Supports and Tools for Elder Abuse Prevention, Resources from NCEA and n4a

Jasmine Ng, National Association of Area Agencies on Aging (n4a)
Kimmy Moon, National Center on Elder Abuse (NCEA)
Hello my name is

- Name, state, & agency/organization
- Use **Three words** to describe who you are or what you do
Workshop Objectives

Participants in this workshop will be able to:

• Identify general trends in the Aging Network’s elder abuse outreach resource needs and tools to address those needs

• Create customized elder abuse outreach resources for their communities

• Identify ways to seamlessly and effortlessly incorporate elder abuse prevention information to existing outreach activities
The Eldercare Locator
National Call Center

1-800-677-1116
eldercare.acl.gov
Area Agencies on Aging &
Title VI Native American Aging Programs
About the Eldercare Locator:

- The Eldercare Locator was established in 1991 and is funded by the US Administration on Aging, of the Administration for Community Living, Health and Human Services and is administered by the National Association of Area Agencies on Aging.

- It serves as a trusted gateway to accessing information and resources that are crucial to one’s health and well-being.

- The Washington D.C. based call center operates M-F from 9:00 am - 8:00 pm ET.

- Over 4 million people have been connected to local programs and services through its national call center.

- Callers contact the Eldercare Locator from all fifty states, the District of Columbia and most U.S. Territories.

- An After Hours Voice Prompt System allows callers to have direct connection to agencies that are open after normal business hours.
Call Statistics

Major Findings:

Call Volume
Call Complexity
Emerging Issues

Call complexity continues to increase. This includes escalated calls regarding reporting of suspected elder abuse, emergency housing and crisis calls.
Welcome to the Eldercare Locator, a public service of the U.S. Administration on Aging connecting you to services for older adults and their families. You can also reach us at 1-800-677-1116.
Caregiver Corner

Caregivers play a critical role in the health and well-being of their loved ones. The Caregiver Corner is here to help with useful links and resources. Everyone's caregiver story is different, but below are some common questions received at the Eldercare Locator.

1. Who can help me with transportation, in-home care (bathing, dressing, sitter services, preparing meals) and other local services such as respite care that I may not even know about?

2. My father is a veteran. What programs could he or his spouse be eligible for now that they need help in the home?

3. Can I get paid for caregiving?
I am concerned about a situation involving my neighbor. Where do I report suspected elder abuse?

In the event of an emergency related to elder abuse, call 911. All instances of suspected abuse, neglect or exploitation involving an older adult should be reported to the designated adult protective services program in your state. All reports are confidential. To find the contact information for the adult protective services program that serves your area, enter your ZIP code or city and state in the search bar at the top of this page. The Eldercare Locator publication, Older Adults and Elder Abuse, provides additional information about elder abuse.
Welcome to the Eldercare Locator, a public service of the U.S. Administration on Aging connecting you to services for older adults and their families. You can also reach us at 1-800-677-1116.
1. Information and Assistance
2. Aging and Disability Resource Center
3. Area Agency on Aging
4. Title VI American Indian, Alaskan Native and Native Hawaiian Program
5. State Unit on Aging
6. Elder Abuse Prevention
7. Health Insurance Counseling
8. Legal Service Program
9. Long Term Care Ombudsman
Connecting Older Adults and Their Caregivers to Local Resources

1 (800) 677-1116 • www.eldercare.acl.gov

National Association of Area Agencies on Aging
Older Adults and Elder Abuse

As they age, older adults may need assistance from others with getting to and from medical appointments, managing their finances, preparing meals, personal care and performing other activities that enable them to continue living in their homes and communities. Unfortunately, increasing numbers of older adults experience abuse from the very people they trust to provide them with this much-needed assistance.

According to the National Center on Elder Abuse (NCEA), elder abuse most often occurs when older adults are mistreated by someone with whom they have a trusting relationship—most often a spouse, sibling, child, friend or caregiver. In institutional settings like nursing homes, assisted living facilities and hospitals, elder abuse occurs when older adults are mistreated by someone who has a legal or contractual obligation to provide them with care or protection.

While it can be difficult to quantify the precise number of individuals who experience elder abuse, the National Center on Elder Abuse (NCEA) research indicates that approximately one in six older adults have experienced some form of elder abuse. However, for many reasons, elder abuse is under-reported. NCEA estimates a survey conducted in New York showing that for every case of elder abuse that is reported to authorities, 24 cases go unreported.

Types of Elder Abuse

While there are many types of elder abuse, they all have one thing in common: the mistreatment of an older adult that most often occurs by a person with whom they have a trusting relationship. NCEA provides the following definitions for some of the most common forms of elder abuse:

- Physical abuse: Inflicting, or threatening to inflict, physical pain, bodily harm, injury or depriving the older adult of a basic need.
- Emotional abuse: Inflicting mental pain, anguish or distress through verbal or nonverbal acts.
- Neglect: Failure or refusal by those responsible to provide food, shelter, health care or protection.
- Self-Neglect: Neglect of one’s own care through failing to perform personal activities necessary for health, hygiene or safety.
- Abandonment: The discontinuance by anyone who has assumed the responsibility for care or custody.
- Sexual Abuse: Non-consensual sexual contact of any kind; coercion to witness sexual behavior.
- Exploitation: Misappropriation, misuse or concealment of funds, property or assets.

How to Spot Elder Abuse

Although recognizing elder abuse can be difficult, NCEA has identified the following warning signs that may be an indication that further attention and action is needed:

- An elderly adult may be experiencing elder abuse if it appears that they:
  - are socially isolated or cut off from contact with friends and/or loved ones;
  - are confused or depressed;
  - are undressed or unclothed;
  - appear dirty or have unexplained bruises or bed sores;
  - are not eating or are eating less for health problems, neglect or depression;
  - are avoiding dealing with their money, finances or belongings;
  - have unexplained injuries similar to those associated with domestic violence;
  - are being denied opportunities to see their family or friends;
  - have trouble sleeping;
  - have lost weight or gained weight;
  - have their medications or personal belongings taken away or not replaced.

For other signs of elder abuse, visit https://www.nia.nih.gov/health/elder-abuse-signs.

Ways to Prevent Elder Abuse

Education is critical in preventing elder abuse. In addition, older adults can reduce their risk of experiencing elder abuse through the following:

- Staying engaged in their communities;
- Not providing personal information, such as Social Security numbers, over the phone;
- Working with a financial adviser before making large purchases or investments.

For other ways to prevent elder abuse, visit https://www.asaging.org/elder-abuse-prevention-resources.
Goal of the NCEA:
To improve the national response to elder abuse, neglect, and exploitation by
   a) gathering, housing, disseminating current information
   b) stimulating and identifying new approaches, and
   c) detecting and addressing gaps in the field

ncea.acl.gov
NCEA: What We Do

**Research**
Synthesize and disseminate high quality research on elder abuse to encourage the translation of research into practice.

**Practice**
Technical assistance tools, innovative approaches and national resources to aid in the provision of direct services.

**Policy**
Understand, evaluate, and inform policy development to ensure public policy is better aligned with effective practices.

**Education**
Training and awareness materials to further the field for those interested in elder abuse identification and prevention.

ncea.acl.gov
National Partnerships

Resource materials on special topic areas for many target audiences:

- Adult Protective Services
- Cultural Issues
- Law and Legislation
- Lesbian, Gay, Bisexual, and Transgender
- Multidisciplinary Approaches
- Long-Term Care Abuse
- Persons with Disabilities
- Public Awareness
- Public Policy
- Research Briefs
- Risk Factors
- Statistics, Incidence, and Prevalence

ncea.acl.gov
<table>
<thead>
<tr>
<th>Elder Abuse Guide for Law Enforcement (EAGLE)</th>
<th>Training Resources on Elder Abuse (TREA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>eagle.trea.usc.edu</td>
<td>trea.usc.edu</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Reframing Elder Abuse Project</th>
<th>Supports and Tools for Elder Abuse Prevention (STEAP) Initiative</th>
</tr>
</thead>
<tbody>
<tr>
<td>ncea.usc.tk/REframeEA-smt</td>
<td>nceausc.tk/STEAP</td>
</tr>
</tbody>
</table>

NCEA National Center on Elder Abuse
cnea.acl.gov
Reframing Elder Abuse Project

Cultivating thinking about older people as people and not objects of care;

- Promoting a collective, public orientation toward solutions
- Boost the public’s sense of efficacy
- Promote the theme of Social Justice

ncea.acl.gov
# Quick Start Guide to Talking Elder Abuse

<table>
<thead>
<tr>
<th>Do</th>
<th>Don’t</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appeal to justice</td>
<td>Appeal to sympathy</td>
</tr>
<tr>
<td>Talk about the importance of social connections</td>
<td>Talk about vulnerable populations</td>
</tr>
<tr>
<td>Demonstrate the collective costs and solutions to elder abuse</td>
<td>Use crisis-laden, emotional rhetoric, data, or expert jargon</td>
</tr>
<tr>
<td>Explain the underlying social conditions that increase risk factors</td>
<td>Focus on the individual perpetrators or victims</td>
</tr>
<tr>
<td>Provide solutions that emphasize collective responsibility and systemic change</td>
<td>Provide solutions that emphasize individual responsibility</td>
</tr>
</tbody>
</table>
Reframing Elder Abuse Video Lecture Series
(Coupon Code Expires 6/14/19)

Learn how to talk about elder abuse

FREE e-course with code: WEAAD2018
bit.ly/ElderAbuseFWA
EXPIRES: 6/14/19

This advertisement was paid for by the National Center on Elder Abuse (NCEA) at Keck School of Medicine of USC.

bit.ly/ElderAbuseFWA
The **STEAP Initiative** has the mission of both increasing awareness of elder abuse and strengthening elder abuse prevention education and outreach programs.

- Brochure and Fact Sheets
- Outreach Guide
- Presentation Materials

[nceausc.tk/STEAP](nceausc.tk/STEAP)
NCEA and n4a Elder Abuse
Education & Outreach Resources Poll

Respondent Profile
n=136
AAA or Title VI Program 75%
Contracted local provider partner 14%
Other 11%

ncea.acl.gov
Areas of Elder Abuse identified in need of further information and resources:

<table>
<thead>
<tr>
<th>Area</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dementia and Elder Abuse</td>
<td>68%</td>
</tr>
<tr>
<td>Detection and Prevention</td>
<td>61%</td>
</tr>
<tr>
<td>Elder Abuse in Rural Communities</td>
<td>57%</td>
</tr>
<tr>
<td>Elder Abuse in Diverse Communities</td>
<td>55%</td>
</tr>
<tr>
<td>Adult Protective Services</td>
<td>52%</td>
</tr>
</tbody>
</table>

Comments:

“Hoardng / Self-Neglect”
“Effect of opioid crisis and EA; need more resources/ information”
“Neglect of elder abuse agencies in responding and investigating abuse”
### Areas of Financial Abuse identified in need of further information and resources:

<table>
<thead>
<tr>
<th>Area</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Guardianship, Conservatorship, or Power of Attorney Abuse</td>
<td>74%</td>
</tr>
<tr>
<td>Imposter Scams</td>
<td>56%</td>
</tr>
<tr>
<td>Social Security Income Representative Payee Abuse</td>
<td>53%</td>
</tr>
<tr>
<td>Identity Theft</td>
<td>51%</td>
</tr>
<tr>
<td>Medicare or Other Health Care Related Scams</td>
<td>49%</td>
</tr>
</tbody>
</table>

**Comments:**
- “Family exploitation”
- “How to deal with someone being taken advantage”
Most commonly requested Elder Abuse outreach and education tools:

<table>
<thead>
<tr>
<th>Tool</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customizable Fact Sheets</td>
<td>77%</td>
</tr>
<tr>
<td>Presentation Materials</td>
<td>73%</td>
</tr>
<tr>
<td>Outreach Guide</td>
<td>65%</td>
</tr>
<tr>
<td>Event Flyer Templates</td>
<td>61%</td>
</tr>
<tr>
<td>Social Media Outreach Guide</td>
<td>54%</td>
</tr>
</tbody>
</table>

Comments:

“Flyers, monthly calendars”
“Media and social media templates”
“All of this sounds great!”
Customizable & ready-to-use outreach tools
nceausc.tk/STEAP

Fact sheets and brochure

Outreach calendar for year-round elder abuse prevention programming

Presentation template & evaluation form

Reporting Abuse

Signs of Elder Abuse

Emotional & Behavioral Signs
- Unusual changes in behavior or sleep
- Fear or anxiety
- Isolation from friends or family
- Withdrawal from normal activities
- Sadness

Financial Signs
- Unusual changes in bank account or money management
- Unusual or sudden changes in a will or other financial documents
- Fraudulent signatures on financial documents
- Unpaid bills
Download and customize your tools at nceausc.tk/STEAP
June 15th is
World Elder Abuse Awareness Day

WEAAD: June 15th
Are you ready?

bit.ly/WEAADLUV
Connect with us

1-855-500-3537 (ELDR)  
ncea-info@aoa.hhs.gov  
ncea.acl.gov

1-800-677-1116  
eldercarelocator@n4a.org  
eldercare.acl.gov

info@n4a.org  
n4a.org

linkedin.com/company/ncea  
f @NationalCenteronElderAbuse  
t @NCEAatUSC

f @eldercarelocator  
t @EldercareLoc

f @n4aACTION  
t @n4aACTION