

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

Building Brighter Futures Together

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Overview of Adult Protective Services and Mandated Reporting

Presentation to the Advisory Council on Aging, June 18, 2025

Adult Protective Services Presentation Order



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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

648

Average monthly
reports of
Elder/Dependent
Adult Abuse in 2024

892

Active cases in
April 2025

APS Response timelines for
initial Face to Face visit:

Immediate

2-5 days

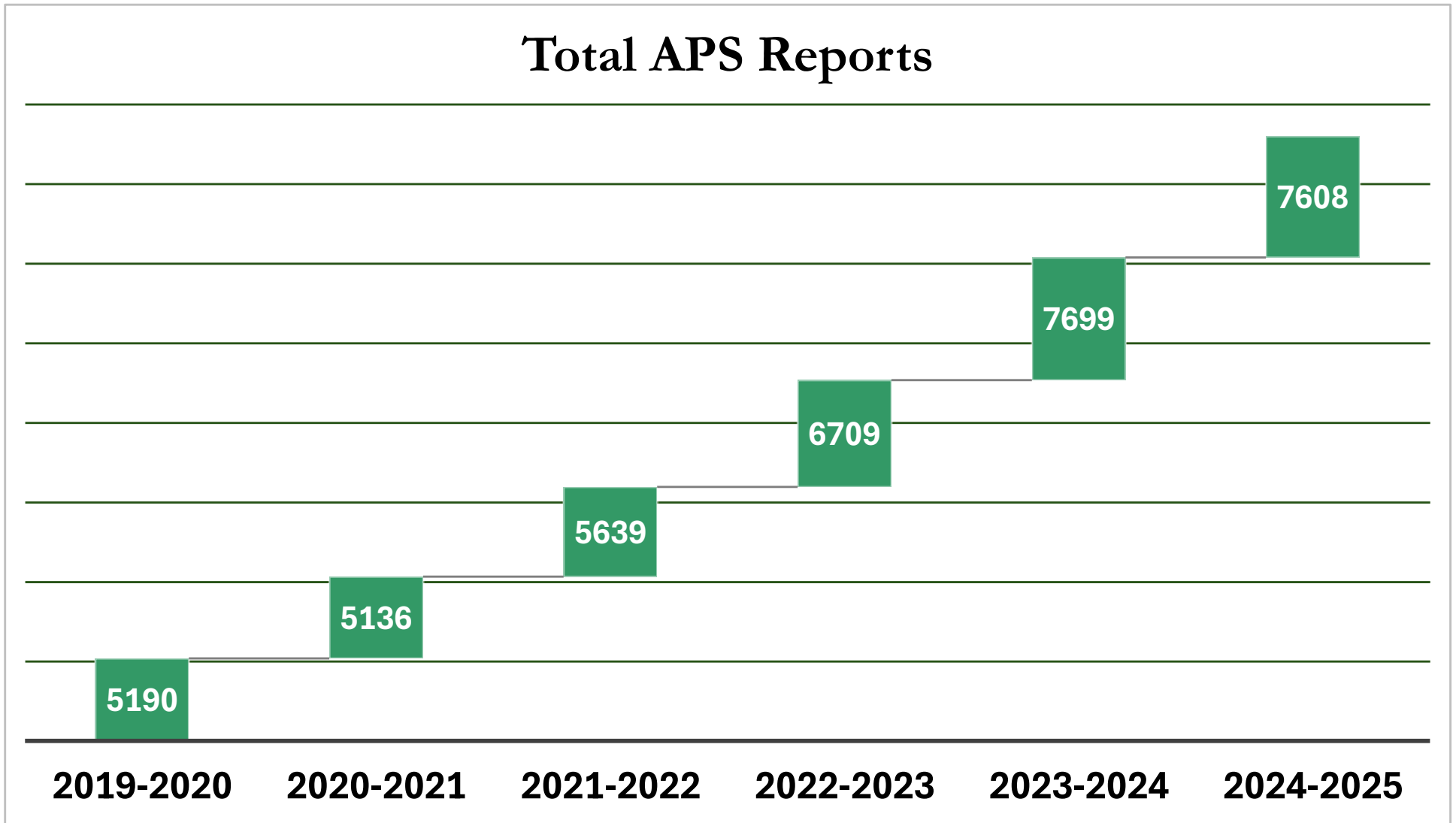
10 days

No Ten Day (NTD)

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

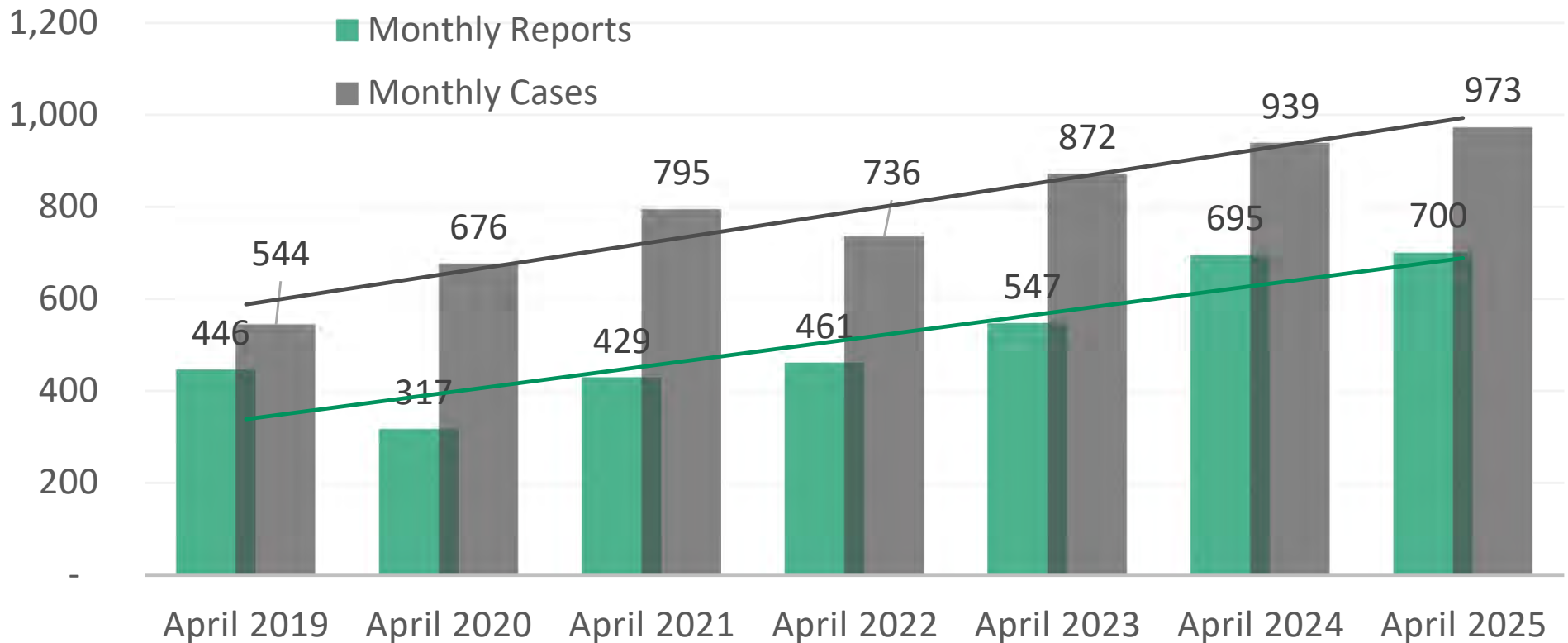
Adult Protective Services

Total APS Reports



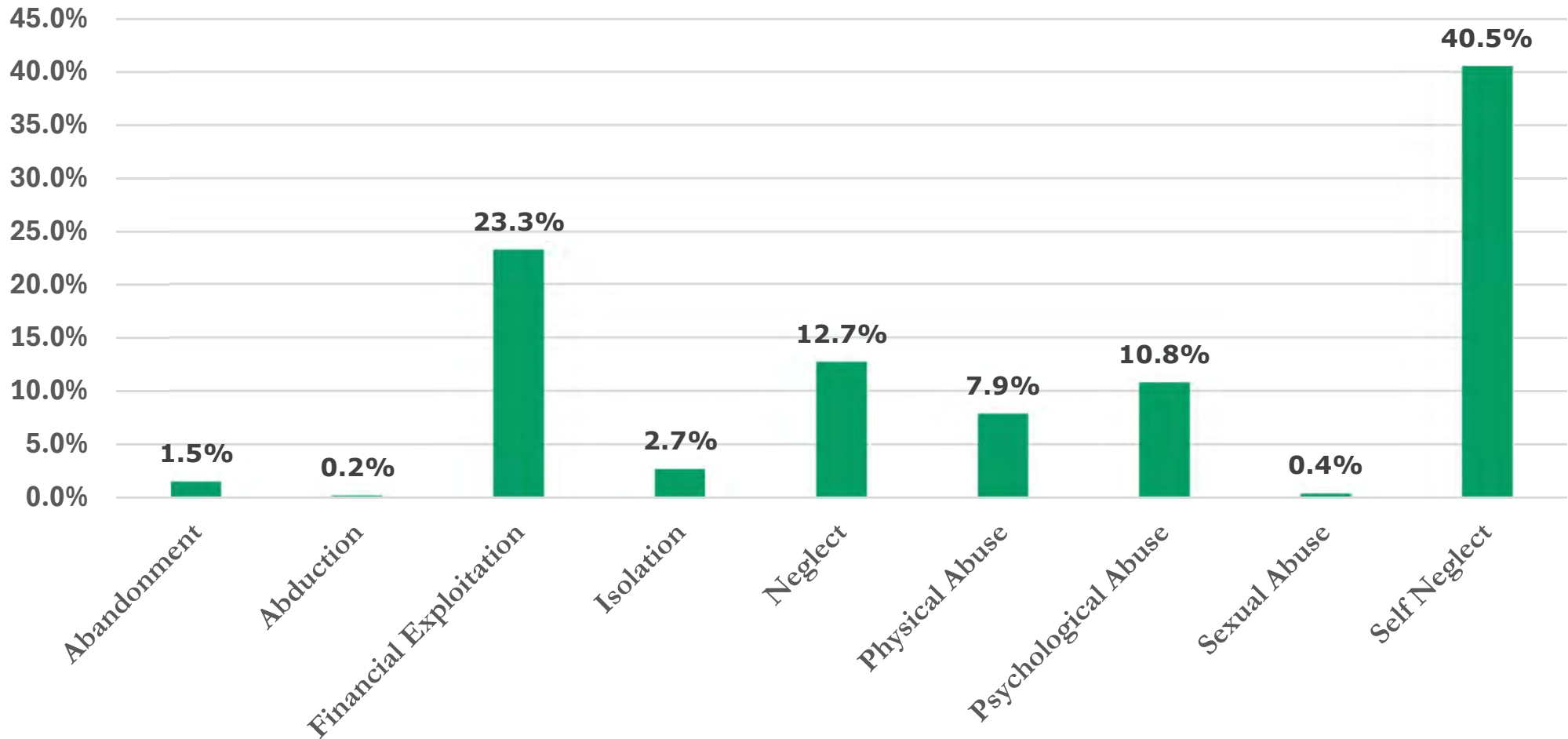
Source: LEAPS

Adult Protective Services Reports & Caseload Trends



Source: LEAPS

APS Allegations Received



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.

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