

World Elder Abuse Awareness Day
2020

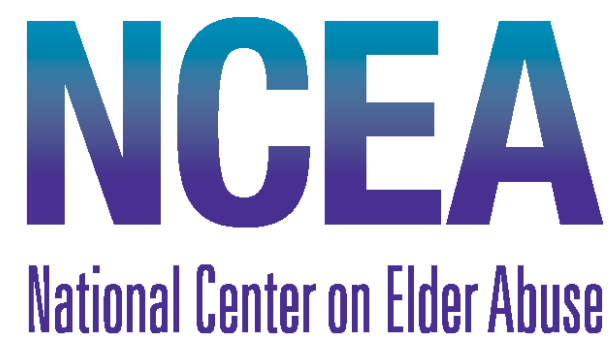
Lifting Up Voices
LAW ENFORCEMENT



WORLD ELDER ABUSE AWARENESS DAY

Building Strong Support for Elders

Lifting Up Voices



Keck School of Medicine of USC



Housekeeping

- Today's webinar will be recorded. You will be provided with the information from the webinar on the EJI website.
- All attendees will enter the webinar in listen-only mode.
- If you have questions, type them in the Q&A box. We will do our best to address them during the webinar, but if we cannot, they will be addressed during the Q&A session before we conclude the webinar.
- Closed captioning is provided in the pod below the presentation. If you are having issues viewing closed captioning and do not have the Adobe Connect app installed on your computer, please close out this meeting, download the Adobe Connect application, and then rejoin the webinar. If you do not wish to download the app, close out of the webinar, make sure Adobe Flash is enabled on your web browser, rejoin the meeting, and then click on the link "join with classic view."



At the conclusion of this webinar you will be able to do the following:

Objective 1	Develop a better understanding of World Elder Abuse Awareness Day and its message "Lifting Up Voices"
Objective 2	Gain awareness of U.S. Department of Justice and COPS Office resources available for the education and assistance in navigating elder abuse cases
Objective 3	Identify EAGLE's aids for evidence collection and processing in elder abuse cases

ABOUT

World Elder Abuse Awareness Day

HISTORY

- World Elder Abuse Awareness Day (WEAAD) was launched on June 15, 2006, by the International Network for the Prevention of Elder Abuse and the World Health Organization at the United Nations.
- The purpose of WEAAD is to provide an opportunity for communities around the world to promote a better understanding of abuse and neglect of older people by raising awareness of the cultural, social, economic, and demographic processes affecting elder abuse and neglect.



2020 WEAAD THEME

- The National Center on Elder Abuse (NCEA), DOJ/EJI, and the COPS Office invite you to join us in **Lifting Up Voices** for World Elder Abuse Awareness Day (WEAAD) 2020. This theme serves as a platform for unifying Elder Justice entities.

RESOURCES

A screenshot of the WEAAD website resources page. At the top is the WEAAD logo with the tagline "Building Strong Support for Elders". Below the logo is a navigation menu with links for "ABOUT | TOOLS & TIPS | TAKE ACTION | EVENTS | NEWS & SOCIAL MEDIA | COMMITTEE". The main heading reads "World Elder Abuse Awareness Day is June 15th". Below this is a paragraph of text explaining the purpose of WEAAD. To the right of the text is a blue ribbon banner with the text "Lifting Up Voices" and a small image of an elderly woman and a man. At the bottom of the page, there is a small image of an elderly woman and a man, with the text "The National Center on Elder Abuse (NCEA) and the National Clearinghouse on Abuse in Later Life (NCALL) invite you to join us in Lifting Up Voices for World Elder Abuse Awareness Day (WEAAD) 2020. This theme serves as a platform for unifying Elder Justice and Violence Against Women by sharing the lived experiences of older people." and the hashtag "#WEAAD".



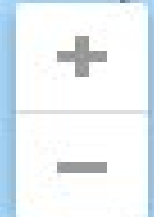
WEAAD In-Person Events



WEAAD Virtual Events



2020 WEAAD Map ★



Google MyMaps

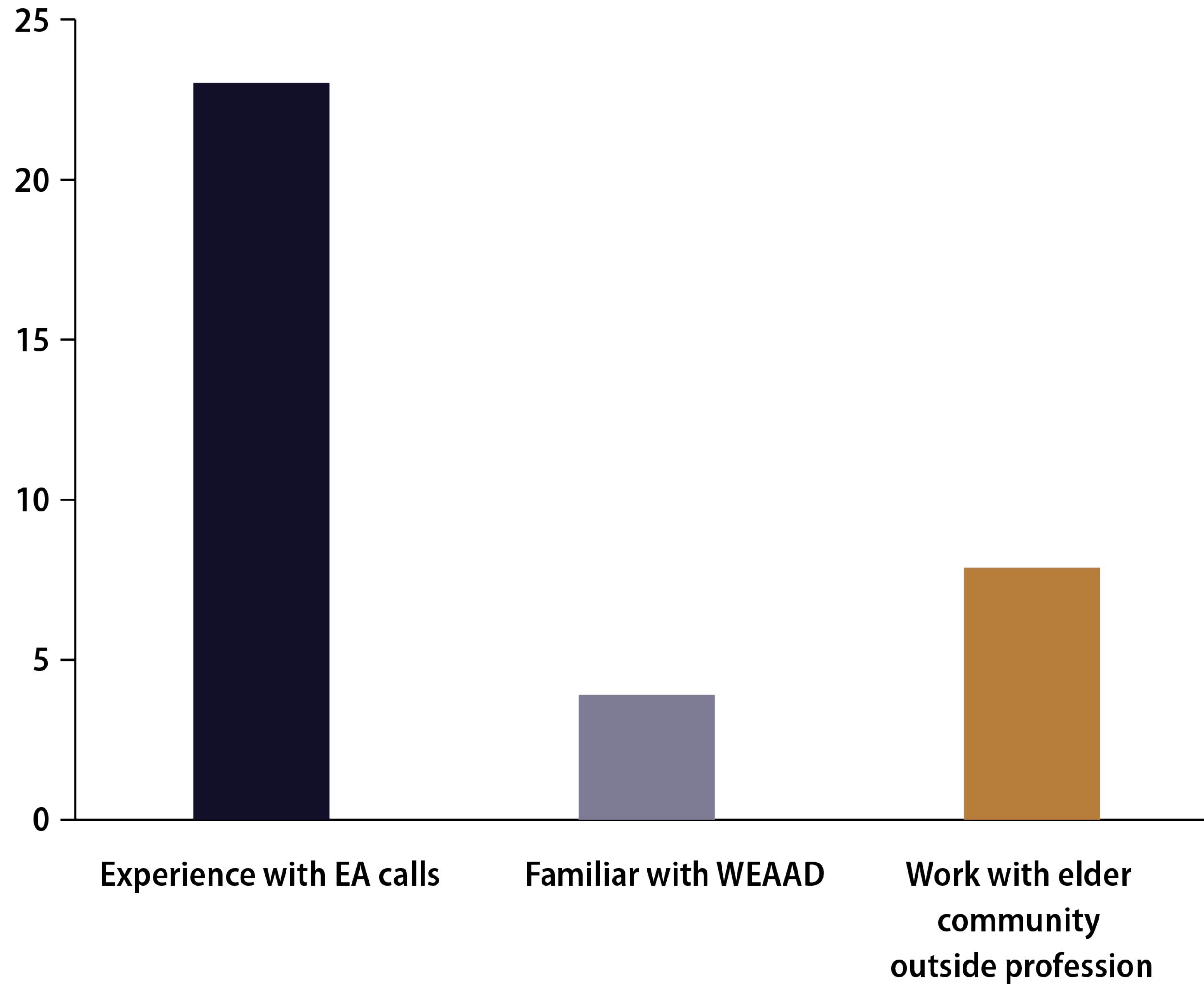


Lifting Up Voices - DISPATCH

A survey sent to 30 LAPD 911 Dispatchers received 25 anonymous submissions.

The following data are representative of dispatcher awareness of WEAAD in addition to their own perspectives on their work and how it relates to the elder community.

Survey Results



92%
(N=23)
Had experience with
elder abuse calls

20%
(N=5)
Were familiar
with WEAAD



Dispatcher Experiences: The Elder Community

The experiences shared by dispatchers showed that many felt that they were the voice for the elder community in Los Angeles, because at times they are “**their only communication and lifeline.**”

- “I think and hope that listening to their concerns and problems reassures them that they are not alone.”
- “... the fact that sometimes their own family can treat them so badly, you hope at least that you can send them help as a start to fix the problem. It just takes a few more minutes to [help] the elderly sometimes but it puts [into] perspective what really is important: helping the people who can't help themselves.”
- “I feel that we are the voice they may not have sometimes. I take those calls personally; I too have a grandmother I absolutely adore. She's elderly and sometimes forgets things. I understand the importance of keeping up with her and her caretaker, and my family consistently makes sure she's well taken care of. As an emergency operator those calls hit home for me and I strive to help in any way we can.”

Recurring Themes and Subtopics

When asked to describe what they felt their work meant to the elder community, responses focused on these topics:



Patience and empathy

Really listening to the older adult and factoring in certain circumstances of the older adult can go a long way when determining the best solutions for them over the phone.



Equality

Older adults deserve the same amount of assistance efforts as anyone else, especially when some are unable to assist themselves.



Awareness

Communities and dispatchers should be made more aware of social issues such as elder abuse.



Lifting Up Voices

Paradise Valley Police Department



Officer Steven McGhee

Community Resource Officer, Paradise Valley, AZ

Officer Steven McGhee assists with public education, crime prevention, and neighborhood-specific problems and also helps with coordination of other town services and departments to promote a professional response to the residents of Paradise Valley. This community program is designed to include ongoing events and activities aimed at giving residents control of their neighborhoods through innovative partnerships between and among governmental agencies, community groups, voluntary and religious organizations, the business community, and others.

Elder Abuse Guide for Law Enforcement (EAGLE)xv

- ▶ Overview of EAGLE Training
- ▶ Our Implementation - Checklist
- ▶ Significance to Officers
- ▶ Actions You Can Take



Presented by Officer Steven McGhee



Overview of EAGLE Training

- ▶ EAGLE funding was provided by the U.S. Department of Justice (DOJ) and was led by the University of Southern California (USC) Keck School of Medicine, which is the host of the National Center on Elder Abuse (NCEA).
- ▶ Arizona offered the premier in-person training in the country with the free online resource available to law enforcement.
- ▶ Pre-registration reached our maximum of 75 attendees and cancelations were backfilled from a waitlist.
- ▶ We created a Public Service Announcement to help other agencies promote Elder Abuse resources and EAGLE material.



Our Implementation – *Checklist*

First month (June 2019)

- Reviewed EAGLE resources and proposed statewide training
- Collaborated with Arizona Crime Prevention Association
- *Secured venue for up to 75 seats at round tables*

Second month (July 2019)

- Narrowed timeframe to avoid other statewide trainings
- Created an outline agenda with topics to localize training
- Collaborated with local professionals and specialists:
 - **Crime trends against the elderly**
 - Family Violence Bureau - Physical Abuse Issues
 - Fraud & Identity Theft Bureau - Financial Crimes
 - **Silver Alert program**
 - Criteria, activation, and deactivation steps



Our Implementation – *Checklist*

Third month (August 2019)

- Received most training items requested for review
- Began AZ-POST accreditation for training material
- Training flyer approved
- Training agenda approved
- Set up online registration for training
- Disseminated training invitations statewide
- Proposed a Public Service Announcement (PSA)

Fourth month (September 2019)

- PSA approved and filmed
- Sent photo release forms to NCEA
- Training certificate approved



Our Implementation – *Checklist*

Fifth month (October 2019)

- Description scripts of PSA approved for marketing
- Released PSA to the public
- Sent out reminders to those enrolled in training
- Backfilled cancelations from waitlist
- Walked through facility to confirm equipment and layout
- Ordered booklet material for training

Sixth month (November 2019)

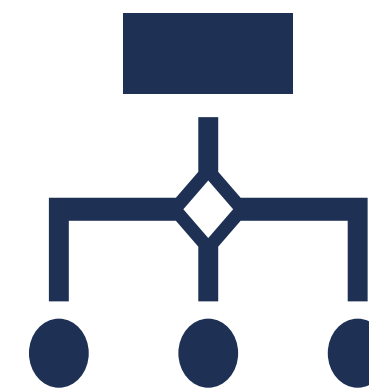
- Printed certificates and material for training
- Hosted the EAGLE training
- Sent out digital evaluation links to all officers enrolled
- Sent out PSA marketing material to enrolled agencies for next year

Our Implementation – *Checklist*



Primary enrollment factors from officer evaluations

- Relevant topics
- Cost (free with food)
- AZ-POST accredited



Other subcategories influencing enrollment from officer evaluation

- Location
- Length of training (7 hours)
- New to unit



Our marketing

- Arizona Association of Chiefs of Police
- All law enforcement PIOs in Arizona
- All second in command list in Arizona
- All training coordinators list in Arizona
- Arizona Crime Prevention Association

Monthly conference calls: meeting recaps, action steps, and set date for next meeting

Significance to Officers



Rating scale for Usefulness of Information from 1 (poor) to 5 (excellent)

NCEA

EAGLE Introduction, Elder Abuse 101, mock case studies: **4.63 average**

Maricopa County Attorney Office

Crime Trends Against the Elderly: **4.63 average**

Department of Public Safety

Silver Alert Program: **4.55 average**

Rating scale for interests of subject matter from 1 (poor) to 5 (excellent)

Keynote Speaker: Elder Abuse Eyewitness and Expert

Retired Elder Abuse Prosecutor: **4.72 average**

“Nine out of 10 officers who attended the training and responded to our evaluation found the entire EAGLE training to be a valuable resource.”

Officer Steven McGhee #194

Actions You Can Take

Use networks and share these tools to aid officers with their investigations on elder abuse. It's free and available for you.

Review EAGLE material yourself.

Check standards for POST accreditation in your state.

Contact the NCEA if you'd like to be considered to host a training at your agency for your region.



Questions:

Steven McGhee

Community Resource Officer

Paradise Valley Police Department

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Paradise Valley, AZ 85253

smcghee@paradisevalleyaz.gov

Office: (480)348-3567



Lifting Up Voices

Submitted Stories

Lifting Up Voices – Lynbrook (New York) Police

National Center on Elder Abuse, Technical Assistance:

Caller's husband currently is at a "5 star rehab" in Lynbrook, NY, recovering from a brain injury. Caller called the NCEA to report neglect by staff members, DON [Department of Nursing], and unresponsive administration (call lights not being answered for hours, residents wandering, etc.). Caller has been unable to visit her husband for two months; he **tested positive for COVID-19** two days prior to her calling the NCEA. On multiple occasions, caller tried to reach the DON and facility administrator, but she felt that they were purposely avoiding her calls. One time, after receiving a call from her husband that he's been sitting in his feces for hours, she got her grandson, niece, and daughter to call the facility at the same time. **This is when she threatened to call the police to report this as a situation of abuse. The facility staff mocked her and said, "Go right ahead. They won't do anything."**

She did in fact contact the local law enforcement agency, and she said they were the only ones who **listened** to her and **validated her feelings** and concerns, while the facility staff were avoiding or ridiculing her. The local law enforcement agency let her know that (1) yes, she could and should call law enforcement and (2) they could schedule a visit together if the situation escalates.

She was given of ombudsman services, so I provided her with their contact information as well as local health department and NYCEAC referrals.

Lifting Up Voices – Lake Oswego (Oregon) Police Department



Lake Oswego Police 

@LOPolice



It's more important than ever to stay connected, call older adults, check on older neighbors, write cards/letters/emails, or find other ways to stay in touch. Add'l programs and resources: bit.ly/2W97IBL or [@NCEAatUSC](https://twitter.com/NCEAatUSC) or [NCEA.acl.gov](https://www.ncea.acl.gov) #LOtogether (2/2)

12:31 PM · May 6, 2020 · [TweetDeck](#)

4 Retweets 1 Like



Lifting Up Voices

U.S. Department of Justice

DEPARTMENT OF JUSTICE

ElderJustice
INITIATIVE

Law Enforcement Resources

Andy Mao

Coordinator, Elder Justice Initiative

Civil Division, U.S. Department of Justice

Andy.Mao@usdoj.gov

2020 WEAAD presentation

June 18, 2020



ELDER JUSTICE INITIATIVE

- The **mission** is to support and coordinate the U.S. Department of Justice's enforcement and programmatic efforts to combat elder abuse, neglect, and financial fraud and scams that target older adults.
- The initiative does so by
 - promoting justice for older adults;
 - helping older victims and their families;
 - enhancing state and local efforts through training and resources;
 - supporting research to improve elder abuse policy and practice.

Home

SHARE 

en Español

Elder Justice Initiative Home

About EJI

▶ About Elder Abuse

Find Help Near You

▶ Financial Exploitation

▶ Prosecutors

Law Enforcement

▶ Victim Specialists

▶ Multidisciplinary Teams

Rural & Tribal Resources

▶ Research & Data

▶ Webinars/Outreach

Contact Us

Search EJI

ELDER JUSTICE INITIATIVE (EJI)

 FIND HELP OR REPORT ABUSE

April 10th, 2020

Federal Investigation into Conditions at a Nursing Home for Veterans in Massachusetts Announced



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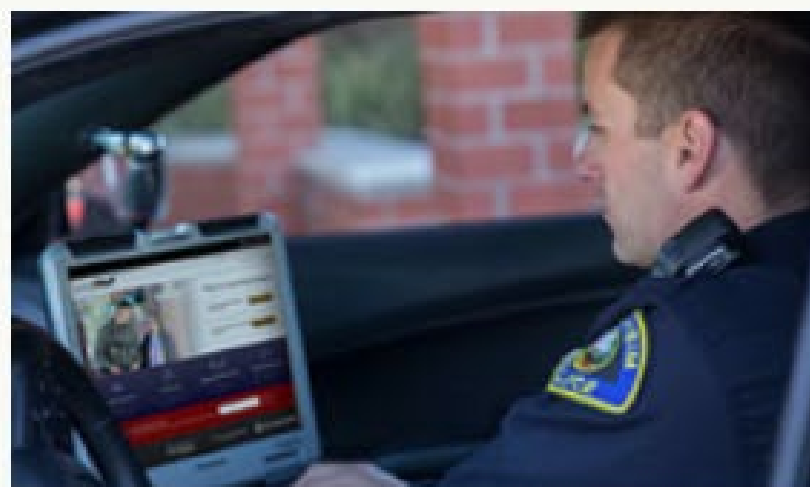
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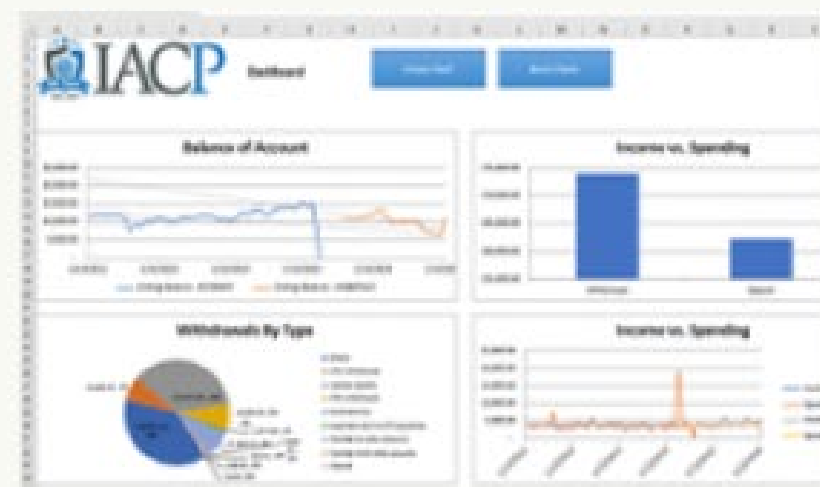
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EAGLE (Elder Abuse Guide for Law Enforcement)

Web module to support law enforcement in elder abuse and financial exploitation cases.



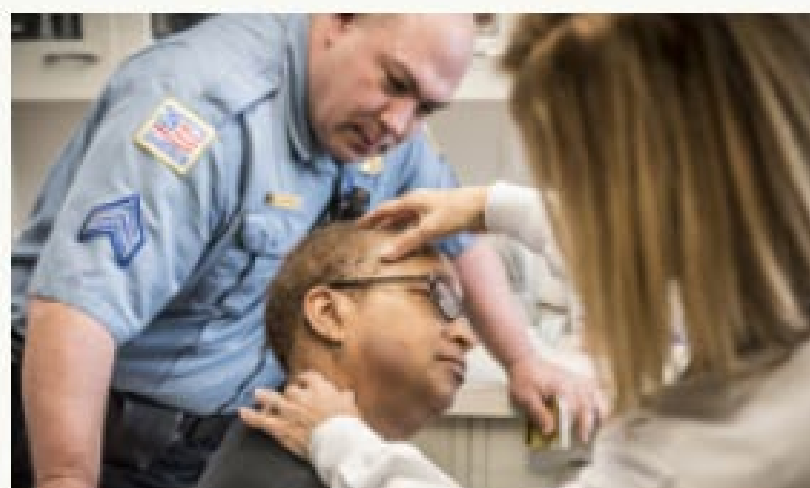
SAFTA (Senior Abuse Financial Tracking and Accounting Tool) Toolkit

Downloadable toolkit to assist financial exploitation investigations and prosecution.



Roll Call Videos and Other Media

A compilation of elder abuse roll call videos, podcasts, webinars, and other media training.



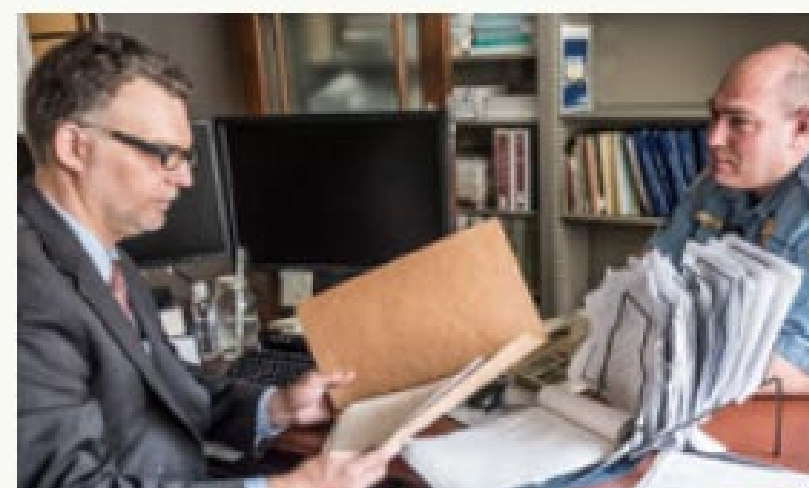
Working Collaboratively

Resources to build strong working relationships with other professionals.



Learn More about Elder Abuse

Documents and websites specifically for law enforcement involved in elder abuse and financial exploitation cases.



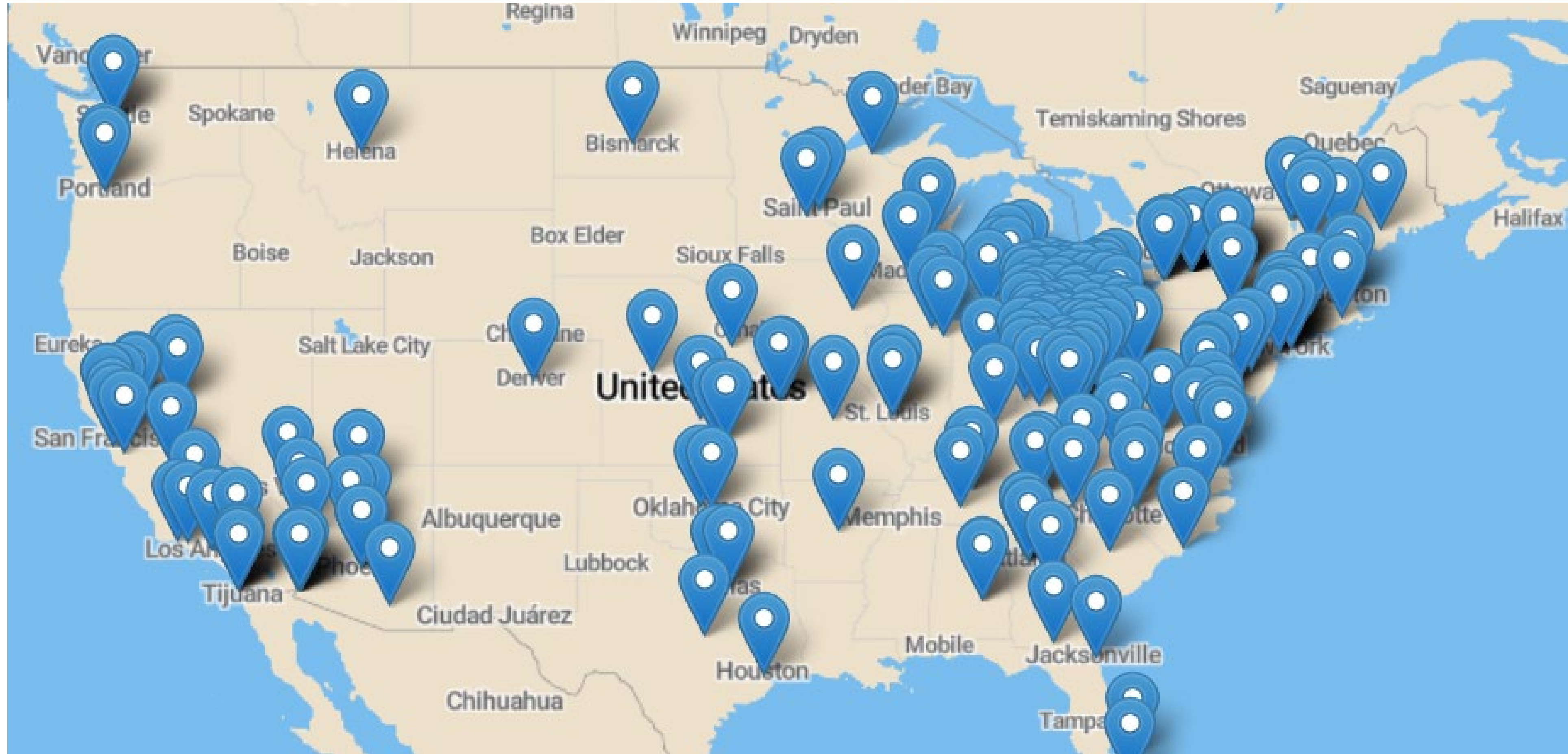
Prosecution News

Law enforcement's identification and pursuit of cases promotes prosecution.

Law Enforcement Resources Web Page

Network Locator Map

Talitha.J.Guinn-Shaver@usdoj.gov



National Elder & Dependent Adult Abuse Community

The NEDAA Community is a **secure online forum** where prosecutors and investigators from across the country can learn from one another and collaborate on issues involving elder abuse prosecution.

Free community membership includes: Online Discussions, Resource Library, Announcements, and Responsive Format.

To join the community email: emartinelli@cdaa.org



Here's How We Can Help

National Elder & Dependent Adult Abuse Community

The National Elder & Dependent Adult Abuse Community is an online forum hosted by the California District Attorneys Association (CDA) on its Sidebars platform, where prosecutors and investigators from across the country can come together and collaborate on issues involving elder abuse prosecution. Community membership includes: Online Discussions, Resource Library, Announcements, and Responsive Format. To join the community email: emartinelli@cdaa.org

Tools



EAGLE (Elder Abuse Guide for Law Enforcement)
Web module for law enforcement to better respond to elder abuse, quickly locate resources, and engage in training activities.

SAFTA (Senior Abuse Financial Tracking and Accounting Tool)
SAFTA is an easy-to-use tool that provides a simplified method for identifying suspicious financial patterns to facilitate financial exploitation prosecution.

Training



Identifying and Responding to Elder Abuse: An Officer's Role
Series of six roll call videos designed for patrol officers to quickly recognize and respond to various types of elder abuse.

EJI Law Enforcement Webinars
The Elder Justice Initiative (EJI) has a series of elder abuse webinars specifically for law enforcement.

COPS Office Podcasts
Three 5-minute podcasts on the role of law enforcement in elder abuse cases, collecting evidence in physical, sexual and neglect cases, and recognizing that financial exploitation is a crime.

Responding to Elder Abuse: What Law Enforcement Should Know
A 15-minute video describing what law enforcement needs to know about elder abuse.

NW3C EAGLE Online Training
Free, one-hour online elder abuse training for law enforcement officers. Take the Certificate of Completion to your certification office to request continuing education credits.

Seminars



NW3C Financial Crimes Against Seniors Seminars
Seminars are scheduled across the country. Additional trainings may be available upon request.

Guides



Legal Issues Related to Elder Abuse: A Pocket Guide for Law Enforcement
A comprehensive guide for law enforcement responding to elder abuse, including a list of alternative charges and legal terms law enforcement needs to know.

Physical and Emotional Abuse of the Elderly Problem-Oriented Guide for Police
A 64-page guide for law enforcement on responding to physical and emotional abuse of the elderly.

Websites and Resources



Elder Justice Website- Law Enforcement Page
Designed for law enforcement, this webpage provides information and training to more effectively respond to crimes against older adults.

Rural and Tribal Elder Justice Resource Guide
This guide presents resources for law enforcement (pp. 22-28), as well as resources for community outreach (pp. 30-38).

Read Elder Abuse Stories
EJI has compiled a list of elder abuse stories that describe various forms of elder abuse.



For more information on the resources, please email elder.justice@usdoj.gov

Flyers

<https://www.justice.gov/file/1174026/download>



Thank You



Lifting Up Voices

COPS Office

Community Oriented Policing Services (COPS Office)

The Office of Community Oriented Policing Services (COPS Office) is the component of the U.S. Department of Justice responsible for advancing the practice of community policing by the nation's state, local, territorial, and tribal law enforcement agencies through information and grant resources.

The COPS Office is a one-stop shop for agencies in terms of resources and assistance to help them find the most promising practices to adapt according to their local conditions and resources.



COPS
Community Oriented Policing Services
U.S. Department of Justice

MacBook

The [COPS Office website](#) hosts [hundreds of publications](#) and access to multiple podcasts on **The Beat** featuring six law enforcement practitioners sharing best practices about how they are protecting the older vulnerable members of their communities.



Our [Collaborative Reform Initiative for Technical Assistance Center \(CRI-TAC\)](#) offers critical and tailored technical assistance resources, which can include training for addressing elder fraud and abuse.



The [COPS Office Training Portal](#) provides free, self-paced interactive online training and a special section on Elder Justice Resources, including links to our [Community Policing Dispatch](#) articles.





Lifting Up Voices

Elder Abuse Guide for Law Enforcement

Background

Elder Abuse Guide for Law Enforcement

Development

EAGLE is a **FREE** tool that helps officers effectively identify and investigate potential elder abuse cases

- Supported by the U.S. Department of Justice and developed by elder abuse experts at the University of Southern California
- EAGLE was also cross-tested by law enforcement departments across the country

EAGLE Tools and Capabilities

In addition to quick reference educational information on various forms of elder abuse, EAGLE also provides

- assistance in documenting a case for prosecution;
- ZIP code–based community resources locator;
- state-by-state penal codes relating to elder abuse.

Site Tour: Eagle.USC.edu

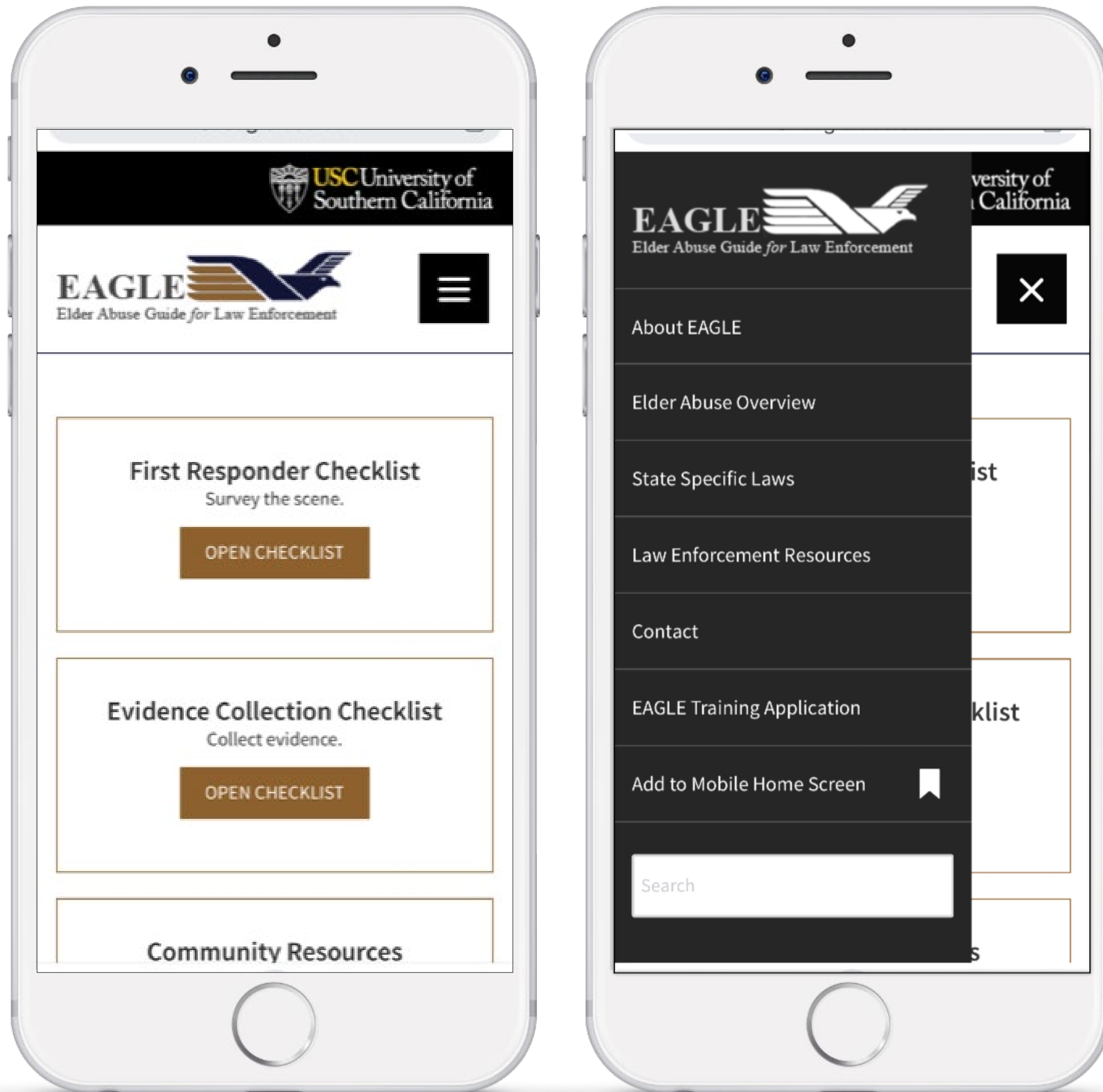
Quick reference with definitions, signs, red flags, and actions for all forms of elder abuse

State specific elder abuse statutes, charging information, consumer protection statutes and state mandated reporting

The screenshot shows the Eagle.USC.edu website. At the top right is the USC University of Southern California logo. Below it are links for 'About EAGLE' and 'Contact'. A search bar is present with the text 'To search, type and hit' and a 'Search' button. The navigation bar has three main sections: 'Elder Abuse Overview' (highlighted in yellow), 'State Specific Laws', and 'Law Enforcement Resources'. The main content area features a large image of a police officer talking to an elderly woman. Overlaid on this image are three yellow boxes: 'First Responder Checklist' with a description 'Survey the scene.' and an 'OPEN CHECKLIST' button; 'Evidence Collection Checklist' with a description 'Collect evidence.' and an 'OPEN CHECKLIST' button; and 'Community Resources' with a description 'Leave behind helpful information for the elder and their families and caregivers.', a 'Enter a Zip Code' input field, and a 'SUBMIT' button. At the bottom, there is a dark blue footer with the Department of Justice logo, the text 'Senior Scam Alerts from DOJ', and a 'READ MORE' button.

Printable and digital checklist detailing what needs to be collected on scene for a successful prosecution

Contact information for organizations such as Adult Protective Services (APS)



Pin EAGLE to your Mobile

1. Visit EAGLE on your mobile at eagle.usc.edu
2. Select the black hamburger button in the top right, this will populate the drop down menu
3. Once you have the drop down menu, select **“Add to Mobile Home Screen”**

Elder Abuse Training Opportunities

In-person Training

Fill out an application on the EAGLE Website:

<http://eagle.usc.edu/eagle-training-application>

Virtual Training Opportunities

Self-guided Virtual Training:

<https://www.nw3c.org/online-training/online-course-detail/352>

Guided Virtual Training:

<http://eagle.usc.edu/eagle-training-application>



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Questions?