

After experiencing a serious health problem, Resident X was unable to pay bills, shop and cook. Family members began to assist with these tasks. They would cook and bring meals, grocery shop and pay Resident X's bills utilizing Resident X's funds. It wasn't long before the family members started shopping for themselves and paying their own bills with Resident X's funds. Resident X saw the unauthorized charges, but was afraid to say anything, as Resident X is dependent on family for assistance with activities of daily living. Finally, Resident X got the courage to mention it to her building's Service Coordinator, who immediately jumped into action. Our Service Coordinator worked with CHANA (an agency of The Associated) and the police to begin an investigation and provided the resident with protection. She also set Resident X up with Meals on Wheels, The Myerberg's Eating Together program and other resources. She helped cancel the debit card and closed the compromised account. She has also referred Resident X to Jewish Community Services (another agency of The Associated) to obtain a representative payee to assist with check writing and account management.