

RESPONSES TO ELDER ABUSE

Understanding Services and Systems



Who Can I Call?

Prosecutors

Aging
Services
Network

Adult
Protective
Services
(APS)

Domestic
violence or
sexual
assault
Advocate

Law
Enforcement

Long Term
Care
Ombudsman

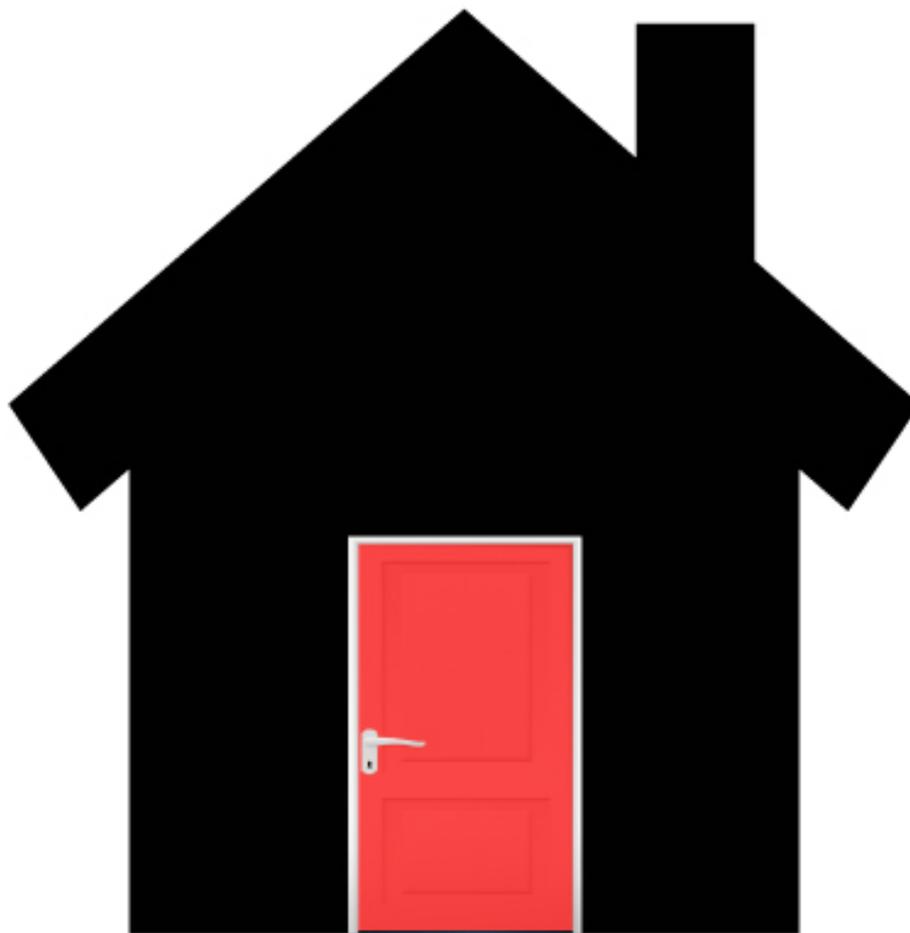


You Will Be Better Able To:

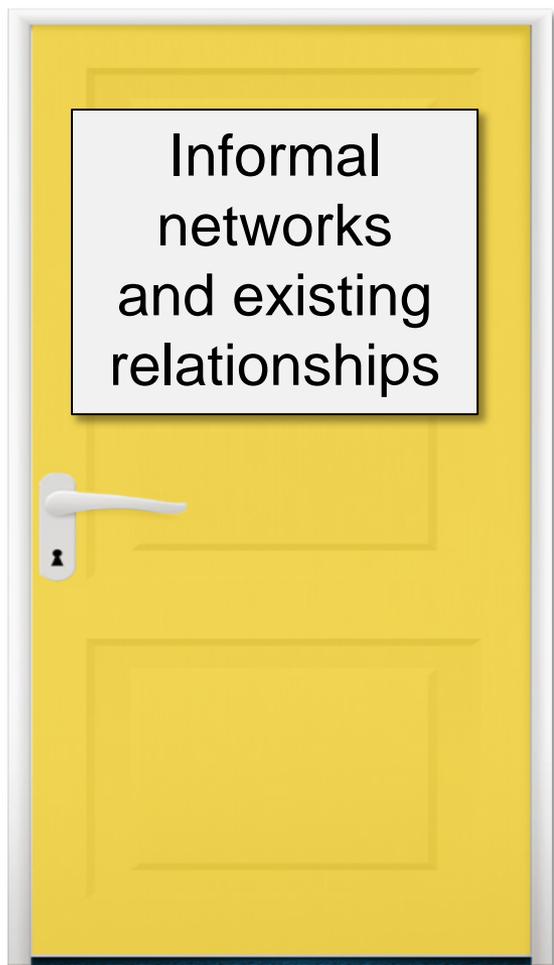
- Recognize the various organizations and systems that respond to elder abuse
- Describe the roles of key agencies and systems



When People Seek Help for Elder Abuse

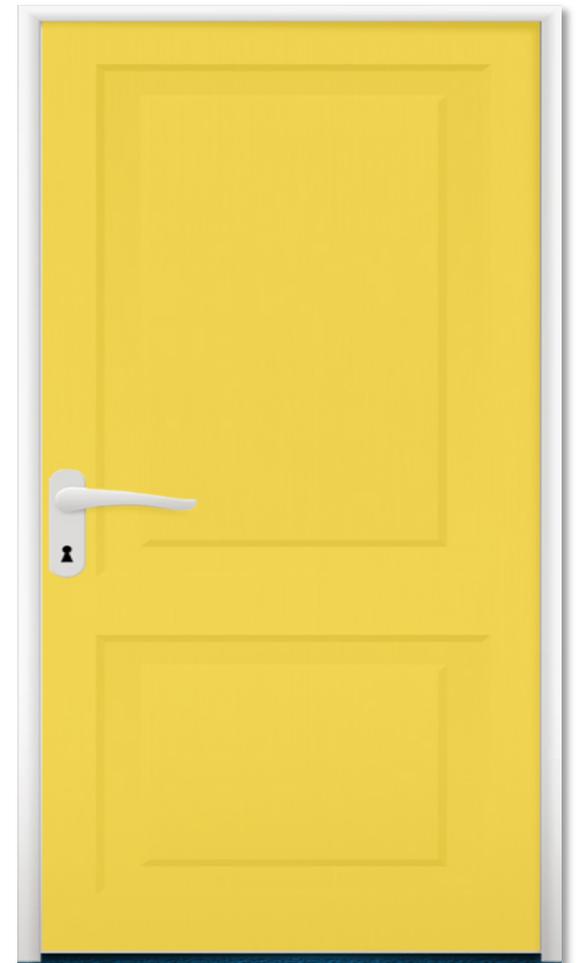


“No Wrong Doors”



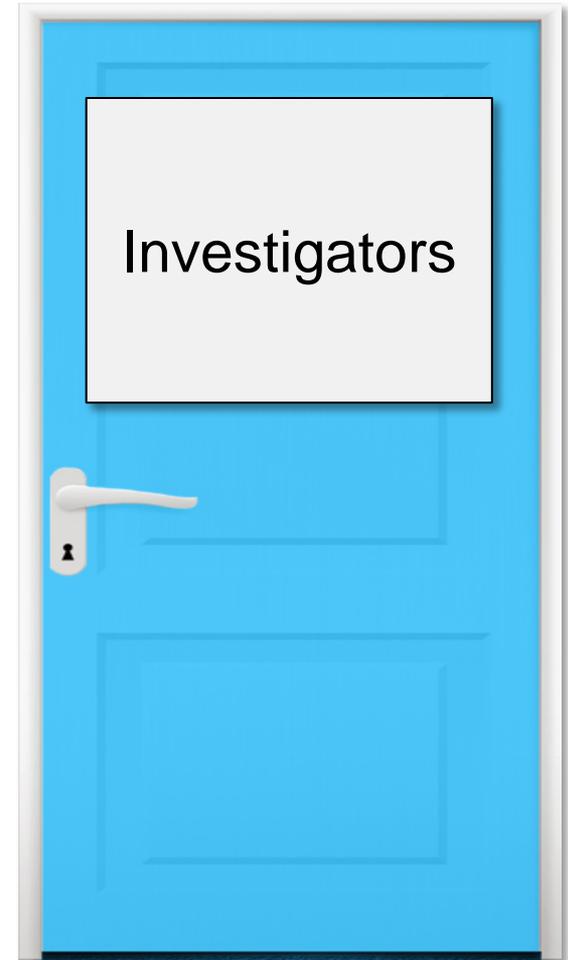
Informal Networks/Existing Relationships

- Friends, family and concerned others
- Faith leaders and community
- Health care providers
- Mental health and substance abuse providers
- Ombudsman or other care facility staff
- Aging services network staff
- Others



Investigators

- APS
- Law Enforcement
- Prosecution Agencies
- Corrections
- Medicaid Fraud Control Units (MFCU)
- Regulatory/Licensing Agencies



Adult Protective Services (APS)

- Provides investigatory, protective, and social services to abused, neglected, or exploited older and/or vulnerable or at-risk adults
- Typically administered by state or county human services or aging services network



APS – Reporting

- Anyone can voluntarily report to APS
- In most states, some professionals are mandated to report elder/vulnerable adult abuse, neglect or exploitation to APS
- In other states, everyone is a mandated reporter
- It is important to know your state, tribal and territorial requirements



Goals of APS

- Investigate allegations of abuse, neglect and exploitation
- Offer options and services to enhance safety
 - Services are voluntary—an older or vulnerable adult can refuse services
 - Use the least restrictive alternative
 - In most states, APS does not have authority to involuntarily remove older people from their homes



Add Local APS Information

Note to facilitator:

- On this slide, add local information such as hours of operation, phone number, eligibility information, etc.
- You may want to add a slide(s) on mandatory reporting laws in your area
- If you are conducting a statewide or national training, you can delete the local slides.



Law Enforcement Agencies

- Prevention, detection, and investigation of crimes
- Apprehension and detention of individuals suspected of law violations



Law Enforcement Officers

- Critical partners in:
 - Developing effective intervention strategies to end abuse of older adults
 - Holding perpetrators accountable
 - Preventing further harm



Law Enforcement: Operate on Local, State, Federal and Tribal levels

- Local
 - Sheriff and police
 - County corrections including probation
 - Tribal
 - Police
 - Bureau of Indian Affairs
 - FBI
 - Federal
 - FBI, Secret Service, ATF, SEC
- State
 - Attorney General (MFCU, Criminal Investigators)
 - Highway Patrol, State Police
 - State Corrections - Parole
 - Licensing and regulatory agencies



Add Local LE Information

Note to facilitator:

- On this slide, add local information such as hours of operation, phone number, and if there is a specialized unit for elder abuse cases etc.
- If you are conducting a statewide or national training, you can delete the local slides.



Prosecution

- Local, state, tribal, or federal agency responsible for prosecuting criminal acts and holding offenders accountable in their jurisdiction



Prosecutors May Also:

- Conduct investigations
- Handle civil actions such as:
 - Environmental violations
 - Public corruption
 - Consumer fraud
 - Improper business practices
 - Abatement of public nuisances



Add Local Prosecutor Information

Note to facilitator:

- On this slide, add local information such as hours of operation, phone number, and if there is a specialized unit for elder abuse cases etc.
- If you are conducting a statewide or national training, you can delete the local slides.



Prosecution: Local, State, Tribal, Federal Authority

- Local
 - City Attorney
 - District Attorney
 - Commonwealth's Attorney
- State
 - Attorney General
- Tribal
 - Tribal Prosecutors
- Federal
 - US Attorney General, United States Attorney's Office



Corrections

- Local, state, and federal agencies who:
 - Protect the community
 - Hold offenders accountable
 - Restore what has been taken from the victim
 - Rehabilitate and reintegrating offenders into the local community



Corrections: Typical Services

- Typical services provided in residential and nonresidential settings
 - Individual and group counseling
 - Substance abuse and mental health counseling
 - Life skills training, completion of high school, or job skills
 - Financial planning and management, and
 - Crisis intervention



Corrections: Probation

- Court-ordered community-based supervision with specific terms
- Conditions may include:
 - Counseling
 - Payment of restitution for persons convicted of crimes
 - Requirement of regular visits with the probation officer



Corrections: Parole

- Post-prison supervision program where the terms and conditions of parole are set by the parole officer or agency
- The offender is supervised in the community by the parole officer or agency under specific conditions



Add Local Corrections Information

Note to facilitator:

- On this slide, add local information such as hours of operation, phone number, etc.
- If you are conducting a statewide or national training, you can delete the local slides.



Medicaid Fraud Control Units (MFCU)

- Conducts statewide investigations and prosecutions of health care providers that defraud the Medicaid program
- MFCUs may review complaints of abuse or neglect of nursing home residents
 - May review complaints of the misappropriation of patients' private funds in these facilities



Location of Medicaid Fraud Control Units (MFCU)

- Entity of state government, typically in State Attorney General's Office
- Annually certified by the U.S. Department of Health and Human Services



Add Local MFCU Information

Note to facilitator:

- On this slide, add local information such as hours of operation, phone number, etc.
- If you are conducting a statewide or national training, you can delete the local slides.



Regulatory and Licensing Agencies

- Federal, state and local governmental agencies responsible for protecting and improving the health, safety and welfare of older and vulnerable adults living in facilities
 - “Facilities” may include long-term-care, medical, assisted living, health facilities, and other facilities.
- May also license and investigate complaints against licensed health care professionals



Role of Regulatory and Licensing Agencies

- License, certify and regulate care facilities
- Receive complaints regarding licensed facilities and professionals
- Conduct inspections in facilities
- Primary focus is on compliance with regulations and licensing rules, which is typically not criminal conduct



Add Local Licensing Information

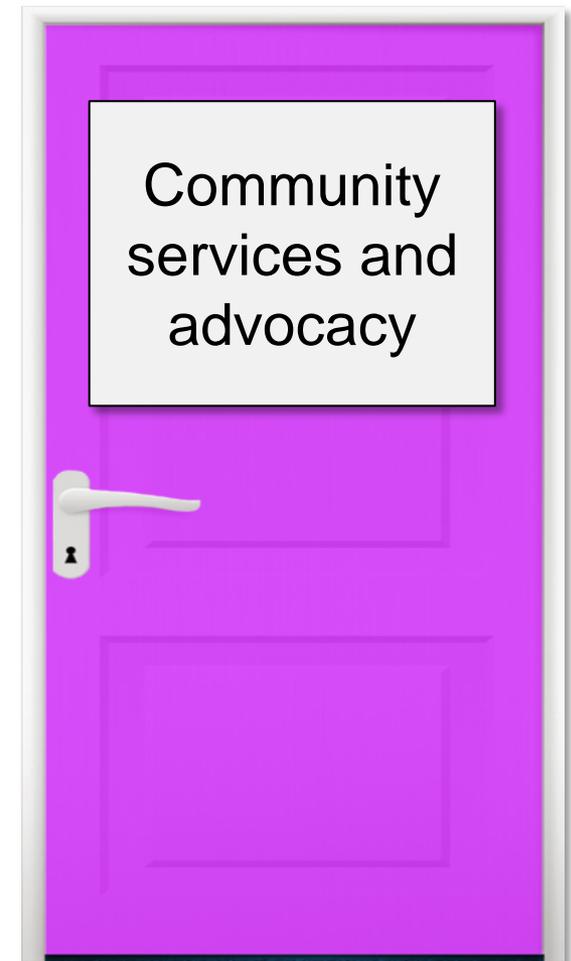
Note to facilitator:

- On this slide, add local information such as hours of operation, phone number, etc.
- If you are conducting a statewide or national training, you can delete the local slides.



Victim Services and Other Remedies

- Community-based domestic violence programs
- Community-based sexual assault programs
- Systems-based advocates
- Civil attorneys
- Courts
- Aging services network
- Ombudsman
- Animal welfare organizations



Community-Based Domestic Violence Programs

- Generally nonprofit organizations that may offer:
 - Individual and peer counseling
 - Support groups
 - Emergency and transitional housing
 - Economic and legal advocacy
 - Medical and court accompaniment
- Ordinarily have a confidential relationship with the client



Add Local Domestic Violence Program Information

Note to facilitator:

- On this slide, add local information such as hours of operation, phone number, eligibility information, etc.
- If you are conducting a statewide or national training, you can delete the local slides.



Community-Based Sexual Assault Programs

- Generally nonprofit organizations that may offer:
 - Individual and peer counseling
 - Support groups
 - Economic and legal advocacy
 - Medical and court accompaniment
- Ordinarily have a confidential relationship with the client



Add Local Sexual Assault Program Information

Note to facilitator:

- On this slide, add local information such as hours of operation, phone number, eligibility information, etc.
- If you are conducting a statewide or national training, you can delete the local slides.



Systems-Based Advocacy Program

- Victim advocates that work in a prosecutor's office or within another system and help victims navigate the criminal justice system by providing:
 - Information and referrals
 - Assistance with victim compensation
- Ordinarily do not have a confidential relationship with the client



Add Local Systems-based Program Information

Note to facilitator:

- On this slide, add local information such as hours of operation, phone number, eligibility information etc.
- If you are conducting a statewide or national training, you can delete the local slides.



Civil Legal Services

- Offer civil remedies such as:
 - Protection orders
 - Wills
 - Guardianships
 - Powers of attorney
- Some communities offer low cost or no-cost legal services to low-income older adults



Add Local Civil Legal Services Information

Note to facilitator:

- On this slide, add local information such as hours of operation, phone number, etc.
- If you are conducting a statewide or national training, you can delete the local slides.



Courts

- Conduct legal proceedings in criminal and civil cases
- Determine admissibility of evidence
- Determine punishment for abusers
- Provide relief to an older victim who has sought assistance from a court
- Decide petitions for guardianship and conservatorship



Add Courts Local Information

Note to facilitator:

- On this slide, add local information such as hours of operation, phone number, etc.
- If you are conducting a statewide or national training, you can delete the local slides.



Aging Services Network

- Provide support and services to older adults
- Services may include, but are not limited to:
 - Transportation assistance
 - In-home care
 - Nutrition services
 - Health, prevention, and wellness programs
- May witness injuries or hear descriptions or allegations of abuse, neglect, exploitation or fear



Add Local Aging Services Network Information

Note to facilitator:

- On this slide, add local information such as hours of operation, phone number, eligibility information, etc.
- If you are conducting a statewide or national training, you can delete the local slides.



Long-Term Care Ombudsman

- Advocate for residents of nursing homes, board and care homes, and assisted living facilities
- Address or investigate individuals' complaints and advocate for improvements in the long-term care system
- Work often performed by volunteers
- Cannot report abuse disclosed to them without client consent



Add Local Resource Information

Note to facilitator:

- On this slide, add local information such as hours of operation, phone number, etc.
- If you are conducting a statewide or national training, you can delete the local slides.



Animal Welfare Organizations

- Include humane societies and foster pet care organizations
- May offer temporary shelter for pets of elder abuse victims
- Some animal welfare organizations have police investigative and arrest powers to investigate allegations of pet/animal abuse by an abuser



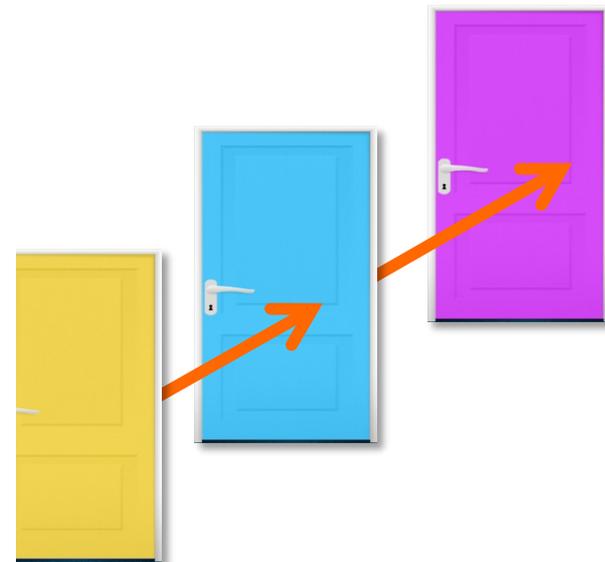
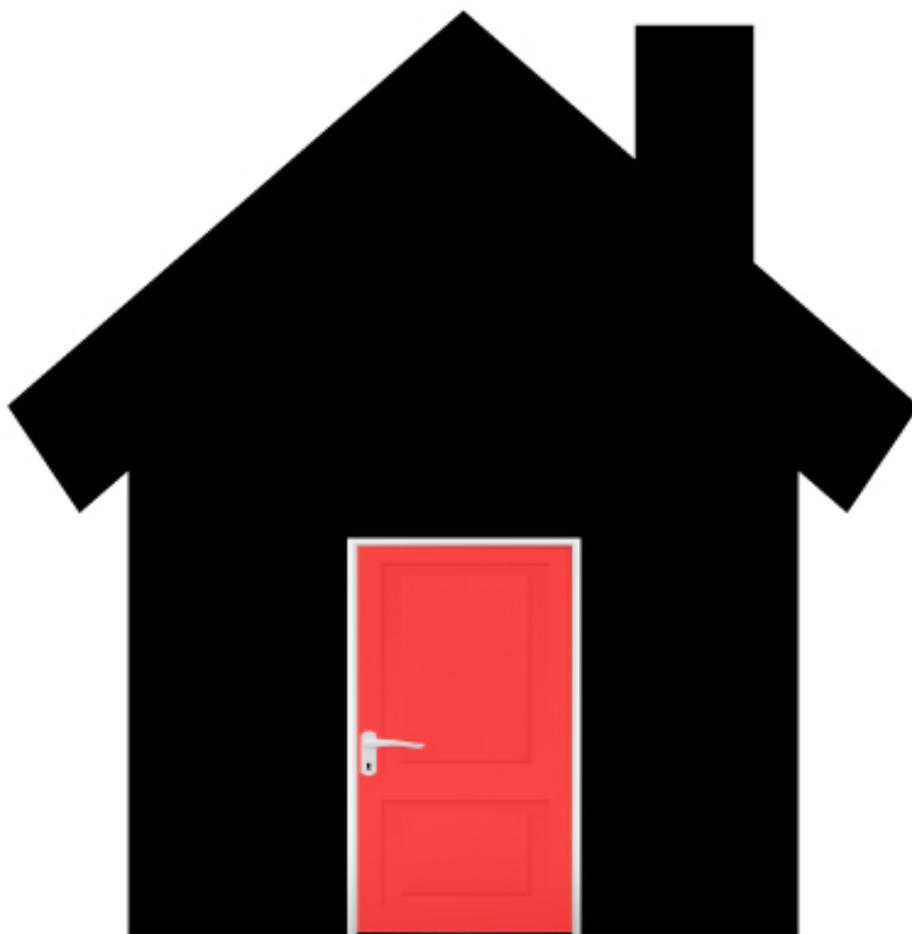
Add Local Animal Welfare Information

Note to facilitator:

- On this slide, add local information such as hours of operation, phone number, etc.
- If you are conducting a statewide or national training, you can delete the local slides.

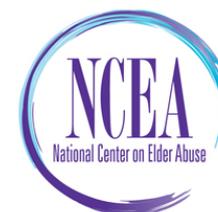


Opening One Door Should Lead to Other Doors/Services



Understand Each Other's Roles

- Build relationships
- Cross-train
- Create operational agreements or protocols
- Participate in local multidisciplinary teams

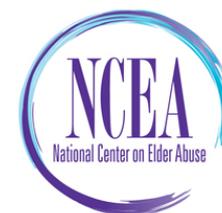


Resources

- National Center on Elder Abuse (NCEA): www.ncea.aoa.gov
- National Clearinghouse on Abuse in Later Life (NCALL): www.ncall.us
- National Adult Protective Services Association (NAPSA): www.napsa-now.org
- National Long-Term Care Ombudsman Resource Center (NORC): www.ltcombudsman.org



Add Local Resources



For more information, visit us!

ncea.aoa.gov

Also on Facebook, Twitter, YouTube



centeronelderabuse.org

Also on Facebook, YouTube



CENTER OF EXCELLENCE
ON ELDER ABUSE AND NEGLECT
UNIVERSITY of CALIFORNIA, IRVINE

Thank you!

www.ncea.aoa.gov



This slide set was created for the National Clearinghouse on Abuse in Later Life for the National Center on Elder Abuse and is supported in part by a grant (No. 90AB0002/01) from the Administration on Aging, 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 Administration on Aging or DHHS policy.”