

# Elder Fraud Prevention and Response Network Development Guide

**Building Collaboration Between Stakeholders to Fight Elder Financial Exploitation | September 2020**

Consumer Financial Protection Bureau  
Office for Older Americans



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# Office for Older Americans

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The Office for Older Americans (OA) develops initiatives, tools, and resources to:

- Help protect older consumers from financial harm
- Help older consumers make sound financial decisions as they age

# What is a network?

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*A sustained, and largely voluntary, collaborative effort or partnership that works to prevent, detect, and/or respond to elder financial exploitation.*

# Polling question

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- Are you engaged with a network?
- Yes
- No

# 2016 Study Recommendations

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- Elder abuse networks that do not focus on financial exploitation should develop activities and the capacity to respond to elder financial exploitation.
- Networks should seek to engage financial institutions, community-based organizations such as faith organizations and others that serve these communities

# Recommendations Con't

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- **Develop Networks in areas with older Americans of diverse linguistic, ethnic and racial backgrounds should seek to engage stakeholders that serve these populations, and deliver educational and case review services relevant and appropriate to these populations.**

# Polling question

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- For those of you engaged with a network, do financial institutions participate in your network?
- Yes
  - Bank
  - Credit union
  - Other financial service
- No

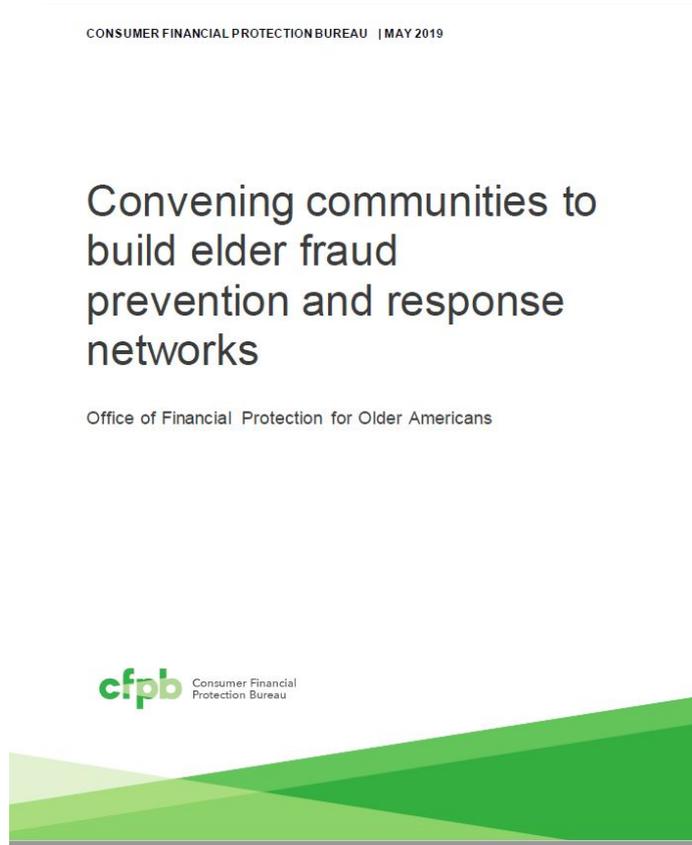
# Expanding Networks across the Nation

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- In 2017, the Bureau launched a pilot convening program to expand the presence of Elder Fraud Prevention and Response Networks (EFPRNs) and the capacity of existing networks.
- As a result of these convenings, OA developed a model for identifying potential networks, coordinating with key stakeholders, facilitating meetings, and garnering support to help initiate and enhance local EFPRNs.

# EFPRN Convening Report

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- Common activities of networks
- Replicating and expanding networks
- Convening Stakeholders
- Outcomes
- Recommendations



## Connect your community's efforts to prevent and respond to elder financial exploitation

Use our resources to help you build an elder  
fraud prevention and response network

# Network Development Guide

<https://www.consumerfinance.gov/practitioner-resources/resources-for-older-adults/elder-protection-networks/>



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## Resources to build an elder fraud prevention and response network

Mobilize key stakeholders in your community to prevent, detect, and respond to elder financial abuse.

Elder financial exploitation threatens the financial security of millions of older Americans annually. In response to this crisis, hundreds of communities across the United States have created collaborative networks to protect their older residents.

[Learn more about networks](#)

### CONTACT INFORMATION

Connect with us to build a network

The Office of Financial Protection for Older Americans develops initiatives, tools, and resources to help protect older consumers from financial harm and help older consumers make sound financial decisions as they age. We also work with public and private stakeholders on preventing and responding to elder financial exploitation.



# Why create a Development Guide?

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## Stakeholders:

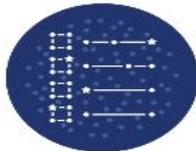
- Would benefit from detailed instruction
  - To help launch networks in communities where they do not currently exist, especially in those with a large number of older people, and
  - To build capacity and collaboration in existing networks to enhance prevention and respond to elder financial exploitation.
- Are already working full-time jobs and could use ready-made resources to plan, produce and host a retreat
- Need resources and guidance to establish and maintain the network thereafter

# Development Guide Features

<https://www.consumerfinance.gov/practitioner-resources/resources-for-older-adults/elder-protection-networks/>

## Launch a successful network: use our meeting model

Our meeting model includes two key meetings—a retreat and a post-retreat—to help you bring stakeholders together to increase and enhance the prevention of and response to elder financial exploitation.



### Plan a retreat

A retreat is an effective way to rally stakeholders and community leaders together to create a collaborative network. Gather a core team of key community members to help you plan logistics and reach out to the wider community.

[See retreat planning resources](#)



### Host a retreat

How you conduct a retreat can set the tone for your network. Here are some suggestions on how to provide opportunities for collaboration and make sure everyone's voice is heard during a retreat.

[Learn how to host a retreat](#)



### Reconvene and establish your network

After holding a retreat, it's important to bring community stakeholders back together to determine next steps toward addressing priorities identified at the retreat.

[Establish your network](#)



### Expand network capabilities

After your network establishes priorities, consider leveraging working groups to reach goals, engage the community, and grow the influence of the network.

[Consider your next steps](#)

## Network resources

As you create and grow your network, use these tools to plan meetings, identify and prioritize goals, and build foundational knowledge of elder fraud prevention.

[Browse network resources](#)

# Tools for Planning a Retreat

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- **Planning templates**
  - [Stakeholder spotlights and invitation contact list](#)
  - [Timeline tool](#)
  - Sample invitations and reminders
  - [Sample retreat agenda](#)



# Tools for Hosting a Retreat

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- [Retreat Facilitator Guide](#)
  - Helps the facilitator plan and execute network-building activities, including group exercises.
  - Group exercises help focus the stakeholder participants on determining priorities and future action steps
- Additional tools and templates
  - Supply list, handouts for participants, voting sheets

# Tools for Hosting a Retreat – Optional Activities

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- Resource for Q&A discussion session:
  - Allows participants to ask questions of each other and share thoughts and any ideas that may have surfaced.
  - Participants build engagement and their relationship with each other by sharing info to answer each others questions.

# Tools for Reconvening and Establishing Network

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- [Sample retreat readout](#)
- Establishing working groups
- Goal-setting activity
- Developing a referral guide



# Sample retreat readout

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## **Table of contents**

Page X	Retreat goal
Page X	Participating organizations
Page X	Thoughts from our guest speakers
Page X	Group activity and results
Page X	Priorities
Page X	Quotes from retreat participants
Page X	Possible next steps
Page X	Opportunities for innovation
Page X	Who can help & retreat attendance list

# Tools for Expanding Network Capabilities

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## ▫ Activities for working Groups

- Planning Future meetings
- Education outreach
- Case reviews
- Cross Training
- Program evaluation guide
- Funding considerations
- Evaluation



# Tools for Hosting a Retreat – Optional Activities

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- Resource for professional cross-training:
  - Can strengthen the network and benefit members and the community.
  - Can help members and the community better understand each other and how to work together to help victims.

# Connect with us to build a network

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We can provide guidance and assistance to people or groups that are interested in establishing an elder fraud prevention and response network in their community.

Contact us if you have a question, need additional information, or would like to be added to our contact list for updates and training opportunities.

- EMAIL: [eldernetworks@cfpb.gov](mailto:eldernetworks@cfpb.gov)
- Network Guide: [consumerfinance.gov/eldernetworks](https://consumerfinance.gov/eldernetworks)

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# Resources for Networks And Consumers

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# Erin Scheithe

## Office for Older Americans



# Money Smart for Older Adults

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- An awareness program developed in collaboration with the FDIC.
- Content on common issues facing seniors, including how to identify a potential scam or fraud and other forms of exploitation
- Instructor-led curriculum
- Resource Guide available in bulk at no cost
- Available in English and Spanish



# Money Smart for Older Adults

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Instructor Guide and presentation slides at:

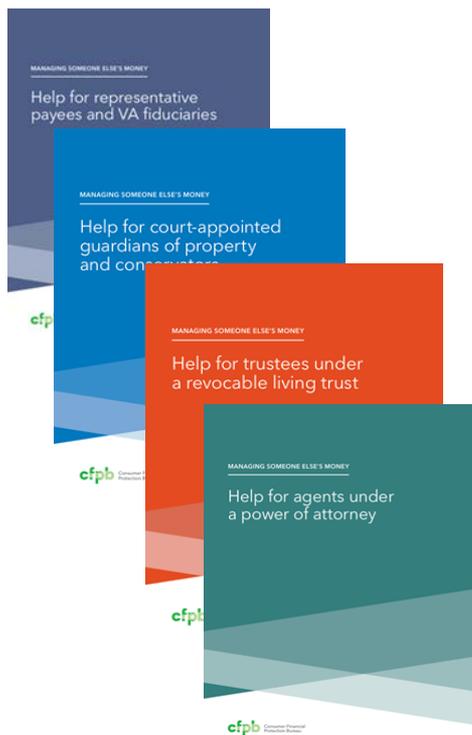
**[FDIC.gov/moneysmart](https://www.fdic.gov/moneysmart)**

Resource Guide available in bulk at no cost:

**[Consumerfinance.gov/moneysmart](https://www.consumerfinance.gov/moneysmart)**

# Managing Someone Else's Money guides

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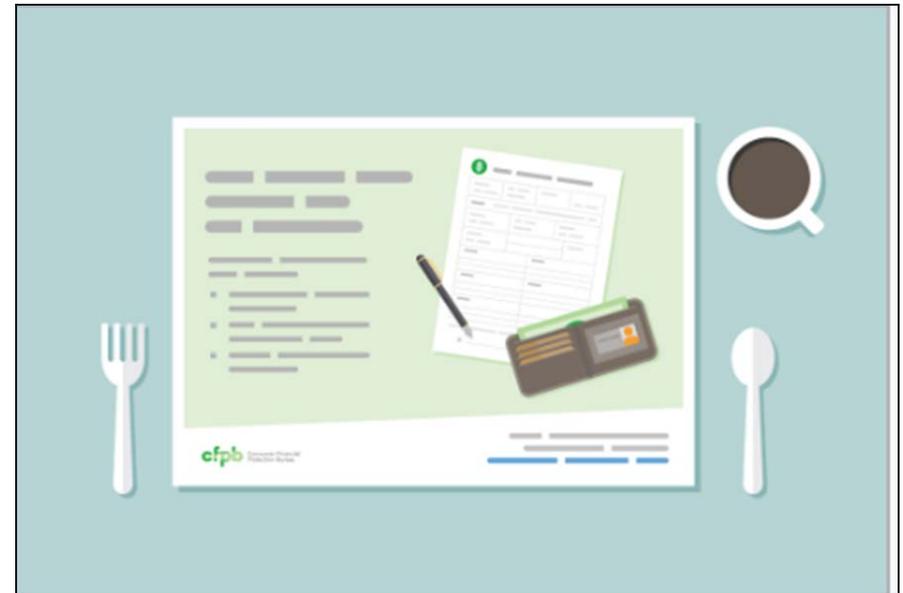
- Help for financial caregivers handling the finances for a family member or friend who is incapacitated
- Guides for four common types of financial caregivers:
  - Agents under a Power of attorney
  - Guardians and conservators
  - Trustees
  - Social Security and Department of Veterans Affairs (VA) representatives
- Includes tips on protecting assets from fraud and scams.
- Available in English and Spanish

# Fraud prevention placemats, handouts, and activity sheets

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- Free fraud prevention placemats, handouts, and activity sheets on how to avoid common scams.
- Originally designed to be used by meal delivery programs, these resources can be used by community or faith-based organizations, financial institutions, or other groups in a variety of ways.
- Check out the companion resources with tips and information to reinforce the messages.
- Available for the public to download or order in bulk.
- Available in English and Spanish.

**[Consumerfinance.gov/placemats](https://consumerfinance.gov/placemats)**



# Tips and advice for older consumers

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## Consumer advisories:

- Preparing your spouse to manage family finances
- Asset recovery scams
- Co-signing student loans
- Taking a pension advance
- Dealing with medical debt
- Planning for diminished capacity
- Recognizing misleading claims in reverse mortgage advertising
- Responding to debt collectors' threats of garnishing Social Security benefits



# Additional CFPB Resources

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- *ASK CFPB*, [consumerfinance.gov/askcfpb/](https://consumerfinance.gov/askcfpb/)
- Submit complaints at **1-855-411-2372** or [consumerfinance.gov/complaint](https://consumerfinance.gov/complaint)

# CFPB's Office for Older Americans

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**Email us:**

[eldernetworks@cfpb.gov](mailto:eldernetworks@cfpb.gov)

**Find resources and mailing list:**

[consumerfinance.gov/practitioner-resources/resources-for-older-adults/](https://consumerfinance.gov/practitioner-resources/resources-for-older-adults/)