

2/8/19

You have an elderly resident, that you are having to evict for non-payment and lease violations, this resident obviously has health issues. There are no family members to contact for assistance. You have contacted Adult Protective Services and get no help what so ever. Who do you contact from there, or any suggestions on what organizations can help.

8 PHAs suggested contacting the nearest Area Agency on Aging or Texas Dept. of Aging and Disability Services <https://apps.hhs.texas.gov/search/gsearch.html>

5 PHAs suggested contacting Local churches or nonprofits for help

One suggested contacting the District Judge for help

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We had an issue like that, we reached out to Coastal Plans of Mental Health, the elderly had no family contact and had medical issues. Coastal Plans did an evaluation of the elderly and paid the rent for t he months behind and now the elderly has a payee assigned by their agency to pay rent and bills. It is a thought worked for us. (Alice)

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Check to see if they have a local Center for Independent Living or if a surrounding area has one. They may have some type of service that can assist. (Brazoria Co.)

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I had this issue and I contacted his dr and we got home health ( hospice) care for them. Once that was in place APS and Home Health worked together. Before that APS wouldn't do anything!! (Bremond)

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Have they filed the eviction yet? APS will not help us out until we actually file the eviction. I think they hope we will take care of it another way. This is really tough when you have to go thru with it.

(Schertz)

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The persons Doctor's Office might help with placement in a care home, or assisted living. A local churches can sometimes help. MHMR (Seagraves)

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We had a similar situation and ended up going through Texas Department of Health and Human Services and a program they have called DADS – I don't remember what it stands for, but they helped individual get his stuff out of unit, helped him into a nursing home, which he needed due to health issues and also helped with his pet.

We also have in our area – Golden Crescent Area Agency on Aging – maybe have them call 211 and ask for people they could call in their area that would help with those issues.

I also went to APS website to try to figure out what DADS stood for and on bottom left under more information is Eldercare Locator – if they put in their town, it should bring up who in their area could help. (Yoakum)

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The State is not likely to be of any assistance. Any help will come from local individuals and organizations so you must reach out to those resources, assuming you know about them. Local churches, local organizations that serve seniors and/or disabled individuals, and the social worker at the local charity hospital are potential resources and/or sources of information about local assistance. In the greater Austin area, there is ARCIL (<http://arcilinc.org/>). (San Marcos)

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We have a book on assistant from different organizations for different issues. We called this week to Mission of Carthage to help a client with the cost of her medication. Churches, food banks, East Texas Crisis Center, Area Agencies on Aging and many more. I have even helped out myself. (Tatum)

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Also can contact their state representative and also ask to talk to a supervisor or program manager with adult protective services. (Bridgeport)

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Check to see if there is a Senior Community Outreach program locally. (Cameron Co.)

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Lanesha, our Special Programs Administrator, has a suggestion. The organization is actually called Guardianship Services in Fort Worth. I don't know how far out they extend services. Also you might contact DADS (Dept. of Aging and Disability Services) and I would try the local United Way. We do have an advantage from being in the City because there is a larger choice of non-profit agencies who might help. Small town or rural settings present a greater challenge. (Fort Worth)

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I've sent an email to APS in Austin to get assistance. You can go through the website to email them. I explained very sternly (no ugly words) and had a response fairly quickly. (Comanche)

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We go to churches, Salvation Army and any community action agency that helps with utilities and such. They might reach out to a nursing home and see if they have a service worker that is willing to come out and do an assessment of the person. Is the individual willing to have a live in aide? Could that help them get compliant? A couple of our elderly folks have had to get payees on their checks because they had gambling problems. \*\_\* But they had family willing to step up and be the payee. Is there a church, any organization that might have a person willing to step in and help the person with their finances? That is a hard one when APS won't get involved. (Kenedy)

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We have a company in our area that actually services around 23 other counties and has been able to help with these type issues in the past, so depending on what county they live in, possibly Rolling Plains Management Corp. 800-633-0852 or 940-684-1571. Local Churches can occasionally assist. 2-1-1- Texas is another excellent source they have access to several service companies and corporations for such needs: [www.211texas.org](http://www.211texas.org) or to call them by dialing 211 or office # is 940-322-8638 (Crowell)

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Have they contacted the Local Aging and Disability Resource Center (ADRC) <https://hhs.texas.gov/services/aging/long-term-care/aging-disability-resource-center/find-adrc> (CTCOG)

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If there is an open APS case, then they need to call their local APS Supervisor and talk to them. If she becomes homeless they will have to be involved with her or else the homeless coalition would need to step in to assist. It depends on the particulars of this case. There is some reason why APS is no help.

(CTHC)

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Maybe a local ministerial alliance can help get the resident caught up on back rent. (Dawson)

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When I was in Cleveland, I had the same problem. APS would not help. They told me I would have to evict her, before they would get involved. So, I did. It was not a good feeling, but we were afraid she would burn the unit down. She had no relatives to help her. It was so sad. I let APS know she was evicted. They made arrangement to take her somewhere, but she gave them heck and did not want to stay where they were taking her. APS called and wanted to know if they could bring her back. I said no. Keep calling APS. (Dayton)

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Unfortunately no, we had a resident that was in the same situation in Three Rivers and we had no alternative but to terminate. We ended up going to court and the judge sided with us. APS had no alternative but to assist the family with her needs. (Three Rivers)

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Just shooting in the dark. If this is a mental issue contact MHMR. It is sad that Adult Protective Services will not help. Maybe this resident needs to go to a nursing home?? (Dublin)

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Try "AuntBertha.com".....I will also send you a list of resources. A "wellness check" should be conducted to determine what the resident's needs are.....you indicated health (mental/physical?).....does that person need a "live-in caretaker"?.....Are home health services provided?..... If I can be of further help.....have them contact me.

Legal Aid of Northwest Texas. 1515 main street, Dallas, TX Heath issues and no family to assist, possible Nursing Home placement, there her \$can be managed and her health care issues.

Senior Source for possible guardianship and have the courts make the most safe decision for her well being.

Dallas Area On Aging for possibly the same services guardianship.

Catholic Charities has a senior housing program. Call on Friday (keep calling until the line is answered) 7:45 to set an appointment 214-819-1800. (Ed Thomas, Dallas)

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I would ask who is listed on the emergency contact information.

I don't know how long this person has lived in housing, but surely there is some information on initial application.

If that's ancient history, then what about the department of health and human services, if getting no where with

adult protective services? Or go local route and discuss situation with local law enforcement?

Sometimes other agencies know where to turn for help, when we feel like we've run out of options.

Can the situation be worked out with home health services and a re-payment agreement for non-payment of rent?

Is there a church or other non-profit group that would be willing to help with rent payments? (Flatonia)

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I would ask myself...have they had a recent hardship? Can I put them on an agreement. Is drug or alcohol abuse involved. Sometimes APS has a contact at a Behavioral Health clinic they can recommend And then again, tough love. 211 may have resources if explained in the call (Gladewater)

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We usually contact the Family Crisis Center in our area to see if they can help or if they know of anyone that can help this individual. We also may contact Tropical Texas and/or Home health facility. (Harlingen)

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Suggestions: 1. We have San Patricio Community Action Agency that we would contact.

2. Local mental health agency.

3. Contact local nursing homes and ask for help/advise.

4. I assume that they do not have a local church that this person attends.

We would contact Adult Protective Services and ask for a supervisor and find out why they will not help. (Ingleside)

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Normally Adult Protective Services is very responsive when we've had issues. I report it as an emergency and they send out someone right away. I would also suggest contacting a parish or church in the area where the tenant lives. Catholic Charities has

several programs as well. Our local Catholic Charities has a payee department that helps Elderly and/or Disabled tenants pay their bills. Senior Helpers & Visiting Angels are good organizations as well. (Robstown)

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They can contact their local Aging and Disability Resource Center for assistance. If they are in the East Texas area, the local Aging and Disability Center covers 17 counties.

State Website: <https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/aging-disability-resource-center-adrc> (Longview)

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The Dept. of Health and Human Services has a division for Aging and Disability. I would contact them. They helped a former tenant of mine find housing after eviction. (Memphis)

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I would try contacting MHMR. A caseworker might be able to convince them that a nursing home is their only other option. Depending on the person's finances, they might have to assign the nursing home as payee of any benefits they receive.

If the non-payment was the only issue, and the person received a benefit check and just had trouble managing their money, I would see about having a payee assigned. We have had great success with Genesis Area Development with one of our elderly tenants. He was constantly paying rent late and getting utilities turned off, being overdrawn in his checking account, and had fallen victim to at least one telephone scam. They charge a little over \$40 a month for their service, but that is less than two late fees. They make sure his rent, utilities, phone and TV are paid, then give him the rest of the money on a debit card; half on the 1st, and half on the 15<sup>th</sup>. The good thing about this card is that it can only be used in person, not over the internet or phone, so no more scams.

And local churches will often help out with overdue rent, or getting utilities reinstated. Catholic Charities would be a good place to start. We have an organization in our area, West Texas Opportunities, that helps pay utilities for qualified people. If you could get the money issue taken care of, maybe this would be enough of an eye opener to get them to stop the activities that violate their lease. We have given final chances after the service of an eviction notice. But only if the tenant agrees to sign an acknowledgement that they have violated the terms of their lease by \_\_\_\_\_, and that they fully understand that they will be given no further warnings or chances regarding this matter,

and that any further \_\_\_\_\_ will result in the immediate termination of their lease.  
(Monahans)

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I have not had this situation however I would think to contact Police Department and continue to Hound Adult Protection Services. Do they have any agencies such as Friends for Life? (Wortham)

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That's a hard situation. The only time we had a similar situation we were able to work with the social worker at the only rest home we have to transition the resident over the extended care. Our local Physician's Assistant was helpful also. We are in a very small town so options are extremely limited. (Munday)

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What about the Resident's Doctor? (Naples)

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Ouch. If its just because of rent, they can go to local churches who may provide funds. Then, I think, Adult Protective Services can provide someone to manage their income so rent can be paid in the future. If the ED wants them gone, I would call APS again and some of the local homeless shelters to expect him. Sometimes the local Pastor's Alliance can pull some strings for them.

(New Boston)

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While we have not had to deal with anything to this extent, our county judge's office has been helpful in the past with tenants who lacked food or furniture. They may be able to point you in the right direction. (Pearsall)

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In our area we have several agencies that might help and might have offices elsewhere:

Texas Star Plus, San Antonio 210-646-3038

South Texas Regional Home Health, Pleasanton 830-281-8136

Kindred Hospice, San Antonio 210-738-8141

Methodist Healthcare Ministries, Poteet/Pleasanton 830-742-8780

(Poteet)

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I live in a small community and I would contact law enforcement. I have had to do that with a resident that had mental health issues and was not taking medications properly. They took them to the local ER and had them evaluated and it helped a lot with other organizations stepping in and helping. (Wellington)

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I am not too experienced on this, Maybe she needs to go to a Nursing Home or assisted living, maybe talk to her to find out who her primary care doctor is and go from there. See if you can find out where her money is going to. I'm not sure about all

of this, but maybe this helps. Maybe get with the local sheriff office to see if they can track some family member down, I am sure that she has someone she just didn't write them down, maybe she had family troubles. Maybe the housing authority has a lawyer that can try to do some investigations on her to see what they can come up with. I really don't know. These are just some suggestions. (Roby)

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I would start with the Area Agency on Aging to get more ideas. Adult Protective Services will not step in until you actually evict the individual (which is just dumb as dirt but is their policy). I'd also contact the United Way and Catholic Charities. The PHA cannot just ignore the situation but there may, indeed, be services that can help. If the person's health issues are severe enough, a nursing home may be the only answer. Some are OK but some, as you know, are just awful.

When I was still actively working in a PHA I always tried to "out-place" these individuals whose health was impairing their ability to be lease compliant. The PHA is to be commended for trying to think beyond the lease termination. (MaryAnn Russ)

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We had the exact situation. We finally called the police department multiple times and reported elderly "abuse" for the lack of a better term...and they got Adult Protective Services involved (FINALLY!!!). It was a long process but we didn't want to evict her because she had no one and would have been literally on the streets! They finally got her in a nursing home where she was safe and not a danger to herself or other tenants. The Police can get Adult Protective Services there quicker than we could. (Paris)



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We have been in this situation several times. They will need to call and find out who the supervisor of the APS person you have filed with. And if that supervisor doesn't help get their boss's name and number. Keep detailed records on who you talk to with time, date and summary of conversation. Be persistent on calling to check the status of the complaint. May call the police and see what they can do or help with. Keep going up the chain until you get results. I have even made the statement that I didn't think it would look very good to have an elderly sick person put out on the streets and APS not doing their job. There has been several elderly tenants that have had no family that we have helped move them (physically) to a nursing home. If you do go this route make sure to get a letter stating all they (tenant) agree with the manager handling for them. (Point)

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1. Contact the Area Agency on Aging agency– I have done that before. Just have to be careful how you disclose the info
2. Request a welfare check from the Police Department if self-neglect is involved – health and safety of tenant at stake. If deemed justified by PD, the PD will contact the Dept of Human Services for further investigation (I have done that several times – seems to be faster). (Delta Housing, CO)

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Adult protective services will not step in until an eviction has been approved by the judge. We have had some assistance from our local Area assistance for aging - ours is located here but actually covers a 6 county area. My other suggestion would be to call 211 for other resources. Finally, you may need a nurse to come in & evaluate her for long term care in a nursing facility. A home health agency can do this (charges Medicare) and makes arrangements for that transfer if needed. (Waco)