

National I&R Support Center Webinar
Responding to Elder Abuse: Resources for Information and Referral Programs
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Please stand by for realtime captions.

Hello this is the National I&R Support Center and I want to welcome all of our participants who are joining us today for our webinar on Responding to Elder Abuse. We are going to begin at 3 PM Eastern time and it is about five minutes, and we want to thank you for joining us early and we will begin shortly.

[Captioner standing by]

I want to welcome all our listeners on our webinar on responding to elder abuse and resources for information and referral programs in partnership with AIRS and n4a. Again, I am Nanette Relave and I manage the national information and referral support Center at NASUAD. Let me cover a few housekeeping items before we get started. The slides and audio recording and transcript from today's webinar will be posted to the NASUAD website within the next week. Please visit the section of our website for the national I&R support Center and see the web page on monthly calls. The web link is also included in the chat box today for your reference.

All of our listeners are on mute during the webinar to reduce background noise. We welcome your questions and comments to the Q&A function available on your screen. Please feel free to submit your questions at any time during today's presentation and we will address questions following the presentation.

We also have real-time captioning for today's webinar. On your screen you should see a media viewer panel on the bottom right where the captioning will appear and you can minimize this panel or have it open and it will not introduce -- interrupt the slide presentation. You may need to enter your name and organization and click submit in order to view the captioning in the immediate viewer.

We have had so many individuals register for today's webinar and I think that truly underscores how important elder abuse and elder justice issues are within our I&R community. I am truly delighted to have Maria Shumar and Andy Mao from the Department of Justice Elder Justice Initiative joining us today. As I mentioned, we are hosting this webinar with our partners AIRS and n4a, and Clive Jones and Patrice Earnest who directs the Eldercare Locator at n4a also has a few opening remarks. Patrice will additionally be presenting during the webinar. First, I will turn it over to Clive to share a welcome on behalf of AIRS. Thank you very much and thank you everyone who is attending today . I will be pretty brief and most people assume that AIRS stands for the alliance of information and referral services and the actual real title is alliance of referral and referral systems and this title as nearly 40 years ago and ideally it was integrated by a system of I&R programs both programs of I&R as well as specialized I&R with a greater depth and it shows an area and that is what the partnership is all about and I think there is a good cross-section of people from both specialized and comprehensive services attending this webinar today as well.

Great, thank you Clive and Patrice will also say a couple of words on Eldercare Locator and we will get started.

Thank you and on behalf of the national association of area agencies on aging and the Eldercare Locator I extend a warm welcome to everyone in this webinar and as mentioned we are really pleased with the interest and turnout in today's session and I think your participation in the session stars as an example of how important accessing and up-to-date information reliable is for you as you work with your programs and call centers. With that I will turn things over to Maria who is the Victim Specialist Consultant for the US Department of Justice and Elder Justice Initiative. Maria will share information about the good work being done at the Elder Justice Initiative. Maria.

Thank you so much, Patrice. Welcome to a presentation today which is Responding to Elder Abuse resources for information and referral programs. I&R programs of the front-door to connecting the public and in our case it would be older adults and their families with much-needed information and resources and your response to those seeking help makes a difference and we hope our presentation today was served to assist you in providing the best possible service to your callers and have you understand what elder abuse is.

Why should we care about elder abuse? When looking at the statistics on elder abuse, we see the impact is great. Premature deaths, nursing home or hospital admittance, increased abuse, approximately 1 in 10 seniors are abused each year and this number is probably low due to lack of reporting and sadly only 1 and 23 cases is ever reported to adopt protective services.

Why should we care? All victims deserve respect from the very young to the very old. We are seeing a rise in the older adult population and with an increase and seniors comes an increased risk of this

population becoming victims of abuse. Many older victims have a disability of some type and this makes them more vulnerable and they are often chosen as targets by perpetrators. Elder abuse is under reported only one and 44 cases of financial abuse is reported and only 1 and 23 as stated before cases have ever been reported to Adult Protective Services. Many professionals have not had training on elder abuse and the public is generally ill informed and unequipped to prevent a report and after all elder abuse is often called the hidden problem. For the lack of awareness is widespread. We have societal attitudes and there is still an it's a family matter kind of mindset as we have seen child-abuse cases and domestic abuse when it comes to elder abuse. Experts say we are three decades behind the field of child abuse and domestic violence and in addition, one can say age which is a stereotyping of seniors is infantile and senile or lacking incapacity also contributes to a lack of support for older victims of crime.

Elder abuse cases can fall through the cracks. They can get lost in the system. They can get overlooked. Agencies may not be equipped to handle them and the entities involved may not be communicating with each other. Older victims may be attached to the abuser if it is a family member or someone they love and they may be afraid to report for fear of being re-victimized or put in a nursing home. They may be ashamed -- be ashamed and often more than one type of abuse is occurring. For example a sign who is living with his mother may want the Social Security check and he physically abuses her in order to take them from her. Due to physical limitations or disabilities older adults are twice as likely to suffer injuries such as domestic violence cases and they often can die from their injuries.

Here is a slide about the wave that is coming. This is the population of seniors that is steadily increasing as baby boomers age and with an increase in older adults in a decreased risk of this population becoming victims of abuse.

What is elder abuse? The technical definition is elder abuse is a stable or repeated act or lack of appropriate actions occurring within any relationship where there is an expectation of trust which is far more distressed to an older person. Often there is more than one type of abuse occurring at the same time.

What are the types of elder abuse? It can be physical, psychological, financial, sexual, or neglect and abandonment.

Physical abuse is any pushing, shoving, hitting, kicking, biting or slapping, burning, shaking, pinching, punching or physically restraining, locking a person up, not allowing use of the restroom, these are various types of physical abuse and in cases of domestic violence growing old when younger a victim might have been able to take the abuse or even fought back but as an older adult this can result in serious injury or even death.

Psychological abuse can be verbal abuse such as belittling or blaming. Intimidation and threats in these can be verbal threats, a direct threat or nonverbal such as a look. Any victim I worked with in the past told me they sought that work and they knew what was coming. It can be religious beliefs and such as humiliating a senior and treating them like a child and not allowing them to speak for themselves. Isolating a senior and not allowing them to have visitors or phone calls. Or stocking a senior.

All of these are examples of psychological abuse.

Many victims I have met over the years said this was the worst type of abuse they experienced.

Financial abuse. This can be a theft of a Social Security or a penchance check. It could be forcing or coercing a senior to withdrawal funds. Deceiving a senior to get money in person such as a door to door salesman, on the phone, like the IRS scam, through the mail such as lottery scams, on the computer and radio or TV. Taking a seniors property, jewelry or valuables without consent is a financial abuse.

Another example of financial abuse would be a caretaker who the senior gives the caretaker a credit card and to Bob medicine and the caretaker helps himself to bring medicine but also bind personal items for themselves.

Would come to sexual abuse of seniors and this is something that no one wants to believe is happening but it is and it was one of the hardest types to talk about. My first case as an advocate doing elder abuse cases was the rape of an older woman. Sexual abuse can be any nonconsensual sexual contact. Any forced anal or oral or vaginal intercourse. Any and what didn't -- unwanted touching or fondling. Exhibitionism -- exhibitionism of forcing a senior to view or participate in pornography and using sexual language. Central abuse does not have to be touching. It can be using suggestive words were telling dirty jokes and that type of thing to a senior when not invited.

Neglect and abandonment. That is the last form of abusable Tech about. It can be intentional which will be failure to care for a senior by providing basic needs or unintentional and that could be when the caregiver lacks skills to properly care for a senior or they may suffer from caregiver stress. The year to provide for the basic needs of a senior which is food, shelter, clothing, hygiene and health care, social interaction and desertion of a senior such as leaving a senior at a hospital, at a mall or in a park, or even in their own home for hours or days at a time is considered neglect and abandonment.

What are some of the warning signs of abuse? These are some of the warning signs and physical abuse is any and explain bruises, repeated injuries, a lack of how those happened, broken bones. Has those physiological abuse when an older adult has been normally outgoing and is now crying or agitated or ashamed and depressed and afraid. Financial abuse is large bank withdrawals, unpaid bills, and missing items. Sexual abuse could be any trauma to the genital area any bleeding, sexually transmitted diseases and a senior who is not sexually active, bruising to breasts and painful urination. Neglect could be dehydration, poor hygiene, poor living conditions and abandonment is saying a burnable adult left alone in distress. Like I was saying before at a mall or hospital or in the park these are all warning signs of abuse.

What are the causes of elder abuse? Ageism is a cause and that is a stereotyping of seniors. We have to remember everyone ages differently. I have a neighbor who is 96 years old and up until three years ago she was selling real estate and driving and now although she cannot drive she still has parties and still has her bridge club every month and she has hosted parties for us and I know someone who is 70 years old who can barely drive all remember anything. We have to remember everyone ages differently. Societal attitudes, older adults, the attitude that society is best and a seniors wishes are ignored and stereotyping of seniors on TV, and commercials and cartoons. The general lack of awareness about Elder Abuse. People do not want to believe this is happening. It is difficult. You need to educate and get the word out.

Other causes of elder abuse, intergenerational violence is a big one and families who use balance of the problem, for example a problem child who has been physically violent in the past has now become the caregiver of the older adult and they are not working and this is a setup for a possible abusive situation. When there is a history of domestic violence, these are other types of other causes of elder abuse. Adult children who want the money and the house of the older adult they have a sense of entitlement and bills -- and thinks they are owed these things. Addictions such as drugs, alcohol or gambling are also causes of elder abuse.

Perpetrators of abuse, anyone can be an abuser but we know they may members are the largest number at 57.9%, France and neighbors at 16.9% and home care aides at 14.9%.

When speaking with older adults, remember this. Remember to be respectful. If your collar, ask them how they wish to be addressed and try not to use first names unless it is okay with the caller. Remember to avoid ages assumptions. Be patient. Ask questions and listening. Speak slowly. Don't rush through questions. Listen actively and give them time to process and answer. If they are answering slowly avoid interrupting them. They are going to get their point across to you that it may take longer. The empathetic. Your collar may be afraid or ashamed and this may be the first time they reached out to anyone for help and be supportive and not judgmental. Ask if it is safe to talk. If the caller says there is abuse check to see if the abuser is present in the home and suggest a code word to use it the abuser comes in during the call. Arranged to speak at a later time or call an emergency number if necessary.

Lowered the pitch of your voice. Speak clearly and articulately. Make sure your collar and hear it you properly. Use terminology the use. Try to speak in their language when providing feedback. Check for comprehension. Verify the colors comprehension during their conversation and at the end asked them to repeat what the plan of action will be whether making a call or going to a place for help. Be sure to offer options and resources which is self-explanatory. If your collar is Internet savvy you can offer resources. They will have different needs and abilities. And be sure to use Gendreau -- gender-neutral language and referring to a color -- Callers use gender neutral language. Dramatic how can you help? You are doing it today by educating yourself and participating in this webinar. Go to the elder justice initiative site and read stories of abuse. There is a lot of information to be learned. Use the Elder Justice Initiative resource locator, there are many great resources on our site. Be sure to respect the caller's wishes and point out what would be helpful and what is available to them rather than telling them what to do. Address safety issues as I have said before and it is very important. Be supportive and nonjudgmental. Also is important to be culturally sensitive that people respond to crises within their cultural background and responses can vary and try to incorporate up-to-date training for yourself on cultural differences and trauma response. That is to ensure addressing the needs of all older adults and I want to point out the Office for Victims of Crime has information on this topic for you. Finally, check out all resources and think outside the box. WID this idea I will pass this over to Patrice.

Thank you so much Maria and we well change and, Patrice I think we are ready to get started with your presentation.

Thank you. I want to give a little background before we get into the information about the calls that come to the Eldercare Locator relative to individuals who want to report suspected abuse and neglect or exportation of an older adult. I want to give a little background about the Eldercare Locator. The Eldercare Locator is the nation visible and trusted source for connect and consumers to local programs and providers and local resources that address community long-term supportive services and we are funded through the administration for community living in the administration on aging as a part of that larger administration for community living. We are proud to share with you we have actually been the designated coordinating agency for the Eldercare Locator for 25 years now and have remained since the program first launched. We remain committed to ensuring the Eldercare Locator is the premier service to connect older adults and caregivers with the information and resources and local connections they need to live independently and here is the keyword, safely in their homes and their communities where they want to be for as long as possible. Since the program started, we have connected over 3 million individuals to the resources through telephone calls and emails and chat.

I want to share a little bit of background information and I know in the audience, I am sure we have representatives from area agencies on aging but in case you are not familiar with the aging network, I want to show there are 622 area agencies on aging nationwide and additionally there are 220 programs that serve Native Americans and what we call title VI programs in these organizations are responsible for coordinating a service delivery system throughout our nation. Funded under the Older Americans Act, there is a network and system of programs and services and a lot of people know area agencies on aging

as providing Meals on Wheels programs or transportation services or other and home supportive services and if we talk about resources, you can see why the aging network is a critical and important partner and what we do. Under the older Americans act one of the services we are familiar with is the information and referral structure. While most area agencies on aging cannot provide those direct services I mentioned, information and referral is one of the services that can be directly provided through an area agency on aging or in some cases area agencies on a -- aging has providers. Like this is our website on Eldercare.gov and it is all about connecting to community-based services and programs and as I mentioned we administer the Eldercare Locator that I see everyone in the aging services network as a partner in the locator and if you go to the thought, and I hope you do after the presentation, you will see major services and programs that are listed on the Eldercare Locator and it is really important and especially with the topic we are discussing to really be familiar with the services that I will mention about very briefly and in addition to the area agencies on aging you will see on the Eldercare.gov site state unit upon agent and long-term care on veterans programs which are critical programs for representing the rights of individuals and nursing facilities and assisted living facilities and you will also see information on adult protective services and use the information on legal aid programs and vital programs and local communities that represent those that may have legal issues they need an advocate for. Last comment you will also see information on the state health insurance counseling program and again another very important community-based resource. So often it is very hard to know about what is hard in your community. Here is a little background on the call statistics. Last year for the first time we continue to grow every year and from the first year we handled 16,000 calls to last year in 2016 handling over 308 Here is a little background on the call statistics. Last year for the first time we continue to grow every year and from the first year we handled 16,000 calls to last year in 2016 handling over 308,000 calls that came in they came into the Eldercare Locator call-center. We have 12 information and referral specialist who have their certification and status if they have been eligible for that and we're excited about that. You can see we also have emails and chat that are generated to the call-center.

A little about the demographics, I think it is interesting as I talk about demographics from the calls and from individuals who want to report suspected abuse and neglect that from the 3% of the callers in the Eldercare Locator are older women. You can see they are primarily seeking services for themselves. A majority of the calls over 60% are referred to the Eldercare Locator by other federal government agencies and every year we get a lot of referrals that come from Social Security Administration, from the one 800 Medicare which is a popular referral source because as individuals called those entities they are probably asking about what local community services and programs may be eligible and as an assigned transportation requests that are a number one service into the Eldercare Locator.

You can see between transportation and in-home community support and services, it comprised last year almost close to half of the calls that we have into the Eldercare Locator. I want to spend a few minutes, if I can, highlighting the 2016 data report and that will be released in the wall and certainly you will have my contact information if anyone would like to receive a copy of this report and we will have it on my website as well and this is a very important report because I think it mirrors what everyone probably and this webinar series at a local level about the greatest needs that callers are coming to the

Eldercare Locator requesting. You can see over 22,000 calls in a one-year period were handled by colleagues at the Eldercare Locator as complex or enhanced services. With that many calls coming into the Eldercare Locator, the usual protocol is to get information quickly and directly referring individuals to local resources and the ones I mentioned but as you can guess, some calls take much more time and what we call complex or enhanced services and those would include callers wanting to report elder abuse. We are what we call person connected but data driven and I think it is so important we are able to share some of the information about the calls we have an pertaining to elder abuse and you can see last year over 7000 calls came into the call-center for persons wanting to report suspect the -- suspected elder abuse. A little information about the calls, many 5% of the calls were calls from individuals wanting to report suspected financial elder abuse. As I mentioned, the majority of the calls that come into the Eldercare Locator are from women and it mirrors the calls that have come to report suspected elder abuse and the majority of the callers are women as well. We do have additional information about the elder abuse calls that are coming in and I want to share a couple statistics with you on that as well. Three quarters of the calls, of those that come in, they are from individuals over the age of 60. As Maria pointed out, the different types of elder abuse that is often, there is, we actually have from a statistic on those as well and it was mentioned 25% exportation and we do have, and I think this is interesting, a portion of calls that come in from individuals wanting to learn more about how to prevent elder abuse with their programs and what can we do to increase awareness and also what training programs are available and as you can see this is a great example being able to do that. You can see the challenges great with the calls and the Eldercare Locator, requesting to report suspected abuse, we are doing a direct transfer to the appropriate agency and in many cases it is adult protective services and in some cases it may be long-term care ombudsman program or other reporting entities they direct transfer is critical in what we do. I mentioned the community-based services that are part of the Eldercare Locator, and again it may mean best many of you on that line and I want to take a minute to take a plug on the Eldercare.gov site, this is an example, and hopefully you can see this but it is small print. It is a snapshot of the adult protective service information and again this is available to the public to get information and an partnership with the Department of Justice and the initiative, these consumer voice that represents long-term care ombudsman program and national association for Dell protective service agencies, we came together and were looking at ways to coordinate the resource information and the ever-changing resource information that is out there regarding central referral sources. The Eldercare Locator, we have adjusted the updating schedule for Dell protective service information to be updated on a quarterly basis. Some of you may have permission as well to go to the Eldercare website to actually update your information but for those of you who are on the phone and have Dell protective service sections, please be aware you will be getting a quarterly update call from us. Interestingly, one of the big changes we have seen in states is a move toward a central one 800 toll-free number for those dates and I believe there are only eight states that have local reporting numbers for adult protective services. I encourage you again to please go to the site and take a look and accurate information is critical. Especially when making any kind of direct transfer to those reporting agencies. I think it is important to know in the United States there is not one central reporting number because, again, states have different toll-free numbers and they are structured and different ways but through the Eldercare Locator as one of the central numbers, we can get individuals to the right place.

I want to very quickly share more information about the resources available on our site. You can see we have the Eldercare Locator central brochure as well as other helpful resources that may be helpful for you and you are welcome to download that information and we also have hard print copies if anyone is interested in ordering those brochures. Last I want to highlight the 2016 Home for the Holidays Campaign because it focuses on social isolation and loneliness in older adults and as you can imagine those who may be isolated may be those who are more susceptible to potential abuse and neglect and this is a very important topic and this is a very helpful campaign I think and it was unprecedented in the number of participants we had that were involved in helping to get the word out about the importance of connect in order individuals to the services and programs and there is the checklist and again you're welcome to go to the site and download that information.

Here's the website at the Eldercare Locator, the website is Eldercare.gov and the toll-free number is 1-800-677-1116, we are open from 9 AM to 8 PM Eastern standard time and after hours we have a response program and for those information referral programs with area agencies on aging that function 24 seven the callers to the Eldercare Locator can be better directly to the local area agencies on aging. We encourage you to add our information on the Eldercare Locator to your website into your database and resource information and as a national resource, we are available on the site as well. Again we are all partners in this important process in this important initiative and at this point I would like to introduce the coordinator of the Elder Justice Initiative, Andy Mao with the Department of Justice.

Good afternoon everyone .

My name is Andy Mao and coordinator of DLG -- DOJ Elder Justice Initiative and it is one of the department's highest priorities for elder abuse. I am pleased to share with you some of what the Department of Justice is doing. Before talking about what we're doing, I want to commend Patrice and her colleagues at Eldercare Locator and they've been doing a tremendous job in terms of making sure the information that so many of us rely upon is up to date and accurate. To the extent there are put to the present today's webinar who are part of AAA or long-term care ombudsman or other people who report information that is contained on the Eldercare Locator, let me ask you all take what Patricia said very seriously and update information. It is not just those who use the Eldercare Locator who rely on information but many other federal websites that do so as well. The information you provide does have a broad sweep in terms of impact and I want to commend Patrice and her colleagues what they've been doing in that regard. In terms of Elder Justice Initiative, we help to coordinate the department law enforcement and programmatic policy efforts and with regard to law enforcement efforts the department has a long history of being involved in pursuing nursing homes for example that provide substandard care, while there are many nursing homes that do a great job, there are some that fall short and the department has a long history of pursuing those nursing homes and in addition to that the department is active in the financial exploitation realm and the department consumer protection branch for example has been aggressively pursuing schemes and mail fraud schemes and telemarketing schemes and lottery schemes and psychic schemes that have disproportionately affected or targeted

older Americans. On the programmatic side, the department is very active in trying to identify where the resource gaps are and trying to fill those. The department has been working with law enforcement, prosecutors, civil legal aid, nurses, other clinicians, and victim specialist and others to try to identify what they need and what type of resources would be helpful to them and try our best to fill in the gaps where the gaps exist. For example with regard to law enforcement, we are currently working with the national Center on Elder abuse in Southern California on the development of a web module which will be available to law enforcement in all 50 states as well as the District of Columbia on providing information about elder abuse but also how to investigate cases of elder abuse and neglect and financial exploitation. We are collaborating with organizations like international association of chief of police on the development of a roll call video series which will target law enforcement of all stages be they dispatch officers or detectives or [Indiscernible] or whomever and make sure they are aware of elder abuse and their role in combating other abuse and neglect and exploitation. With regard to prosecutors I will highlight resources we developed, we have been trying to develop a video training and everyone knows that resources are always going to be an issue that the lack of information and training to us is an unacceptable barrier to an elder abuse prosecution. We have committed significant resources in order to make sure prosecutors have not only templates and the different halves of legal documents they need to file but also training materials and videos and it will highlight some of that as well. Review is everything that we create in terms of resources we are training all go [Indiscernible] which is what you will see on the screen and I will give a virtual tour shortly but unless they want to mention before jumping to the website that in addition to the Eldercare locator which is a tremendous locator that in addition to our website which I will give a tour is also the national Center on Elder abuse website. I think these three, and to the extent you commonly deal with older Americans or potential victims of elder abuse, I think it behooves you to become familiar with all three as they all provide slightly different resources and pieces of information with regard to the NCAA website which is at an CEA diet which is anCEAdietDCL.gov. Again I think it is critical to be sure you understand what all three do for identifying different pieces of information. With regard to the world -- elder justice website, I want to take you through and again it is more that we can do in the time allotted that I want to highlight resources and what you should be able to find and as Maria said one of the things the website has is information about different forms of elder abuse and neglect and financial exploitation and there is a lot we know and a lot we do not know but this page provides information and provide stories and warning signs and the thought is we want to make those people who are interested in learning more about the topic aware of what it is especially if they make themselves a victim of it. As you can see from the bottom there is a section which talks about different other abuse stories and again that is a great resources and we have provided snippets and that is a great resource.

Also on the website, to the extent a victim or his or her family wants to report a potential case of elder abuse or neglect we want to highlight what resources there are. Obviously if someone is imminent danger of abuse they should call 911 and we have highlighted the Eldercare Locator as well and to the extent they want there is also a resource in terms of a resource of adult protective services which is a critical resource as well. One of the things the website offers is victim resource locator. On this part of it what we have been, to the extent you want to find resources by state you click on the map and on a state-by-state basis, if you want to look at resources in Pennsylvania click on that and it will allow you to quickly identify resources within a certain geographic area Isaac code. For example if you type in your

ZIP Code you can identify all of the Adult Protective Services and federal state and local law enforcement and legal aid and Medicaid fraud control unit score others and again, this be the department of justice are resources are tended toward law enforcement and again to the extent someone wants to call the local prosecutor if you tap your ZIP Code it should identify a relevant law enforcement agency with a certain geographic area.

Exploitation is another issue that has been receiving a significant amount of attention and there are a couple of things I want to highlight on the financial exploitation page. The first is the senior scam alert. Bit section, week -- in that section, we tried to expand that we have been aware of an update this on a regular basis and provide common scams we have investigated or we are aware of and again to the extent someone calls you wanting to learn more about recent scams that is a potential resource. In addition I want to highlight the federal resource roadmap. It can provide background on this. Several years ago, there was a report talking about the need for greater federal leadership in the context of elder abuse issues and one of the issues they raised was lack of transparency in terms of what the federal government was doing and in the context of financial exportation, we wanted to create an easy to use tool or guide that will allow people to identify what federal resources were available to them and where they could report issues to federal agencies and again at this point in time the resource locator does not include state level information but to the extent the things they have issued that pertains to a federal program, this is a tremendous resource and we work mostly with over one dozen federal agencies and what we have we think is a user-friendly vehicle that either you can use or you can refer others to use and for example, it starts with a series of questions. Who caused you or someone you know financial loss. Is a hypothetical it was a financial professional like an advisor to click on that and it will last another series of questions whether or not it pertains to credit cards or stocks and bonds or commodities. It pertains maybe to issues involving a financial professional with credit cards or bank accounts and loans. When you click on that it will take you to the relevant financial agency which is the financial Consumer Financial Protection Bureau and to the extent someone was to call and speak to someone it has a number into the extent you want to extend a complaint to the CFPB provides a link and you can do so. And also provides information about what the person can expect and often times people will contact federal agencies and have no idea about the process or how it works or when they should hear something and this is meant to provide some sense of how the process works as well as additional resources if they were likely to do that.

Moving back to the main page, I want to highlight a couple of other resources. One is it is unlikely prosecutors will be calling you but there is a resource I want to make available to you which is, in the prosecutor section, and this is for your own edification, the section regarding prosecutor training and resources. I mentioned before the fact we really wanted to be able to provide prosecutors with training and materials. This is a video series we developed talking with subject matter experts from around the country how to investigate and how to prosecute and elder abuse of financial fraud case. Again, the training is primarily focused on prosecutors and provides a tremendous amount of information that may be interesting or useful to you as well about abuse in the role of prosecutors. It talks about aging services network, how communities can get involved and how we work with experts and also cognitive and capacity and again this is an issue we often times still with any law enforcement context and there is

a tremendous amount of information to the extent you would like to learn more about working with older Americans as well as those who may have cognitive issues.

Another segment I want to highlight is the victim specialist section and this is the brainchild of Maria who spoke earlier and this is meant to be a resource primarily for those who work directly with the Dems. This draws upon Maria's many years of experience and things she found useful when she was a victim specialist with the US attorney's office for many years and this is a tremendous resource for victim specialist and advocates. In addition to resources there are materials and presentations and you can use, there are webinars and a repository of different webinars and the Department of Justice was done for other federal agencies. Again it links to a wide array of resources. Again, I think this may be relevant to the folks on today's call in the tremendous resources for those who want to do this type of work and we designed this to be a one-stop shop for people who want to work on these types of matters. Again I would pray in addition to our website, the website mentioned before also has a terminus amount of resources with regard to training to the extent someone calls you or you yourself are interested in training resources, the NCE a website has a user-friendly guide and a repository of training materials and I urge you to take a look at that as well.

One less thing to highlight is the outreach section and I think we are that this is not an issue we can prosecute our way out of and the only real solution is raise public awareness and arm people with information necessary to protect themselves to the greatest extent possible and to the extent you or people who call you are interested in raising public awareness in your own communities, this segment the outreach section is where we portal outreach materials people can use. In addition to videos and webinars we have done, like Patrice, we have a series of pamphlets we developed and you can download and they are ready to be used both English and Spanish. In addition to that, we have a wide array of presentations and these are PowerPoint presentations ready to be taken off the shelf and again we tried to make this as user-friendly as possible so anyone who wants to do a presentation regarding elder abuse and financial exploitation and resources available like the Elder Justice website, we want to provide in one simple place where someone can go ample information down.

Again, this is a very quick virtual tour of some of the resources on the Elder Justice website and I urge you if you have time or interest to stroll through it and it does have a tremendous amount of information. Two final points I want to quickly make, if you see there is a button for safe exit, as Maria said, particularly to the extent you're talking with a victim you want to be sensitive to their surroundings, the safe exit button for those who do not know is a button that will automatically take the user to another website so to the extent they are home and looking up information and to the extent they need to get that quickly and not rebuild the fact they are looking up information [Audio disconnected. Please stand by while reconnecting.]

We have a few moments left and we had questions and comment and we will capture all of those. We did have one question and as you begin to present, the listener asked can we be informed when the law

enforcement videos are made available so we can promote them? How will they know when those become available?

Again what we are trying to do, whenever we put new materials or new materials are available, we often times try and disseminate that through the list are but we also have a wide network of organizations we deal with and we are trying to basically create a master list of where we can get it out to everyone. Obviously this organization as well as n4a , it will get out. We have a long group of people connecting themselves and we know we will be able to reach everyone on this phone at least in these organizations per

Great. We have one listeners who asks a question about how does vulnerability play into decision-making? Andy, this may perhaps touch more on the section on cognitive capacity you mentioned on the website that if anyone was to share any thoughts or suggestions around this type of decision-making capacity within the scope of elder abuse issues.

Maria here, I know there are studies about the cognitive changes that take place but it is not exactly my expertise but I believe of the [Indiscernible] changes it does make people more susceptible to being trusting and maybe trusting an individual they normally would not have maybe if they were younger.

I think that is the best.

Okay. We have a question that asks, what about clients that are being -- I'm looking at a small screen so I will ask my colleague Adam to read the question.

There was an attendee asked about What about clients that are being abused but does not want to report because are afraid of being alone. APS will not take case because client is A&O. Where can the client get help?

Maria here. I would suggest another is the program in the area and some of the advocates will take anonymous calls and for instance the national Center for victims of crime have a call line called victim connect and they are located on our website and that particular person could reach out and get ideas of what to do if they are not ready to report or leave a situation. Think and advocacy program is the first step.

updated.

Thank you. We will stay on a moment or two more and we can see about questions. We had someone reporting on financial abuse situations and the callers asking whether they could make the report based on what they are told or only callers are able to report for themselves or someone they are caring for and here in the room we are thinking this is important to know about the laws and policies of your agencies and jurisdictions regarding mandated reporting that we wanted to check in with a larger group and see if you have thoughts about reporting and mandated reporting and folks can learn about that or just what would be best practices as a specialist as you begin to learn about situations in terms of reporting.

Mandated reporting varies by state if you go to the Elder Justice Initiative site you can find the information on victim services page in various disciplines are required to report and others are not in it very state-by-state if you want to check what the situation is there.

I would also add to make sure they are checking on your policies and protocols and procedures within your organization for reporting great. Thank you. We have had several questions come in about the PowerPoint on the webinar as we learned about such great information so to remind you, the slides and audio and transcript will all be made available on the NASUAD website and again we have that link in the chat box. I certainly, if anyone has difficulty you are welcome to contact me at the center and I can help you find what you are looking for. We are at the top of the hour and certainly go through any remaining questions if there is once we were not able to answer and we can collect those and show those with the presenters and they may be able to get back in touch with you. I want to truly thank all of our listeners for joining us today and giving a deep heartfelt thank you to Maria and Andy and Patrice for sharing such great information. I want to thank our captioner for doing a job for us today and I hope this resource and him particularly the website and the Eldercare Locator are especially helpful to you and your work as you address this issue and we want to thank you again and wish everyone a good and of the week and also a good fourth of July holiday.

[Event Concluded]