



AGENDA

CONTRA COSTA COUNTY Advisory Council on Aging

Wednesday, June 17, 2026

10:00 AM

500 Ellinwood Way, Pleasant Hill, CA.

Boardroom

ACOA General Meeting

<https://cccounty-us.zoom.us/j/84280794921>

PUBLIC ACCESS AND PUBLIC COMMENT INSTRUCTIONS:

The public may attend this meeting in person at the above location. The public may also attend this meeting remotely via webinar. Login information is provided above. The public may attend this meeting in person at the above location. ACOA members will also be participating from the following locations: 2756 Lily Court, Antioch | 14720 Byron Hwy #4, Byron | 2339 Magnolia Bridge Drive, San Ramon CA 94582 | 2950 Buskirk Avenue, Suite 330 Walnut Creek | 1001 Golden Rain Road, Walnut Creek

10:00 Call to Order / Pledge of Allegiance / Introductions: Jill Kleiner, ACOA President

10:05 Roll Call

10:07 Approval of May 2026 Minutes

ACOA General Meeting Minutes 05-20-26

[26-2598](#)

10:10 Area Agency on Aging Report: Tracy Murray, AAS Director

- General updates
- Member roster signups
- Intrastate Funding Formula

Assembly_IFF_Recommendations

[26-2599](#)

10:30 Presentation: Elder Abuse Awareness, Marcy Hara, MSW, Division Manager, Adult Protective Services

APS and Mandated Reporter

[26-2600](#)

11:00 Break

- 11:10 Member Introductions: ACOA Members (1-2 min each)
- 11:25 ACOA President's Report: Jill Kleiner
- General updates
- 11:35 Committee Reports: Chairs (2-3 min each)
- Membership/Nominating: Kathryn Monroy-Dexter
 - Planning: Jill Kleiner
 - Health & Elder Abuse Awareness: Michael Wener
 - Housing: Kevin Donovan
 - Technology: Steve Lipson
 - Transportation: Jim Donnelly/Bryan Harris
- 11:42 Legislative Updates: Steve Lipson
- 11:45 Regional Coalition Update: Debbie Toth
- 11:50 Consent Items: None
- 11:50 Public Comment/Announcements (2 min each)
- 11:59 Next ACOA General Meeting:
- Wednesday August 19, 2026 10:00am – 12:00pm
 - Please note: The General Committee will not meet in July
- 12:00 Adjourn

The Committee will provide reasonable accommodations for persons with disabilities planning to attend the Committee meetings. Contact the staff person listed below at least 72 hours before the meeting. Any disclosable public records related to an open session item on a regular meeting agenda and distributed by the County to a majority of members of the Committee less than 96 hours prior to that meeting are available for public inspection at 500 Ellinwood Way, Pleasant Hill during normal business hours. Staff reports related to items on the agenda are also accessible online at www.contracosta.ca.gov. If the Zoom connection malfunctions for any reason, the meeting may be paused while a fix is attempted. If the connection is not reestablished, the committee will continue the meeting in person without remote access. Public comment may be submitted via electronic mail on agenda items at least one full work day prior to the published meeting time.

For Additional Information Contact:

- Jenny Lam at 925 655-0773 or jlam@ehsd.cccounty.us | Membership Committee
- Glenda Pacha at 925 655-0772 or gpacha@ehsd.cccounty.us | Technology Committee
- Thomas Weisbrich at 925 655-0776 or tweisbrich@ehsd.cccounty.us | SMAC Committee
- Nhang Luong at 925 655-1385 or nluong@ehsd.cccounty.us | Housing Committee
- Cristina Ugaitafa at 925 655-0775 or cugaitafa@ehsd.cccounty.us | Health and Planning Committee
- Dixie Peralta at 925 655-0774 or dperalta@ehsd.cccounty.us



CONTRA COSTA COUNTY

1025 ESCOBAR STREET
MARTINEZ, CA 94553

Staff Report

File #: 26-2598

Agenda Date: 6/17/2026

Agenda #:

Advisory Council on Aging:

ACOA General Meeting Minutes 05-20-26



CONTRA COSTA COUNTY

Committee Meeting Minutes - Draft

Advisory Council on Aging

Wednesday, May 20, 2026

10:00 AM

500 Ellinwood Way, Pleasant Hill, CA.
Boardroom

ACOA General Meeting

<https://cccouny-us.zoom.us/j/84280794921>

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10:00 Call to Order: President Jill Kleiner called meeting to order at 10:02 am.

Present	Roger Boaz, Sean Barry, Chalo Buckman, Deborah Card, Cesar Court, Kevin Donovan, Steven Freshman, Holly Frates, Marilyn Fowler, Jill Kleiner, Gerry LaLonde-Berg, Thomas Lang, Steve Lipson, Kathryn Monroy-Dexter, Brian O'Toole, Logan Robertson, Sharon Sakai-Miller, Indy Sekhon, Sonja Shepard, Terri Tobey, Lorna Van Ackeren, Susan Wright, Teresa Wright, Dennis Yee, and Deborah Wiener
Excused	Alan Goldhammer, Sarah Green, Michelle Hayes, and Michael Wener
Absent	Faith Gaither-Davis, Carol Kehoe, Shirley Krohn, Sharon Maxwell, Nikki Lopez, Richard Morisky, and Carol Schaefer

10:05 Roll Call/Pledge of Allegiance/Introductions:

Roll call conducted and 24 members qualified to be counted toward a quorum. Therefore, a quorum was established.

10:07 Approval of April 2026 Minutes

Motion:	LaLonde-Berg
Second:	Donovan
Aye:	Boaz, Buckman, Card, Court, Donovan, Freshman, Frates, Fowler, Kleiner, LaLonde-Berg, Lang, Lipson, Monroy-Dexter, O'Toole, Sakai-Miller, Sekhon, Shepard, Tobey, Van Ackeren, Wright, Yee, and Wiener

Absent: Gaither-Davis, Kehoe, Krohn, Maxwell, Lopez, Morisky, and Schaefer

Abstain: Barry, Robertson, and Wright

Result: Passed

ACOA General Meeting Minutes 04-15-26

[26-2206](#)

10:10 Area Agency on Aging Report: Tracy Murray, AAS Director

- General Updates
 - Program Manager Position – We did not hire anyone and the recruitment has is closed. Will determine next steps.
 - III B/MX Request for Proposal – There were 13 applicants and we are funding 10. Staff are developing contracts. Thank you to ACOA reviewers.
 - Office of Emergency Services – disaster drill occurring today.
- CDA 2030 Future Readying – (see attached material) Due to proposed changes to the Interstate Funding Formula (IFF) there may be a 13% reduction to Contra Costa for AAA funding in FY29-30. This reduction, of \$770,057, equals 124,202 home delivered meals. The Association of California AAAs (C4A) and the California Welfare Directors Association (CWDA) wrote letters of opposition. The California Department of Aging (CDA) received 250 comments but did not have a public hearing on this issue. CDA attached a “trailer bill” to the May Revise which will move forward with the proposal. C4A proposed no changes to any AAA +/- 10%.
- May Revise decreases the number of seniors eligible for Adult Protective Service by changing client age eligibility to 65 (from 60).
- The Federal Government is withholding \$1.3 billion in funding for In-Home Supportive Services (IHSS).

CDA - Opportunity for Public Participation on Changes to the IFF | IFF Factor Update Summary by County for website - Remediated Final | What is Intrastate Funding Formula (IFF)

[26-2207](#)

10:30 Presentation: Matthew Hulse, Contra Costa Senior Legal Services (CCSLS)

- Matthew Hulse informed the ACOA about the services provided by CCSLS. See attached slides.

CCSLS Presentation Elder Abuse

[26-2208](#)

11:00 Break

11:10 Member Introductions: ACOA Members (1-2 min each)

- ACOA Members introduced themselves. (Stopped at Sam Sakai-Miller)

11:20 California Senior Legislature (CSL) Elections

- CSL History – Lorna provided the history of the CSL. “Bottom line of CSL is to improve the lives of older Californians”.
- Roll Call Vote on CSL Slate (see attachment)
- Debbie Card made and Lorna Van Ackeren seconded the following motion: “Move to approve the proposed California Senior Legislature (CSL) slate for the 2026 election cycle, consisting of Deborah Wiener, James Donnelly, and Steve Lipson.”
- A roll call vote was conducted and the motion was approved.

Motion: Card

Second: Van Ackeren

Aye: Boaz, Barry, Buckman, Card, Court, Donovan, Freshman, Frates, Fowler, Kleiner, LaLonde-Berg, Lang, Lipson, Monroy-Dexter, Robertson, Sakai-Miller, Sekhon, Shepard, Van Ackeren, Wright, Wright, Yee, and Wiener

Absent: Gaither-Davis, Kehoe, Krohn, Maxwell, Lopez, Morisky, and Schaefer

Abstain: O'Toole, and Tobey

Result: Passed

Proposed CSL Slate 2026 Election Cycle

[26-2209](#)

11:30 ACOA President's Report: Jill Kleiner

- General Updates
 - Area Plan Update – reminded Committee Chairs that status report on Objectives from APU will occur at the August General Meeting.
 - Jenny worked with the Communications Team to update the County ACOA website. Many thanks to her.
- ACOA Roles & Responsibilities (see attachment) – sharing the updated document for ACOA members.
- A Leadership Session on responsibilities of Officers is being planned.

CCC ACOA Purpose and Responsibilities

[26-2210](#)

11:35 Committee Reports: Chairs (2-3 min each)

- Membership/Nominating: Kathryn Monroy-Dexter
 - Thomas presented the ACOA to San Pablo Senior Center in the hopes of getting a San Pablo representative.
 - Working on a document regarding role of the Alternate members.
- Planning: Jill Kleiner
 - Site tour of MOWDR on Friday, 5/22 – 3 slots available. If you want to attend, reach out to Cristina.
 - Thank you RFP reviewers.
- Health & Elder Abuse Prevention: Thomas Lang for Mike Wener
 - Last meeting: How to put together an Advanced Health Care directive.
 - Next meeting: Treatment and diagnosis of a diabetic foot.
- Housing: Kevin Donovan
 - Thanks to Nhang and Marilyn for their updates to the No Place To Call Home presentation.
 - Presented to Martinez Rotary last week.
 - Kevin will reach out to cities for more opportunities to present.
 - Tiffany Huyenh-Cho, Director of Medicare and Medicaid Advocacy, Justice in Aging made a presentation at the last meeting. She reports an estimated 4 million will be uninsured in California based on HR1.
- Legislative: Shirley Krohn/Steve Lipson
 - AB 1359 Jury Exemption – allowing seniors over 80 to opt out of Jury Duty.
 - SB 1002 Out of State physician bill – allows care by a physician out of state.
 - SB 971 Older Adult Education passed Health Committee then passed Human Services, then Senate floor unanimously. Now to Assembly.
- Technology: Steve Lipson
 - The Committee:
 - Discussed AI tools and policies from local government perspective
 - Looked at updates to AI tools.
 - Reviewed the County's ACOA webpages:
 - o Is there a timeline for changes?
 - o Is there data about activity?
 - CoCoElders website views have been steadily improving. Please share the postcards.
- Transportation: Jim Donnelly/Bryan Harris
 - Haleema talked about Accessibility Advisory Commission.
 - Next month: Riki Juster to present on Lamorinda Spirit Van.

11:45 Regional Coalition Update: Debbie Toth

- Legislative Advocacy & Senior Rally Day were held in May.
- 8 legislative visits – thanks to ACOA members who attended with Senate, Assembly and Congressional representatives.

11:50 Consent Items: None

11:50 Public Comment/Announcements (2 min each)

- Lorna: Shirley Krohn resigned from ACOA.
- Indy: Hey Guys! Still collaborating with Rodeo/Crocket seniors. Culinary medicine, restorative fitness, local organic farms.
- Jim: We need more people involved in leadership roles of the ACOA. Step up and get more involved.

11:59 Next ACOA General Meeting:

- Wednesday, June 17, 2026, 10am – 12pm
500 Ellinwood Way, Board Room A/B, Pleasant Hill, CA 94523
- Note: the ACOA does not hold a General meeting in July.

12:00 Adjourn:

- The meeting was adjourned at 12:05 p.m.

For Additional Information Contact:

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CONTRA COSTA COUNTY

1025 ESCOBAR STREET
MARTINEZ, CA 94553

Staff Report

File #: 26-2599

Agenda Date: 6/17/2026

Agenda #:

Advisory Council on Aging:

Assemby_IFF_Recommendations



June 02, 2026

The Honorable Robert Rivas
Speaker, California State Assembly

The Honorable Dr. Corey Jackson
Chair, Assembly Budget Subcommittee No. 2

Honorable Members
Assembly Budget Subcommittee No. 2

RE: Recommendations for Successful Implementation of California's Intrastate Funding Formula

Dear Speaker Rivas, Assemblymember Jackson, and Members:

On behalf of the California Association of Area Agencies on Aging (C4A), thank you for your continued leadership and engagement regarding the proposed Intrastate Funding Formula (IFF) budget trailer bill language.

We especially appreciate Assemblymember Jackson and his staff for taking the time to meet with C4A to discuss the concerns, opportunities, and long-term implications associated with the proposed funding formula changes. We are grateful for the thoughtful dialogue and the opportunity to identify a constructive path forward.

Over the past several weeks, Area Agencies on Aging (AAAs), aging and disability advocates, local service providers, and community stakeholders have raised significant concerns regarding both the proposed formula and the process used to advance it. At the same time, there is broad agreement that California should modernize its Intrastate Funding Formula (IFF) and continue moving forward with implementation of SB 1249 and the goals of the Older Americans Act.

C4A supports modernization. We believe California has an opportunity to develop a funding methodology that is equitable, transparent, sustainable, and reflective of the needs of older adults, people with disabilities, and caregivers throughout the state.

The question before us is not whether California should modernize the formula, but how to do so in a manner that strengthens the aging network while protecting the services communities rely upon every day.

To that end, C4A respectfully recommends the following path forward:

1. Support a One-Year Extension of the IFF Implementation Timeline

C4A respectfully urges the Assembly to join the Senate in supporting a one-year extension of the IFF implementation timeline.

A one-year extension would provide the time necessary for the California Department of Aging (CDA), Area Agencies on Aging, and stakeholders to collaboratively refine the proposed formula and address concerns raised through the public comment process.

This additional time would also allow ongoing SB 1249 implementation efforts—including designation discussions, planning and service area considerations, and other modernization activities—to further inform future funding decisions.

Most importantly, it would create the opportunity to build broader stakeholder consensus around a formula that is durable, effective, and supported by the communities it will impact.

2. Direct CDA and C4A to Collaboratively Develop an Improved Hold Harmless Strategy

Stakeholders across California have consistently expressed concern regarding the potential impact of significant funding shifts on local programs and services.

C4A believes there is a meaningful opportunity over the next year for CDA and AAAs to work together to develop a stronger hold harmless approach that balances modernization goals with service stability.

The objective should be to ensure that implementation of a new funding formula does not result in abrupt disruptions to services for older adults, people with disabilities, and caregivers while California transitions to a modernized funding methodology.

3. Pair Formula Modernization with a Strategy to Strengthen Aging Services Funding

The current proposal largely redistributes existing resources within a system that is already substantially underfunded.

As California's population ages and demand for services continues to grow, long-term success will require both modernization and investment.

C4A recommends that future implementation discussions include a parallel strategy for increasing investment in the aging network so that California can address disparities while maintaining critical services in every community.

California should not be forced to choose between equity and service stability. With thoughtful planning and investment, we can achieve both.

4. Continue a Transparent and Collaborative Stakeholder Process

The strongest long-term solution will be one that is developed through meaningful collaboration among CDA, AAAs, consumers, providers, advocates, and policymakers.

C4A remains committed to working in partnership with all stakeholders to develop recommendations that are data-informed, publicly transparent, and aligned with California's long-term vision for aging services.

The aging network has demonstrated its willingness to engage in this work. Given the opportunity, we believe stakeholders can help develop a stronger formula, a stronger transition plan, and a stronger long-term funding strategy that better serves all Californians.

C4A is not asking California to delay modernization. We are asking for the opportunity to ensure modernization is successful.

A one-year extension would provide the time necessary to develop a stronger hold harmless strategy, build broader stakeholder consensus, and identify funding solutions that do not jeopardize the programs and services that older adults, people with disabilities, and caregivers depend upon every day.

By taking this approach, California can meet the objectives of SB 1249, strengthen compliance with federal requirements, and implement an Intrastate Funding Formula that is equitable, sustainable, and broadly supported throughout the state.

We stand ready to begin that work immediately and look forward to partnering with the Assembly, Senate, Administration, and CDA to achieve these shared goals.

Thank you for your consideration and your commitment to California's older adults, people with disabilities, caregivers, and the community-based organizations that serve them.

Respectfully,



Christina N. Mills
Executive Director
California Association of Area Agencies on Aging (C4A)



CONTRA COSTA COUNTY

1025 ESCOBAR STREET
MARTINEZ, CA 94553

Staff Report

File #: 26-2600

Agenda Date: 6/17/2026

Agenda #:

Advisory Council on Aging:

APS and Mandated Reporter

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

Building Brighter Futures Together

Marcy Hara, MSW

Division Manager, Adult Protective Services

Employment & Human Services Department

haram@ehsd.cccounty.us

Overview of Adult Protective Services and Mandated Reporting

Presentation to the Advisory Council on Aging, June 17, 2026

Adult Protective Services Presentation Order



1. Program Overview
2. Reports Received
3. Principles of APS
Intervention
4. Key Roles &
Responsibilities
5. Types of Abuse
6. Most Common Financial
Scams
7. Indicators of Abuse
8. Supportive Programs and
Resources
9. Mandated Reporting

Adult Protective Services

The purpose of APS is to investigate and seek to correct situations involving abuse, neglect or exploitation. This is accomplished through a thorough investigation of the allegations and the linking of the alleged victim with appropriate community resources. APS works with individuals, their families, friends, neighbors, and community agencies to provide services and help victims maintain themselves in a safe environment.

Staffing

Social Workers	23
Supervisors	3
Clerical	3
Secretary	1
Senior. Staff Assistants	2
Division Manager	1

APS Provides Services To

- Residents of Contra Costa County
- Older adults aged 60 and over
- Dependent adults aged 18-59
- Individuals suspected of being victims of abuse, neglect, self-neglect, or exploitation
- Persons with physical or mental limitations
- Individuals unable to perform Activities of Daily Living (ADLs)
- Individuals unable to protect their own rights

Adult Protective Services

675

Average monthly reports of Elder/Dependent Adult Abuse in 2025

938

Active cases in April 2026

APS Response timelines for initial Face to Face visit:

Immediate

2-5 days

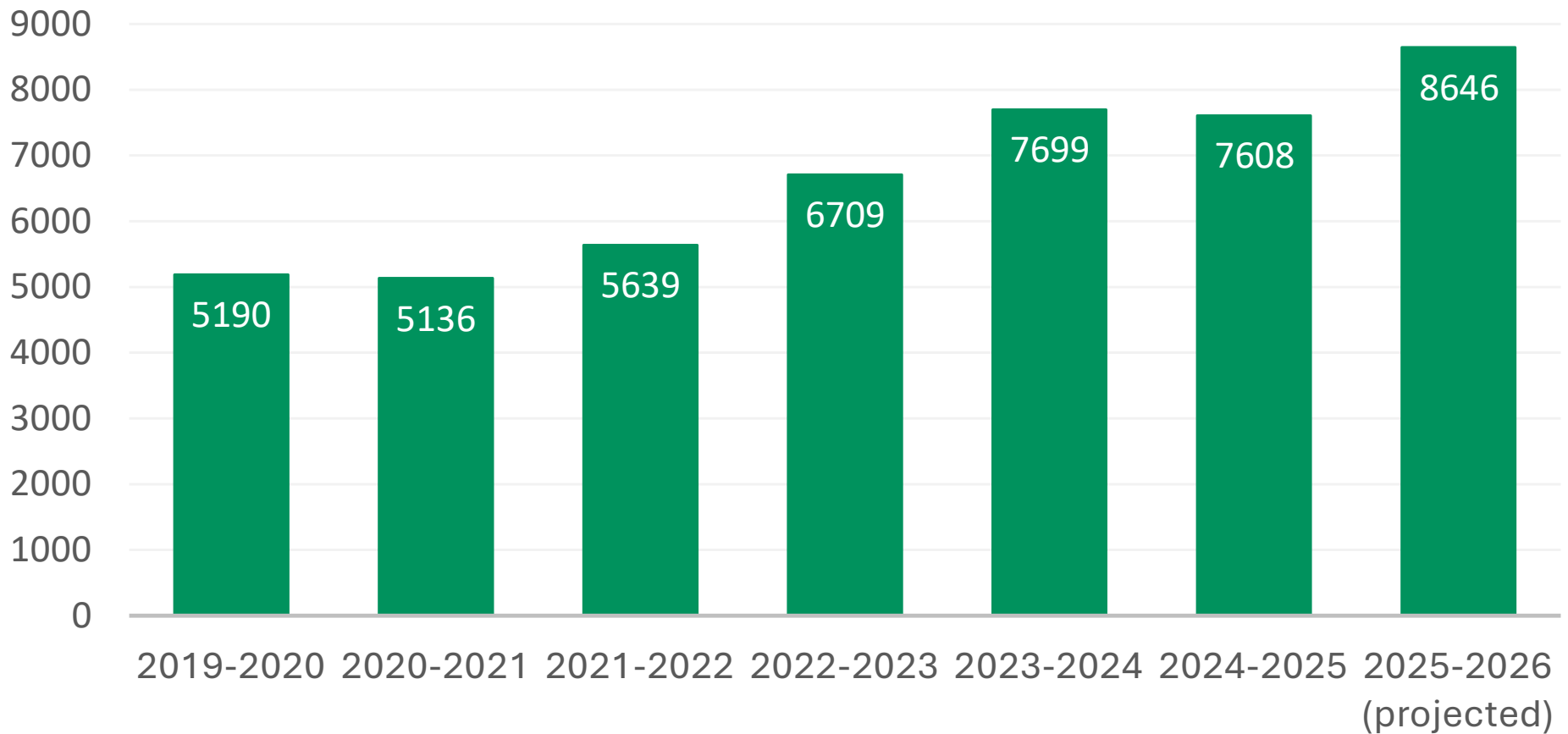
10 days

No Ten Day (NTD)

APS Social Workers consistently meet or exceed the 90% benchmark for timely Face to Face visits

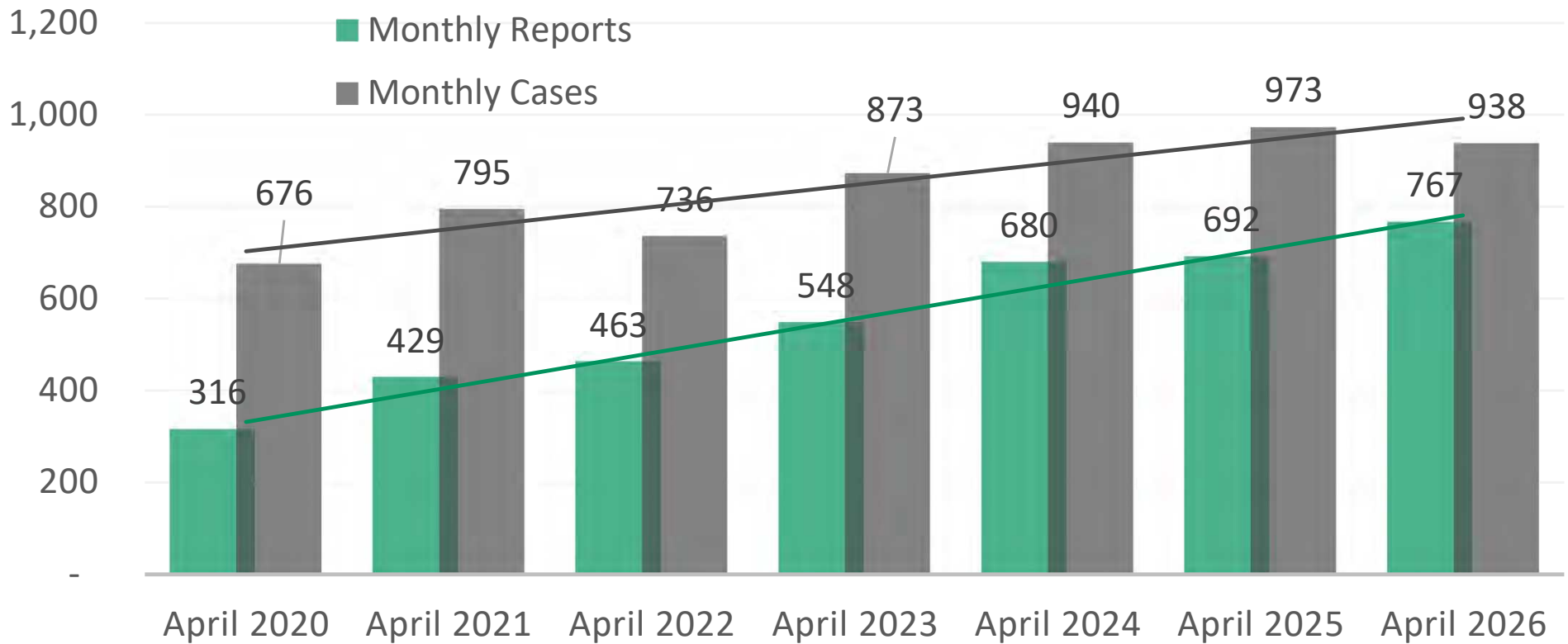
Adult Protective Services Reports

Fiscal Year



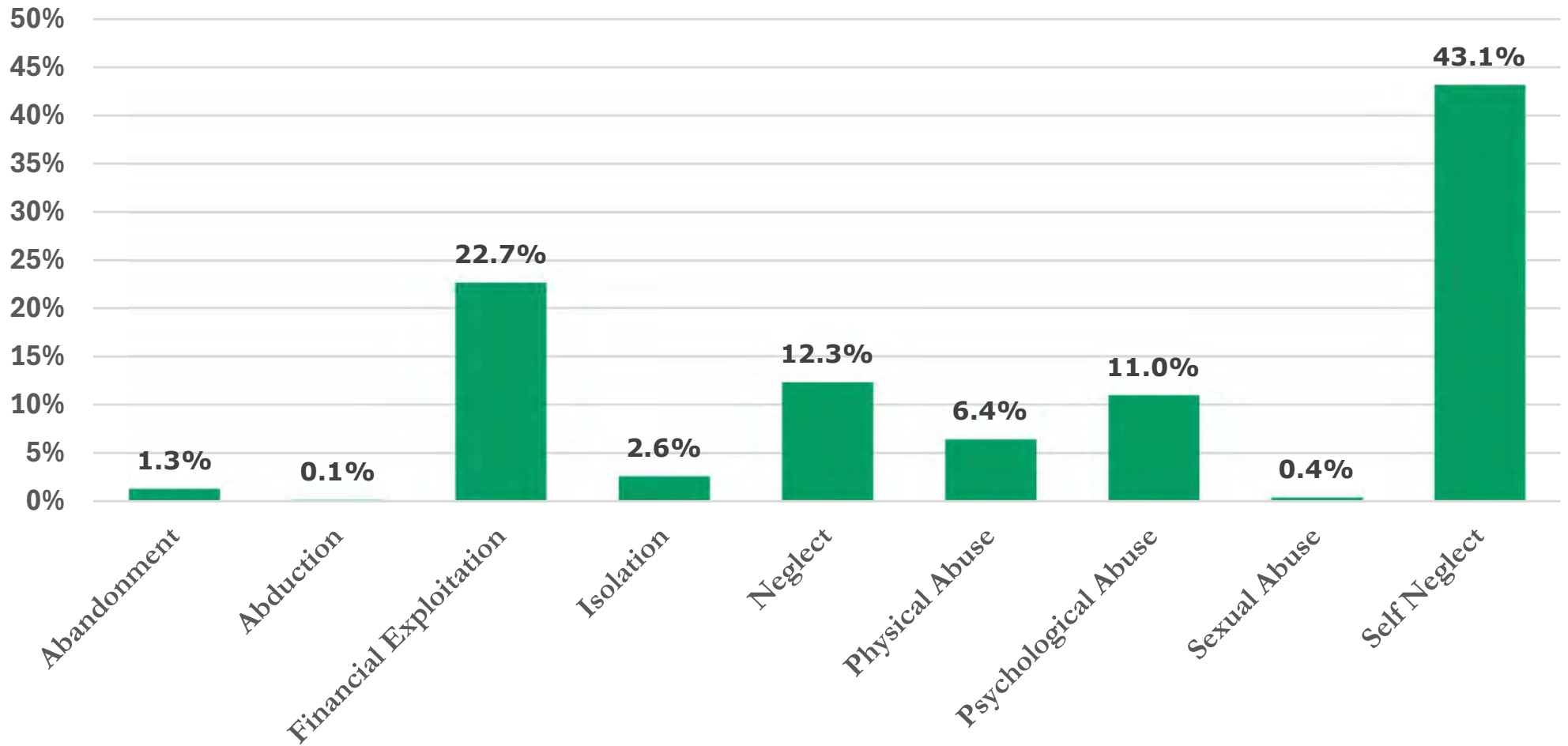
Source: LEAPS 2026

Adult Protective Services Reports & Caseload Trends



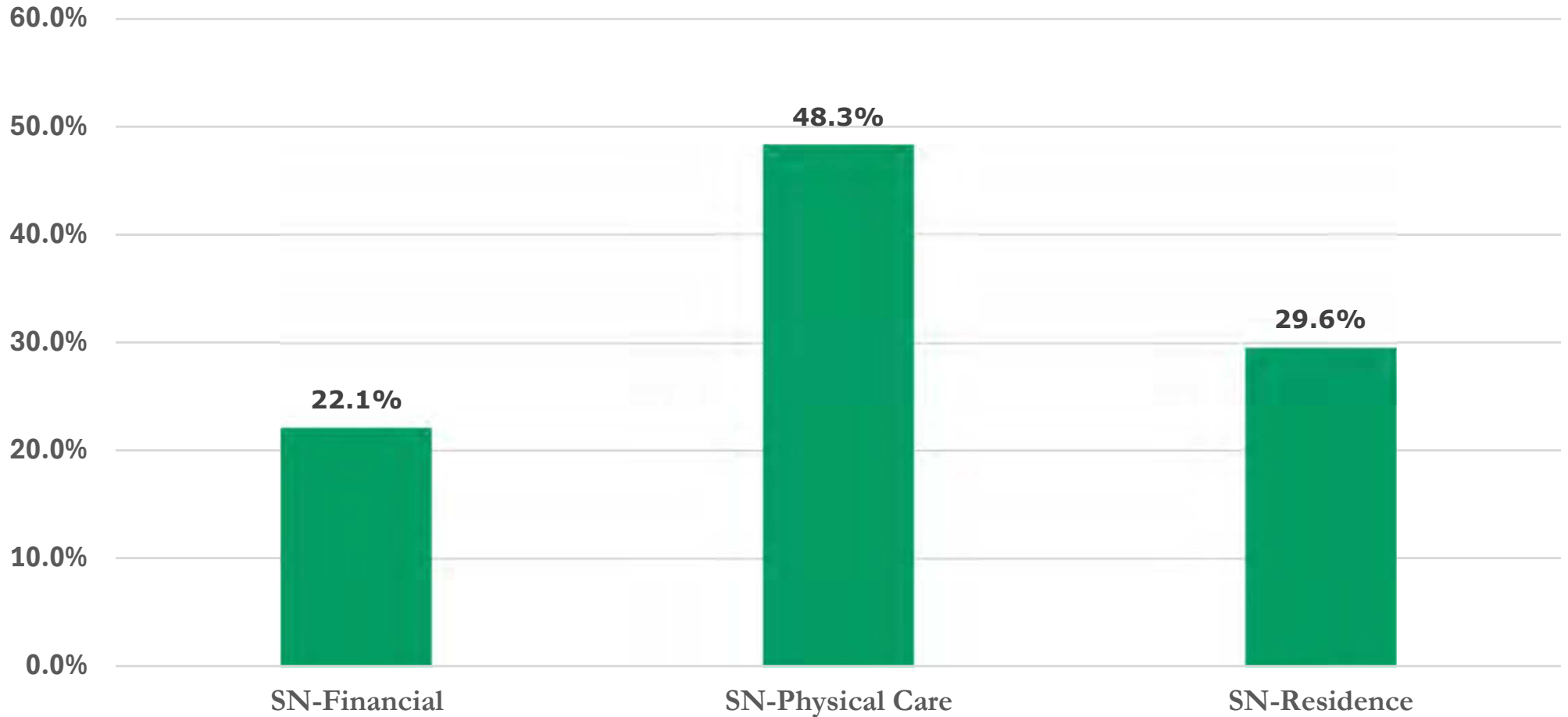
Source: LEAPS 2026

APS Allegations Received



Source: LEAPS 2026

2025 APS Allegations Received Self Neglect Sub-Categories (n=2,586)



Source: LEAPS 2026

Principles of APS Intervention

APS CAN

- Remind the community that APS services are voluntary, and individuals may withdraw consent at any time
- Honor an adult's right to self-determination
- Support the right to live in the least restrictive environment
- Refer individual to the most appropriate services to meet their specific needs

APS CANNOT

- Compel services for individual who have the capacity to consent and refuse help
- Remove a person from their home even in unsafe conditions, a competent adult has the legal right to refuse services.
- Enforce the law or act as a law enforcement agency
- Take control of someone's finances to prevent abuse
- Disclose the identity of the person who reports abuse or neglect

Key Roles and Responsibilities

- Investigate reports of abuse, neglect, or exploitation
- Assess safety, decision-making capacity, and risk
- Collaborate with the client to develop and implement individualized safety and service plans
- With the clients consent, engage family members, friends, or support networks to enhance safety and support
- Refer to appropriate community resources based on individual needs
- Cross-report to law enforcement as required
- Collaborate with professionals across systems (e.g., medical, legal, housing, Public Guardian)
- Document findings and actions accurately
- Advocate for the safety, rights, and dignity of vulnerable adults

Types of Abuse

- **Physical Abuse**
 - Includes acts such as assault, battery, assault with a deadly weapon, unreasonable physical restraint, or prolonged deprivation of food or water. **Sexual assault**, including rape, sodomy, and other forms of sexual abuse, also fall under this category.
- **Emotional or Psychological Abuse**
 - Involves inflicting mental anguish through verbal assaults, threats, humiliation, or isolation. Victims may exhibit signs like depression, anxiety, withdrawal, or behavioral changes.

Types of Abuse

- **Neglect**

- Occurs when a caregiver fails to provide necessary care, leading to harm or risk of harm. This includes withholding food, medication, or basic hygiene, and can result in dehydration, malnutrition, or untreated medical conditions.

- **Self-Neglect**

- when an older adult fails to provide themselves with the basic necessities of life, such as adequate food, water, clothing, shelter, hygiene, or medical care, which threatens their own health and safety.

Source: California Penal Code § 368 and the Welfare and Institutions Code § 15610

Types of Abuse

- **Isolation**

- Preventing an elder from receiving mail, phone calls, or visits, or falsely informing others that the elder is unavailable, thereby cutting off social interactions and support.

- **Abandonment**

- Defined as deserting an elder or dependent adult under circumstances where a reasonable person would continue to provide care and custody.

Types of Abuse

- **Abduction**

- The removal of an elder or dependent adult from California and the restraint from returning to California, or the restraint from returning to California when the elder or dependent adult does not have the capacity to consent to the removal/restraint, or when a conservator or the court has not consented to the removal/restraint.

- **Financial Abuse or Exploitation**

- Involves unauthorized use or theft of an elder's financial resources, such as fraud, embezzlement, or identity theft. This can be perpetrated by caregivers, family members, or strangers.

Most Common Financial Abuse Scams

- **Impersonation Scams** Scammers pose as IRS, Social Security, or Medicare officials, demanding personal information or payment to fix a “problem.”
- **Tech Support Scams** Fraudsters claim there's a virus or issue with the elder's computer and request remote access or payment for fake services.
- **Romance Scams** Scammers build emotional relationships online, then exploit the elder by asking for money due to a "crisis" or "emergency."
- **Lottery or Sweepstakes Scams** Victims are told they've won a prize but must pay fees or taxes upfront to claim it — the prize never exists.
- **Grandparent Scams** Scammers pretend to be a grandchild in trouble (e.g., jail, hospital, foreign country) and ask for urgent financial help.

Most Common Financial Abuse Scams

- **Charity Scams** Fake charities solicit donations, especially after natural disasters or during the holidays, using emotional appeals.
- **Investment Scams** Elders are pitched high-return, no-risk investments (often Ponzi or pyramid schemes), which result in significant losses.
- **Contractor/Home Repair Scams** Fraudsters offer cheap home repairs, take money upfront, and either do poor-quality work or disappear altogether.
- **Bank/Credit Account Fraud** Unauthorized use or opening of accounts, checks being altered or forged, or unusual ATM withdrawals may indicate abuse.
- **Power of Attorney or Trust Abuse** Trusted individuals misuse legal authority to access or control the elder's finances for their own benefit.

Most Common Financial Abuse Scams

- **Health Insurance Scams** Scammers pretend to be Medicare representatives, asking for personal or financial information to issue fake services or bills.
- **Prescription Drug Scams** Fraudulent online pharmacies sell counterfeit or unsafe medications, often at a discount, putting elders' health and money at risk.
- **Funeral and Cemetery Scams** Disreputable funeral homes may overcharge or sell unnecessary services. Scammers may also read obituaries to target grieving families.
- **Anti-Aging Product Scams** Fake products (e.g., miracle creams, supplements, hormone therapies) promise unrealistic results and can be expensive or harmful.

Common Indicators of Abuse

- Unexplained bruises, cuts, burns, or fractures
- Sudden changes in behavior, such as withdrawal, anxiety, or depression
- Poor hygiene, malnutrition, or dehydration
- Untreated medical conditions or medication mismanagement
- Sudden financial problems or unexplained loss of money or belongings
- Isolation from friends, family, or usual activities
- Fearfulness or anxiety around certain individuals
- Signs of restraint, such as marks on wrists or ankles
- Living in unsafe or unsanitary conditions
- Lack of necessary aids like glasses, hearing aids, or mobility devices
- Confusion, disorientation, or sudden cognitive decline
- Reports or complaints of verbal threats, humiliation, or intimidation

Supportive Programs

- Home Safe Program:

Safety and housing stability of elders and dependent adults experiencing or at risk of homelessness

- Short-term financial assistance
- Legal services
- Heavy cleaning, etc
- Health, Housing & Homeless Services (H3)/Hope Solutions

- Multidisciplinary Teams (MDT) and Financial Abuse Strike Team (FAST):

- Meets one time each month
- Review complex abuse cases
- Community partners attend
- Create action plans
- The case will be followed up on the next meeting for updates

Additional Resources

- Money Management Services
- Heavy Cleaning of Residence
- Case Management Services

Mandated Reporting

Any mandated reporter, who in his or her professional capacity, or within the scope of his or her employment, has observed or has knowledge of an incident that reasonably appears to be abuse or neglect, or is told by an elder or dependent adult that he or she has experienced behavior constituting abuse or neglect, or reasonably suspects that abuse, shall report the known or suspected instance of abuse.

Welfare & Institutions Code §15630

How to Report

A report of suspected abuse must be made immediately or as soon as possible

- By telephone, 24 hours a day
(925) 602-4179 OR 1-877-839-4347
- Confidential internet reporting tool
 - Go to: www.reporttoaps.org
 - Select Contra Costa County Intake Form
 - Complete the form and submit

If making a report via telephone, mandated reporters must follow-up with a written-report within two working days (SOC 341 or SOC 342 for financial institutions)

Long Term Care Ombudsman

Empowered Aging investigates complaints of abuse and neglect to residents living in a Board & Care facility, Assisted Living facility, Residential Care facility for the Elderly (RCFE), or Skilled Nursing facility (SNF).

Contact:

(925) 685-2070

<https://empoweredaging.org/>

Questions and Feedback