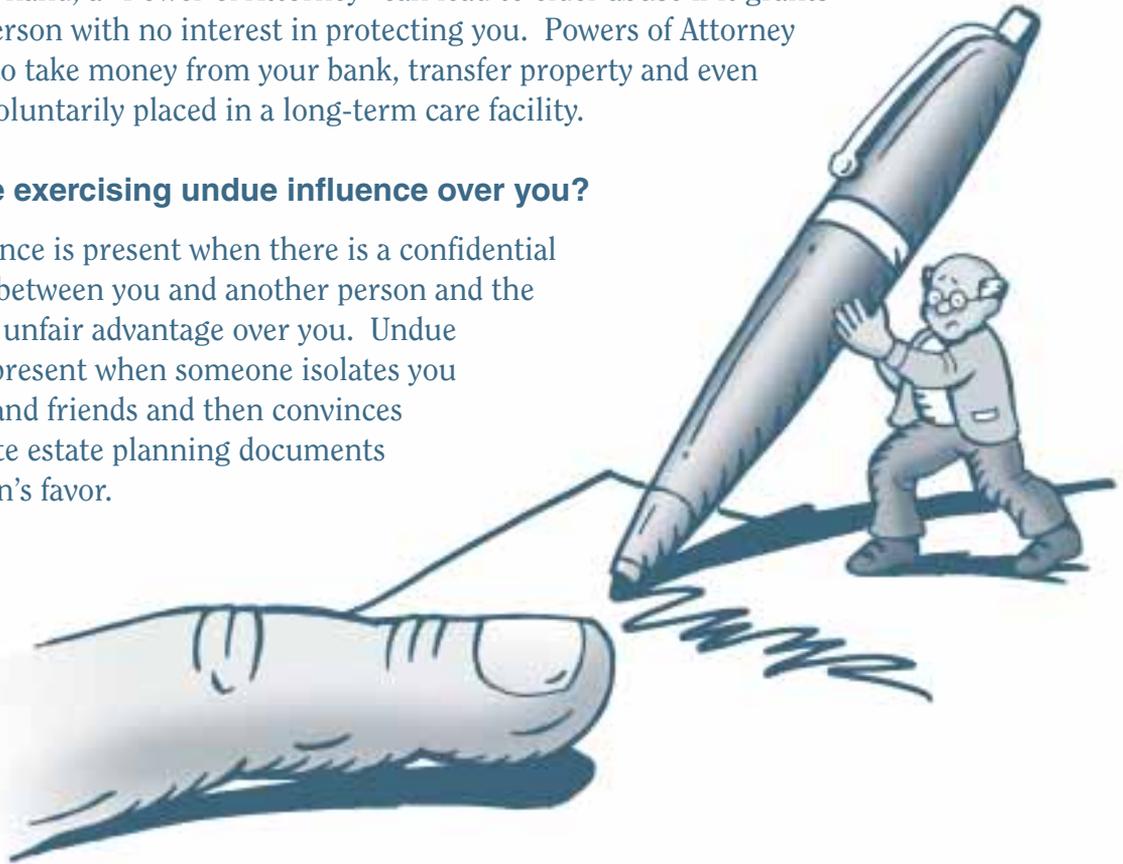
Estate planning hazards:

“Estate planning” is the ordering of one’s affairs so that personal and financial matters will be taken care of upon death or incapacitation. Estate planning devices may include wills, trusts, powers of attorney, advance health care directives and joint tenancies.

People can take advantage of the power given to them in estate planning devices. For example, a “Power of Attorney” works well if it contains clear directions that reflect your wishes and vests your care and well-being with a reliable individual. On the other hand, a “Power of Attorney” can lead to elder abuse if it grants power to a person with no interest in protecting you. Powers of Attorney can be used to take money from your bank, transfer property and even have you involuntarily placed in a long-term care facility.

Is someone exercising undue influence over you?

Undue influence is present when there is a confidential relationship between you and another person and the person gains unfair advantage over you. Undue influence is present when someone isolates you from family and friends and then convinces you to execute estate planning documents in that person’s favor.



Can a conflict of interest occur between you, the person preparing your estate plan and the person benefitting from the arrangements?

A conflict of interest may occur when a person who is going to benefit from your estate planning, such as a beneficiary to your will, arranges to have you meet with a financial planner or attorney, directs the professional advisor as to what is to be done and/or pays the professional advisor's fees.

Who might financially abuse you?

Conservators, caregivers, agents acting under durable powers of attorney, trustees, representative payees, financial planners, attorneys, family members and friends can be potential financial abusers.

Are there remedies for financial abuse?

The best remedy is to prevent the abuse by carefully choosing trustworthy people to act as agents, successor trustees or conservators when preparing estate planning documents. However, if you believe that a person already designated is not acting in your best interests, you can amend or end a power of attorney or revocable trust. You can also demand an accounting. If there is evidence of mismanagement, the agent also can be required to make restitution to you. Victims can seek assistance from law enforcement or file a civil lawsuit. Punitive damages may be imposed if there is evidence of oppression, fraud or malice.

REPORTING ELDER ABUSE:

- Any person who suspects that abuse of an elder has occurred should report it. When in doubt, always err on the side of caution and report.
- Abuse can continue and often escalates if there is no intervention. Known or suspected cases of abuse should be reported to the appropriate agencies or to local law enforcement.
- Intervention can often save the assets, health, dignity or even the life of an elder.

HOW TO REPORT ELDER ABUSE:

- If a known or suspected instance of elder abuse has occurred in a long-term care facility, the report should be made to the local Long-Term Care Ombudsman, the local law enforcement agency or the Bureau of Medi-Cal Fraud and Elder Abuse.*
- If abuse has occurred anywhere other than in a facility, reports should be made to the local county Adult Protective Services agency or to the local law enforcement agency.*
- The reporting person is protected from both criminal and civil liability.

**See chapter 2 (starting on page 20) for more details on how to file a report and how to contact your nearest reporting agency.*

What is Long-Term Care?

More than two out of every five Americans will need long-term care at some point in their lives.

Long-term care encompasses a wide variety of settings and services designed specifically to meet the special needs of elders. Long-term care services can be found in settings such as skilled nursing facilities, residential care facilities for the elderly, intermediate care facilities and sub-acute care facilities.

Long-term care may include medical assistance, such as administering medication, ambulation assistance, or performing rehabilitation therapy. But more typically it involves assistance with the activities of daily living, including personal hygiene, dressing, bathing, meal preparation, feeding, and travel to medical services. It often includes supervision, such as protecting a person from wandering away or inadvertently injuring themselves.

These facilities are generally licensed by either the California Department of Health Services or the California Department of Social Services.

How to Choose a Long-Term Care Facility

Choosing a long-term care facility, such as a skilled nursing facility or a residential care facility, is one of the most difficult decisions one can make.



The Following are Some Suggestions for Selecting a Long-Term Care Facility:

- Plan ahead. This gives you and your family more control and can help make sure that your needs are met.
- Visit on-line resources such as those listed in Chapter 3 of this booklet. These on-line resources provide information on long-term care, including facility profiles. Facility profiles contain everything from the location, size and type of the facility and its staff to a history of a facility's violations of California and federal care laws.
- Visit the facility and meet the administrator. Ask to see the entire facility, not just one wing or floor.
- Ask to see the facility's license and the latest inspection report by either the Department of Health Services or Social Services on the facility's performance.
- Try to visit the facility more than once and at different times of the day. Make a point to visit at mealtimes, during activity periods and also at nights and on the weekends.
- Try to choose a facility that is close and convenient to those who will be visiting most often. When family and friends are able to visit frequently, they can oversee the resident's condition and actively participate in care decisions. It also enables family or friends to be able to respond quickly in times of emergencies.
- Contact your local Long-Term Care Ombudsman for information about a particular facility. Talk to friends, other residents' family members or any other individuals who may be familiar with the facility.
- Be observant. When visiting or making inquiries, pay attention to how residents are treated by staff members. Nothing is more important than the quality and quantity of facility staff.
- Don't be afraid to ask questions. Does the facility offer the religious or cultural support the elder resident needs? Does the facility provide an appropriate diet? Is the primary language of the resident spoken by the staff?

Recognizing the Warning Signs

The existence of any one or more of these indicators does not necessarily mean that abuse has occurred. Instead, treat them as signs that diligent attention or investigation is needed.

Physical warning signs:

- Call light is not functioning or is removed from resident's reach
- Development or worsening of pressure sores
- Excessive weight loss
- Unusual or recurring scratches, bruises, skin tears or welts
- Bilateral bruising (bruises on opposite sides of the body)
- "Wrap around" bruises (bruises that typically encircle the arm)
- Torn, stained or bloody underclothing
- Signs of excessive drugging
- Foul smelling, uncombed or matted hair
- Patches of hair missing or bleeding scalp
- Injuries that are incompatible with explanations
- Injuries caused by biting, cutting, pinching or twisting of limbs
- Burns caused by scalding water, cigarettes or ropes
- Any injuries that reflect an outline of an object, for example a belt, cord or hand



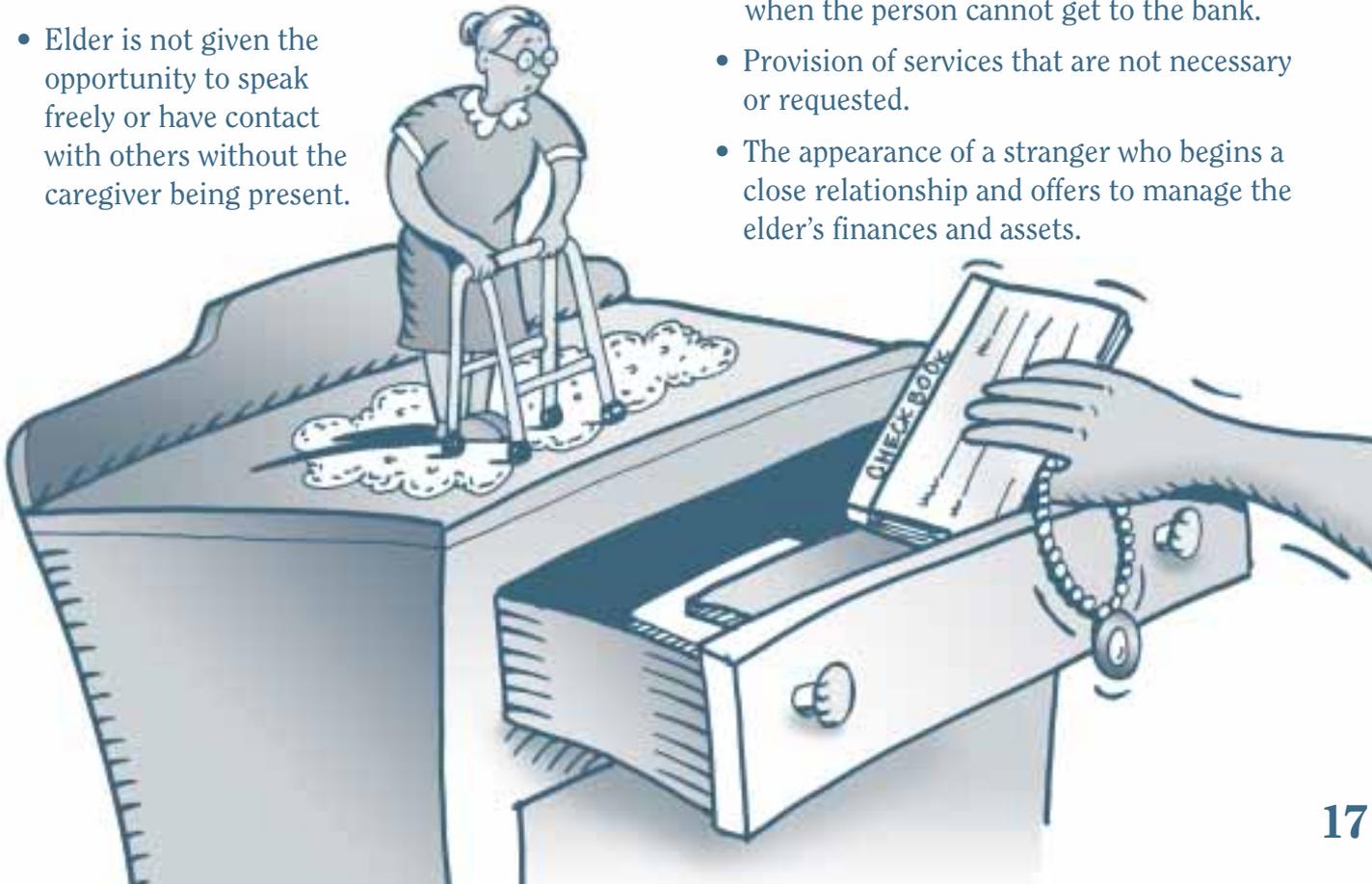
Behavioral warning signs:

- Withdrawn
- Confused or extremely forgetful
- Depressed
- Helpless or angry
- Hesitant to talk freely
- Frightened
- Secretive

Isolation warning signs:

Isolation of an elder is an insidious tool used by many abusers. Accomplished with the systematic exclusion of all real outside contact, the elder victim is eventually driven to distrust friends, doctors and even close family members. Ultimately, the elder victim becomes a pawn – manipulated into trusting only the abuser.

- Family members or caregivers have isolated the elder, restricting the elder's contact with others, including family, visitors, doctors, clergy or friends.
- Elder is not given the opportunity to speak freely or have contact with others without the caregiver being present.



Financial abuse warning signs:

- Disappearance of papers, checkbooks or legal documents.
- Staff assisting residents with credit card purchases or ATM withdrawals.
- Lack of amenities, such as appropriate clothing, grooming items, etc.
- Bills unpaid despite availability of adequate financial resources.
- Unusual activity in bank accounts, such as withdrawals from automatic teller machines when the person cannot get to the bank.
- Provision of services that are not necessary or requested.
- The appearance of a stranger who begins a close relationship and offers to manage the elder's finances and assets.

Residents of skilled nursing facilities are guaranteed certain rights and protections under federal and state law. Facilities are required to provide a copy of these rights to individuals upon admittance to a facility. For more information and a complete listing of residents' rights, contact the California Department of Health Services at: www.dhs.ca.gov/LNC/nhrights/

Residents'

Each resident has the right to:

Dignity & Privacy:

- Be treated with consideration, respect and dignity
- Privacy during treatment and personal care
- Receive and make phone calls in private
- Send and receive mail unopened
- Visit privately with family, friends and others

Medical Condition & Treatment:

- Be fully informed by a physician of his or her total health status
- Participate in health care planning and treatment decisions
- Choose a personal physician
- Be free from unnecessary drug treatment

Bill of Rights *(Partial list)*

Abuse & Chemical & Physical Restraints:

- Be free from verbal, sexual, physical and mental abuse, corporal punishment and involuntary seclusion
- Be free from any physical or chemical restraints - given for the purposes of discipline or staff convenience - which are not required to treat the resident's medical symptoms

Safety & Hygiene:

- Receive care from an adequate number of qualified personnel
- Receive care necessary to ensure good personal hygiene
- Receive care to prevent and reduce both bedsores and incontinence
- Receive food of the quality and quantity to meet the resident's needs in accordance with a physician's orders
- Reside in a facility which is clean, sanitary and in good repair at all times

Transfer & Discharge:

- Be transferred or discharged only if he or she has recovered to the point of not needing nursing facility care
- Be transferred or discharged only if it is necessary for the resident's welfare or if his or her needs cannot be met in the facility
- Be transferred or discharged only if the health or safety of others is endangered
- Be transferred or discharged if he or she has failed to pay for care or the facility ceases to operate

Grievances:

- Voice grievances and recommend changes in policies or services to facility staff, free from restraint, discrimination or reprisal

Chapter 2 Reporting Elder Abuse

Reporting Abuse

Any person who suspects that abuse of an elder has occurred can and should report it. Another's assets, health, dignity and/or life may depend upon your courage to act.

Abuse can continue and often escalates if there is no intervention. Known or suspected cases of abuse should be reported to the appropriate agencies in your area. When in doubt, err on the side of caution and report.

Remember:

***Intervention
can save a life!***



Reporting suspected abuse is simple.

To report abuse that has occurred in a long-term care facility, such as a nursing home or residential care facility, call the local Long-Term Care Ombudsman, your local law enforcement agency or the Bureau of Medi-Cal Fraud and Elder Abuse. You may also file a complaint with the appropriate state regulatory agency.

If the suspected abuse has occurred anywhere other than in a facility, reports should be made to the local county Adult Protective Services Agency or to local law enforcement.

As a person reporting abuse, you are shielded from both criminal and civil liability.

See the following listings within this booklet for information concerning reporting agencies.



Mandated Reporters

Under California law, certain individuals are legally mandated to report known or suspected instances of elder abuse. The following is a partial list of mandated reporters:

- Physicians and medical professionals
- Clergy
- All employees of health care facilities, such as hospitals, skilled nursing facilities, adult day care centers and residential care facilities
- Any individual who assumes responsibility for the care or custody of an elderly person

Any mandated reporter who fails to report elder abuse may be guilty of a crime.

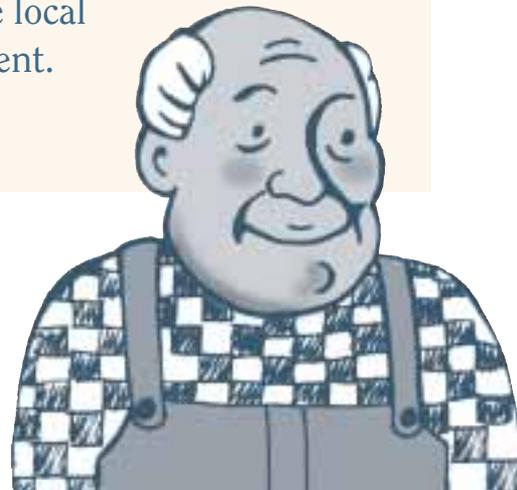
(California Welfare and Institutions Code section 15630)

Adult Protective Services (APS)

Each county Adult Protective Services agency (APS) provides assistance to the elderly and adults who are functionally impaired, and who are possible victims of abuse, exploitation or neglect, including self neglect.

Adult Protective Services agencies investigate reports of abuse that occur in private homes, acute care hospitals, clinics, adult day care facilities and social day care centers. In 1998, California passed a law mandating all APS agencies to provide a 24-hour, 7-day a week hotline to respond to all reports of suspected abuse. APS may also provide various services to address the abuse or neglect, such as case management, emergency shelter or in-home protection, transportation, counseling, etc., to guarantee the safety of an endangered elder. Availability of assistance programs is dependent upon a county's budgetary resources.

Suspected or known abuse that occurs anywhere other than in a long-term care facility should always be reported to the local Adult Protective Services agency or local law enforcement.



**Alameda County Department
of Adult and Aging Services**

8000 Edgewater Dr.
Oakland, CA 94621
(510) 567-6894

**Alpine County Department of
Health and Human Services**

75-A Diamond Valley Rd.
Markleeville, CA 96120
(888) 755-8099

**Amador County Department
of Social Services**

1003 Broadway
Jackson, CA 95642
(209) 223-1075

**Butte County Department
of Social Services**

P.O. Box 1649
Oroville, CA 95965
(800) 664-9774

**Calaveras County CALWORKS
& Human Services**

509 East Saint Charles Street
San Andreas, CA 95249
(209) 754-6452

**Colusa County Department
of Health and Human Services**

251 East Webster St.
Colusa, CA 95932
(530) 458-0250

**Contra Costa County
Department of Aging and
Adult Services**

2530 Arnold Dr., Suite 300
Martinez, CA 94553
(877) 839-4347

**Del Norte County Welfare
Department of Health and
Social Services**

880 Northcrest Dr.
Crescent City, CA 95531
(707) 464-3191

**El Dorado County Department
of Social Services**

630 Main Street
Placerville, CA 95667
(800) 925-1812

**Fresno County Department
of Adult Services**

P.O. Box 1912
Fresno, CA 93750
(559) 255-3383

**Glenn County Human
Resources Agency**

P.O. Box 611
Willows, CA 95988
(530) 934-6520

**Humboldt County Department
of Social Services**

808 E St.
Eureka, CA 95501
(707) 476-2100
(866) 527-8614

**Imperial County
Social Services**

2999 South Fourth Street
El Centro, CA 92243
(760) 337-7878

**Inyo County Department of
Health and Human Services**

162 Grove St., Suite J
Bishop, CA 93514
(800) 841-5011

**Kern County Aging
and Adult Services**

5357 Truxton Ave.
Bakersfield, CA 93309
(661) 868-1006

**Kings County Human
Services Agency**

Government Center
1200 South Dr.
Hanford, CA 93230
(559) 582-8776
(877) 897-5842

**Lake County Social
Services Department**

P.O. Box 9000
Lower Lake, CA 95457
(707) 995-4200

**Lassen County Department
Health and Human Services**

P.O. Box 1359
Susanville, CA 96130
(530) 251-8158

Adult Protective Services *continued from page 23*

Los Angeles County Community and Senior Services

3333 Wilshire Blvd., 4th Floor
Los Angeles, CA 90010
(877) 477-3646
Direct/Collect: (626) 579-6905

Madera County Department of Social Services

P.O. Box 569
Madera, CA 93639
(559) 675-7839

Marin County Department of Health and Human Services

10 N. San Pedro Rd., Suite 1002
San Rafael, CA 94903
(415) 507-2774

Mariposa County Department of Human Services

P.O. Box 7
Mariposa, CA 95338
(209) 966-2442

Mendocino County Department of Social Services

P.O. Box 839
Ukiah, CA 95482
(707) 463-7900 (Ukiah)
(707) 962-1102 (Fort Bragg)

Merced County Department of Human Services

P.O. Box 112
Merced, CA 95341
(209) 385-3105

Modoc County Department of Social Services

120 North Main St.
Alturas, CA 96101
(530) 233-6501

Mono County Department of Social Services

P.O. Box 576
Bridgeport, CA 93517
(800) 340-5411

Monterey County Department of Social Services

713 Laguardia St., Suite A
Salinas, CA 93905
(800) 960-0010

Napa County Health and Human Services Agency

900 Coombs St., Suite 257
Napa, CA 94559
(888) 619-6913

Nevada County Department of Human Services

P.O. Box 1210
Nevada City, CA 95959
(888) 339-7248

Orange County Social Services Agency

P.O. Box 22006
Santa Ana, CA 92702
(800) 451-5155

Placer County Health and Human Services Department

11519 B Ave.
Auburn, CA 95603
(888) 886-5401

Plumas County Department of Social Services

270 County Hospital Rd., Suite 207
Quincy, CA 95971
(530) 283-6350

Riverside County Department of Public Social Services

10769 Hole Avenue, Suite 200
Riverside, CA 92505
(800) 491-7123

Sacramento County Department of Health and Human Services

4875 Broadway
Sacramento, CA 95820
(916) 874-9377

San Benito County Health and Human Services Agency

1111 San Felipe Rd., Suite 206
Hollister, CA 95023
(831) 636-4190

San Bernardino County Human Services System

686 East Mill St.
San Bernardino, CA 92415
(877) 565-2020

San Diego County Aging and Independent Services

9335 Hazard Way, Suite 100
San Diego, CA 92123
(858) 495-5660
(800) 510-2020 (local)
(800) 339-4661

**San Francisco City and County
Department of Human Services**
P.O. Box 7988
San Francisco, CA 94120
(800) 814-8009

**San Joaquin County Human
Services Agency**
P.O. Box 201056
Stockton, CA 95201
(888) 800-4800
(209) 468-1000

**San Luis Obispo County
Department of Social Services**
P.O. Box 8119
San Luis Obispo, CA 93403
(805) 781-1790
(800) 838-1381 (after hours)

**San Mateo County Department
of Health Services**
225 West 37th Ave.
San Mateo, CA 94403
(800) 675-8437

**Santa Barbara County
Department of Social Services**
234 Camino Del Remedio
Santa Barbara, CA 93110
(805) 681-4550

**Santa Clara County
Social Services Agency**
591 North King Rd.
San Jose, CA 95133
(800) 414-2002

**Santa Cruz County Human
Resources Agency**
P.O. Box 1320
Santa Cruz, CA 95061
(866) 580-4357

**Shasta County Department
of Social Services**
P.O. Box 496005
Redding, CA 96049
(530) 225-5798

**Sierra County Department of
Health and Human Services**
P.O. Box 1019
Loyalton, CA 96118
(530) 289-3720

**Siskiyou County Human
Services Department**
490 South Broadway
Yreka, CA 96097
(530) 842-7009

**Solano County Department
of Health and Social Services
Older and Disabled Adult
Services**
275 Beck Ave.
P.O. Box 4090 MS-5-110
Fairfield, CA 94533
(800) 850-0012

**Sonoma County Human
Services Department**
P.O. Box 4059
Santa Rosa, CA 95402
(800) 667-0404
(707) 565-5940

**Stanislaus County Department
of Social Services**
P.O. Box 42
Modesto, CA 95353
(800) 336-4316

**Sutter County Department
of Human Services**
P.O. Box 1599
Yuba City, CA 95991
(530) 822-7227

**Tehama County Department
of Social Services**
P.O. Box 1515
Red Bluff, CA 96080
(800) 323-7711

**Trinity County Health and
Human Services Department**
P.O. Box 1470
Weaverville, CA 96093
(800) 851-5658

**Tulare County Department
of Public Social Services**
3330 West Mineral King Rd., Suite A
Visalia, CA 93291
(800) 321-2462
(559) 733-6585

**Tuolumne County Department
of Social Services**
20075 Cedar Rd., North
Sonora, CA 95370
(209) 533-7375

**Ventura County Human
Services Agency**
505 Poli St.
Ventura, CA 93001
(805) 654-3200

**Yolo County Health and Human
Services Department**
500A Jefferson Blvd., Suite 100
West Sacramento, CA 95605
(916) 375-6239
(888) 675-1115

**Yuba County Health and
Human Services Agency**
6000 Lindhurst Ave., Suite 700-C
Marysville, CA 95901
(530) 749-6471

Long-Term Care Ombudsman Program

Ombudsmen are trained individuals who advocate for the protection and rights of all residents in long-term care facilities. These facilities include skilled nursing facilities, residential care facilities for the elderly, community care facilities and intermediate care facilities. The primary responsibility of the Ombudsman program is to investigate and resolve complaints made by, or on behalf of, individual residents.

If known or suspected abuse has occurred in a long-term care facility, a report can be made to the local county Long-Term Care Ombudsman or the toll-free 24-hour crisis line.

Alameda County
Ombudsman, Inc.
7901 Oakport, Suite 3200
Oakland, CA 94621
(510) 638-6878
Fax: (510) 638-2214

**Alpine, Amador, Calaveras,
Mariposa and Tuolumne
Counties**
Mother Lode
Ombudsman Program
14855 Mono Way, Suite 105
Sonora, CA 95370
(209) 532-7632
Fax: (209) 532-8448

**Butte, Colusa, Glenn, Plumas
and Tehama Counties**
Ombudsman Program
2491 Carmichael Dr., Suite 400
Chico, CA 95928
(530) 898-5923
(800) 822-0109
Fax: (530) 898-4870

Contra Costa County
Ombudsman Services of
Contra Costa Inc.
1601 Sutter St., Suite A
Concord, CA 94520
(925) 685-2070
Fax: (925) 685-2049

Toll-Free Crisis Line: (800) 231-4024

Ombudsman Programs

El Dorado County

El Dorado County Long-Term
Care Ombudsman Program
C/O El Dorado AAA
937 Spring St.
Placerville, CA 95667
(530) 621-6157
Fax: (530) 642-9233

Fresno and Madera Counties

Fresno/Madera
Ombudsman Program
3845 N. Clark Street, Suite 201
Fresno, CA 93726
(559) 224-9177
Fax: (559) 224-9106

Humboldt and Del Norte Counties

1910 California St.
Eureka, CA 95501
(707) 443-9747
Fax: (707) 444-2065

Marin County

County of Marin
Ombudsman Program
10 North San Pedro Rd., Suite
1024
San Rafael, CA 94903
(415) 499-7446
Fax: (415) 499-6933

Nevada, Placer, Sacramento, Sierra, Sutter, Yolo and Yuba Counties

Ombudsman Services
of Northern CA
3960 Industrial Blvd., Suite 300 B
West Sacramento, CA 95691
(916) 376-8910
Fax: (916) 376-8914

Imperial County

Ombudsman Program
1331 South Clark Rd.,
Building 11
El Centro, CA 92243
(760) 336-3996
Fax: (760) 336-3997

Inyo and Mono Counties

Ombudsman/Advocacy Services
P.O. Box 518
Bishop, CA 93515
(760) 872-4128
Fax: (760) 872-2386

Kern County

Ombudsman Program
C/O Greater Bakersfield
Legal Assistance, Inc.
615 California Ave.
Bakersfield, CA 93304
(661) 323-7884
(661) 325-5943 Ext. 177
Fax: (661) 325-4482

Kings and Tulare Counties

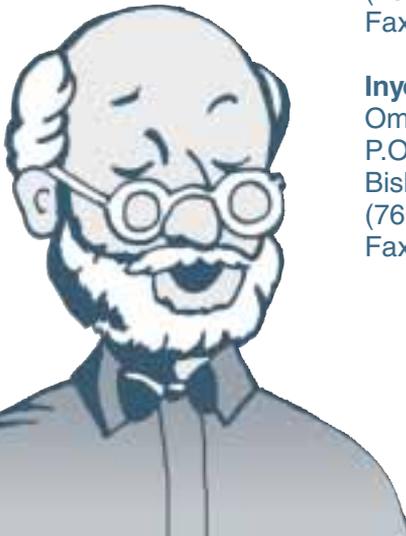
Long-Term Care Ombudsman
Program C/O Kings County
Commission on Aging Council
1197 South Dr.
Hanford, CA 93230
(559) 583-0333
Fax: (559) 589-0608

Lake and Mendocino Counties

Nursing Home
Ombudsman Program
C/O People for People, Inc.
499 Leslie St., Room 8
Ukiah, CA 95482
(707) 468-5882
(800) 997-3675 *(707 area code only)*
Fax: (707) 468-0218

Lassen, Modoc, Shasta, Siskiyou and Trinity Counties

Northern California
Ombudsman Program
1647 Hartnell Ave., Suite 6
Redding, CA 96002
(530) 223-6191
Fax: (530) 223-5292



Ombudsman Programs *continued from page 27*

Los Angeles County

Long-Term Care
Ombudsman Program
C/O WISE Senior Services
P.O. Box 769
Santa Monica, CA 90406
(310) 393-3618
(800) 334-9473
Fax: (310) 395-4090

Long-Term Care Ombudsman
Program, Region I
P.O. Box 769
Santa Monica, CA 90406-0769
(310) 899-1483
Fax: (310) 394-1631

Long-Term Care Ombudsman
Program, Region II
Angeles Plaza Senior
Activity Center
255 South Hill St., Room 406
Los Angeles, CA 90012
(213) 617-8957
(213) 617-8958
Fax: (213) 617-8959

Long-Term Care Ombudsman
Program, Region III
7101 Baird Ave., Suite 106
Reseda, CA 91335
(818) 881-6460
Fax: (818) 996-3970

Long-Term Care Ombudsman
Program, Region IV
735 West Duarte, Suite 401
Arcadia, CA 91007
(626) 294-9123
Fax: (626) 294-9479

Long-Term Care Ombudsman
Program, Region V
5510 Clark Ave.
Lakewood, CA 90712
(562) 925-7104
(562) 925-7114
Fax: (562) 925-7884

Long-Term Care Ombudsman
Program, Region VI
San Dimas Senior Citizens
Community Center
201 East Bonita Ave.
San Dimas, CA 91773
(909) 394-0416
Fax: (909) 394-0529

Long-Term Care Ombudsman
Program, Region VII
44815 Fig Ave., Suite A-2
Lancaster, CA 93534
(661) 945-5563
Fax: (661) 940-8944

Long-Term Care Ombudsman
Program, Region VIII
8515 East Florence Ave., Suite 103
Downey, CA 90240
(562) 869-6500
Fax: (562) 869-5558

Long-Term Care Ombudsman
Program, Region IX
308 West Verdugo Ave., Suite 103
Burbank, CA 91502
(818) 563-1957
(818) 563-1974
Fax: (818) 563-1916

Merced County

Merced County Ombudsman Program
851 West 23rd St.
Merced, CA 95340
(209) 385-7402
Fax: (209) 384-8102

Monterey County

Monterey County
Ombudsman, Inc.
2200 Garden Rd.
Monterey, CA 93940
(831) 333-1300
SALINAS: (831) 758-4011
Fax: (831) 333-1323

Napa County

Ombudsman Program
1443 Main St., Building D, Suite 125
Napa, CA 94559
(707) 255-4236
Fax: (707) 255-4713

Orange County

Long-Term Care Ombudsman Program
Orange County Council on Aging, Inc.
1971 East Fourth St., Suite 200
Santa Ana, CA 92705
(714) 479-0107
Fax (714) 479-0234

Riverside County

Long-Term Care Ombudsman Program
P.O. Box 5376-2060
Riverside, CA 92517
(909) 686-4402
(800) 464-1123
Fax: (909) 686-7417
HEMET: (909) 929-0196
PALM SPRINGS: (760) 318-0669

San Bernardino County

Long-Term Care
Ombudsman Program
686 E. Mill Street
San Bernardino, CA 92415-0640
(909) 891-3928
Fax: (909) 891-3957
ONTARIO: (909) 458-1353
VICTORVILLE: (760) 843-5116
YUCCA VALLEY: (760) 366-8254

San Diego County

Long-Term Care
Ombudsman Program
9335 Hazard Way, Suite 100
San Diego, CA 92123
(858) 560-2507
(800) 640-4661
Fax: (858) 694-2568

San Francisco County

Ombudsman Program
6221 Geary Blvd., 3rd Floor
San Francisco, CA 94121
(415) 751-9788
Fax: (415) 751-9789

San Joaquin County

Ombudsman Program
P.O. Box 201056
Stockton, CA 95201-3006
(209) 468-3785
Fax: (209) 468-2207

San Luis Obispo County

Long-Term Care Ombudsman
Services of SLO County
783 Quintana Rd., Suite 2
Morro Bay, CA 93442
(805) 772-3059
Fax: (805) 772-2308

San Mateo County

Long-Term Care
Ombudsman Program
C/O Catholic Social Services
300 Piedmont Ave., No. 425
San Bruno, CA 94066
(650) 742-9131
Fax: (650) 742-9061

Santa Barbara County

Long-Term Care
Ombudsman Program
Of Santa Barbara County
1235-B Veronica Springs Rd.
Santa Barbara, CA 93105
(805) 563-6025
(805) 928-4808 (Santa Maria)
Fax: (805) 563-2849

Santa Clara County

Long-Term Care
Ombudsman Program
2625 Zanker Rd., Suite 200
San Jose, CA 95134
(408) 944-0567
Fax: (408) 944-0776

**Santa Cruz and
San Benito Counties**

Ombudsman/Advocate, Inc.
333 Front St., No. 101
Santa Cruz, CA 95060
(831) 429-1913
Fax: (831) 429-9102

Stanislaus County

Ombudsman Program
400-12th St., Suite 4
Modesto, CA 95354
(209) 529-3784
Fax: (209) 572-7367

Solano County

Solano Long-Term Care
Ombudsman
1810 Capitol Street
Vallejo, CA 94590
(707) 644-4194
Fax: (707) 643-5147

Sonoma County

Ombudsman Program
3262 Airway Dr., Suite C
Santa Rosa, CA 95403-2004
(707) 526-4108
Fax: (707) 526-5118

Ventura County

Long-Term Care
Ombudsman Services
of Ventura County, Inc.
2021 Sperry Ave., Suite 35
Ventura, CA 93003
(805) 656-1986
Fax: (805) 658-8540



County Law Enforcement and Prosecution Agencies

Your local Police and Sheriff's Departments should be contacted if you or someone you know may be the victim of elder abuse. Many local law enforcement agencies have dedicated Elder Abuse Units. Call the general information number for your local Police or Sheriff's Department, and ask if they have an Elder Abuse Unit. If there is an emergency, you should call 911 immediately.

Many County District Attorney and City Attorney Offices also have units devoted to the investigation and prosecution of elder abuse. Below are the listings for all County District Attorney Offices.

Alameda

1225 Fallon St., Suite 900
Oakland, CA 94612
(510) 272-6222
Fax: (510) 208-3965

Alpine

P. O. Box 248
Markleeville, CA 96120
(530) 694-2971
Fax: (530) 694-2980

Amador

708 Court St., Suite 202
Jackson, CA 95642
(209) 223-6444
Fax: (209) 223-6304

Butte

25 County Center Dr.
Oroville, CA 95965
(530) 538-7411
Fax: (530) 538-7071

Calaveras

891 Mountain Ranch Rd.
San Andreas, CA 95249
(209) 754-6330
Fax: (209) 754-6645

Colusa

547 Market St.
Colusa, CA 95932
(530) 458-0545
Fax: (530) 458-8265

Contra Costa

725 Court St., 4th Fl., Rm. 402
Martinez, CA 94553
(925) 646-4500
Fax: 646-2116

Del Norte

450 H St., Suite 171
Crescent City, CA 95531
(707) 464-7210
Fax: (707) 465-6609

El Dorado

515 Main St.
Placerville, CA 95667
(530) 621-6472
Fax: (530) 621-1280

District Attorney Offices

Fresno

2220 Tulare St., Suite 1000
Fresno, CA 93721
(559) 488-3133
Fax: (559) 488-1867

Glenn

P. O. Box 430
Willows, CA 95988
(530) 934-6525
Fax: (530) 934-6529

Humboldt

825 Fifth St.
Eureka, CA 95501
(707) 445-7411
Fax: (707) 445-7416

Imperial

Courthouse, 2nd Fl.
939 W. Main Street
El Centro, CA 92243
(760) 482-4331
Fax: (760) 352-4474

Inyo

P. O. Drawer D
Independence, CA 93526
(760) 878-0282
Fax: (760) 878-2383

Kern

1215 Truxtun Ave., 4th Fl.
Bakersfield, CA 93301
(661) 868-2340
Fax: (661) 868-2700

Kings

1400 W. Lacey Blvd.
Hanford, CA 93230
(559) 582-0326
Fax: (559) 583-9650

Lake

255 N. Forbes St.
Lakeport, CA 95453
(707) 263-2251
Fax: (707) 263-2328

Lassen

220 S. Lassen, Suite 8
Susanville, CA 96130
(530) 251-8283
Fax: (530) 257-9009

Los Angeles

18709 Criminal Courts Bldg.
210 W. Temple St.
Los Angeles, CA 90012
(213) 974-3501
Fax: (213) 687-8525

Madera

209 W. Yosemite Ave.
Madera, CA 93637
(559) 675-7726
Fax: (559) 673-0430

Marin

Hall of Justice, No. 130
3501 Civic Center Dr.
San Rafael, CA 94903
(415) 499-6450
Fax: (415) 499-6734

Mariposa

P. O. Box 730
Mariposa, CA 95338
(209) 966-3626
Fax: (209) 966-5681

Mendocino

P.O. Box 1000
100 N. State St., Rm. G-10
Ukiah, CA 95482
(707) 463-4211
Fax: (707) 463-4687



District Attorney Offices *continued from page 31*

Merced

2222 M St.
Merced, CA 95340
(209) 385-7381
Fax: (209) 385-7473

Modoc

204 S. Court St.
Alturas, CA 96101
(530) 233-6212
Fax: (530) 233-4067

Mono

P. O. Box 617
Bridgeport, CA 93517
(760) 932-5550
Fax: (707) 932-5551

Monterey

240 Church St., Rm. 101
Salinas, CA 93901
(831) 755-5070
Fax: (831)-796-3389

Napa

P. O. Box 720
931 Parkway Mall
Napa, CA 94559
(707) 253-4211
Fax: (707) 253-4041

Nevada

Courthouse Annex
201 Church St., Suite 8
Nevada City, CA 95959
(530) 265-1301
Fax: (530) 478-1871

Orange

401 Civic Center Dr., W.
Santa Ana, CA 92701
(714) 834-3636
Fax: (714) 834-5880

Placer

11562 B Ave.
Auburn, CA 95603
(530) 889-7000
Fax: (530) 889-6870

Plumas

520 Main St., Rm. 404
Quincy, CA 95971
(530) 283-6303
Fax: (530) 283-6340

Riverside

4075 Main St.
Riverside, CA 92501
(909) 955-5400
Fax: (909) 955-5682

Sacramento

901 G St.
Sacramento, CA 95814
(916) 874-6218
Fax: (916) 874-5340

San Benito

419 Fourth St.
Hollister, CA 95023
(831) 636-4120
Fax: (831) 636-4126

San Bernardino

316 North Mountain View Ave.
San Bernardino, CA 92415-0004
(909) 387-6607
Fax: (909) 387-6313

San Diego

330 W. Broadway, 12th Fl.
San Diego, CA 92101
(619) 531-4040
Fax: (619) 515-8825

San Francisco

880 Bryant St., Suite 322
San Francisco, CA 94103
(415) 553-1752
Fax: (415) 553-9054

San Joaquin

222 E. Weber Ave., Suite 202
Stockton, CA 95202
(209) 468-2400
Fax: (209) 465-0371

San Luis Obispo

County Government Center
1035 Palm St., Rm. 450
San Luis Obispo, CA 93408
(805) 781-5800
Fax: (805) 781-4307

San Mateo

Hall of Justice and Records
400 County Center, 3rd Fl.
Redwood City, CA 94063
(650) 363-4636
Fax: (650) 363-4873

Santa Barbara

1105 Santa Barbara St.
Santa Barbara, CA 93101
(805) 568-2306
Fax: (805) 568-2398

Santa Clara

70 W. Hedding St.
5th Fl. West Wing
San Jose, CA 95110
(408) 299-3099
Fax: (408) 287-5076

Santa Cruz

701 Ocean St., Rm. 200
Santa Cruz, CA 95060
(831) 454-2400
Fax: (831) 454-2227

Shasta

1525 Court St., 3rd Fl.
Redding, CA 96001
(530) 245-6300
Fax: (530) 245-6334

Sierra

P. O. Box 457
Downieville, CA 95936
(530) 289-3269
Fax: (530) 289-2822

Siskiyou

P. O. Box 986
Yreka, CA 96097
(530) 842-8125
Fax: (530) 842-8137

Solano

600 Union Ave.
Fairfield, CA 94533
(707) 421-6800
Fax: (707) 421-7986

Sonoma

600 Administration Dr., Suite 212-J
Santa Rosa, CA 95403
(707) 565-2311
Fax: (707) 565-2762

Stanislaus

800 Eleventh St., Suite 200
Modesto, CA 95354
(209) 525-5550
Fax: (209) 525-5910

Sutter

446 Second Street
Yuba City, CA 95993
(530) 822-7330
Fax: (530) 822-7337

Tehama

P. O. Box 519
Red Bluff, CA 96080
(530) 527-3053
Fax: (530) 527-4735

Trinity

P. O. Box 310
Weaverville, CA 96093
(530) 623-1304
Fax: (530) 623-2865

Tulare

Courthouse, Rm. 224
221 S. Mooney Blvd.
Visalia, CA 93291-4593
(559) 733-6411
Fax: (559) 730-2658

Tuolumne

423 N. Washington
Sonora, CA 95370
(209) 533-5655
Fax: (209) 533-5503

Ventura

800 S. Victoria Ave., Suite 314
Ventura, CA 93009
(805) 654-2500
Fax: (805) 654-3850

Yolo

301 Second Street
Woodland, CA 95695
(530) 666-8180
Fax: (530) 666-8185

Yuba

215 Fifth Street
Marysville, CA 95901
(530) 749-7770
Fax: (530) 749-7363



Department of Justice, Bureau of Medi-Cal Fraud and Elder Abuse

Nationally recognized as being innovative and cutting edge in its law enforcement approaches, the Department of Justice's Bureau of Medi-Cal Fraud and Elder Abuse both protects the state's \$27 billion Medi-Cal program from fraud and abuse, and investigates and prosecutes elder abuse, neglect and poor quality of care occurring in long-term care facilities.

The Bureau meets a vital need by safeguarding our elderly and by protecting the health care system that serves the less fortunate members of our population. Californians should rest assured that they have a committed ally and protector in the Bureau of Medi-Cal Fraud and Elder Abuse.

If you suspect Medi-Cal fraud or elder abuse, please call the Bureau's toll-free hotline at **(800) 722-0432**. For more specific information about the Bureau, please log onto our web site at: www.ag.ca.gov/bmfea/

Reporting Hotline:
(800) 722-0432



Chapter 3 On-Line Resources

Alzheimer's Association

www.alz.org

Nonprofit organization provides support, education, training and resources for families and caregivers affected by Alzheimer's and related disorders.

AARP

www.aarp.org

Nationwide advocacy organization for people aged 50 and older. Information and educational resources on an extensive range of subjects, ranging from long-term health care to consumer fraud.

Better Business Bureau

www.bbb.org

Provides reports on business and charities, helps resolve consumer complaints, and provides consumer counseling.

California Adult Protective Services

www.dss.cahwnet.gov/cdssweb

State mandated program charged with investigating situations involving elder and dependent adults who are reported to be in danger due to abuse, neglect, exploitation, or hazardous or unsafe living conditions.

California Advocates for Nursing Home Reform

www.canhr.org

Information and advocacy for nursing home residents and their families, including detailed facility profiles at **www.nursinghomeguide.org**.

California Department of Aging

www.aging.state.ca.us

Administers a broad base of home and community based services throughout California working with Area Agencies on Aging that serve seniors and people with disabilities. Also works with public and nonprofit agencies throughout the state.

California Department of Justice, Bureau of Medi-Cal Fraud and Elder Abuse

www.ag.ca.gov/bmfea/

Provides information on a wide variety of elder topics, links to numerous other relevant sites, and contains contact and reporting information.

California Department of Justice, Crime and Violence Prevention Center

www.safestate.org

Provides community outreach information and technical assistance in the development of prevention programs which address such issues as elder abuse, domestic violence, child abuse and drug abuse.

On-Line Resources *continued from page 35*

Eldercare Locator

www.elder.org

Nationwide information and resource center for seniors and caregivers.

Long-Term Care Ombudsman

www.aging.state.ca.us/html/programs/ombudsman.htm

Trained individuals who advocate for the protection and rights of all residents of 24-hour long-term care facilities. The primary responsibility of the Ombudsman program is to investigate and resolve complaints made by, or on behalf of, individual residents.

National Committee for the Prevention of Elder Abuse

www.preventelderabuse.org

Association of researchers, medical practitioners and advocates dedicated to the safety and security of the elderly. Serves as the nation's clearinghouse on information and materials on elder abuse and neglect.

National Family Caregivers' Association

www.nfcacares.org

Grassroots organization dedicated to improving life for family caregivers, or those caring for loved ones with a chronic illness or disability.



National Hispanic Council on Aging

www.nhcoa.org

Provides information on issues critical to Latino seniors, including those pertaining to health, income, education, employment and housing.

National Institute on Aging

www.nia.nih.gov

Information and consumer information on health and research advances in aging issues.

National Senior Citizens' Law Center

www.nslc.org

Provides information for elder and dependent adults on such issues as Medicare, Medi-Cal, SSI and pensions.

Nursing Home Compare

www.medicare.gov

Site designed to help individuals choose a nursing home, includes comprehensive inspection results for all nursing homes.





State of California
Department of Justice

Bureau of Medi-Cal
Fraud and Elder Abuse

1425 River Park Drive
Suite 300
Sacramento, CA 95815



Nationally recognized as being innovative and cutting edge in its law enforcement approaches, the Department of Justice's Bureau of Medi-Cal Fraud and Elder Abuse both protects the state's \$27 billion Medi-Cal program from fraud and abuse, and investigates and prosecutes elder abuse, neglect and poor quality of care occurring in long-term care facilities.

The Bureau meets a vital need by safeguarding our elderly and by protecting the health care system that serves the less fortunate members of our population. Californians should rest assured they have a committed ally and protector in the Bureau of Medi-Cal Fraud and Elder Abuse.

If you suspect Medi-Cal fraud or elder abuse, call the Bureau's toll-free hotline at **(800) 722-0432**. For more specific information about the Bureau, log onto our web site at: **www.ag.ca.gov/bmfea/**



The Department of Justice's Crime and Violence Prevention Center promotes effective policies and strategies for law enforcement and communities to help reduce crime and violence. The Crime and Violence Prevention Center provides community outreach and technical assistance and is a leader in the development of prevention programs addressing such issues as elder abuse, domestic violence, hate crimes, child abuse and drug abuse. For information about our publications and training materials, contact us at (916) 324-7863 or log onto our web site at: **www.safestate.org**



AARP is a nonprofit membership organization dedicated to addressing the needs and interests of persons aged 50 and older. Through information and education, advocacy and service, we seek to enhance the quality of life for all by promoting independence, dignity and purpose. For more information about AARP, visit our web site at: **www.aarp.org**