



# Elder Justice Resources & Referrals

## Emergency Services

### Adult Protective Services (APS)

A state social service program that can take reports of alleged abuse, or neglect/self-neglect of vulnerable adults age 18 or older. APS can do an assessment and determine the needs of the elder abuse victim. Some professionals are mandated reporters. See the National Adult Protective Services Association map to find the APS agency in your area. <http://www.napsa-now.org/get-help/help-in-your-area/>

### Counseling

Crime victims experience trauma and can benefit from counseling. Counseling for a victim of crime may be covered by the state crime victim compensation program for a limited amount of time. Contact your state department of mental health, elder shelter, or local elder advocacy group to find counselors or support groups. Check the State Departments and Divisions of Mental Health map for state mental health agencies.

[http://www.state.sc.us/dmh/usa\\_map.htm](http://www.state.sc.us/dmh/usa_map.htm)

### Crime Victims Compensation

These are state programs that reimburse victims of violent crime for related expenses such as funeral or burial costs, crime scene clean-up, medical expenses, counseling and lost wages. Some programs cover emergency shelter and transportation costs. There is a maximum amount that each state will cover, and these amounts may vary by state. See the National Association of Crime Victim Compensation Boards for details by state.

<http://www.nacvcb.org/index.asp?sid=5>

### Domestic Violence and Sexual Assault Programs

In the course of your work, you may come into contact with older adults in a domestic violence or sexual assault situation. Domestic violence programs vary by state and should be equipped to assist older victims of domestic abuse. Call the National DV hotline at 1-800-799-7233 to find a program in your area. Sexual assault programs also vary by state, and can assist older victims of sexual assault. Call "RAINN", the Rape, Abuse, Incest National Network hotline at 1-800-656-4673 for your local program.

## Elder Shelters

Some states have shelters that specialize in helping elder abuse victims. Most shelters accept older victims age 60 and up. See the State Level Elder Justice Resources and Referrals list for all of the current elder abuse shelters in the U.S., and for their referral requirements.

## Eldercare Locator

The Eldercare Locator links those who need assistance with state and local area agencies on aging, as well as community-based organizations. Services include identifying those who can help with meals, home care or transportation, or caregiver training and respite. Search by state for help.

<https://eldercare.acl.gov/Public/Index.aspx> For senior transportation assistance, call 1-800-677-1116.

## Ombudsman

The long-term care ombudsman advocates for the rights of nursing home or long-term care residents. See the National Consumer Voice map to find the ombudsman in your area. [http://theconsumervoice.org/get\\_help](http://theconsumervoice.org/get_help)

## Victim Connect

A referral hotline is located at the National Center for Victims of Crime. The center has specialized help for older adults. They are available for calls M-F, 8:30am-7:30pm, by phone at 855-4-VICTIM. <https://victimconnect.org>

## Other Support Services

### Aging and Disability Resource Centers

A single point of entry to get information on services and support for those who are aging or who have a disability. See the Eldercare locator to find your local program. <https://eldercare.acl.gov/Public/Index.aspx>

### Food Programs for Older Adults

National Council on Aging <https://www.ncoa.org/economic-security/benefits/food-and-nutrition/food-assistance-benefits/>

## Guardianship

Listed are national organizations to assist with questions about guardianship.

- American Bar Association Commission on Law and Aging  
[https://www.americanbar.org/groups/law\\_aging/resources/guardianship\\_law\\_practice.html](https://www.americanbar.org/groups/law_aging/resources/guardianship_law_practice.html)
- Center for Guardian Certification <http://www.guardianshipcert.org>
- National Guardianship Association <https://www.guardianship.org>, with particular reference to the NGA Standards of Practice at <https://www.guardianship.org/standards>
- National Guardianship Network <https://www.naela.org/NGN>
- National Center for State Courts, Center for Elders and the Courts <http://eldersandcourts.org>
- National Resource Center for Supported Decision-Making <http://www.supporteddecisionmaking.org>

## Housing, Energy Assistance, Transportation Programs, etc.

Online, easy access to all types of government benefits. <https://www.benefits.gov/>

## Housing & Urban Development (HUD)

Provides housing options for low income seniors. [https://www.hud.gov/topics/information\\_for\\_senior\\_citizen](https://www.hud.gov/topics/information_for_senior_citizen)

## Legal Services

### Legal Aid

Some older adults you come into contact with may need an attorney for help in filing for a civil protective order, changing a will, appointing a power of attorney, or other matters. Your local legal aid society or bar association are good referrals.

### National Center on Law and Elder Rights (NCLER) (administered by Justice in Aging)

Provides legal assistance to practitioners on many aspects of elder law with a focus on senior poverty. It sponsors a series of training seminars in many areas that touch on elder justice work. The staff is highly knowledgeable about many aspects of senior financial security, including benefits, Medicare/Medicaid, veteran's benefits, housing and more. They also sponsor the Elder Justice Fellows, in partnership with DOJ, CNCS, and Equal Justice Works. [www.NCLER.ACL.gov](http://www.NCLER.ACL.gov)

### Senior LAW center

A legal services and domestic violence services provider to consider. <http://seniorlawcenter.org/projects-and-clinics/strengthening-the-economic-security-of-older-victims-of-domestic-violence/>

More programs can be found on your state resource list.

## Transportation

Cases involving older adults may require arranging transportation to court or to witness conferences, etc. Local transportation may have special rides (paratransit) for the elderly, and some crime victim compensation programs will assist with this as well. Call the N4a transportation number for help at 1-800-677-1116.

## National Resources

### Elder Justice Initiative

Elder justice professionals will find information, training, webinars and resources to help you in your elder abuse cases. <https://www.justice.gov/elderjustice>

## Administration for Community Living (ACL)

Helps older adults live in the community by funding services and community-based network support systems. <https://www.acl.gov/>

## Consumer Financial Protection Bureau (CFPB)

Investigates violations of federal consumer financial law. <https://www.consumerfinance.gov/practitioner-resources/resources-for-older-adults/>

## Elder Abuse Resource Roadmap (EARR): Financial Abuse

The Elder Justice Initiative's tool to identify financial abuse and the steps to report it. <https://www.justice.gov/elderjustice>

## Federal Bureau of Investigations (FBI)

Investigates crimes that occur across state lines, identity theft, and cyber-crimes through the Internet Crime Complaint Center (IC3). <https://www.ic3.gov/default.aspx>

## Federal Trade Commission (FTC)

Investigates international and interstate cases including consumer fraud, direct marketing, internet scams, and more through the Consumer Sentinel Network for law enforcement. <https://www.ftc.gov/enforcement/consumer-sentinel-network>

## Housing & Urban Development (HUD)

Learn how to report suspected abuse, waste and fraud in HUD programs. <https://www.hudoig.gov/report-fraud>

## National Center on Elder Abuse (NCEA)

A national elder abuse resource center that offers expertise in practice, education, research, and policy. Operates the elder abuse list-serve, a great resource for elder abuse professionals. <https://ncea.acl.gov/>

## National Clearing House on Abuse in Later Life (NCALL)

This is a nationally recognized leader on elder abuse, which provides comprehensive resources on all types of elder abuse. Especially helpful for victim witness specialists in safety planning. <http://www.ncall.us/>

## Office for Victims of Crime

Search their directory of crime victim services. <https://ovc.ncjrs.gov/findvictimservices/>

## Secret Service

Jurisdiction over credit card fraud, bank fraud, and fraud involving U.S. bills, notes, bonds, and currency. <https://www.secretservice.gov>

## Securities and Exchange Commission (SEC)

Investigates domestic and cross border securities fraud. <https://www.sec.gov/enforce/how-investigations-work.html>

## Social Security Administration Office of Inspector General (SSA OIG)

Prevents and detects fraud, waste, and abuse in SSA programs and operations. <https://oig.ssa.gov/>

## Treasury Inspector General for Tax Administration (TIGTA)

Investigates and prevents fraud, abuse, and deficiencies in IRS programs and operations.

[https://www.treasury.gov/tigta/about\\_what.shtml](https://www.treasury.gov/tigta/about_what.shtml)

## United States Postal Inspection Service (USPIS)

Responds to fraudulent complaints that use the mail system.

<https://postalinspectors.uspis.gov/contactUS/filecomplaint.aspx>

## Veterans Benefits Administration

Field examiners in the fiduciary program can look into abuse of pensions. <https://www.benefits.va.gov/fiduciary/>

## Programs for Diverse and Underserved Populations

### Diverse Elders Coalition

This is a national advocacy coalition which promotes inclusion of older adults from underrepresented communities. This group, founded in 2010, can be a good resource for building cultural competency for the investigation of cases involving traditionally underrepresented communities. They have many resources that can help locate local supports throughout the country. [www.diverseelders.org](http://www.diverseelders.org)

### National Caucus and Center on Black Aging (NCBA)

This advocacy group is a national voice on issues for African American Aging. It has many resources that could be helpful for cases reaching that population. [www.ncba-aged.org/](http://www.ncba-aged.org/)

### National Resource Center on APPI Aging

This national advocacy group is a leading voice on the cultural competency needed to address aging in the Asian-American community. This center is also a resource to help identify local support in various communities throughout the country. In some cases, they may also be able to provide local translators of languages spoken less frequently for informal interviews. [www.napca.org](http://www.napca.org)

### Native American Elders

Specializes in helping Native American older adults. <https://www.nieji.org/>

### National Indian Council on Aging (NICOA)

A non-profit founded in 1976 by the members of the National Tribal Chairman's Association that called for a national organization focused on aging American Indian and Alaskan Native Elders. It focuses on advocacy for health, social services, and economic wellbeing for those communities. It provides jobs and services through the federal Senior Community Service Employment Program (SCSEP) in eight states. It is governed by a national board of directors.

## NHCA: National Hispanic Council on Aging

This advocacy group has a primary focus on health disparities and caregiving in the Hispanic community.

[www.nhca.org](http://www.nhca.org)

## SAGE for Lesbian, Gay, Bisexual, Transgender (LGBT) Elders

Offers services and advocacy for LGBT older adults. <https://www.sageusa.org/>