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THE UTILIZATION OF TEMPORARY EMERGENCY PROTECTIVE
CUSTODY ORDERS FOR AT RISK ELDER AND DEPENDENT
ADULTS: AN EXPLORATORY STUDY

A Project
Presented to the
Faculty of
California State University,
San Bernardino

In Partial Fulfillment
of the Requirements for the Degree
Master of Social Work

by
Mary Avitia-Torres


June 2009

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ABSTRACT

Using the post positivist paradigm, this study discusses at the micro and macro level how the utilization of temporary emergency protective custody orders would help Adult Protective Services (APS) social workers in San Bernardino County with their modes of interventions. Currently APS social workers' interventions are limited to diffusing crisis situations and out-sourcing services. This leads to extreme situations which have social workers in a reactive role rather than a proactive one. This study sought to identify the gaps and challenges faced by APS social workers and help develop a theory explaining what collaborative efforts are needed by certain agencies in order to deliver effective protective services to endangered elderly and dependent adults.

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I would like to acknowledge the faculty and staff of California State University San Bernardino's School of Social Work for their ongoing efforts to have students achieve greatness. I would also like to acknowledge Dr. Teresa Morris for introducing me to a new way of research. A special acknowledgement goes to Dr. Rosemary McCaslin for her patience, understanding and guidance throughout this journey.

DEDICATION

I dedicate this thesis to my husband, Juan for his unconditional love and support through this journey; to my siblings, Lucy and Jesus for loving me as I am and to Olga for always keeping it real and believing I would make it through; to my cohort for allowing me to express my emotional vulnerabilities; to my friends and co-workers for being my personal cheerleaders and to the memory of my parents, Carlos and Concepcion, who instilled in me the courage and drive to never give up and take it one day at a time, "Un dia a la vez."

Mary Avitia-Torres

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CHAPTER ONE

ASSESSMENT

Introduction

This chapter discusses this study's intent to use the post positivist paradigm while exploring possible interventions utilizing temporary emergency protective custody orders by Adult Protective Services (APS) social workers for abused elder and dependent adults in the Eastern and Western regions of San Bernardino County. The theoretical concepts of and rationale for using the post positivist paradigm are also addressed. Scholarly journals, government websites and legislative documents are used in the literature review section to substantiate this study. Statistical data on the elderly population and a brief history of elder abuse is addressed. A comparison of the current laws and legal system in place for elder/dependent adult and child abuse are discussed explaining the power that APS social workers lack. The fine line between an elder or dependent adult's right to self determination and impaired judgment due their declining mental state leading to unsafe situations is considered. An explanation of the current judicial

system's role regarding conservatorship is discussed. Finally this chapter addresses the contributions this study could make to the field of social work at the micro and macro levels.

Research Focus and Question

The objective of this study is to utilize the post positivist paradigm to explore better modes of interventions for abused elder and dependent adults in the community from a social worker's perspective. Specifically, how can the utilization of temporary emergency protective custody orders help Adult Protective Services (APS) social workers' interventions with the at risk elderly and dependent adult population within San Bernardino County?

Currently, the California Welfare and Institutions Code Section 15703(a) indicates that a county social services employee may take "an endangered adult into emergency protective custody, and initiate adult protective proceedings" (2007, p. 1). An emergency protective custody order is similar to child protective services social workers ability to remove an endangered child only this order is temporary. Once a social service

employee determines that an elderly person or dependent adult is endangered, they can remove that person and place them in a temporary residence not exceeding 14 days pending an investigation or judicial hearing.

However, this law/regulation was written with an optional clause allowing counties to decide if they choose to implement it. The County of San Bernardino chooses not to institute this mandate leaving APS social workers to fend alone and come up with strategies and solutions to help protect this growing population.

Paradigm and Rationale for Chosen Paradigm

This study will be utilizing the post positivist paradigm. This paradigm allows the researcher to "collect qualitative data through interviews, observations and reviews of documents using an inductive exploratory approach" (Morris, p. 71). Thus, since the goal of this research is to explore whether interventions used by Adult Protective Services social workers would change if temporary emergency protective custody orders were implemented, the best way to answer this would be by collecting qualitative data.

This study's intent is to develop a theory that would explain how utilizing temporary emergency protective custody orders in San Bernardino County would change the interventions that APS social workers currently use. Since there are no existing data on the effectiveness of temporary emergency protective custody orders due to the fact that only about three or four small Northern California counties have adopted this practice, there is a lack of information as to its effectiveness. Therefore, a correlational or causal study could not be done, as there is no sufficient data to compare it with at this time. The legislation regarding temporary emergency protective custody orders is not new but the idea to enforce it with the collaboration of APS is novel. Therefore, an exploratory approach seems appropriate as it allows for a determination to be made on how utilizing temporary emergency protective custody orders in San Bernardino County would impact the interventions of APS social workers for the abused elderly and dependent adult population.

Literature Review

Statistical Data of the Elderly

There is no doubt that with the advancement of medicine and technology, people are living longer. The baby boomer generation is quickly approaching their golden years and will soon join the millions of elders living in this country, creating a major population shift. It is estimated that the elder population will double from 35 million to 72 million in the next two decades, representing 20% of the total population by 2030 (He, Sengupta, Velkoff, & Debarros, 2005). Currently the elderly population over age 65 represents 12% of the total population (He et al., 2005). The 2000 US Census found that 14 million aged adults resided in non-institutionalized homes (He et al., 2005). This means that approximately 40% of the aged population lives in the community nationwide. In San Bernardino County, 34,293 elders age 65 and older are residing throughout the county (US Census, 2006).

It is no surprise that APS social workers may feel at times overwhelmed due to the number of elders in the county. This figure does not consider the number of dependent adults, ages 18 to 64 with a significant

disability. A study conducted by the County Welfare Directors Association of California (CWDA, 2004), found that in one day, the State of California received a total of 327 reports of abuse throughout the 58 counties. That is an average of six calls per county which may not be an accurate estimate considering the variations of county demographics. In either case the reality remains that elder abuse will continue to be a growing problem as long as the population continues to rise. Therefore, it is essential that community agencies work together to develop appropriate interventions.

Historical Overview of Elder Abuse

Elder abuse began to be reported in the early 1980's as a component of family violence (Pedrick-Cornell & Gelles, 1982). The increase of life expectancy and the change in family dynamics where the adult child became the responsible caregiver were all new concepts for a changing society at that time. Additionally, during this era, the elder abuse definition was limited to "physical abuse of non-institutionalized elderly" (Rathbone-McCuan, 1980, p. 297). Many professionals in the field during this time used a broader definition which included passive/active neglect, mental anguish, material abuse,

medical abuse and self abuse (Pedrick-Cornell et al., 1982). Concurrently, even at these early stages, an area that baffled most professionals was dealing with elders that showed significant mental impairment. To this day this continues to be struggle. The question that always limits the interventions of APS social workers is how impaired is this person and am I violating their right to self-determination? It was a concern over 20 years ago and continues to be one now. Perhaps with the implementation of a new system this would help change the interventions used by APS social workers.

California Abuse Legislation

The California Welfare and Institutions Code addresses both elderly/dependent adult abuse laws (WIC 15610-15765) and child abuse laws (WIC 300-304.7). Although there are some differences in the legislative writing, there are also commonalities in both WIC codes which indicate that abuse consist of severe physical harm, emotional stress/mental suffering, abandonment, and sexual abuse.

Concerns with child abuse began to emerge in the 1960's and it took the Child Abuse Prevention and Treatment Act of 1974 to finally obtain some legislative

authority which opened the flood gates to funding and began the journey to the current juvenile dependency court system and foster care system (Tower, 1993). Widespread awareness of elder/dependent adult abuse only began to evolve in the 1980's, almost 20 years after child abuse intervention was established and even now, elder/dependent adult abuse still does not receive the same funding as child abuse. It was not until 1998, when SB 2199 by Senator Bill Lockyer was passed that elder/dependent adult abuse agencies received much needing funding to allow for a 24-hour hotline, case management, and emergency services such as food and shelter. However this still does not equal the funding child abuse agencies receive. It is almost as if elder/dependent adult abuse service delivery is still 20 years behind child abuse service delivery.

Legal Response to Abuse

As previously stated, elder/dependent adult abuse appears to still be years behind child abuse proceedings. Legislation has been written to help protect elder/dependent adults but actions on some of these laws have not been taken. Child Protective Services (CPS) social workers are allowed to remove and place a child

with the support of the juvenile dependency court if they believe the child is in imminent danger or the parents are unable or unwilling to cooperate with CPS (Tower, 1993).

APS social workers do not have this luxury. There is a California Welfare and Institutions Code 15703.1 that authorizes a temporary emergency protective custody order which would allow a designated county agency (law enforcement or APS) to remove an endangered adult into a safe environment for 72 hours pending investigation of abuse. However, the way the law is written it is optional and San Bernardino County chooses not to use it. Perhaps this is due to the complexity of the law, as it requires a petition to be written and filed to the court within 24 hours after the endangered adult has been taken into emergency protective custody. Then the court holds a preliminary hearing 48 hours later and renders a decision 72 hours later whether there is probable cause to continue with the custody order. This sounds very similar to the current juvenile dependency court litigation that allows CPS social workers to intervene with a sense of power. However APS social workers do not have a concrete legal system supporting them besides the probate courts,

which allows for the conservatorizing of mentally impaired adults and that in itself poses its own challenges.

Self Determination verses Mental Impairment

Unlike children that have fewer constitutional rights than adults and are less able to exercise their rights because of their immaturity or lack of knowledge (Huxtable, 1994), adults have the basic right to self determination. Many of the elder abuse laws in our nation are written only addressing the "incapacitated" or "vulnerable" elder, because our government is careful not to impose unwanted services or intrude in people's lives (Bergeron, 2000). Therefore it is difficult for APS social workers to utilize judicial interventions like CPS social workers do; they must first establish the client's incapacity before proceeding with an investigation and intervention (Bergeron, 2000).

APS involvement is strictly a voluntary service. Therefore, it is not surprising that if the adult is mentally capable, they may ask for an investigation to stop before it even begins. Although they may be mentally alert, their judgment may be impaired and since most elder abuse laws do not provide concrete directives in

establishing competency and ability to self determine, most cases where an intervention is needed may be prematurely closed since the alleged abused adult refuses services (Bergeron, 2006).

However, sometimes the ability to assess an elder or dependent adult's mental capacity is not easy; there is always the gray area. This is the area that most APS social workers struggle with, as situations arise that cause doubt and raise questions about the elder's capacity to make a decision. However, it is equally difficult to determine if the partial aptitude is a direct consequence of the alleged abuse suffered (Beaulieu & Leclerc, 2006). Ideally it would be in situations like these where an emergency protective custody order could serve as an intervention.

Judicial Support

An APS social worker would not be able to act alone if an emergency protective custody order was issued. Like CPS, judicial support is needed to solidify the action taken. In this instance the public guardian and probate courts would have to step in.

Currently the role of Public Guardian in San Bernardino County according to the Department of Aging

and Adult Services, Adult Protective Services Handbook is to "act as a conservator of any individual found to be lacking the capacity to manage their finances and provide for their care" (p. M-26). It is important to note that the Public Guardian only petitions on cases where the Public Guardian would be the appointed party, they will not petition on a family's behalf (County of San Bernardino Public Guardian Handbook, 2008). If an investigation results in a filing for conservatorship, then it is handed to the probate court deputy to file in California Superior Court. This process may appear simplistic however there appear to be barriers in allowing the system to work in an efficient manner.

Along with APS social workers, the Public Guardian can receive probate referrals from the public, hospitals and extended family therefore adding to their workload. Currently a referral/investigation to Public Guardian can take anywhere between three to six months to be followed up and completed. This time frame is not taking account the Probate Courts timeline. Meanwhile in most instances, at risk elders remain in their risky environments as there is no immediate resolution pending the investigation results. This can be a frustrating

situation for APS social workers as there is not much that can be done but attempt to put out the fires that may emerge waiting for Public Guardian's response. Therefore it is pertinent that a better collaboration be established between these two agency entities to better serve at risk elders and dependent adults.

Theories Guiding Conceptualization

Within the CA WIC codes for elder/dependent adult abuse, there is a code (15610.55) that indicates that to better serve at risk elder/dependent adults, a multidisciplinary personnel team (MDT) must be established within the community. The team should consist of APS social workers, law enforcement, medical personnel, mental health specialists, the public guardian and other professionals involved with elder and dependent adults. However based on the researcher's observations while attending both the East and West Valley MDT's, it appears that two crucial entities are lacking representation: law enforcement and the Public Guardian. This results in a great hindrance when APS social workers are trying to intervene in abusive situations. Perhaps if the lines of communication were opened, then discussion

of utilizing temporary emergency protective custody orders as an APS intervention could begin.

The researcher's perspective may be narrow and premature as the reality of the problem may stem from a theoretical perspective of organizational functioning. The systems approach to organizations relies heavily on achieving negative entropy which is the opposite of chaos and disorder through openness and feedback. A systemic view on organizations is transdisciplinary and integrative (Robbins, 2004). It transcends the perspectives of individual disciplines, integrating them on the basis of a common goal. The systems approach gives primacy to the interrelationships within an organization and not to the elements of the organizational system. It is from these dynamic interrelationships that new properties of the system emerge and policies can change (Robbins, 2004).

However in the case of San Bernardino County's Adult Protective Services, the organizational system appears not to be a working relationship but rather a divide of structural power. It is common knowledge among bureaucrats that monies are spent more on children's services rather than adult services. Therefore, it should

be no surprise that APS would be faced not only with planning and budgeting problems but also issues of hierarchy (Zastrow & Kirst-Ashman, 2007, p. 21). It appears that rather than working as a team, APS is faced with the apparent divide and higher authority that the Public Guardian, Law Enforcement, and Judicial System display.

Additionally, due to the lack of support at the state and county levels, and the high demand for service production to the target population, it should come as no surprise that the goals to protect and service the elderly and dependent adults would be displaced. In other words rather than keep the focus on a proactive approach to effective interventions to help the most vulnerable, the emphasis has turned more to a reactive approach dealing mostly with crisis situations that ultimately lead to unfavorable outcomes.

Potential Contribution of Study to Micro and Macro Social Work Practice

Because this exploratory study's research setting is based in a social service agency, the contribution to the knowledge of social work practice would be direct. At a micro level, this area of research would benefit APS

social workers as it would attempt to answer the question, how would utilization of a temporary emergency protective custody order help in your intervention strategies with elder and dependent adult abuse?

At the macro level, the information gathered could benefit the elderly and dependent adults as new strategies could arise to better serve this population by not looking for permanent placement as the answer. Also this research may serve to show the areas in which the breakdown of communication between supporting agencies could better improve service delivery.

Summary

This chapter discussed the research focus and theoretical concepts supporting the rationale in using the post positivist paradigm. Additionally, information found in scholarly journals, government websites and government documents is discussed in the literature review section to help build the foundation of knowledge in order to explain the implications for the practice of social work.

CHAPTER TWO

PLANNING

Introduction

This chapter discusses this study's intent to use the post positivist paradigm while exploring possible interventions with the help of temporary emergency protective custody orders by Adult Protective Services (APS) social workers for abused elder and dependent adults in the Eastern and Western regions of San Bernardino County. Issues of diversity, ethics, and politics are addressed in an attempt to validate this study. This chapter also discusses the sample selection, data gathering and data recording as well as the termination and follow up process.

Plan for Engagement

Research Site and Study Participants

The research site and participants that were utilized for this study were APS social workers employed in the County of San Bernardino Department of Aging and Adult Services (DAAS) Region One. An APS social worker's job is to respond to allegations of either physical, emotional, or fiduciary abuse or neglect. Depending on

the severity of the situation, social workers respond the same day or have 10 days from the date of the report to respond. Social workers work in various roles such as investigators, counselors, advocates and brokers.

DAAS is composed of three regional branches: regions one, two and three. Region One contains the West and East Valley district offices. These offices cover all the cities east of the Los Angeles County line to the Riverside County line from Montclair to Calimesa. Region Two has all the communities in the low and high deserts from Morongo Valley to Needles. Region Three is the administrative element located in the city of San Bernardino. This study engaged the participation of both APS units in the East and West Valley districts.

Engagement Strategies

While conducting this study, this researcher was employed with DAAS in a different department and was assigned to the West Valley office where the APS unit is located; therefore a rapport with the APS unit had been established. Additionally, this researcher was assigned their field placement within the APS unit in the East Valley office and therefore was able to obtain an insider approach to the needs faced by the APS social workers in

two different offices. With this advantage, this researcher's initial engagement simply extended as a courtesy to both the APS units and their supervisors advising them of this study's intent.

Self Preparation

In order to take full advantage of the both the researcher's and participants' time, it was crucial that this researcher be well informed of their subject matter, and practice micro skills of active listening and interviewing (Morris, 2006). Since this researcher was actively involved in APS casework at their field placement, observation of current interventions were documented without truly imposing one's self on the APS social workers. By having first hand experience of the difficulties encountered by APS staff, developing appropriate dialogue, researching data from literature reviews and legitimate websites, this researcher was able to effectively convey a concrete theory.

Diversity Issues

It was important to know that when engaging in intense human interaction as the post positivist paradigm suggested, that this researcher was aware of cultural differences such as ethnicity, gender and language, even

if the participants were APS social work professionals. Professional differences such as work experience, work ethic, belief system and overall emotional state were considered. Equally important was the participants' knowledge of the subject. If they "challenge assumptions based on theory" (Morris, 2006, p. 269), then it was up to the researcher to further explore those challenges and build a theory that would best fit the overall objective. This was accomplished by ensuring that good listening, hearing, and responsive techniques (Morris, 2006) were utilized.

It was essential that as a student and colleague, this researcher recognized and acknowledged the differences between them as observer and interviewer, and the APS social worker's as the observee and interviewee. It was also important to consider factors such as the gender, age, personal relationships and expertise of the APS social workers involved.

Keeping these differences in mind, in order to minimize the critiquing of diversity, was important in the use of top-down or bottom-up analysis for qualitative data. In this instance, because this researcher had developed some personal relationships with some of the

targeted participants; conceptually, it forced the meaning of the data into theories and categories that ignored the diversity of the human experience (Morris, 2006) thus allowing for a margin of error.

Additionally, once intense engagement had occurred, it was essential to give the study participants a sense of closure if they so needed it. Therefore this researcher gave the APS social workers the option to attend a presentation within the department, provided a copy of the research findings and advised them of where the findings would be located. This would provide them with a sense of satisfaction in knowing they assisted fellow colleague.

Ethical Issues

As a social work researcher, there was an ethical code of research described by the National Association of Social Work (NASW) that had to be followed. There was also other documentation at the international, federal and national level that mandated ethical research practice (Morris, 2006) which was considered. Most important were the values that govern our ethical behavior. For this reason it was important to be aware of the possible conflict of interest. As previously

indicated, this researcher had established a friendly rapport with some of the target participants so it was essential that this researcher remain as neutral and impartial as possible treating all interviews equally the same. It was pertinent that this researcher not attempt to undermine the competence of a participant and rather practiced active listening and paraphrasing techniques in order to obtain a solid and clear response. This researcher was careful not to impose their own values while conducting research, especially in the post positivist paradigm where the researcher can easily influence findings based on their own moral code.

Therefore, it was important to have this in mind and not hide any intent of the research by giving each participant informed consent. Since interviewing was one of the modes of data collection used, the interviewee was informed of the approximate length of time the interview would take. The interviewee was also advised that their name and title would be anonymous and confidential, especially since the participants worked in a specific unit such as the APS units. The observation method was also used, and this researcher was careful not to over impose one's self on the social workers while they were

working in the field. This researcher also did not judge the findings or actions of the social worker; rather, the observations were used as a means of data. By incorporating observations with the interviewing process, this served to be more helpful and less intrusive on the APS social workers.

Political Issues

Attempting to change an agency policy especially a county policy raised political issues as it posed a threat to the current infrastructure. Any discussion of change could trigger a fear among the DAAS administration, policy makers and social workers. Therefore it was essential that this researcher be clear on the objective of the research and stress the point that the findings or suggestions discussed were merely ideas and not an actual policy change.

Another political issue was this researcher's effort to maintain a professional working relationship with the APS social worker participants and avoid crossing the fine boundary line into friendship. This was a political concern due to the power this researcher had in the relationship. Because of the "intense social engagement between the researchers and study participants that

implies a partnership," (Morris, 2006, p. 258), this researcher had to be careful not to allow friendly emotional attachment to tamper with the data collection as the researcher would have the power to decide what data would be used and collected (Morris, 2006). That is why it was pertinent that this researcher make the distinction that the study participant was a data source and not a friend.

Plan for Implementation

Data Gathering

While dealing with qualitative research, one of the crucial ways data was obtained was through interviewing the APS social workers. Therefore it was imperative that this researcher was prepared and knew their knowledge base and focus in order to effectively ask essential, extra, throw away and probing questions (Berg, 1995). Knowing the differences between these types of questions and how to use them allowed the study to obtain the necessary information to find regularities and emerging patterns to help build a plausible theory (Morris, 2006).

A one time interview was conducted at a location of the participants' choice within the office or the field

and took approximately half an hour to one hour to complete. All interviews were recorded on audiotape with permission from the participant. Every attempt was made to ensure the interview was conducted in a private, confidential manner. If the participant could not meet with this researcher, a copy of the questionnaire was given and returned within one week.

In addition to the interviews, observations from case management meetings, case consults and field visits were also documented. However the intention of using this method was to identify consistencies and similarities in which implementing a temporary emergency protective custody order would help. The confidentiality of the person was not compromised as this researcher did not describe specifics of the person; rather the focus was on the crisis situation. Scenarios were disguised in order to ensure that cases could not be identified.

Selection of Participants

Since post positivist research is applied research, its purpose was to "understand the nature and sources of human and societal problems" (Morris, 2006, p. 89) in order to develop appropriate interventions. By selecting

the APS social workers, this researcher obtained valid information pertinent to the research objective.

This researcher used a stratified purposeful sampling by interviewing the APS units from two district offices in the same region. The APS units consisted of eight to nine APS social workers and their respective supervisors. This researcher hoped to obtain a sample of approximately 20 participants including APS line workers and supervisors. Their participation in this research was strictly voluntary and anonymous. The participants were contacted in person, by telephone, email or by interoffice mail. They were provided a copy of the informed consent form (Appendix B), and the researcher's contact information. The researcher followed up with the participants within one week of providing the information to determine the participants' interest in the study. The social workers and supervisors that agreed to participate were contacted by this researcher to schedule a date and time for the interview or to return the completed questionnaire at their discretion.

Phases of Data Collection

It was this researcher's intent to obtain qualitative data by interviewing the study participants

and documenting observations from case management meetings and field visits. The study instrument used in this study contained 20 questions consisting of essential, extra and throw away questions. Questions one to five were demographic questions to get a sense of the experience level of the APS social workers. The remaining 15 questions pertained to the development of this study's theory. They were specific questions asking the social worker's knowledge of temporary emergency protective orders and their current interventions. Extra questions were included to ensure a valid response (See Appendix A.)

Data Recording

In order to obtain the best data record possible, two forms of tools were used. One was the use of a digital voice recorder with the permission of the interviewees. A laptop or computer desktop was used to transcribe the information provided digitally. However when an interview was not possible then a copy of the interview questions was given to have the participants complete.

The other was the use of a journal to record all observations and emerging trends from the interviews. In

that way once the interview occurred, this researcher still had the dialogue fresh in their mind to document key note points/ideas. Notations and narratives of the interview were documented and later compared to the actual digital recording. Also observations were documented and later reviewed to help with data collection. By utilizing these tools, a more thorough and complete collection of data was assured.

Plan for Evaluation

Data Analysis

The study's objective was to develop a theory about the impact temporary emergency protective custody orders would have on APS interventions. Since this theory development would benefit the society at large, the "bottom up" approach to qualitative analysis would be appropriate as it is rooted in sociology (Morris, 2006). Using the "bottom up" approach would help analyze data by allowing it to be synthesized using the four stages of synthesis: open coding, axial coding, selective coding and conditional matrix (Strauss & Corbin, 1990).

Based on preliminary observational data acquired through case management meetings, this researcher found

that an open code that might emerge was the lack of support from an agency entity such as the Public Guardian. Another possible open code that was surfacing was the struggle with an elder's/dependent adult's right to self determination and a possible axial coding of obtaining a court order to deem an elder/dependent adult as gravely disabled. A constant struggle that this researcher saw is the impotence that APS social workers appeared to feel due to the fact that they alone could not determine an elder/dependent adult to be gravely disabled. APS social workers must wait for a judge to determine this via the Public Guardian which can take three to six months before any action is taken, leaving the demented/mentally impaired elder/dependent adult at risk.

Plan for Termination

Communicating Findings to Study Site and Study Participants

Due to the fact that this researcher had a working relationship with the study participants, arrangements were made to conduct a PowerPoint presentation at the participants' discretion. In addition to the participants, an invitation was extended to management

and administrative staff of DAAS. Those that were unable to attend had the option of having the PowerPoint presentation emailed to them. The PowerPoint outlined the research focus, data collection process and findings. A copy of the full report was available at the presentation or if the audience preferred, information on how to obtain a copy was given.

Termination of Study

This researcher utilized the PowerPoint presentation as means to provide an overview of the study's findings to facilitate the termination process. If a meeting was plausible, this researcher planned to supply the audience members with coffee and a continental breakfast or light afternoon snack depending on the time of day. The participants unable to attend were sent an email or written correspondence thanking them for their participation and advising them on how to contact this researcher if questions arose.

Plan for Follow Up

Ongoing Relationship with Study Participants

Since this researcher was an employee of DAAS during this study's development, this researcher continued to

have contact with the study participants after termination of the study. However, it was important for this researcher to ensure that the research partnership had a successful termination and closure in order to continue the co-worker relationship.

In the office where this researcher conducted their field placement there was not an issue as this researcher's role was seen as that of a student and intern. However, in the office where this researcher was perceived as a colleague, it was challenging to break the research partnership. That is why it was up to this researcher to ensure that closure was achieved by clearly defining the distinction of the student/co-worker role.

Summary

This chapter discussed the dynamics of the initial engagement, self preparation, issues of ethics, and the politics in regards to the research focus. The study site and participants for this study were also addressed. This chapter also provided detailed information on sample selection using a strategy for an applied post positivist research project. An overview of techniques in data gathering and an elaboration of the tools used in data

recording are also addressed. The data analysis of qualitative data was discussed using the "bottom-up" approach. This chapter also addressed the methods of communicating findings and appropriateness of terminating the study. Additionally the probability of maintaining professional relationships with the study participants was discussed.

CHAPTER THREE

IMPLEMENTATION

Introduction

The objective of this chapter is to provide a detailed explanation of the actual implementation of the research process previously discussed in Chapter Two. This chapter will address the actual research site and number of participants utilized in this study. A specific explanation of participant selection is also detailed. The implementation of the data gathering, data collection and data recording are also addressed.

Research Site and Study Participants

The research site and participants utilized for this study were Adult Protective Services (APS) social workers employed in the County of San Bernardino Department of Aging and Adult Services (DAAS) Region One. Region One is composed of the West and East Valley district offices. These offices cover all the cities east of the Los Angeles County line beginning with Montclair and ending in Calimesa which borders the Riverside County line. This researcher had hoped to obtain interviews from all the social workers in both offices. The East Valley has nine

social workers and their supervisor whereas the West Valley has only seven social workers and their supervisor. This study engaged the participation of 11 APS social workers and two APS supervisors which have previous experience as line workers. Six participants were obtained from the East Valley office and seven from the West Valley office. A total of 13 participants were utilized.

Selection of Participants

This researcher targeted APS social workers currently involved in field work and also requested the participation of supervisors with previous field experience. There was no requirement in the length of experience. The only criteria was that the participants were doing or had done field work regarding investigations of abuse and crisis interventions.

The study was limited to DAAS Region One APS units due to the limited amount of time allowed for data collection. In fact due to the time constraints, this researcher completed the data collection in two phases which were identified as group A for the first group and group B for the second. Group A represented the East

Valley office where this researcher was completing internship and had to collect data before leaving the office. Group B represented the West Valley office where this researcher is employed and was able to obtain data during summer break. Table 1 shows a breakdown of the demographics of all participants.

Table 1. Demographic Characteristics of Participants

Variable N = 13	Frequency (n)	Percentage (%)
<u>Age</u>		
25-35	1	8
36-45	3	23
46-55	3	23
56-65	3	23
Not specified	3	23
<u>Gender</u>		
Male	6	46
Female	7	54
<u>Education</u>		
MA Social Work	6	46
MA Counseling Psychology	3	23
BA Philosophy	1	8
BA Sociology	2	15
BA Social Work	1	8
<u>Time with APS in years</u>		
1-5	5	38
6-10	6	46
11-15	1	8
15-20	1	8
<u>Worked for CPS</u>		
Yes	3	23
No	10	77

As the table shows, there were seven female participants and six male participants with the median time of APS employment being seven years. The median age for all participants was 42.2 years with 69% holding masters degrees, the majority being Masters of Social Work. The remaining 31% held bachelors degrees with only one being in social work. Of all the participants, only three of the participants had worked with Children's Protective Services (CPS) leaving 77% unaware of the judicial system within CPS.

Attempting to engage Region Two participants would have required a completely different strategy in engaging, soliciting and preparing for research; thus complicating this researcher's ability to complete the data collection in a timely manner.

Data Gathering

Participants' involvement in this research was strictly voluntary and anonymous. The participants were contacted in person and by email. They were provided a copy of the informed consent form (Appendix B), and the researcher's contact information. The researcher followed up with the participants within one week of providing the

information to determine the participants' interest in the study. The social workers and supervisors that agreed to be audio taped were contacted to schedule a date and time for the interview. A copy of the debriefing statement (Appendix C) was given following the conclusion of the interview. Each interview took between 20 to 40 minutes to complete.

If the participant chose not to be audio taped then a request was made to return the completed questionnaire at their discretion within a one week timeline. A copy of the informed consent and debriefing statement were given at the initial face to face meeting as this researcher was unsure who would return the completed questionnaire.

As each interview and completed questionnaire was received, a letter and number were assigned representing the phase of data collection and the order in which they were received. This researcher received seven completed questionnaires and was able to conduct six audio taped interviews.

Phases of Data Collection

The participants that agreed to be audio taped chose the time and location to ensure their comfort and

privacy. All of the interviews were held in the office in a small conference room or vacant office. The informed consent was reviewed and signed by the participant along with the written completion of the demographic information. The participant and researcher both had copies of the questionnaire and the interviews began by assigning the person their letter and number. This researcher asked the participant if they wished to have her read the question of if they wish to identify the question number and answer it. Three interviewees requested that the question be asked and the other three preferred to read the question and answer it. This technique was used to help the participant feel more at ease during the interview, allowing them to feel empowered to make a choice without jeopardizing the validity of the data.

The participants that chose to complete a written form of the questions were asked to return it in an envelope and place on this researcher's desk or mailbox within the given deadline. This seemed the only way to ensure anonymity.

Data Recording

The six interviews that were recorded were transcribed verbatim. This was a long and tedious process, however transcribing the recorded interviews ensured that the data retrieved was true. Once the transcriptions were completed, the data were reviewed and open codes and categories were identified and documented in a journal to assist in breaking down the data in the effort to formulate theory development.

A similar process was utilized with the completed questionnaires sans the transcription. Additionally observations documented from case examples used by the interviewees and field visits observed by this researcher were also utilized to identify recurring themes. Concurrently, examples of cases where this study's tentative theory may prove to be useful were also documented in this journal.

Summary

This chapter discussed the outcome of the completed research implementation. The actual follow through of data collection, gathering and recording was discussed. Additionally the precise number of participants and their

professional roles were given, as well as a justification of the research site used. Overall, the procedure and outcome of the implemented process differed in that only 13 participants were obtained and out of those, six agreed to interviews and seven completed written questionnaires. Due to the anonymity of each participant it was difficult to request further clarification of written answers thus possibly skewing the end result.

CHAPTER FOUR

EVALUATION

Introduction

This chapter discusses the data analysis and its findings in regards to the implementation of Temporary Emergency Protective Custody Orders (TEPC). Due to the nature of this study involving the collection of qualitative data, this researcher chose to synthesize data manually using the "bottom-up" approach (Morris, 2006). Through the use of open coding 20 recurring themes were identified that led to six categories. The relationship between these categories referred to as dimensions was then explained using axial coding thus leading to the theory development through selective coding. The implications of the findings to micro and macro practice are also discussed.

Open Codes

As previously stated, this researcher identified 20 open codes which were narrowed into six categories. These categories resulted in three axial relationships. The following is an explanation of how the open codes and

categories were derived using direct information and quotes from the data.

Misperceptions of Adult Protective Services

Figure 1 shows the first category identified as Misperceptions of APS which contained the two open codes; ability to remove/place similar to Children's Protective Services (CPS), and associated authority of Law Enforcement (LE). These concepts appeared to be a common theme when reviewing the data.

The majority of the participants felt that the public's view of APS' authority was similar to that of CPS, meaning that the public believes APS can remove someone unwillingly if they feel the person is in danger which is the function of CPS. As Participant A-1 indicated, "One of their (the public) greatest fears is that we have the power and the ability to take them out of their home." Other participants also shared the same sentiment such as Participant B-4, who stated that the public believes APS has the same authority as CPS. Participant B-6 poignantly stated "People think we can take them out of their home against their will and keep them safe like CPS does." Ultimately the consensus among

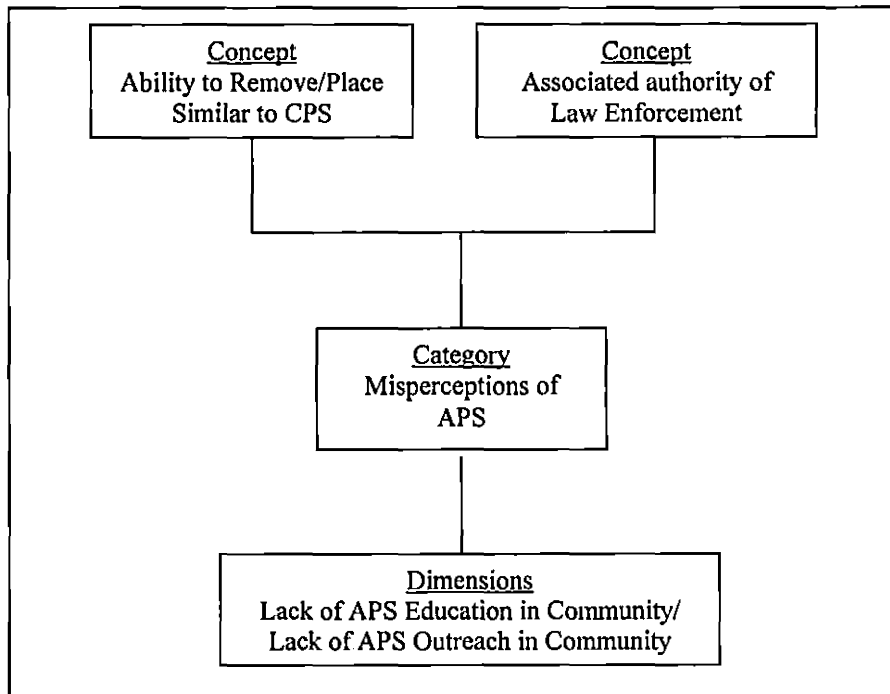


Figure 1. Category: Misperceptions of Adult Protective Services

most participants was that the public believes APS has the authority to remove and place individuals.

Another code that emerged was the public's idea that APS can act as a law enforcement agency. According to Participant B-1, "Some think APS has the same power as law enforcement where the alleged perpetrator could be arrested or APS could go to banks and stop crimes against elders." Participants A-2 and A-6 concurred that the public viewed APS as an enforcement agency that could enforce their will on any given situation. Participant

A-4 elaborated on this by saying that the public wants APS to enforce legal action when APS does not have that power. This could be very frustrating to the public as their view of APS is discredited. Additionally, when APS could not provide an adequate resource or intervention, this only enhanced the public's sentiment, thus supporting the next set of open codes and category which were the limitations of APS.

Limitations of Adult Protective Services

Within this category, four open codes illustrated by Figure 2 emerged which were the communication gaps of APS with community agencies, limited funds within APS, limited funds within the community agencies, and service gaps within Department of Aging and Adults Services (DAAS).

According to the majority of participants, community agencies were not aware of the limitations APS possessed due to a lack of communication between them and APS. Several of the participants stated that one of the reasons for the communication breakdown with community agencies was the fact that they were not aware or educated on APS mandates or limitations. Participants B-4

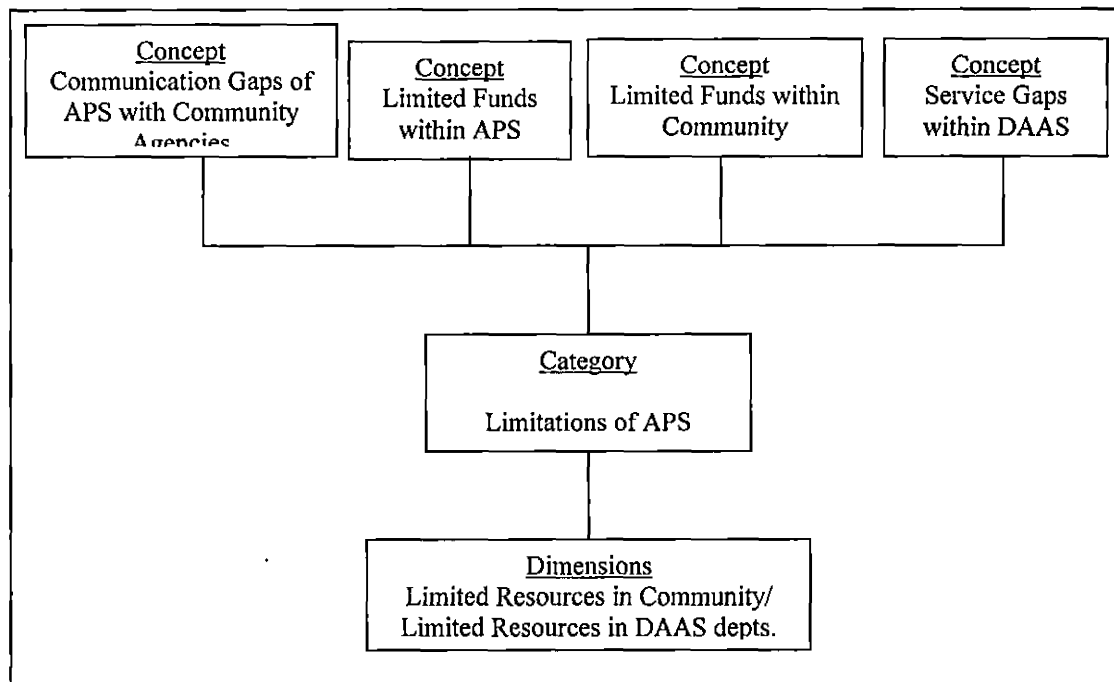


Figure 2. Category: Limitations of Adult Protective Services

and B-5 indicated that the community agencies needed awareness and education on what the departments' role and responsibilities were. Unfortunately when agencies were made aware of this, it appeared to be a disillusion rather than an appreciation for the information. As Participant B-6 indicated, "There are agencies that really support us and care about what we do and then there are others that don't care and do not think we do enough." This sentiment appeared throughout many of the participant's responses.

However an explanation given for this lack of communication went back to the misperceptions of APS. Participant B-3 stated, "Other agencies especially when APS is involved refuse to communicate or cooperate fearing legal retaliation or their requirement in possible testimony or providing evidence. So, as soon as you say APS they clam up and start citing HIPPA (Health Insurance Portability and Accountability Act)."

Participant B-1 agreed stating that one of the weaknesses in communication with community agencies was the limitations of sharing information that could prove to be helpful for carrying out effective interventions.

In addition to having difficulties communicating with community agencies, two more open codes also contributed to the limitations of APS being able to carry out effective interventions. These two codes were identified in Figure 2 as limited funds within APS and community agencies. The majority of participants indicated that limited funds within APS forced them to seek services elsewhere and this could be tricky.

Participant B-7 indicated that due to APS' miniscule budget and limited resources, support is sought from outside agencies, however this is also a struggle as,

like so many agencies, "one day there is a service and the next it is gone." Participant A-6 also concurred that "no one (in the community) has enough funding or resources to go around including APS." Participant A-2 shared a similar sentiment by stating that APS does the best they can with the funding they have; however is it enough? Participant B-5 felt that more funding would be given to APS if legislators and the public at large realized the scope of the problem. Mostly, all the participants agreed that budget limitations played a huge role in providing adequate service delivery.

The budget limitations did not just stop with APS and the community agencies. Another theme that emerged among participant responses was the budget limitations within their own department creating the fourth code of service gaps with DAAS. Although many of the participants had ideas on how to improve service delivery to provide more effective interventions, these ideas would require more funds within APS and the community agencies.

However, there was a trend that emerged from participants which was improved communication among DAAS departments such as In Home Support Services (IHSS) and the Public Guardian (PG). It appeared that most of the participants

felt that even though these departments were a part of DAAS and essential in providing care for elders and dependent adults, they did not feel that a sense of cohesiveness existed. Based on this researcher's observations within the East Valley APS unit there appeared to be an obvious divide between IHSS and APS. The participants felt that they could not work jointly with the IHSS social workers and ask for services to be expedited due to the high caseloads and demands put on IHSS social workers. On the contrary, the West Valley APS unit appeared to have better rapport and communication with IHSS social workers and at times joint home visits were made to ensure effective service delivery. This could be attributed to the fact that the East Valley IHSS and APS social workers were geographically separated in different offices whereas the West Valley units were in the same office.

Although about half the participants viewed gaps in service with IHSS and APS, all of the participants shared the same sentiment regarding PG. All felt that PG's role was an important one in helping with mentally impaired individuals as they hold more legal authority, however all also felt that they lacked support from the PG.

Participant A-4 with only a year of APS experience stated, "I haven't had the opportunity to work with PG, but they need to be more visible at MDT" (Multi-disciplinary Meetings). Participant A-6 indicated that it seemed more cooperation from the PG was needed. Six of the participants felt that PG's timeline for completing investigations was too long, averaging 3-6 months. As participant A-2 stated, "PG could be very useful if they could move faster...the way it is equipped right now and operates is not serving the purpose for the client." Participant B-6 added, "The PG is overwhelmed with the amount of adults in need and they are not able to assist all that much right now." Participant B-6 felt that the PG acts solely on legal aspects and lacks a casework component. This resonated in several participants that shared the same thoughts of Participant B-3, "PG will not do anything unless you (APS) have done everything." This proved to be a frustrating thing for APS social workers as it only adds to the apparent gaps within DAAS service delivery.

Social Worker Perception of Mental Capacity

Another area of frustration for APS social workers was determining an elder's mental capacity. This next

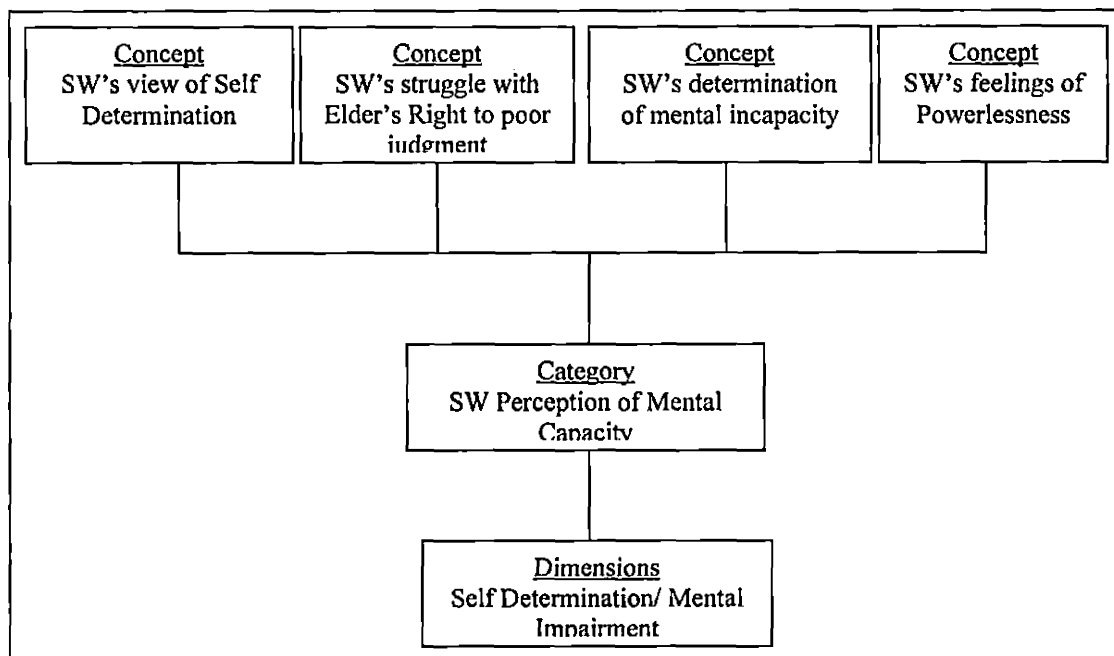


Figure 3. Category: Social Worker Perception of Mental Capacity

category as shown in Figure 3 discussed the four open codes of social workers' view of self determination, social workers struggle with elders' right to poor judgment, social workers' determination of mental impairment and social workers' feelings of powerlessness.

The first open code of self determination did not appear to be a big concern with the participants. All the participants agreed that if the person is of sound mind and there was no question of a mental impairment then it was their right to refuse APS services. Participant A-1 stated, "If someone doesn't want our help that is their

legal right...our (APS) services are voluntary and if the person tells us to take a hike, we have to." Participant B-6 expressed, "I believe in the right to self determination and no matter what age you are, you have the right to have relationships, you have the right to spend your money foolishly. Why is it different when you are 80 than when you are 20?" Participant A-5 shared if someone appears capable of making informed decision then they have the right to make those decisions. For the most part all participants agreed they valued a person's right to self determine.

However the struggle came when that person's right to decide resulted in poor judgment, leading to the second open code of this category. Sixty-two percent of the participants stated they had difficulties allowing a mentally capable elder or dependent adult to make poor judgments because they knew that although the individual would refuse services now, they would eventually seek APS assistance when it was too late. Participant A-1 shared that it was frustrating for him when someone was showing red flags and was not doing well, was not functioning to standards of society but the elder or dependent adult were still cognizant of their environment and saying they

did not want services but the APS social worker could see that down the road there were going to have serious consequences. Participant B-5 shared a similar statement indicating a person on the borderline of impairment but still well enough to determine and make their own decisions had that right although it may not be the best decision. Participant A-4 supported their sentiments by saying that when they dealt with mentally ill individuals and offered choices which they refused, it was difficult to get the elder to understand their poor judgment was jeopardizing their safety.

The struggle seemed even tougher when APS social workers attempted to determine an individual's mental impairment which was the third open code in this category. All of the participants stated that when determining mental impairment they used some sort of mini mental status exam such as Folstein's MMSE or the Saint Louis University Mental Status Examination (SLUMS). However, many of the participants agreed that an individual could answer the questions on the mini mental and still be cognitively impaired. Therefore, other variables were looked at such as the individual's thought process, decision making skills, conversational skills,

comprehension skills, competency, alertness and orientation levels and observations of their environment and hygiene. Participant B-6 summarized it well, "I don't think it is as easy as a Folstein. I have seen people that could communicate but could not pass a Folstein and they weren't mentally incapable. I think you have to take into account how they orient in their environment. It isn't necessarily that they know what time it is or who is there but can they orient in their environment and take care of their basic needs." Ultimately that appeared to be the answer that all the participants were looking for when determining mental capacity.

The final open code in this category was the social worker's feelings of powerlessness. Nine of the thirteen participants indicated that they at times felt powerless in their interventions. As participant A-4 indicated, she usually felt powerless when a client refused services although she knew they would benefit from APS interventions. Participant B-1 stated that he felt powerlessness when an abused individual chose to stay with their perpetrator.

The other four indicated that they did not feel powerless, rather limited in their interventions.

Participant A-1 shared an example of a case where they felt limited in their intervention. A woman was unable to remain in her apartment independently, so participant A-1 took the necessary steps to have the woman declared incompetent but because of a clerical error on the part of the doctor's office, the woman remained in her home and was attacked, resulting in a hospitalization. Although participant A-1 tried advocating for the woman to be placed in a skilled nursing facility, the hospital doctor refused and she was placed in a room and board that was not meeting her needs. At this time participant A-1 is working on having the woman placed at a higher level of care. Participant A-1 expressed his feelings of powerlessness at not being able to protect the woman from harm. Although some participants may gage their level of powerlessness differently, it appeared that they all shared the same sentiment that not enough is being done to ensure elders and dependent adults safety.

Social Worker Interventions for Mentally Impaired

Identifying social worker's perception of mental capacity led to this next category of the current social worker interventions for the mentally impaired and the

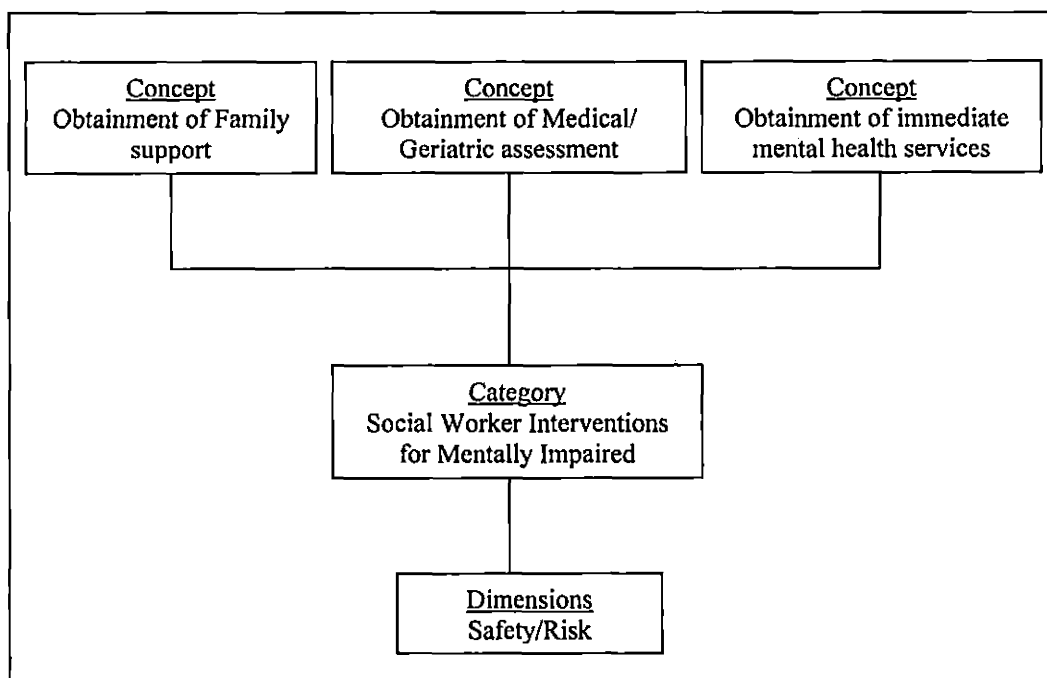


Figure 4. Category: Social Worker Interventions

three open codes that formulated it. These codes shown in Figure 4 were obtainment of family support, obtainment of medical/geriatric assessments, and obtainment of immediate mental health services.

When reviewing the data regarding this category, there seemed to be an emerging pattern that these open codes were executed in succession. APS social workers, at times felt they are limited in their interventions when faced with mentally impaired individuals. Therefore APS social workers must search elsewhere for help and for the most part the majority sought family support if it was

feasible, as this was the quickest and easiest way to ensure an elder or dependent adult's safety. Participant B-5 indicated that one of their first interventions was to work with the family to try to find placement. Participant B-2 indicated that they looked to the family to see if they could provide the care giving role or take responsibility by obtaining a power of attorney.

If family intervention was not possible, the second commonly expressed concept was this category's second open code of seeking a medical/geriatric assessment. As Participant B-5 noted, the reason for seeking medical attention was due to the fact that the individual might be exhibiting signs of mental impairment caused by a medical condition. Therefore it was important to rule out this possibility before considering the worst case scenario of placement. This appeared to be a recurring theme among participants as most felt that the elders and dependent adults they interact with usually neglect seeking or receiving medical attention. So in these instances, the majority of participants agreed that they usually called paramedics to have these individuals transported and medically evaluated at hospitals, arranged appointments with the county gerontologist

located at Arrowhead Regional Medical Center or arranged an appointment with the individual's own doctor if they preferred.

However, if the above intervention was not feasible, all of the participants stated that they sought the help of the county's Superior Court Mental Health Counselors to assess the person's mental capacity and provide a second opinion. The Mental Health Counselor has the ability to place an individual under a 5150 (involuntary psychiatric hold) if they feel the person is a threat to themselves or others. Participant B-7 expressed how the mental health counselors were a great asset as they could connect at-risk elders or dependant adults with immediate mental health services and also locate appropriate placements if the need warranted it. For the most part, all the participants concurred that the mental health counselors were a good resource however they also had their limitations since this county only has two of them to ensure that elders and dependent adults received adequate mental health services and could remain safe in their homes. This proved to be a difficult task as Participant A-6 emphasized with this statement, "More often than none, these individuals end up in the

revolving door of the mental health and protective service agencies.”

Social Worker Perceptions of Forcibly Removing Individuals

This category derived from the responses of the participants related to forcibly removing individuals from the homes. Three open codes comprised it which are illustrated in Figure 5 and identified as a need for sufficient and adequate placements, feelings of increased responsibility, and ethical concerns.

A concern that arose when this topic was asked was the county's ability to have placements that were safe and adequate to the needs of the population served. Based on this researcher's observation, currently when placements were found they usually consisted of room and boards or skilled nursing facilities that do not usually suit an elder or dependent adult's need. Participant A-6 indicated that removing elders forcibly from their home would only help APS if the county had appropriate facilities or homes that could provide the needed care. Too often, elders and dependent adults were still able to physically perform their activities of daily living but required some supervision to carry out the tasks and to

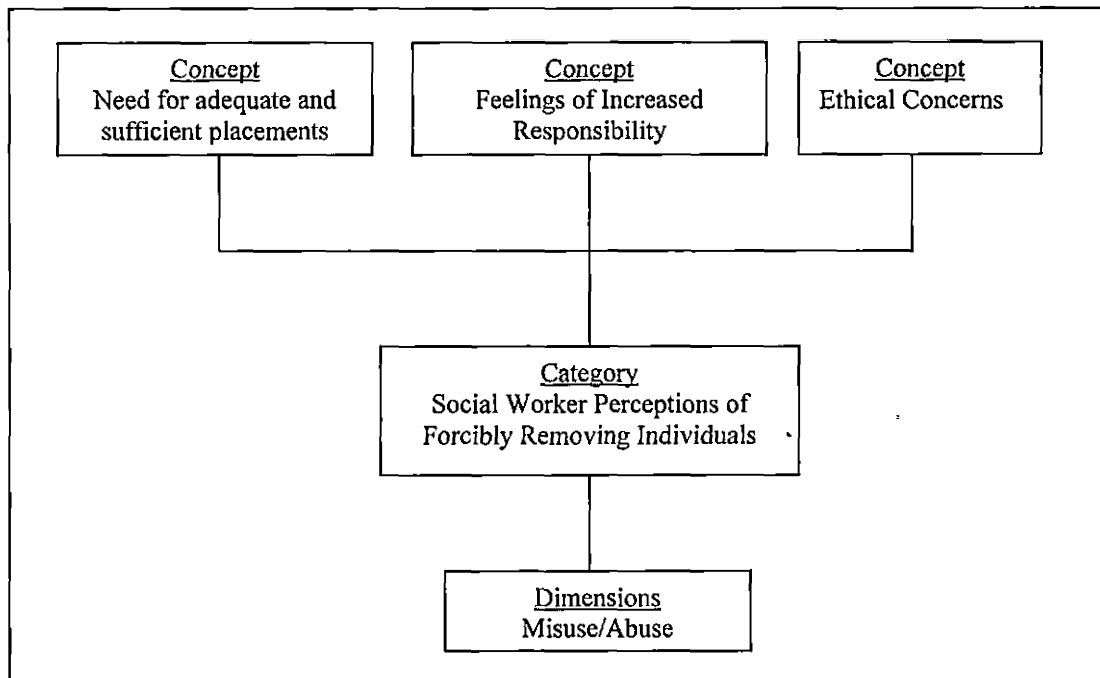


Figure 5. Category: Social Worker Perception of Removing Individuals

handle their finances. Unfortunately no type of placements currently exist that could tend to these matters in a safe and acceptable environment. Participant A-2 added that in order to implement removals, the current APS infrastructure would have to change and the county would have to ensure that appropriate shelters, licensed facilities or transitional housing are available and monitored.

For the most part, over half of the participants agreed that having the ability to forcibly remove an

individual would increase their level of responsibility and many stressed that they did not have adequate training to be able to execute it. Participants A-2 and A-3 both indicated the idea of having the authority to remove would require more tasks and appropriate training. Both felt that their current ability and function to perform their job did not prepare them for such a responsibility. Participant A-5 felt that this category went beyond his scope of practice. Participant B-4 and B-2 agreed that this would increase their job responsibilities however welcomed the idea as it would be helpful "to have some limited authority when it comes to placement."

Although the majority concurred that greater responsibility would occur if they had the ability to remove, half were concerned with ethical issues regarding abuse of power. Participant B-2 quoted a famous line, "with great power comes great responsibility" however emphasized that if that power was abused, it would lead to chaos. Participant A-5 shared this sentiment and indicated that "social workers would abuse their authority and wind up violating people rights." Additionally, many social workers felt that they could

not violate a person's right to self-determination and feel comfortable forcing that person to leave their home. Participant B-3 stated that he felt clients had the right to be free of government rule and if social workers had the authority to remove, they could lose sight of this and violate the ethical code of social work.

Social Worker Knowledge of Temporary Emergency Protective Custody Orders

This category created four open codes which are illustrated in Figure 6 and consist of social worker knowledge of Temporary Emergency Protective Custody (TEPC) orders, social worker knowledge for non-utilization, social worker perception of intervention impact, and changes in job complexity.

Sixty-nine percent of the participants indicated that they had knowledge of TEPC orders. Of these participants, three had some understanding that a court order was needed to remove an individual from their home. Four participants compared it to a 5150 while only two described it as similar to the CPS removal process. Most agreed that to forcibly remove an individual in imminent danger would require APS to change its current operating capabilities which it has no ability to do at this time.

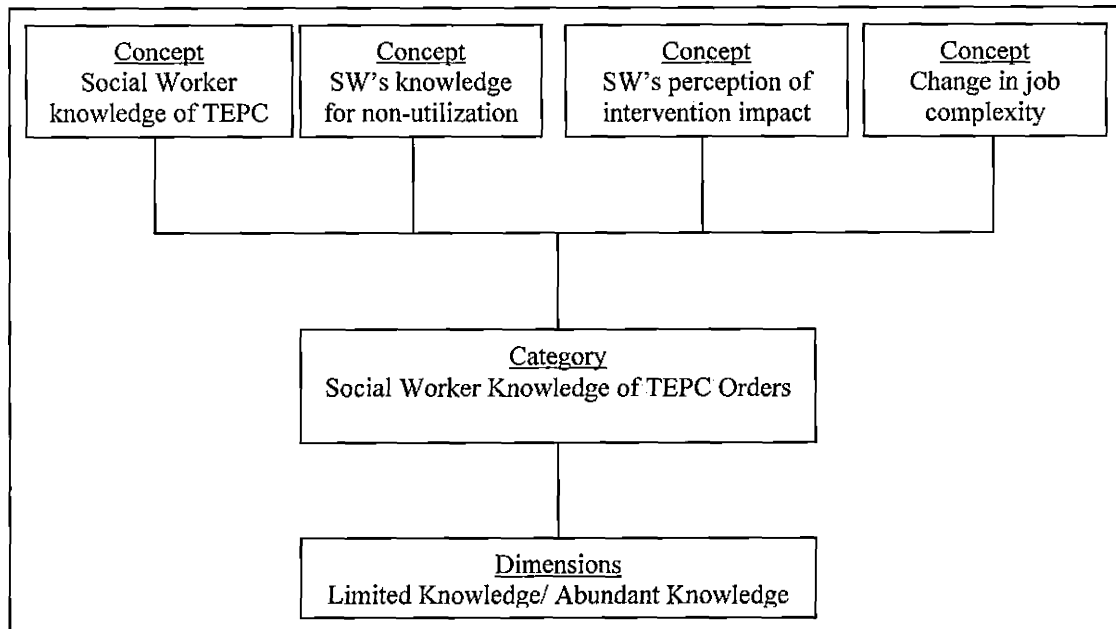


Figure 6. Category: Social Worker Knowledge of Temporary Emergency Protective Custody Orders

Thirty-one percent of the participants indicated that they had no awareness of TEPC orders however after reading the Welfare and Institutions Code (WIC) provided with the questionnaire, most compared it to the Emergency Protective Orders (EPO) which are issued by Law Enforcement (LE) and APS social workers have been trained on how to have these orders executed. Based on this researcher's observation of the data collected, the participants with no knowledge had less than five years of experience working in APS. Perhaps this played a part in their lack of knowledge.

The second open code identified was the social worker's knowledge of non-utilization. Since all the participants were given a copy of the WIC codes, regardless of their awareness, all the participants appeared to have an opinion as to why this is not utilized in San Bernardino County. The majority of the participants agreed that the county is risk averse and having TEPC orders in this county would be a liability for the county as they are not prepared to execute this WIC code, thus having the potential to create a litigation nightmare. Participant B-3 indicated, "I would see lawsuits from all kinds of people, especially from the elder saying, how dare you take me from my home saying that you are protecting me on an emergency basis. If I tell you I am fine, who cares what evidence you have."

Others indicated that it was also a lack of funds as in order to have this in place. The workers would have to be trained in legal matters and appropriate services (such as placements) would need to be in place to ensure the elders' and dependent adults' safety. Participant B-5 stated, "We do not have the resources and it is all about resources right now."

The majority of participants agreed that TEPC orders would most likely never be implemented in this county. The participants were asked to imagine the hypothetical scenario which identified the third open code in this category which was the social worker's perception of intervention impact if TEPC orders were instituted. Some participants indicated they felt this might help in expediting solutions to those most challenging cases where elders and dependent adults are left in situations that can still be harmful. Participant B-2 stated, "It could speed up the process because sometimes there can be a lot of unexpected delays and things come up where a senior is still left there for days or weeks before anything can be done. But if we had something in place that could be done the same day that would be very useful."

Other participants shared this sentiment however worried about repercussions of such actions. Participant A-3 felt that this could be an immediate solution however had concerns that problems would arise later if the client was resistant or defiant. Participant A-1 found a pro and con in the intervention impacts stating "it would be a longer term fix to the problem however it would make

it harder for us in terms of legal liabilities and the (legal) risks that we would expose ourselves to."

A few participants felt that this would infringe on people's rights. Participant B-3 admitted that it would make the job easier however it seemed TEPC orders would "take away from somebody's freedom, somebody's right to self determination."

The fourth and final code identified the perceptions of social workers in regards to the change in their job complexity if TEPC orders were instituted, although many initially perceived this would make their job easier as they would have the authority to remove in those most difficult cases. It would also decrease the repetitiveness of extinguishing the flurries before the eruption of the immediate fire. As they began digesting the issue, most felt that this would make their job harder as it would create more paperwork and greater responsibility. Participant B-6 stated that that the job would most likely change from a social work model to a legal model as social workers would be more concerned with ensuring they did everything by law and forget about helping the individual. Other participants felt that with the authority to remove, a court system would have to be

put in place which would create a more complicated bureaucratic system. Overall, the participants felt that having TEPC orders would complicate their workload as it would require more tasks, more responsibility, more time and more follow up.

Axial Coding

Each category mentioned above developed two dimensions which provided an indicator for possible relationships between them. These dimensions translated into three axial codes which are the APS Limitations, Social Worker Dilemma and Social Worker Perception on Removal.

Adult Protective Services Limitations

Based on this researcher's observations and data collection, it appeared that a relationship between the limited resources in the community and within DAAS departments interconnected with the lack of APS outreach and education with community affiliates which directly correlated with the limitations of APS.

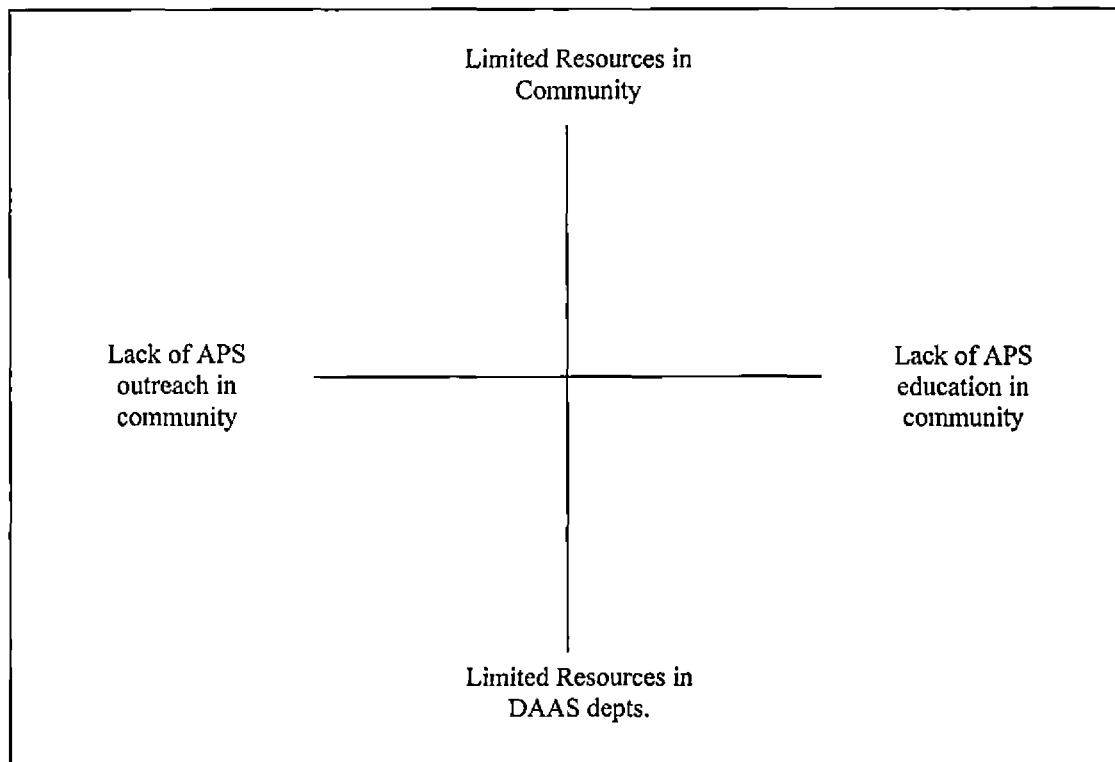


Figure 7. Axial Code: Adult Protective Services

Limitations

Four quadrants for APS limitations were identified and illustrated by Figure 7. The first quadrant, lack of APS community outreach/limited resources in community inhibited APS to be able to identify what resources were available for elders and dependent adults. The minimal attempts of APS to network with community agencies outside of a monthly multi-disciplinary team meeting resulted in poor relations with community agencies which made it difficult to facilitate interventions. The

flipside to this lack of outreach also was the limited resources within the community. Without truly knowing what was available to at risk elders or dependent adults, APS could possibly be indirectly supporting the myth that services for elders and dependent adults are not needed thus limiting their funds and possibly eliminating them from the community at large.

This led to the second quadrant which was APS' lack of education in the community/limited resources in the community. Based on participant responses, it appeared as though they felt the community had no idea of the capacity of APS therefore education was needed. However, due to high caseloads this was not always possible. It seemed that the lack of education to the community indirectly resulted in the limited resources provided to elders and dependent adults due to the fact that the community was not aware of the needs of this population. Educating the community would not only inform them of APS parameters but also would shed a light to its limitations thus creating a sense of urgency to the funds needed in order to increase community resources for this growing population.

The third and fourth quadrant attributed to the overall limitations of APS. Limited Resources within DAAS/Lack of Community Outreach and Limited Resources within DAAS/Lack of Education in Community were directly associated. Due to the limited resources within DAAS departments, APS at times felt that they operate separately compared to the other programs within DAAS. Rather than feeling a sense of cohesion, APS social workers felt their funding limited them in providing the best possible interventions. This lack of funding at times created a sense of frustration among APS social workers as the expectation was to do more with less. This minimized the social worker's ability to reach out and educate the community which added to APS limitations.

Social Worker Dilemma

The second axial code that emerged was the dilemma felt by APS social workers when determining a person's right to make decisions. Figure 8 shows the quadrants of: Safety/Self-Determination, Risk/Self-Determination, Safety/Mental Impairment, Risk/Mental Impairment.

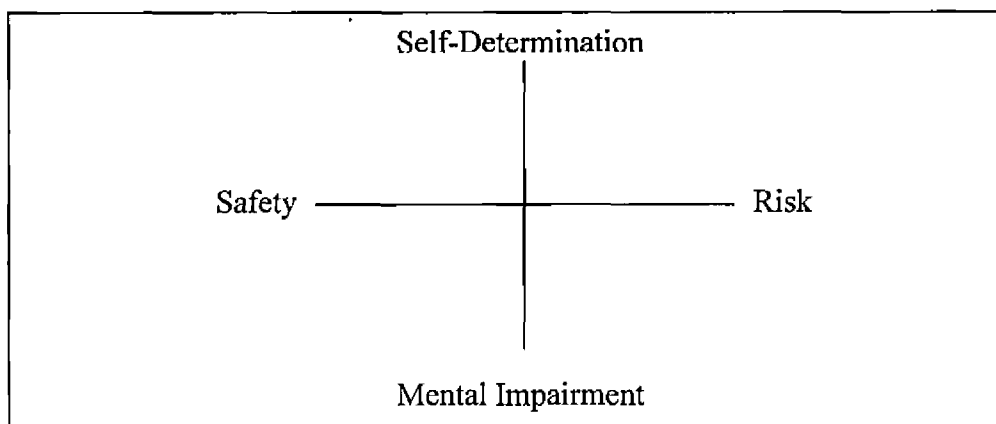


Figure 8. Axial Code: Social Worker Dilemma

The first quadrant of Safety/Self-Determination was not a serious concern with social workers. This appeared to be the easiest relationship as it emphasized the voluntary nature of APS. All the social workers agreed that as long as the elder or dependent adult was in a safe environment and showed the ability to self determine, they were allowed to make their own choices.

The second quadrant of Risk/Self-Determination posed more of a concern. Just like the first quadrant emphasized the voluntary nature of APS services, this relationship also did the same. However, when the elder or dependent adult still demonstrated their ability to self determine but chose to stay in their risky environments, this created a dilemma with APS social workers due to the client's poor judgment. The APS social

workers all indicated that although the client was of not mentally impaired, the fact that they chose to remain in risky environments only heightened the risk factor and probability of recurring referrals.

The third quadrant Safety/Mental Impairment proved challenging for APS social workers. An APS social worker's priority in any case was the client's safety. Elders and dependent adults that exhibited signs of mental impairment compromised their safety. This made it difficult for APS social workers as various degrees of impairment existed which inhibited the interventions for these individuals. Not all individuals were appropriate for conservatorship or hospitalizations which are the current modes of interventions. All that APS social workers were left with was the dilemma of extinguishing each fire that surfaced in trying to keep an individual safe in their homes until their impairment reached a riskier level.

This brought the fourth quadrant of Risk/Mental Impairment which was similar to the third in that APS social workers again were determining the client's risks of being safe in their environments based on their mental impairment. However in this relationship, once the mental

impairment was increasing the client's risk of safety, the current mode of interventions were utilized which was requesting a 5150 from LE or the mental health counselor, hospitalization via paramedics, or conservatorship via Public Guardian. This proved to be a dilemma for social workers as many felt that with adequate resources, the risk factor for these individuals would lessen thus reducing the use of the more drastic interventions.

Social Worker Perception on Removal

With the dilemmas regarding mental capacity that APS social workers face, it was interesting to see the relationship of this axial coding related to their responses on having the authority to remove via a TEPC order. A recurring theme from the participants was that they felt powerless in their interventions, so it would be assumed that they would welcome the opportunity to have some authority. However their perception on removal produced the following four quadrants: Misuse/Limited Knowledge; Misuse/Abundant Knowledge; Abuse/Limited Knowledge; and Abuse/Abundant Knowledge which is illustrated in Figure 9.

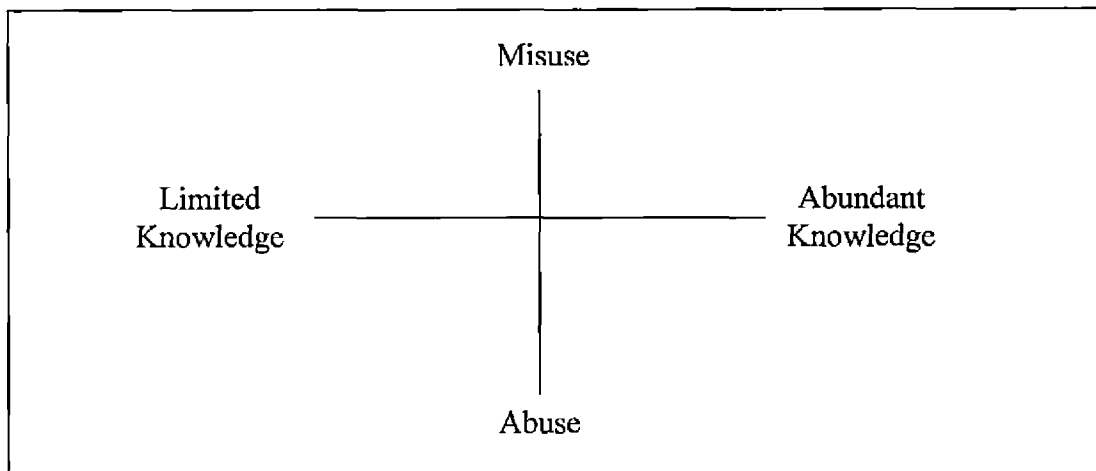


Figure 9. Axial Code: Social Worker Perception on Removal

The first and third quadrants of Misuse/Limited Knowledge and Abuse/Limited Knowledge emerged based on common responses of participants that appeared to have limited to no knowledge of what TEPC orders were. These respondents seemed to believe that having this authority would result in misuse as not having a thorough understanding or breakdown of what a TEPC would entail would result in its misuse, meaning it would be used inappropriately which would hurt elder and dependent adults rather than help them. The participants were unable to specify how it would be used inappropriately but seemed very sure that it would be misused.

On the other extreme, participants also felt that having this authority could also result in abuse of power

as the social worker would develop tunnel vision and use this intervention as their sole intervention and not explore other options. This appeared to be the extreme fears from the participants that indicated having limited to no knowledge.

However the participants that indicated having knowledge seemed to share the same sentiments only their reasons were slightly different. Quadrants Two and Four specified the axial relationships of Misuse/Abundant Knowledge and Abuse/Abundant Knowledge. The participants with knowledge of TEPC orders indicated that social workers would misuse this authority for its intended purpose as the pressure of increased responsibility or fear of liability could be too much for that social worker so they would either choose not to utilize it when it would prove to be useful or feel forced to use it when other interventions could be utilized.

These same participants also stated that social workers could abuse this authority as they could perceive themselves as an authoritative figure which could influence their decisions and cause them to overuse this intervention and fail to explore other options. Participants agreed that this abuse of power could have

legal ramifications that would create new fears and challenges that APS is not willing or able to face at this time.

Selective Coding

According to Morris (2006), selective coding is the process of identifying core categories which is the unifying theme that emerged from the open and axial coding process to develop theory. Therefore based on this explanation the core categories identified were social worker limitations, dilemma and knowledge.

The limitations felt by APS social workers was the publics and communities' perception of what APS is equipped to do. Most social workers felt that part of their ongoing struggle was always having to educate the elders, dependent adults, their families, and community agencies and affiliates about their role and capacity. At most times, APS social workers felt that the public perceived them to be an agency with no real authority which proved to be frustrating for most. Many of the social workers believed their lack of funding played a huge part in their ability to follow through with effective interventions. One participant believed that if

APS had its own medical team to help provide medical attention in the individual's home, it would cover a huge gap in services and assist with interventions.

APS social workers also believed that the lack of funds available to community agencies also hindered their ability to provide effective interventions as the services that are mostly needed were not sometimes readily available. Unfortunately, this seemed to be a recurring cycle as, when community agencies could not provide a service, they contacted APS to assist. However how could APS assist if the lack of funding affects everyone? Sadly it is a continuous macro problem that APS faces everyday.

The second core category identified was the social workers dilemma when determining the person's right to self-determination versus mental impairment. Most social workers felt inept in this area as most felt that only minimal interventions could be done to assist these individuals. Most of the social workers felt that when an elder or dependent adult still was in their right state of mind but making poor decisions, although they did not agree they had to accept the individual's decision. However, when the individual was showing mental

impairment, the social workers all agreed that this situation was much more difficult to handle. One of the reasons was due to the individual's resistance to help or the individual's insistence that they had no impairment.

Since APS is a voluntary program, it was difficult for APS social workers to force interventions, however most agreed that if the client was at risk, they had to intervene by either requesting a medical assessment, a 5150 or mental evaluation. One participant felt that a good asset for APS social workers would be for APS to have its own medical team that could conduct joint home visits rather than contract with Arrowhead Medical Regional Center. As this participant stated, it would alleviate having to find creative ways to get the individual to a medical assessment and having the medical assistance could help in declaring the individual's mental incapacity which is one of the hurdles that APS social workers face when trying to initiate conservatorship with Public Guardian.

Although Public Guardian assists with mentally impaired individuals, many of the social workers felt that they did not assist them quickly enough as their process was long and tedious, usually taking three to six

months before determining if they could conservatorize an individual. Also, the Public Guardian would not accept the preliminary packet without having all appropriate documentation such as the doctor's declaration of incapacity which at times has proven to be difficult to obtain due to lack of medical attention or the doctor's resistance to completing the declaration. Meanwhile APS social workers felt inhibited as the at risk individual continued to remain in their risky environment vulnerable to abuse. An example of this was the case of a 91-year-old female client that was exhibiting early signs of dementia and lived alone. The APS social worker attempted numerous times to have the client medically evaluated however she refused to leave her home. The APS social worker could not have the client 5150'd as dementia is not considered a gravely disabling mental diagnosis that would allow for hospitalization. The APS social worker attempted having the gerontologist contracted from Arrowhead Medical Regional Center conduct a joint visit however due to his schedule he could not make the home visit. The APS social worker unfortunately was forced to wait until the client's condition deteriorated to the point that she could not refuse

medical attention. The client was taken to the hospital and later admitted to a nursing facility where she died. If the Public Guardian had a more active role with APS then perhaps this scenario could have been avoided and a different avenue of interventions could have been used.

The final core category that emerged from the data was the social workers knowledge of how a TEPC order would impact their current mode of interventions. Most of the social workers felt that having TEPC orders was an ideal benefit however realistically it would complicate their workload. The majority felt that this would bring them greater responsibility and authority that many were not equipped to handle. The majority of APS social workers value the elders' and dependent adults' right to self-determination and felt that infringing with their beliefs and authority would be detrimental to the ethics and values many APS social workers abide by. Most social workers felt that the rights of adults are a much more delicate matter legally than children's rights. Therefore although most were open to the idea of implementing TEPC orders, they also emphasized the importance of the county considering all variables such as adequate and appropriate placements, the exact protocol for executing

such orders and the judicial infrastructure that would be needed to support the orders.

A proposed idea from one of the participants which this researcher considered could be an option was to implement a variation of the TEPC orders where the individual was either placed or allowed to remain in their home with continuous case management services. This could be provided by the Public Guardian since they are already an affiliated legal entity. The Public Guardian recently obtained two social workers from APS to assist in the investigative process towards conservatorship, therefore these social workers could be trained in executing TEPC orders in extreme cases where there was a long APS history and all possible modes of interventions had been done. In this matter the Public Guardian social workers could maintain the case and ensure that the individual is safe and all needs met while the Public Guardian does their conservatorship investigation. This would most likely help accelerate the conservatorship process if the individuals were within the Public Guardian judicial system. This would avoid the county coming up with a new infrastructure on a grand scale and focus restructure in one department. Essentially, this

idea could decrease the ongoing power struggles between APS social workers and Public Guardian and increase their partner relations which would ultimately benefit the at-risk elder and dependent adult.

Implications of Findings for Micro and Macro Practice

At a micro level, the findings of this study answered the initial question of this research which was how would utilization of a TEPC order help in a social worker's intervention strategies with elder and dependent adult abuse? The answer given was it would complicate the workload for APS social workers. Additionally, the way APS is currently structured would not facilitate appropriate implementation of such orders as it would require a change in infrastructure which addresses the implication of findings on the macro level.

At the macro level, APS as it is currently governed does not have the capacity to implement TEPC orders. However, a suggestion of implementing a variation of these orders within Public Guardian could be plausible as they are already involved in the judicial system and have recently added social workers to their staff. This change within Public Guardian could also bridge the gap in

communication between them and APS ensuring more of a sense of cohesion that would minimize the dangers for at-risk elders and dependent adults in the community.

Summary

This chapter discussed the data analysis for implementation of TEPC orders using open and axial coding which helped formulate the relationships between the categories and dimensions. This resulted in the development of core categories that were identified in data interpretation of selective coding. The implications of findings for micro and macro practice were also addressed.

CHAPTER FIVE

TERMINATION AND FOLLOW UP

Introduction

This chapter provides a depiction of how the study was communicated to the participants and the study site. Also discussed is the termination of the study and the impact of maintaining ongoing relationships with the study participants with the researcher being an employee of the study site. This chapter differs from the assumptions made in Chapter Two as the original plan on how the study would be terminated and the findings communicated was affected by unforeseen variables discussed further in the chapter.

Communicating Findings to Study Site and Study Participants

During the preliminary stages of this study, this researcher's intention was to facilitate a meeting and conduct a PowerPoint presentation to the DAAS administration, management and the participants. However due to budgetary concerns, conflict of schedules and an increase in caseload sizes this was not possible. Therefore this researcher sent an email informing the

participants of how they could obtain a copy of the research findings if they so chose. Also included in the email was a PowerPoint document outlining the study findings. Additionally, this researcher met with a representative of DAAS administration and provided a copy of this study and a hard copy of the PowerPoint document to be given to the DAAS director and anyone who so wished to view it.

Termination of Study

The termination process for this study began once the debriefing statement was given to the participants. Although this researcher expected to complete the termination process by having a formal presentation to allow for questions and feedback, the participants, management of Region One and administrators within DAAS were given sufficient information via the electronic PowerPoint transmittal regarding the study findings. Therefore if anyone chose to inquire further, they could communicate with this researcher via email for further clarification thus ensuring an adequate termination process.

Ongoing Relationship with Study Participants

During the process of conducting this study, this researcher continually kept in mind that as a DAAS employee, professional relationships would remain long after the study concluded. Therefore, she ensured that appropriate boundaries and identification of roles were addressed with the study participants.

For the participants where this researcher's role was identified as student and intern, the relationship did not extend further once completion of the internship occurred. However for the participants where the professional role was viewed as a colleague, it was pertinent for this researcher to clarify and maintain a student/researcher role by clearly defining the conditions, terms and expectations of the participants' involvement. By exhibiting professionalism and setting clear boundaries, this researcher was able to keep the distinction of student and colleague thus maintaining an ongoing professional relationship.

Summary

This chapter addressed the actual process of relaying the study's findings and ensuring appropriate

termination of the study to the participants and study site. The initial idea was for this researcher to conduct a PowerPoint presentation to the DAAS administration and participants, however due to several unforeseen variables, this researcher opted to send an electronic version of the PowerPoint presentation to the participants, management of Region One and administrators of DAAS including the Director. Information on how to obtain a hard copy of the study was also provided and open communication via email was made available to help in the termination process. Also addressed was this researcher's awareness of the ongoing relationship with the study participants as an employee of the study site.

APPENDIX A
INTERVIEW GUIDE/QUESTIONNAIRE

Interview Guide/Questionnaire

Demographics		
Age		
Gender (Circle one)	M	F
Educational Level (Circle one)	BA	MA
Please specify Degree Held		
Length with APS		
Have you ever worked with CPS? (If you answered yes, please answer the question below)	Y	N
If so, how long?		

1. Do you feel that the general public understands what APS can really do? Please explain your answer.

2. Do you feel that enough is being done to help at risk elders and dependent adults? Why or Why not?

3. What more do you feel is needed to help at risk elder and dependent adults?

4. Do you believe you have enough support from community agencies? Please explain your answer.

5. What are your professional struggles concerning a person's right to self-determination?

6. How do you determine a person's mental incapability?

7. How do you see Public Guardian's role in assisting you with your interventions when it comes to mentally impaired elders/dependent adults?

8. What current modes of interventions do you utilize when you have determined the person cannot care for themselves due to mental impairment?

9. Do you ever feel powerless in your interventions? Please provide an example.

10. If you had the authority to remove and place an at risk elder/dependent adult, how would this help you with your interventions?

11. Are you aware of what a Temporary Emergency Protective Custody (TEPC) order is? If so, please give your understanding of what it is.

If you are not aware of what Temporary Emergency Protective Custody are, please refer to the attached Welfare and Institutions Code Section 15703-15705.40, then answer the following questions.

12. If TEPC orders were utilized in San Bernardino County, how would they change your mode of interventions?

13. If it is written in state legislation, why do you think TEPC's are not utilized in San Bernardino County?

14. Do you feel a TEPC would make a difference in your interventions? How?

15. Do you think implementing TEPC's would make your job easier or harder? Please explain.

Please answer the following question if you have worked with CPS in the past.

16. Do you feel having a court system similar to the juvenile dependency court system for APS would help? Why or Why not?

WELFARE AND INSTITUTIONS CODE SECTION 15703-15705.40

15703. (a) When, from personal observation, an authorized state or local law enforcement officer or designated employee of a county department of social services or mental health determines that an adult is an endangered adult, and no other option is available to mitigate the circumstances of that adult, the person may take the endangered adult into temporary emergency protective custody, and initiate adult protective proceedings.

(b) When an authorized person takes an endangered adult into temporary emergency protective custody and initiates adult protective proceedings, the person shall cause the endangered adult to be transported to a hospital as soon as possible if medical evaluation and any necessary treatment is required.

c) Upon taking an endangered adult into custody pursuant to this chapter, the law enforcement agency taking the endangered adult into custody shall notify:

- (1) The superior court.
- (2) The endangered person's next of kin, when appropriate.
- (3) Adult protective services.

(d) This article shall not apply to state-licensed facilities.

15703.05. Whether or not medical treatment is required, a physician treating an adult may, if he or she determines that the person is an endangered adult, delay the release of the endangered adult until a local law enforcement agency takes custody of the endangered adult, it is determined by the responding agency the adult is not endangered, or the responding agency takes other appropriate action to ensure the safety of the endangered adult.

15703.1. (a) Temporary emergency protective custody under this chapter shall not exceed a period commencing at the time the endangered adult has been taken into protective custody to the first court day commencing not more than 72 hours thereafter.

(b) Upon being taken into temporary emergency custody, the endangered adult shall be transferred to an appropriate temporary residence, pending the outcome of investigation and judicial hearing required by this chapter.

15705. (a) A designated county agency shall initiate an investigation and file a petition for issuance of an emergency protective services order within 24 hours after the endangered

adult has been taken into temporary emergency protective custody.

(b) (1) The court shall hold a preliminary hearing no later than the first court day commencing after a period of 48 hours after the endangered adult has been taken into temporary emergency custody to establish probable cause for grounds for protective custody.

(2) The court shall render its decision on the petition no later than the first court day following a period of 72 hours after the endangered adult has been taken into protective custody.

15705.05. If, as a result of the preliminary hearing, the court determines that probable cause does not exist to continue temporary emergency protective custody, the adult shall be released from temporary protective custody.

15705.1. If, as a result of the preliminary hearing, the court determines that probable cause continues to exist for temporary emergency protective custody, the court may issue an order authorizing the provision of protective services on an emergency basis to an adult after finding on the record, based on clear and convincing evidence, that all of the following apply:

(a) The adult is an endangered adult.

(b) No other appropriate means are available to mitigate the situation that placed the endangered adult at risk of serious bodily harm or death.

15705.15. In issuing an emergency order under this article, the court shall adhere to all of the following limitations:

(a) Only those protective services that are necessary to remove the conditions creating the emergency shall be ordered, and the court shall specifically designate the approved services in the emergency order.

(b) Protective services authorized by an emergency order shall not include hospitalization or a change of residence unless the court specifically finds that action is necessary and gives specific approval for that action in its order.

(c) Protective services may be provided through an emergency order for no more than 14 days, exclusive of Saturdays, Sundays, and legal holidays pending a hearing for long-term custody.

(d) (1) In its emergency order under this article, the court shall appoint the petitioner, next of kin, or other

interested person, as appropriate, as a temporary conservator of the endangered adult.

(2) The court's appointee shall be responsible for the care of the endangered adult.

(3) The court's appointee may, until the expiration of the court's order, give consent for the provision of protective services for the endangered adult, in accordance with the emergency order.

(e) The issuance of an emergency order and the appointment of a temporary conservator of the endangered adult shall not deprive that endangered adult of any rights except to the extent provided in the order of appointment.

15705.2. A petition for an emergency order under this article shall set forth all of the following information:

(a) The name, address, and interest of the petitioner.

(b) The name, age, and address of the person in need of protective service.

(c) The proposed protective services.

(d) The petitioner's reasonable belief, together with facts supportive thereof, of the existence of those circumstances that warrant the issuance of an emergency order.

(e) A statement of the petitioner's attempts to obtain the consent of the person for whom the protective services are proposed, and the outcome of those attempts.

15705.25. (a) Notice of the filing of a petition for an emergency order shall be given, in language as understandable by the endangered adult as reasonably possible, at least 24 hours prior to the hearing on the petition for emergency intervention.

(b) The court may waive the 24-hour notice requirement on a showing that immediate and reasonably foreseeable physical harm to the person or other persons will result from the 24-hour delay, and reasonable attempts have been made to give notice. Notice of the final order of the court shall be given to each of the parties to the petition hearing.

15705.30. The hearing on a petition for an emergency order under this article shall be held under all of the following conditions:

(a) The person with respect to whom an emergency order is sought shall be present unless that person knowingly and voluntarily waives the right to be present or due to the person's physical or psychological condition, he or she is unable to be present. Waiver or inability to be present shall

not be presumed from that nonappearance of the endangered adult, but shall be determined on the basis of factual information supplied to the court by counsel or a representative appointed by the court.

(b) The endangered adult has the right to counsel, regardless of whether he or she is present at the hearing. If the person is indigent or lacks the capacity to waive counsel, the court shall appoint counsel. The attorney shall advise the endangered adult of his or her rights in relation to the proceeding and shall represent him or her before the court.

(c) The endangered adult or his or her representative may present evidence and cross-examine witnesses.

(d) The hearing shall be held no earlier than 24 hours after the notice of the hearing has been given, unless the notice has been waived by the court.

(e) The court shall issue, for the record, a statement of its findings in support of any order for emergency protective services.

15705.35. Before any law enforcement agency may implement this article, including the taking of any person into protective custody pursuant to Section 15703, the law enforcement agency shall enter into a signed agreement with the county adult protective services agency that specifies the protocol that the county and the law enforcement agency shall follow in implementing this article.

15705.37. This chapter shall be operative in a county only if the county board of supervisors has adopted a resolution to make this chapter operative in that county.

15705.40. This article shall not be used to circumvent the involuntary commitment process provided for pursuant to Chapter 2 (commencing with Section 5150) of Part 1 of Division 5.

APPENDIX B
INFORMED CONSENT



College of Social and Behavioral Sciences
Department of Social Work

**CSUSB Department of Social Work Research Project
"The Utilization of Temporary Emergency Protective Custody
Orders for At Risk Elderly and Dependent Adults: An
Exploratory Study"**

Informed Consent

This study in which you are asked to participate is designed to explore how temporary emergency protective custody orders would impact the interventions used by Adult Protective Services social workers within San Bernardino County. This study is being conducted by Mary Avitia-Torres under the supervision of Dr. Rosemary McCaslin, Professor in the Department of Social Work. This study has been approved by the Department of Social Work Institution Review Board Sub-Committee.

In this study you will be asked about your current modes of intervention, your knowledge of what a temporary emergency protective custody order is and how this if implemented in your agency would affect your service delivery. It will take about 30-60 minutes to complete the interview. If you are not able to conduct an interview, you may complete the questionnaire at your leisure within one week of receiving the questionnaire. If any questions arise, you will be contacted via phone for clarification/elaboration. All of your responses will be kept confidential. No identifying information will be released.

You may receive results of the study upon completion on or about September, 2009 at the Pfau Library, located at California State University, San Bernardino, California or with a copy of the full study located in the Department of Aging and Adult Services Administration office.

Your participation in this study is completely voluntary. You are free not to answer any questions and withdraw at any time during this study without penalty. You can allow or refuse tape recording of your interview by checking the box below.

If you have any questions about this study please contact Dr. Rosemary McCaslin at California State University, San Bernardino, the Department of Social Work, 5500 University Parkway, San Bernardino, California 92407 or call (909) 537-5507.

By placing a check mark in the box below, I acknowledge that I have been informed of, and that I understand, the nature and purpose of the study, and I freely consent to participate. I also acknowledge that I am at least 18 years of age.

Place a check mark here ☐ Today's date _____

I agree to have my interview audio tape recorded: YES ☐ NO ☐

CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

SOCIAL WORK INSTITUTE

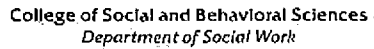
909.537.5501

5500 UNIVERSITY PARKWAY, SAN BERNARDINO, CA 92407-2393

APPROVED 4/24/08

IRB

APPENDIX C
DEBRIEFING STATEMENT



Debriefing Statement

Thank you for your participation in this study. If you have any questions about the study, please feel free to contact Dr. Rosemary McCaslin at (909)537-5507. A Power Point presentation will be given to interested staff within the Department of Aging and Adult Services. If you prefer to obtain a copy of the results of this study, you may find a copy located in the Department of Aging and Adult Services Administration office or contact Pfau Library, California State University, San Bernardino in September 2009.

909,537,5501

5500 UNIVERSITY PARKWAY, SAN BERNARDINO, CA 92407-2393

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