

Question 1:

While the Department of Water & Power (LADWP) does not have a global Elder Abuse Policy, the Customer Service Division does address this issue during a component in their staff training. Through the LADWP's "Serving Our Seniors" (SOS) Program employees who have contact with seniors either in the field, by phone or at a customer service center and notice possible neglect are instructed to fill out a SOS form and scan to the Customer Relations Office. (Attachment 1)

Question 3:

The Units within the Customer Service Division that have occasional contact with seniors include meter reading, Customer Relations Office, Customer Contact Center and Customer Service Centers, field collections, field services and field investigations.

Question 4:

In the Customer Service Division training module they have a component that briefly discusses the SOS procedures above and Attachment #2 headed "Elder Abuse" is distributed to staff.

Attachment #3 is a description of the Customer Relations Office and its responsibilities including being "a channel for the resolution to complex and sensitive customer relation's problems."

However, employees are not specifically trained to recognize signs of elder abuse.

SOS



“Serving Our Seniors”
Electronic Referral Form

CONFIDENTIAL INFORMATION

SOS Number: _____

Contact Date: _____ Contact Location: Field Phone Office

Check all that apply and explain below:

- Senior appears: Confused Angry Hostile Disoriented
- Confusion about overdue bill, states he/she is unable or unwilling to pay
- Possible victim of: Abuse Neglect Exploitation
- Appears withdrawn, isolated from social contact
- Constant statements of: Rejection Sadness Loss of Spouse or Pet
- Personal appearance indicates need – inappropriate clothing for weather, excessively dirty, body sores or injuries, extremely weak or ill
- Home condition is neglected, pets unattended, offensive odors
- Needs assistance in completing discount applications(s) (i.e. Lifeline, Life Support, PQMs, etc)
- Occupants other than senior(s)

Explanation: (Explain in the box below - Text has been formatted to automatically wrap when typed)

When possible, the Department of Aging has asked DWP employees to mention to the senior that someone will be contacting them to talk about services – meals, transportation, medical care, etc. If it seems appropriate, let the senior know that a specialist in senior services will contact them. Please, maintain the senior's dignity. Don't be forceful. Sometimes you may not have the opportunity to talk with the senior or believe the older person needs help even when they don't want to ask. When you are worried about someone, please "SOS" anyway! In this case, was the senior told that a specialist in senior services would be contacting them?

Yes No Explain: _____

Provide as much information as possible:

Senior's Name: _____ (First) _____ (Last)

Phone Number(s): _____

Address: _____ (Street) _____ (City) _____ (Zip Code)

Major Cross Streets: _____

Acct No: _____

Is the Senior on Lifeline? Yes No Bill Amount: \$ _____

Is the DWP Bill paid due? Yes No If yes, scheduled shut off date: _____

DWP Employee/ Internal phone ext: _____ Job Title: _____

Work Location: _____ Supervisor: _____

Work Group: _____ Phone No. _____

Please save this document, retain a copy for your records and e-mail as an attachment to CRO Center in the Outlook Address Book or CROcen@ladwp.com from an external e-mail address. If you have any questions, please contact CRO at (213) 367-9868.

**** For Office Use Only ****

MPC/Care Manager Location: _____ SOS Number: _____

Date sent to MPC: _____ Date e-mailed to Dept Aging: _____

Date sent back to Dept of Aging: _____ Prepared by: _____

SOS Form dot Revised: 8/2009

SOS Procedures

1. Verify information on completed portion of SOS. (Current Telephone number & Zip Code are very important to Senior Center). Enter any missing information (i.e.: account number, etc) or call Rep. if more information is needed. (Be sure rep sending SOS form has placed a remark at the customer's account)
2. Number application in the upper right-hand corner with the next sequential number. (See SOS list on "G" drive). Complete bottom right hand of SOS form ("For Office Use Only") with SOS#, date sent to Dept of Aging and your initials.
3. Save on "G" Drive under SOS folder. You should "Save AS..." in 3 locations (Folders): 1. By Year (2007, 2008. Etc.) Numerically, ex: SOS# XXX-Jones 2. By Year Alphabetically, ex: Jones-SOS# XXX and 3. SOS's 2004-present folder alphabetically, ex: Jones-SOS# XXX
4. Assess information as to urgency of referral.
5. If urgent (such as eviction, abuse, etc), call local Senior Center (see SOS binder) using customer's zip code for nearest location.
6. If a Senior Center was called-indicate on SOS Form: 1) Senior Center called. 2) Name of caseworker you spoke with. 3) Date and any other pertinent information received. Enter this information on a remark screen.
7. Access account and check account for delinquency.
8. Enter a minimum hold of two periods.
9. Enter remark :

SOS sent to dept of aging per remarks...Please do not pursue for next 2
Periods. SOS# XXX Your Name, CRO X79868

10. Email as an attachment to: Helen Lee, Dept of Aging SOS Coordinator at Helen.K.Lee@lacity.org , and cc to rep that sent SOS.
11. Delete original email from CRO Center mail box.
12. Any correspondence between CRO and either Dept of Aging or internally should be moved to the appropriate folder in the mail box after being sent.

13. If an update is requested, please send a copy of the original SOS form as an attachment to help Dept of Aging expedite the request. When emailing the request, cc a copy to who ever requested the update. Copy any response to the SOS File (in all 3 folders) at the bottom of the SOS form, and forward to who ever requested the update. Note the account with a remark.
14. Leave all SOS Forms in the mail box as "unread" until you have sent it to the Dept of Aging. (So other reps will know it has not been sent).

ELDER ABUSE

Elder abuse can take many forms. It can be outright physical abuse, or it can take on other forms such as neglect, financial abuse, verbal abuse, and forced isolation. To report immediate physical danger, please call 911. Suspected elder abuse cases in private homes and in nursing homes are handled exclusively by the County of Los Angeles.

Adult Protective Services (APS).....(213) 351-5401
Assists with complaints pertaining to elder abuse in the community.

Elder Abuse Hotline.....(800) 992-1660
Assists seniors who are victims of elder abuse. (Open 24 hours)

Ombudsman Hotline.....(800) 334-9473
Investigates reports of abuse in nursing homes and board and care facilities throughout Los Angeles County.

Elder Abuse Community Education.....(310) 394-9871
This program increases public awareness and provides the resources necessary to prevent elder abuse by educating both the elderly and caregivers.

LEGAL SERVICES

Citywide legal services are available to seniors, 60 years of age and older with the greatest economic or social need. The legal services provided are geared toward public entitlement, housing-related law, legal aid, landlord/tenant disputes, government benefits, health law, consumer debt or protection, nursing home law, power of attorney's and other health issues, institutionalized advocacy and conservatorships, and wills, although nearly all non-criminal legal problems are handled. Appointments may be scheduled at any of the Department's sixteen multipurpose senior centers throughout the City or by calling:

Bet Tzedek Legal Services (The LAWS Program).....Ph: (323) 939-0506
145 S. Fairfax Avenue, Suite 200
Los Angeles, CA 90036

EMERGENCY ALERT RESPONSE SYSTEM

The Emergency Alert Response System (EARS) program promotes security and independence of elderly persons by providing telecommunication equipment that will permit them to remain in their home and delay costly institutionalization.

The EARS program targets residents of the City who are at least 62 years of age, frail, medically needy, homebound, live alone and meet federal income guidelines. The program is a cooperative effort with the Care Management program in each of the multipurpose senior centers.

Persons interested in obtaining this service should call the telephone number listed below.

City of Los Angeles' Department of Aging EARS Program.....(213) 252-4072
3580 Wilshire Boulevard, Suite 300
Los Angeles, CA 90010

CUSTOMER RELATIONS OFFICE

RESPONSIBILITIES

The Customer Relations Office (CRO) was established in 1969 to provide a channel for the resolution to complex and sensitive customer relation's problems. It is the policy of CRO to take a neutral position in any controversy between the Department and its customers. This office utilizes all available resources to resolve disputes in the most equitable manner possible.

The CRO endeavors to expedite the resolution of complaints. It conducts independent investigations or coordinates the activities of various department units in the resolution of complaints and inquiries. Written replies are prepared explaining the results of these investigations.

The CRO Staff maintains direct communication with City Council and the Mayor's Office to expedite concerns raised by constituents through their City Council Member or the Mayor's Office.

The CRO Manager conducts Management-level reviews, as set forth by the Rules Governing Water and Electric Service for customer billing disputes in order to resolve the problem. The Customer Relations Manager represents the Department at disputed bill hearings.

The CRO also administers and maintains records for several of the public benefit programs, including: *Serving Our Seniors (SOS)*.

SOS E-Mail: CRO CENTER SOS REFERRALS (CROcenter@ladwp.com)

E-Mail: zzDL_CSDCRO@ladwp.com

Phone: 800-499-1544