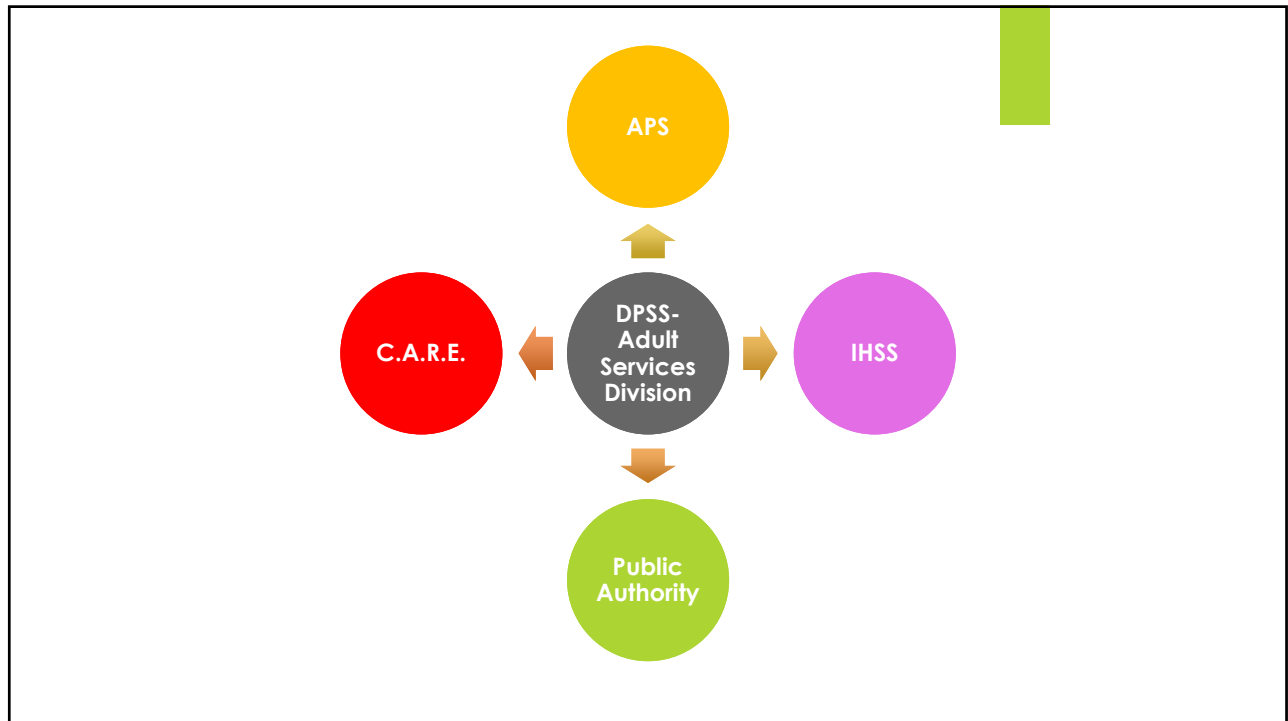


1



2

Curtailing Abuse Related to the Elderly (C.A.R.E)

What is CARE?

The Curtailing Abuse Related to the Elderly (C.A.R.E.) Program is a branch of DPSS Adult Services that addresses elder and dependent adult abuse through advocacy, education, training, and coordination of interagency collaboration.

- Community Anti-Fraud Education & Mandated Reporter Training
- M.D.T. – C.A.R.E. Team & Coordination
- Consumer Fraud Advocacy

3

Where to Report:


- APS Online Reporting Visit:
<https://www.reporttoaps.org>
- Immediately, or as soon as practicably possible to the APS Hotline:
1-800-491-7123
- By written report (SOC 341) within 2 working days fax to
951-358-3969.

4



Scams Targeting Seniors

5



Never call back an unknown number. Use the information on Amazon's website and not a number listed in an unexpected email or text.

Don't pay for anything with a gift card. Gift cards are for gifts. If anyone asks you to pay with a gift card – or buy gift cards for anything other than a gift, it's a scam.

Don't give remote access to someone who contacts you unexpectedly.

6

Have
you seen
these?

(1) System Virus Warning:

Your Computer May Have A VIRUS!

Your Location: United States Your IP Address: 199.231.208.116 Date: Wednesday, March 2015

What to do:
Call **844-373-0540** immediately (toll-free) for assistance on how to remove malicious pop-ups and **VIRUSES**. This call is prioritized and 100% free

about the threat:
Seeing these pop-up means that you may have **MALWARE** on your computer which puts the security of your personal data at a serious risk. We strongly advise you call **844-373-0540** (toll-free) immediately and get your **COMPUTER FIXED** before you continue using the internet, especially for watching movies and shows.

Possible network damages from threats: **UNKNOWN**

Data exposed to:

- Your **CREDIT CARD** details and banking information
- Your e-mail passwords and **ACCOUNT** passwords
- Your Facebook, Skype, and other chat logs
- Your private photos, family photos, and other sensitive files

7

Tactics used by Government Impersonators scammers

Be	Contact	Request
<ul style="list-style-type: none"> Scammers will be threatening to the victim, say the that the victim owes taxes, is no linked to some type of criminal activity. Or the scammers will be "helpful" and offer the victim a benefit they are "entitled" to. 	<ul style="list-style-type: none"> Scammers will contact victim by phone (call or texts), social media platforms, APPS, mail and/or email. 	<ul style="list-style-type: none"> Scammers will request victims provide personal information (social security number, DOB, banking information, etc.) and usual methods of payment (Bitcoin, gift cards).

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Where to report Government Imposter scams

IRS

- IRS 800-829-1040
- The Department of Treasury's TIGTA (Treasury Inspector General for Tax Administration) Unit:
http://www.treasury.gov/tigta/contact_report_scam.shtml

Social Security

- oig.ssa.gov

Medicare

- 1-800-MEDICARE

9

IRS Does not want gift cards



▶ If anyone tells you to buy gift cards to pay the IRS, qualify for grants get loan or bail out a family member:

▶ Say NO! They are trying to scam you!

10

ID Theft

- Someone gets your personal information, uses it to obtain credit cards, insurance claims, employment, citizenship, Social Security, etc.
- By stealing your wallets or purses containing ID and credit cards
- Stealing your mail (bank statements, credit offers, new checks and tax info) and completing change of address from to divert your mail
- Dumpster diving
- On-line scams to obtain all your information



11

Decrease Your Risk:

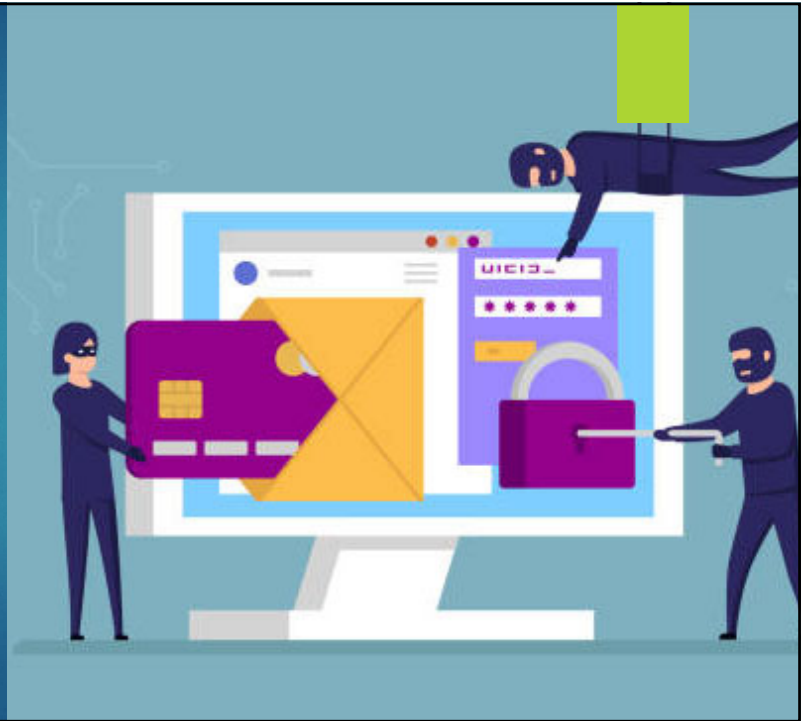
- ▶ Shred sensitive papers before discarding...catalogs, prescription bottles, etc.
- ▶ Guard your Social Security number! Don't carry it with you
- ▶ Carry only the credit cards you need today
- ▶ Change passwords frequently



12

If you are a Victim

- ▶ Contact your bank and any other companies where you know the fraud occurred and removed bogus charges from your accounts
- ▶ Place a fraud alert and get your credit reports and consider freezing your credit
- ▶ Report ID Theft to local law enforcement and FTC
- ▶ Close the fraudulent accounts



13

Family Member in Distress Scam

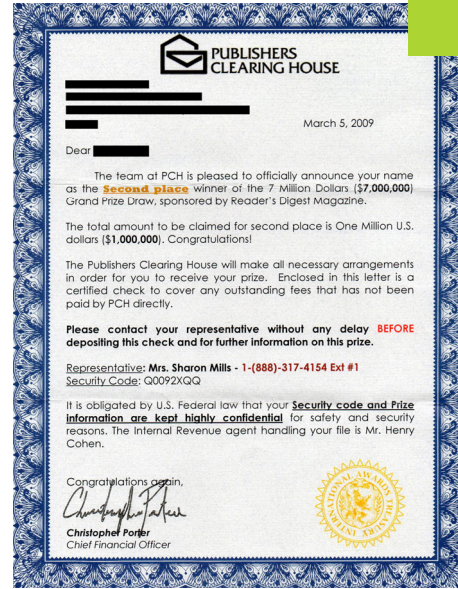
- ▶ "Grandpa/Grandma it's me"
- ▶ Caller pretends to be family member in distress
- ▶ Begs for money to be wired/Green Dot cards/iTunes cards immediately and insists that you not contact his/her parents so he/won't get into trouble
- ▶ HANG UP and report it!



14

Sweepstakes Scams

- ▶ You receive notice either by mail, e-mail, phone call or text letting you know you won!
- ▶ You are to send money to pay the taxes, attorney fees, storage fees, etc.
- ▶ Sometimes you even get a check and are told to deposit the check and send back these fees immediately.
- ▶ But the check turns out to be fraudulent
- ▶ Then bank will hold your responsible.



15

Romance Scams



Lucy receives a message from "Jerry"



"Jerry" quickly begins a romantic relationship with Lucy.



"Jerry" lies and requests money for hospital bills, airline ticket, etc.

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How a Fake Check Overpayment Scam Works

1. You're selling an item for **\$200**

2. A buyer sends you a check for **\$500**

3. You deposit the check, return the difference of **\$300**, and ship your item

4. A few weeks later...
The bank tells you the check was fake and takes **\$500** out of your account.

You've lost \$300 in cash — plus the item you were selling.

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FTC: 10 Things You Can Do To AVOID FRAUD

- 1. Spot Imposters:** Scammers pretend to be someone you trust.
- 2. Do online searches:** Type a company or product name into your search engine with words like "review" "complaint" or "scam".
- 3. Don't believe your caller ID:** Technology makes it easy for scammers to fake caller ID information.
- 4. Don't pay upfront for a promise:** Someone might ask you to pay in advance for things like debt relief, credit and loan offers, or even prizes. Learn where to get real help with these issues at consumer.ftc.gov
- 5. Consider how you pay:** Credit cards have significant fraud protection built in, but some payment methods do not. Wiring money is risky and nearly impossible to get your money back.

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FTC: 10 Things You Can Do To AVOID FRAUD

6. Talk to someone: Before you give up your money or personal information, talk to someone you trust. Don't be rushed into making a decision.

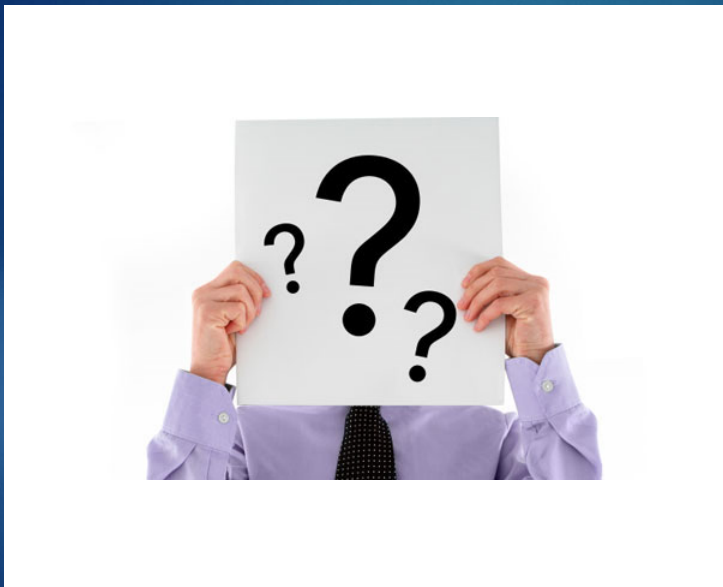
7. Hang up on robocalls: If you answer the phone and hear a recorded sales pitch, hang up and report it the FTC. These calls are illegal.

8. Be skeptical about free trial offers: Some companies use free trials to sign you up for products and bill you every month until you cancel.

9. Don't deposit a check and wire money back: By law, the bank must make funds from deposited checks available within days, but uncovering a fake check can take weeks. If a check you deposit turns out to be a fake, you are responsible for repaying the bank.

10. Sign up for alerts from the FTC at ftc.gov/scams.

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QUESTIONS?

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Thank you!

- ▶ RIVERSIDE COUNTY DEPARTMENT OF PUBLIC SERVICES DIVISION – C.A.R.E. PROGRAM
- ▶ KARINA MARISCAL: 951-529-6106 MAMARISC@RIVCO.ORG
- ▶ SHIRLEY DE SANTIAGO: 951-476-4291 SHDESANT@RIVCO.ORG
- ▶ IF YOU WOULD LIKE TO SCHEDULE AN ANTI-FRAUD PRESENTATION OR A MANDATED REPORTER TRAINING, PLEASE EMAIL US AT: CARE@RIVCO.ORG