

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

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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](http://eldercare.acl.gov)

# Area Agencies on Aging & Title VI Native American Aging Programs



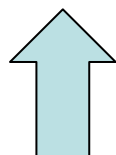
advocacy | action | answers on aging

## 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.





# The Eldercare Locator

## Eldercare.acl.gov

### Online Resources



[Home](#) [About](#) [Resources](#)

1-800-677-1116 

Find help in your community by entering your zip code OR city and state.

Zip Code

City/State

Enter zip code

Search



**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](tel:1-800-677-1116).

#### Have A Question?



Speak with an  
**Information Specialist**  
Monday - Friday  
9am - 8pm ET

#### Caregiver Corner



National Association of Area Agencies on Aging

# The Eldercare Locator Eldercare.acl.gov Online Resources

[Home](#) > [Resources](#) > Caregiver Corner

## 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?

## The Eldercare Locator Eldercare.acl.gov Online Resources

**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.

# Learn More About



Support Services



Housing



Elder Rights



Insurance and Benefits



Health



Transportation

# The Eldercare Locator Eldercare.acl.gov Online Resources



[Home](#) [About](#) [Resources](#)

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## Caregiver Corner



National Association of Area Agencies on Aging

# Service Listings in the Eldercare Locator Database [Eldercare.acl.gov](http://Eldercare.acl.gov)

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](http://www.eldercare.acl.gov)

# Conecta a los adultos mayores y a sus cuidadores con recursos locales



1 (800) 677-1116 • [www.eldercare.acl.gov](http://www.eldercare.acl.gov)

# Protect Your Pocketbook

Tips to Avoid Financial Exploitation



Connecting You to Community Services

1 (800) 677-1116  
[www.eldercare.acl.gov](http://www.eldercare.acl.gov)



# Eldercare Locator Critical Conversations



eldercare locator CRITICAL CONVERSATIONS

## 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 can occur 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 cites research indicating that approximately one in 10 older adults have experienced some form of elder abuse. However, for many reasons, elder abuse is under-reported. NCEA also cites a survey conducted in New York showing that for every case of 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:** Refusal or failure by those responsible to provide food, shelter, health care or protection.
- **Self-Neglect:** Neglect of one's own care through hoarding; poor hygiene; failure to take essential medications; failure to provide one's self with adequate food, nutrition or other basic needs.
- **Abandonment:** The desertion by anyone who has assumed the responsibility for care or custody.
- **Sexual:** Non consensual sexual contact of any kind; coercion to witness sexual behaviors.
- **Exploitation:** Illegal taking, 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 older 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 undernourished or dehydrated;
- appear dirty or have unexplained bruises or bed sores;
- are not receiving care for health problems: eyesight, dental, hearing, incontinence;
- are abusing drugs or alcohol; and
- have trouble sleeping;

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

### Ways to Prevent Elder Abuse

Education is critical to 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;
- reviewing their wills periodically—and ensuring that a living will or advance directive is in place—to protect their wishes; and
- working with a financial adviser before making large purchases or investments.

For other ways to prevent elder abuse, visit <http://www.aaging.org/elder-abuse-prevention-resources>.



advocacy | action | answers on aging



Connecting You to Community Services

1-800-677-1116

[eldercare.acl.gov](http://eldercare.acl.gov)

# National Center on Elder Abuse (NCEA)



## 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](http://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.

# 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



# National Center on Elder Abuse

and related projects

## Elder Abuse Guide for Law Enforcement (EAGLE)

[eagle.trea.usc.edu](http://eagle.trea.usc.edu)

## Training Resources on Elder Abuse (TREA)

[trea.usc.edu](http://trea.usc.edu)

**NCEA**

National Center on Elder Abuse

## Reframing Elder Abuse Project

[ncea.usc.tk/REframeEA-smt](http://ncea.usc.tk/REframeEA-smt)

## Supports and Tools for Elder Abuse Prevention (STEAP) Initiative

[nceausc.tk/STEAP](http://nceausc.tk/STEAP)

[ncea.acl.gov](http://ncea.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

# Quick Start Guide to Talking Elder Abuse

Do	Don't
<b>Appeal to justice</b>	Appeal to sympathy
<b>Talk about the importance of social connections</b>	Talk about vulnerable populations
<b>Demonstrate the collective costs and solutions to elder abuse</b>	Use crisis-laden, emotional rhetoric, data, or expert jargon
<b>Explain the underlying social conditions that increase risk factors</b>	Focus on the individual perpetrators or victims
<b>Provide solutions that emphasize collective responsibility and systemic change</b>	Provide solutions that emphasize individual responsibility



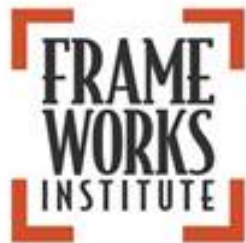
# Reframing Elder Abuse Video Lecture Series (Coupon Code Expires 6/14/19)

Learn how to talk  
about elder abuse

**FREE** e-course with code: **WEAAD2018**

**[bit.ly/ElderAbuseFWA](https://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](https://bit.ly/ElderAbuseFWA)**

# Supports and Tools for Elder Abuse Prevention (**STEAP**) Initiative



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

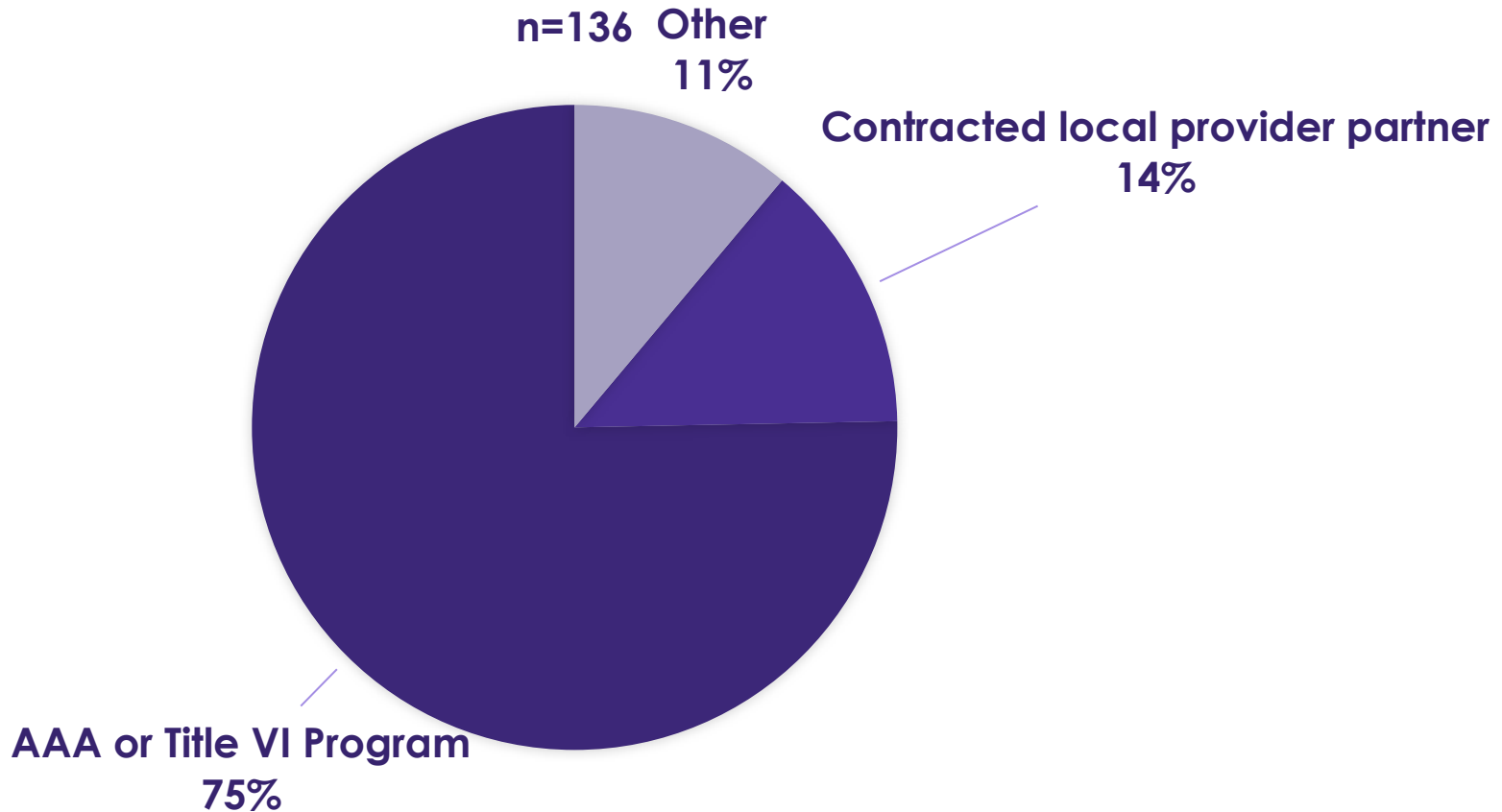


Presentation Materials

[nceausc.tk/STEAP](https://nceausc.tk/STEAP)

# NCEA and n4a Elder Abuse Education & Outreach Resources Poll

## Respondent Profile



# Areas of Elder Abuse identified in need of further information and resources:

<b>Dementia and Elder Abuse</b>	<b>68%</b>
<b>Detection and Prevention</b>	<b>61%</b>
<b>Elder Abuse in Rural Communities</b>	<b>57%</b>
<b>Elder Abuse in Diverse Communities</b>	<b>55%</b>
<b>Adult Protective Services</b>	<b>52%</b>

## Comments:

“Hoarding / 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:

<b>Guardianship, Conservatorship, or Power of Attorney Abuse</b>	<b>74%</b>
<b>Imposter Scams</b>	<b>56%</b>
<b>Social Security Income Representative Payee Abuse</b>	<b>53%</b>
<b>Identity Theft</b>	<b>51%</b>
<b>Medicare or Other Health Care Related Scams</b>	<b>49%</b>

## Comments:

“Family exploitation”

“How to deal with someone being taken advantage”

# Most commonly requested Elder Abuse outreach and education tools:

<b>Customizable Fact Sheets</b>	<b>77%</b>
<b>Presentation Materials</b>	<b>73%</b>
<b>Outreach Guide</b>	<b>65%</b>
<b>Event Flyer Templates</b>	<b>61%</b>
<b>Social Media Outreach Guide</b>	<b>54%</b>

## Comments:

“Flyers, monthly calendars”

“Media and social media templates”

“All of this sounds great!”

# Customizable & ready-to-use outreach tools






## ncausc.tk/STEAP

### Fact sheets and brochure


**Preventing Elder Abuse in Our Community**

Elder Abuse is *preventable* – and everyone has a role to play.


**Here are 5 things EVERYONE can do to prevent elder abuse:**

-  **1) Listen** to older people and caregivers to understand their challenges and provide support
-  **2) Educate** one another about the signs of abuse and how to get help
-  **3) Report** suspected abuse or neglect as soon as possible
-  **4) Build** a community that fosters social connections and supports
-  **5) Reach out** to professional services for support where available


**Building Community Supports to Prevent Elder Abuse**



This brochure was created in conjunction with:



**National Association of Area Agencies on Aging**  
www.n4a.org




**National Center on Elder Abuse**  
955-500-3537  
ncea.acl.gov

This material was completed for the National Center on Elder Abuse situated at Keck School of Medicine at the University of Southern California, in partnership with the National Association of Area Agencies on Aging, and is supported in part by a grant (No. 90ABRC00010-02) from the Administration for Community Living, U.S. Department of Health and Human Services (DHHS). Grantees carrying out projects under government sponsorship are encouraged to express freely their findings and conclusions. Therefore, points of view or opinions do not necessarily represent official ACL or DHHS policy.

**Keck School of Medicine of USC**

### Presentation template & evaluation form

## STEAP Initiative Outreach Calendar 2019



Generate awareness and foster action to end elder abuse!

There are many opportunities throughout the year to bring your community together and build awareness on elder abuse. Below is an outreach calendar with commemorations related to elder abuse, neglect, and exploitation prevention and programming.

*Tip: Sync this STEAP Initiative Outreach Calendar to your calendar! [Click here.](#)*

Month	Observance
January	RECOGNITION DAYS <ul style="list-style-type: none"> <li>Wednesday, January 9: Law Enforcement Appreciation Day (LEAD)</li> </ul>
February	MONTH-LONG OBSERVANCES <ul style="list-style-type: none"> <li>Black History Month</li> </ul> RECOGNITION DAYS <ul style="list-style-type: none"> <li>Wednesday, February 20: World Day of Social Justice</li> </ul>
March	MONTH-LONG OBSERVANCES <ul style="list-style-type: none"> <li>National Nutrition Month</li> <li>Social Work Month</li> <li>Women's History Month</li> </ul> RECOGNITION DAYS <ul style="list-style-type: none"> <li>Friday, March 8: International Women's Day</li> </ul>
April	MONTH-LONG OBSERVANCES <ul style="list-style-type: none"> <li>Community Service Month</li> <li>Financial Literacy Month</li> <li>Sexual Assault Awareness Month</li> <li>Social Security Month</li> </ul> WEEK-LONG OBSERVANCES <ul style="list-style-type: none"> <li>Monday, April 1 – Sunday, April 7: National Public Health Week</li> <li>Sunday, April 7 – Saturday, April 13: National Crime Victims' Rights Week</li> <li>Sunday, April 7 – Saturday, April 13: National Volunteer Week</li> </ul> RECOGNITION DAYS <ul style="list-style-type: none"> <li>Tuesday, April 2: Sexual Assault Awareness Day of Action</li> <li>Sunday, April 7: World Health Day</li> </ul>

### Reporting Abuse

Report suspected abuse in the community to the local **Adult Protective Services** agency, and report suspected abuse in a nursing home or long-term care facility to the local **Long-Term Care Ombudsman Program**. For serious and immediate emergencies, call 9-1-1.

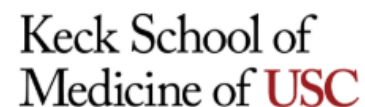
**Report suspicions of abuse as soon as possible.**

### 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

## Outreach calendar for year-round elder abuse prevention programming

Download and customize your tools at  
**[nceausc.tk/STEAP](http://nceausc.tk/STEAP)**





# June 15<sup>th</sup> is World Elder Abuse Awareness Day



## **WEAAD: June 15th** **Are you ready?**






[bit.ly/WEAADLUV](https://bit.ly/WEAADLUV)



# Connect with us



1-855-500-3537 (ELDR)  
[ncea-info@aoa.hhs.gov](mailto:ncea-info@aoa.hhs.gov)  
[ncea.acl.gov](http://ncea.acl.gov)

 [linkedin.com/company/ncea](https://www.linkedin.com/company/ncea)  
 @NationalCenteronElderAbuse  
 @NCEAatUSC





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