



ELDER JUSTICE

LUNCH & LEARN

AWARENESS, PREVENTION & INNOVATION IN THE AGE OF COVID-19



Nicole Howell (Facilitator)

Executive Director

Ombudsman Services of Contra Costa, Solano, and Alameda

Welcome & Introductions



YOUR TOOLBOX...



Type in your question or comment



Connect with speakers and other participants using the chat



CLOSED CAPTIONING IS AVAILABLE



Enable captions by selecting the icon on your toolbar



ASL available via Zoom video feed





Mark your calendars for the **third Thursday of every month** from June 18, 2020, to May 20, 2021. Each session is scheduled from **12 to 1 PM** PST.



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CCoA
California Commission on Aging
Healthy and Purposeful Longevity
For All Californians



CLTCoA
California Long-Term Care
Ombudsman Association



CALIFORNIA STATE ASSOCIATION OF
PA|PG|PC





Paul Greenwood

Expert in Elder Abuse
Investigation and Prosecution

Elder Abuse in the Spotlight: Tools to Bring This Escalating Crime Out of The Shadows





JUNE 15

**WORLD ELDER ABUSE
AWARENESS DAY**



- My background



- From UK solicitor to California prosecutor



- We left UK in 1991 & arrived in San Diego with 2 children, jobless & unqualified...



- Joined a civil law firm for 2 years..



- Then in 1993...





- For 25 years I worked in an innovative, motivational environment...



ELDER JUSTICE
LUNCH & LEARN



- Every day I would walk into this building...





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- How my journey pursuing justice for older & dependent adults began...



- It started with a call from the boss in late December 1995..



- This became my assignment for the next 22 years..



• Why?



- Primarily two reasons...





- Our finest generation?



- According to US Dept of Veterans Affairs statistics, only 325,574 of the 16 million Americans who served in World War II were alive in 2020.



- So back in 1996 I was given an office, a phone, a computer but....



- No cases..

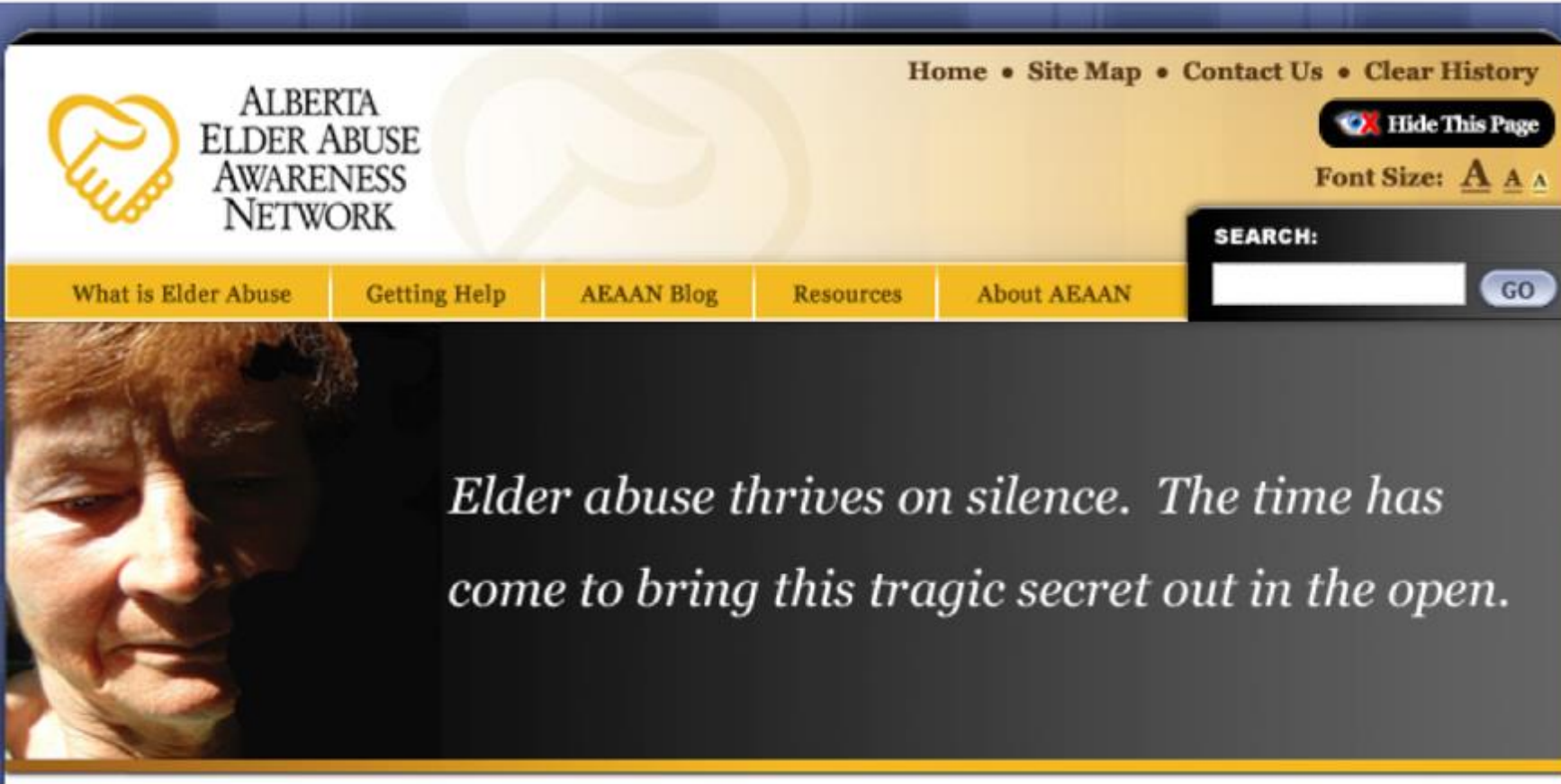


• Just silence!



- I soon discovered that...





The screenshot shows the homepage of the Alberta Elder Abuse Awareness Network (AEAAN). The header features the AEAAN logo, which consists of a stylized heart shape formed by two hands, and the text "ALBERTA ELDER ABUSE AWARENESS NETWORK". To the right of the logo are navigation links: "Home • Site Map • Contact Us • Clear History". Further right is a "Hide This Page" button and a "Font Size" selector with three options: "A", "A", and "A". Below the header is a navigation bar with five tabs: "What is Elder Abuse", "Getting Help", "AEAAN Blog", "Resources", and "About AEAAN". To the right of the navigation bar is a search box with the label "SEARCH:" and a "GO" button. The main content area features a large image of an elderly woman's face on the left and a quote on the right: "Elder abuse thrives on silence. The time has come to bring this tragic secret out in the open."

ALBERTA
ELDER ABUSE
AWARENESS
NETWORK

Home • Site Map • Contact Us • Clear History

Hide This Page

Font Size: A A A

SEARCH:

What is Elder Abuse Getting Help AEAAN Blog Resources About AEAAN

GO

Elder abuse thrives on silence. The time has come to bring this tragic secret out in the open.



- So I spent the next 22 years looking for ways to take elder abuse out of the shadows....





- And into the spotlight



- Raising public awareness in the community



TWO MAIN PRONGS

- First, a public service announcement campaign






Silence isn't golden.

Help stop elder abuse.
1 (800) 510-2020

& INDEPENDENCE SERVICES
SAN DIEGO • HEALTH AND HUMAN SERVICES AGENCY






**The golden years make some people
see red.**

**Help stop physical
of our elderly**

1 (800) 510-2

 **AGING & INDEPENDENCE SERVICES**
COUNTY OF SAN DIEGO • HEALTH AND HUMAN SERVICES AGENCY





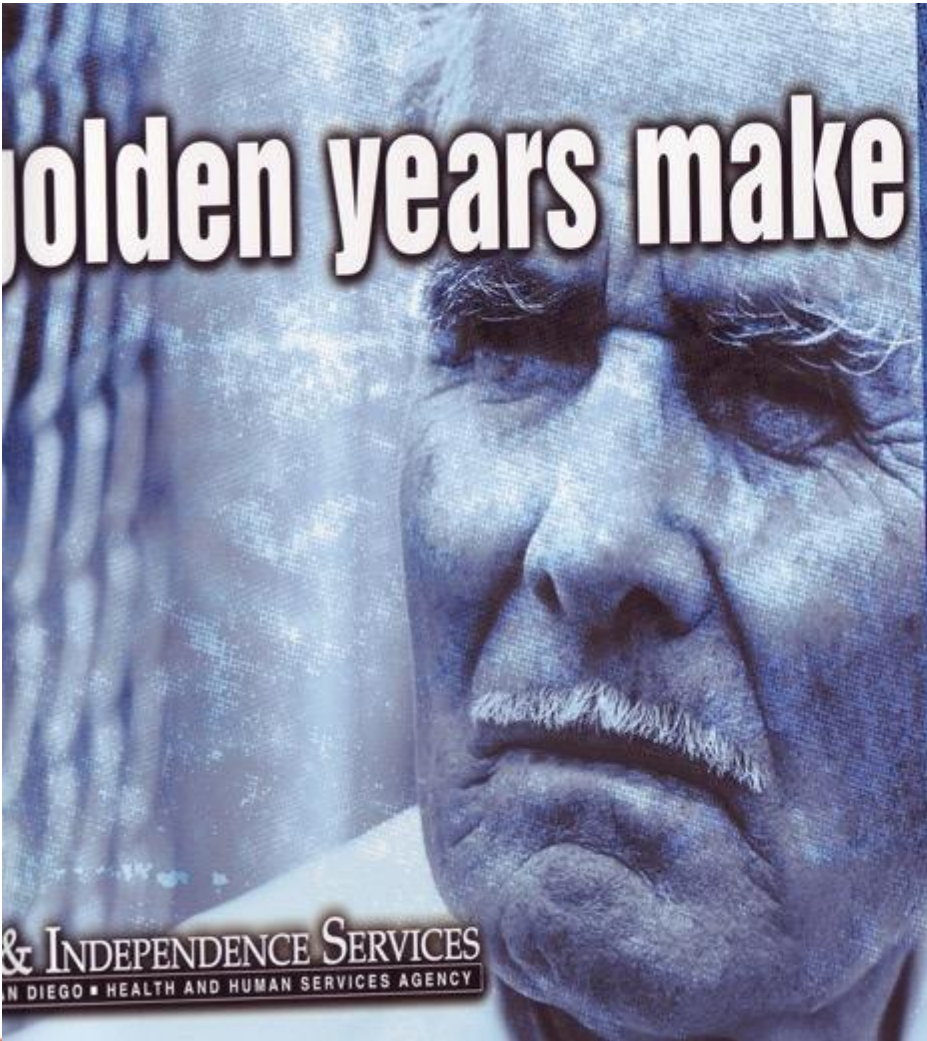
**golden years make some people
green with envy**

**Help stop financial abuse
of our elderly.**

1 (800) 510-2020

G & INDEPENDENCE SERVICES
SAN DIEGO • HEALTH AND HUMAN SERVICES AGENCY





**Golden years make some
people blue.**

**Elder neglect is abuse.
Help stop it.**

1 (800) 510-2020

& INDEPENDENCE SERVICES
SAN DIEGO • HEALTH AND HUMAN SERVICES AGENCY



- Second, by conducting educational outreach all over the county



YOU CAN DO THIS!

- Rotary
- Kiwanis
- Lions
- Retiree organizations
- Adult Day Centers



- Then I turned my attention to law enforcement...



- Persuading the chief of a large police agency to create a unit of detectives trained in how to investigate elder & dependent adult abuse incidents



- First responding officers would take initial report and then transfer case to that dedicated unit



- Result - fewer cases being ignored, closed prematurely or written off as “civil in nature”
- Less opportunity for the standard misconceptions to block an investigation



- My wish would be for every law enforcement officer in California to receive training in E.A.G.L.E.





They're counting on you.

First Responder Checklist
Survey the scene.

[OPEN CHECKLIST](#)

Evidence Collection Checklist
Build a Case.

[OPEN CHECKLIST](#)



State of California



[Guam](#) | [Puerto Rico](#) | [District of Columbia](#)

California Penal Code 368

In this section:

[Law Enforcement Resources](#)

[Recognizing Abusers](#)

[Interviewing Older Adults](#)

[Working With Others To Build A Case](#)

[Documenting Bed Sores](#)

[Elder Abuse Photography Tips](#)

[Photos Depicting Elder Abuse](#)

[Community Resource Referral](#)

[Additional National Elder Abuse Resources](#)

[EAGLE Training](#)

Menu

[Types of Elder Abuse](#)



THEN TURNING TO FIRST RESPONDERS

- EMTs & paramedics are the most underused witnesses - but sometimes can be the most effective



- They hear & see things that NO-ONE else observes
- They are often walking into a crime scene
- They make GREAT witnesses





CHECKLIST FOR EMT TRAINING

- Who called 911 - demeanor?
- Any delay in calling
- Any sign of body having been moved
- Any indicators of drug/alcohol use
- Victim may be willing to “talk” in ambulance away from suspect



AND THEN TRAIN THE DISPATCHERS

- What questions to ask on the call
- How to handle a call from an elder who may be in shock



REACH OUT TO EVERY E.R./URGENT CARE/CLINIC

- Remind them of mandated reporting duties
- Accidental vs non-accidental injuries



TALK TO YOUR MEDICAL EXAMINER/CORONER

- What is the protocol for an autopsy waiver?
- Does the ME contact APS to see if decedent is on APS radar?



Gone Without a Case: Suspicious Elder Deaths Rarely Investigated





GET FINANCIAL INSTITUTIONS INVOLVED

- Every employee is a mandated reporter
- Encourage tellers to be more proactive
- My 89 year old neighbor



The fight against senior scams

‘Financial abuse’ is now officially a U.S. public-health concern. Inside the movement to get it under control—and what’s slowing it down.

09/27/2017 05:01 AM EDT

The U.S. Centers for Disease Control and Prevention might be best known for its efforts to combat obesity, or Zika, or the H1N1 flu virus. But last year, it drew new attention to a hazard that doesn’t sound like a disease at all.

The hazard is “senior financial abuse,” meaning the theft of older people’s resources by someone they trust.

Alarmed by the growing cost of the problem and the lack of a clear strategy to combat it, the CDC included in a first-of-its-kind report a definition for what constitutes the financial exploitation of old people. It includes fraud, breach of personal trust, poor investment advice, or improper use of power of attorney.



Elder Financial Abuse Is a 'Virtual Pandemic,' and on the Rise

Local fraud expert says incidences of elder financial exploitation are up 30 to 40 percent since the COVID-19 pandemic began.

BY WILL MADDOX | PUBLISHED IN HEALTHCARE BUSINESS | SEPTEMBER 30, 2020 | 11:00 AM



The COVID-19 pandemic is exacerbating a growing problem for seniors in the United States: elder financial abuse. With the elderly more isolated from their loved ones than ever, they are becoming more susceptible to losing their savings to clever fraudsters. The *New England Journal of Medicine* [called](#) the problem a “virtual epidemic” in 2015, and healthcare providers can help identify the problem.





ELDER FRAUD REPORT



Bank Tellers Can Help Fight Financial Exploitation, Study Finds

AARP pilot program prevents nearly \$1 million in theft

by Mikhail Zinshteyn, AARP, October 17, 2019 • Comments: 6
three customers at Bank of America



The AARP BankSafe Initiative

The BankSafe Initiative helps the financial industry better meet consumers' financial needs and safeguard their assets. The initiative focuses on four key areas:

- Preventing financial exploitation
- Empowering family caregivers
- Helping those with dementia
- Making banking tools and environments easier to access

With the average victim losing \$120,000, prevention of financial exploitation is critical to AARP's mission to empower people to choose how they live as they age. BankSafe meets this need by conducting research into consumer insights, facilitating partnerships between the aging network and the financial industry, and developing the innovative BankSafe training platform to help financial professionals identify and stop suspected exploitation.



- And in a small town in Tennessee called Oak Ridge...



BE MEDIA FRIENDLY

- Involve them
- Radio, TV & print - they are all looking for a compelling story



A REPORTER AT LARGE OCTOBER 9, 2017 ISSUE

HOW THE ELDERLY LOSE THEIR RIGHTS

*Guardians can sell the assets and control the
lives of senior citizens without their consent
—and reap a profit from it.*

By Rachel Aviv



INVOLVE CSLB

- Excellent investigations
- They provide “expert witness” at no expense to the prosecutor
- Statewide - so opportunity to link multiple incidents





FOR IN GOD WE TRUST
SAVE THIS FLYER FOR 50% OFF
PROVERBS 21:21

IF YOU'RE INTERESTED IN SAVING...

FOR THAT
"LIKE-NEW" LOOK
PAINT NOW!!

MONEY!!

Modern Day Craftsmen
Father and Daughter's
Christian Construction Co.

Family Owned and operated. Serving all Southern CA.
WE ARE A PROUD FAMILY, LICENSED, BONDED, AND INSURED.
Five Generations of General Contractors.

"We will do anything from cleaning a toilet to building a house.
Because WE need your word of mouth."

AMERICA, WHERE EAGLES AND ANGELS FLY
ALL WORK GUARANTEED

Specializing in:

Painting: 2 colors & coats for the price of one, with special long lasting application.
Roofing: All types, new or just repaired. Plus water sanding and pressurized wooden shake
roofing. Water Sanding: Pressure wash with 3500 psi (old wood, stone, concrete). Turns
everything old look like NEW. It's a magic machine! Concrete: Driveways, Sidewalks,
Foundations, Patios, etc. Also Stucco. Masonry: Stone, Brick, Marble, Granite.
Interior/Exterior. Asphalt: Seal coating & repairs. Fences: Wood, Steel, Brick, & Stone.
Framing: Room Additions, Garages, Staircases and more. Porches & Decks: Gazebos,
wood decks, and enclosures. We build many designs. Flooring: Tile, hardwood, linoleum,
any type of flooring. Plumbing: Installation of sinks, bath tubs/showers, and toilets.
Electrical: Lighting, light fixtures, plugs, wiring. Doors & Windows: Many designs to
choose from. Complete Interior Remodeling and so much More!

JESUS BLESS AMERICA
For God so loved the world, that he gave his only begotten son,
That whoever believeth in him should not perish, but have everlasting life.

BUILD NOW!! SUMMER SAVINGS
And Summer Savings Call Now
and save from 50 % to 75 % OFF

Exhibit #5



DEPARTMENT OF CONSUMER AFFAIRS
CONTRACTORS
STATE LICENSE BOARD



THE WORST

GARAGE DOOR COMPANY IN THE NATION

By Tom Wadsworth, CDDC
Editor, Door + Access Systems

* GDS or "Garage Door Services" is not the same company as
Garage Door Services of Houston, aka GDS of USA, the company
that owns Windows Door.



GUILTY

GDS* TECHNICIAN PLEADS GUILTY TO FELONIES

In a first for the garage door industry, a technician has been convicted of multiple felonies, all pertaining to nothing more than his garage door repair work. The case may have repercussions for garage door repair companies that charge high rates for garage door repair work.

On July 7, Tim Patterson, 44, former leading technician for GDS, pleaded guilty in Superior Court of San Diego County to four felony counts of “elder financial abuse.” In California, such a felony involves the theft of more than \$950 from someone over 65. By pleading guilty, Patterson avoided a jury trial and likely influenced a lesser sentence from the court.

2016 and, upon being made aware, ensured he was no longer an employee with our business.

“We have received complaints from former customers of Mr. Patterson’s, and in nearly all instances the business reached a satisfactory resolution. We encourage anyone who believes they were treated unfairly by Mr. Patterson to contact us so we can work towards resolving any complaints.”

Key factors



GET LOCAL SUPERMARKETS THINKING PREVENTION

- Gift cards
- Wire transfers
- Purse thefts in store & parking lot





AG Josh Stein pushing for mandatory scam awareness training for retailers

North Carolina Attorney General Josh Stein said his office is renewing pushes to crack down on scam calls.

"We're reaching out to the retailers so that they train their clerks in how to spot this," Stein said. "Most of these companies, they want to protect their customers too. It's just important that we educate them about the role they're playing in the defrauding of them and then they can actually take concrete steps to mitigate and prevent this kind of fraud."





LONG TERM CARE SETTINGS

- Coordinate with CCL of DSS & with DPH
- Involve ALF & SNF administrators
- Why are they critical?





February 22nd, 2017

10:54 AM ET

**Sick, dying and raped in America's nursing
homes – a CNN Investigation**



- San Diego's ALF project
- Daily reports from CCL direct to DA's office & to San Diego branch of AG





CDSS Programs | Community Care Licensing

Community Care Licensing Division

Welcome to the Community Care Licensing Division

We serve the most vulnerable people of California and our mission is to promote the health, safety, and quality of life of each person in community care through the administration of an effective and collaborative regulatory enforcement system.

[COVID-19 Information and Resources](#)

Wildfire Information

Bond Fire Information – Update as of December 9, 2020 at 4:00 p.m.

- On Monday, December 2, 2020, the Bond Fire began burning in Orange County and prompted evacuations.
- As of Wednesday, December 9, 2020, the Bond Fire is 90% contained.
- No facilities are relocated as of Wednesday, December 9, 2020.

Contact Us

Community Care Licensing Division
744 P Street, MS 8-17-17
Sacramento, CA 95814
Email: cclwebmaster@dss.ca.gov

CCLD Complaint Hotline

If you see something, let us know!

To file a complaint regarding a state licensed community care facility or child care facility visit our Complaint Hotline Page for contact information and more.

[Complaint Hotline and Information](#)

CCLD Services and Notifications



- If the facility is a SNF then DPH are the state agency



HEALTH CARE FACILITIES INFORMATION

Health Care Facility
Licensing and Certification

Health Care Professionals

Health Care Facilities

Patients, Residents, and
Families

Stakeholders and Policy
Makers

Licensing and Certification
Program Information



Health Care Facilities and Providers



- And the State AG's Division of Medi-Cal Fraud & Elder Abuse can always assist



[HOME](#)[ABOUT](#)[MEDIA](#)[CAREERS](#)[REGULATIONS](#)[RESOURCES](#)[PROGRAMS](#)[CONTACT](#)

DMFEA Fraud and Abuse Complaint Form

[Home](#) / [DMFEA](#) / [DMFEA Fraud and Abuse Complaint Form](#)

[En español](#) | [中文](#) | [Tiếng Việt](#) | [Русский](#)

[Google Translate Disclaimer](#)

To report suspected Medi-Cal fraud or elder abuse, consider these options:




LET YOUR BOARD OF SUPERVISORS KNOW...

- They hold the purse strings
- Consider asking for a public hearing to allow victims to tell their story & do not be afraid to ask for more resources





INVOLVE THE WHOLE COMMUNITY



EPC
Elder Protection Council

Tuesday, May 1st, 2018
9:00AM-11:00AM

**Raise Awareness.
Enhance Prevention.
Improve Protection.**


County of San Diego Operations Center, Kearny Mesa
5530 Overland Avenue, San Diego, CA 92123

COUNTY OF SAN DIEGO
HHSA
HEALTH AND HUMAN SERVICES AGENCY

Building 5530
Training Room 124

Pam Smith
Senior Advisor, Live Well San Diego
Health & Human Services Agency

For more information &
RSVP contact:
Linda.moy@sdcdca.org



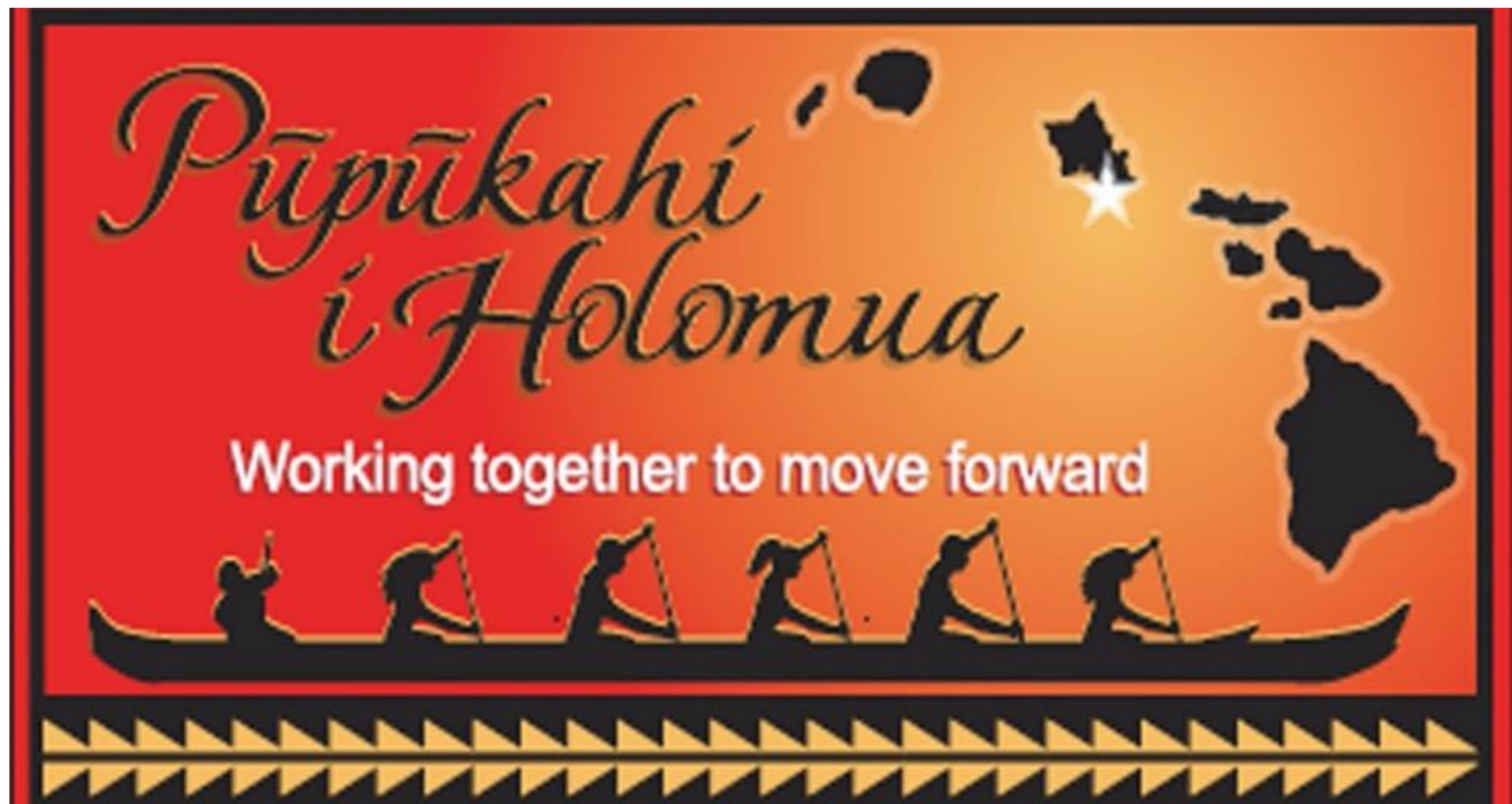
It Takes a Community:

**KEEPING
OUR ELDERS
SAFE**



- “Alone, we can do so little; together we can do much.”
- Helen Keller





Forgotten

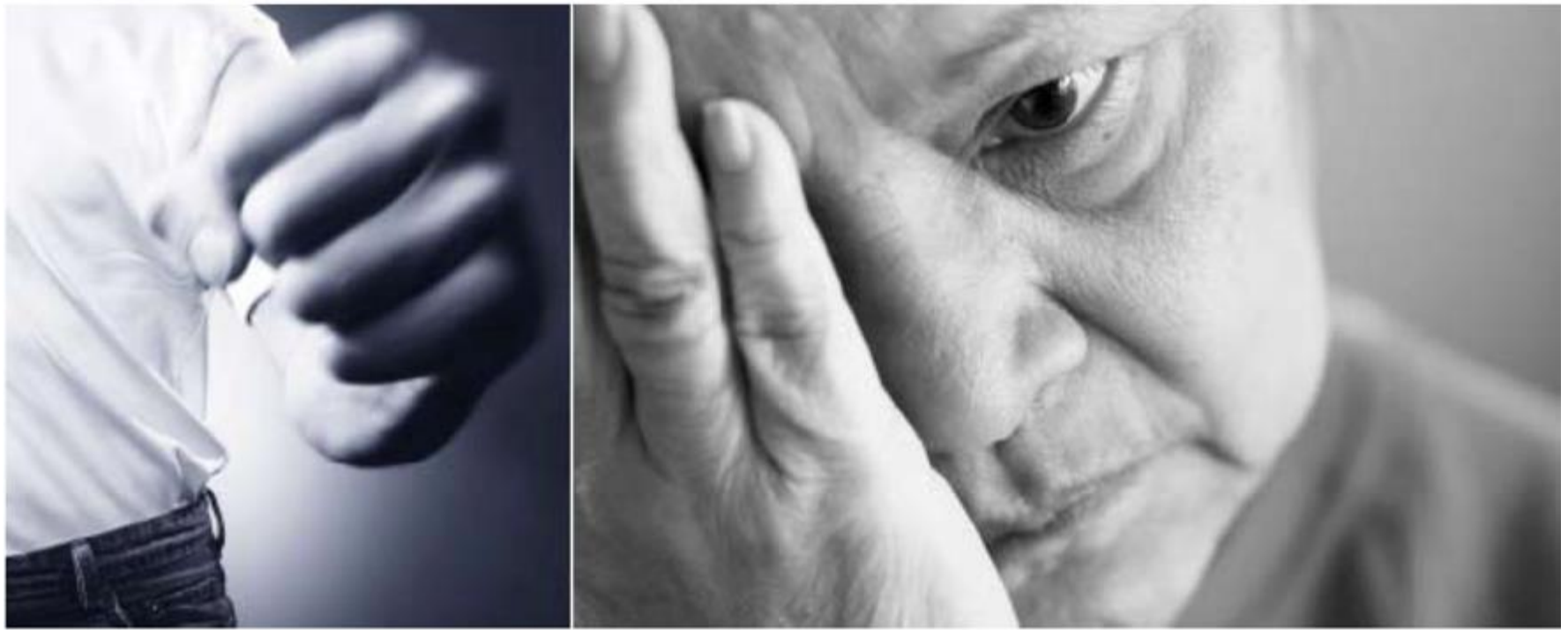
Victims

No More!

Putting

ELDER ABUSE
in the Spotlight





Elder Abuse Emerges From the Shadows of Public Consciousness

by Philip Bulman

Two recent studies shed light on the prevalence and detection
of an often overlooked crime.





Reaching every victim -
that is our goal!



Contact Information



Paul Greenwood

Expert in Elder Abuse

Investigation and Prosecution

paul@greenwoodlawcorp.com

www.greenwoodlawcorp.com



Q&A DISCUSSION



Type in your question or comment



Connect with speakers and other participants using the chat





THANK YOU!

