Serving and Protecting San Mateo County’s Older Adults and Individuals Living with Disabilities

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AAS True North

Optimize the quality of life for older adults and people with disabilities in San Mateo County.
San Mateo County is Aging

San Mateo County Population Projections for 65 Years and Older, 2010-2060

Data Source: State of California Department of Finance, Population Projections, 5-Year Increments. 2010-2060
Who We Serve

Older adults and individuals living with disabilities.

We provide services to 9,000+ residents.
Our Reach
Service Areas

PROTECTION

SUPPORT

ADVOCACY
San Mateo County AAS Hotline

- Access point for all AAS services
- Monday-Friday 8AM-5PM
- 24-hours a day/7 days a week
- Protective and Supportive Services Referrals
- Case Consults
- Clearinghouse for community-based resources
TOP HOTLINE CALLS RECEIVED

- Protective Services (APS/EDAPT)
- In Home Supportive Services
- Conservator-Public Guardian
- Medi-Cal Related
- Housing, Meals, Resources
Hotline Call Volume

<table>
<thead>
<tr>
<th>Month</th>
<th>Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>February</td>
<td>1093</td>
</tr>
<tr>
<td>March</td>
<td>1254</td>
</tr>
<tr>
<td>April</td>
<td>1080</td>
</tr>
<tr>
<td>May</td>
<td>1206</td>
</tr>
<tr>
<td>June</td>
<td>1232</td>
</tr>
<tr>
<td>July</td>
<td>1110</td>
</tr>
<tr>
<td>August</td>
<td>1201</td>
</tr>
</tbody>
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Data as of 8/31/2023
Threshold Languages

- English
- Spanish: español
- Chinese (Cantonese/Mandarin): 中文
- Tagalog
- Russian: русский
Adult Protective Services

Helps older adults (60 years and older) and dependent adults (18-59 who are disabled), when these adults are unable to meet their own needs, or are victims of abuse, neglect or exploitation.

As of January 2022: AB135 Bill passed, noting age to be identified as an older adult = 60+

APS agencies investigate reports of abuse.
Elder & Dependent Adult Protection Team

Multidisciplinary team that includes law enforcement and the District Attorney.

Goals:
1. Streamline and facilitate the investigation and prosecution of alleged abuse against older and dependent adults
2. Coordinate supportive services
3. Raise awareness through targeted outreach to the community and training for potential responders
Dependent Adult

• Any adult between the ages of 18 and 59 who resides in CA and who has physical or mental limitations that restricts their ability to carry out normal activities or protect their own rights.
• Includes persons who have physical, developmental disabilities, or whose physical or mental abilities have diminished due to age.
<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical</td>
<td>Hitting, kicking, pushing, slapping, burning, or force causing injury</td>
</tr>
<tr>
<td>Sexual</td>
<td>Engaging in sexual act without consent</td>
</tr>
<tr>
<td>Emotional</td>
<td>Harming self-worth or emotional well-being, name calling, &amp; scaring</td>
</tr>
<tr>
<td>Neglect</td>
<td>Failing to meet basic needs like food, housing, clothing, &amp; medical care</td>
</tr>
<tr>
<td>Abandonment</td>
<td>Leaving elder alone or no longer providing care</td>
</tr>
<tr>
<td>Financial</td>
<td>Illegally misusing an elder’s money, property, or assets</td>
</tr>
</tbody>
</table>

Learn how signs of elder abuse differ from normal aging to prevent elder abuse before it happens.
San Mateo County APS/EDAPT Referrals

# OF REFERRALS

FY20-21: 2151
FY21-22: 2289
FY22-23: 2802

FY20-21 to FY21-22 there was a 6% increase
FY21-22 to FY22-23 there was a 22% increase
Scenario #1

80-year-old female, who resided in her home alone.

History with APS with three referrals received. All for alleged self-neglect.

APS social worker scheduled a joint home visit with code enforcement and the client.

Case conference-San Mateo code enforcement, APS social worker, APS supervisor, client and client’s daughter.
Case Scenario #2

65-year-old female, who resided in a trailer park.


Three more referrals made for alleged self neglect.

APS social worker was able to place the client in temporary housing for a period time. Client returned home.
It is important to remember that you do not have to KNOW the abuse occurred, you just need to have a suspicion that abuse may have occurred.

“If you See Something Say Something”
True North with an Equity Lens
Figure 1 | Bay Area 2022-2027 population growth rate by age group

Strategic Alignment
https://www.smchealth.org/services-aging-and-adult

1-844-868-0938