



# Effective Communication with Law Enforcement in the Prevention of Elder Abuse

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# About Us

The Elder Abuse Guide for Law Enforcement

- Background
- Learning Objectives
- Site Tour
- Types of Elder Abuse, quick reference



## Our Mission



To improve the national response to elder abuse, neglect, and exploitation  
by  
gathering, housing, disseminating, and stimulating  
innovative, validated methods of practice,  
education, research, and policy.



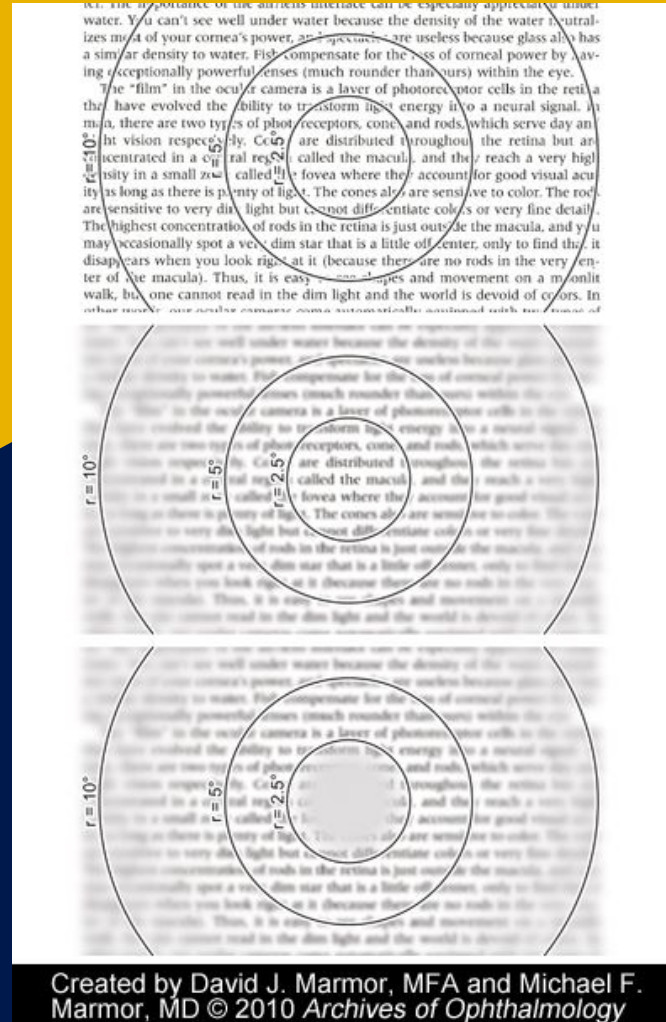
**NCEA**  
National Center on Elder Abuse  
[ncea.acl.gov](http://ncea.acl.gov)



# Social Isolation- A Major Factor in the Cause of EA

Occurs in many ways:

- Loss of visual cues
  - *Ex-Macular Degeneration*
- Loss of auditory cues
  - *Can you hear me now?*
- Limitations with Mobility
  - *Wheelchairs/walkers*
  - *Loss of drivers license*



# ISOLATION AND COVID19

**While physical distancing has been the norm,  
we need to be prepared to be of continuous  
support in many ways.**

- Developing safe communication pathways
  - Encourage the use of Elder Care Locator
  - Established Friendly visitor programs
  - Prepare clear concise information
- Promoting creditable resources
  - Helpful resources will be provided



# RESPONSE CONCERNS: APS

- Challenges of balancing the protection of the health of APS staff with responding to needs of their clients who may be in an abusive situation
- The constant need for personal protective equipment (PPE); possible shortages
- Altered timeframes for initiating cases
- Conducting face-to-face visits with alleged victims or other collaterals (range of policy responses in notes)



# RESPONSE CONCERNS: LONG TERM CARE OMBUDSMAN

- Increased responsibilities to ensure that facilities comply with State issued orders
- Appropriate notification of confirmed or suspected cases of COVID19
- Posting of presence of any such cases at entrance
- Availability of adequate PPE and testing
- Extensive care: staffing levels of at least 4.1 hours per resident per day



# CHALLENGES PROSECUTORS FACE

- Jury trials on hold in many jurisdictions
- Meeting with colleagues and witnesses virtually
- Many newly filed cases of elder abuse are not being heard for several months; as a result there are issues with victim availability and ability to recall events accurately
- Inevitable backlog of cases
- Future budgets of state prosecutor offices will be impacted – reducing opportunities for hiring and promotion





# CHALLENGES LAW ENFORCEMENT FACE

- Being first responders – face-to-face
  - Gathering and reviewing documents and evidence, in meeting with and assessing the credibility of witnesses
- Responding to a spike in fraud and deception cases surrounding the COVID-19 pandemic
- Dealing with staff shortages
  - April: almost 20% of the NYPD uniformed staff were sick
- Restrictions on access to judges for signing warrants
- General lowering of morale because of recent events





# Polling Question:

The Elder Abuse Guide for Law Enforcement

**Why do you think law enforcement is reluctant to get involved with cases of elder abuse?**

- (A) Perceive these cases as civil matters
- (B) Trouble identifying elder abuse signs and appropriate actions
- (C) Difficultly interviewing an older adult with dementia
- (D) All of the above



# **Introducing EAGLE:** A tool for professionals encountering cases of Elder Abuse

The Elder Abuse Guide for Law Enforcement



# Types of Elder Abuse



**PHYSICAL**



**PSYCHOLOGICAL**



**FINANCIAL**



**SEXUAL**



**NEGLECT**

**Multiple forms of abuse can occur at once.**



# Background

The Elder Abuse Guide for Law Enforcement

## Development

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

- Funded by the 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 is for everyone! Feel free to access and use at will <http://eagle.trea.usc.edu/>

## 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

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)

Sign up for the EAGLE newsletter and receive alerts when new information is posted to the website

# Resources: Types of Abuse




[About EAGLE](#) | [Contact](#) | [EAGLE Training Application](#) |

To search, type and hit

 [Elder Abuse Overview](#)

 [State Specific Laws](#)

 [Law Enforcement Resources](#)

[EAGLE Home](#) > [Types of Elder Abuse](#) > [Financial Elder Abuse](#)

## Financial Elder Abuse

ABOUT

### Financial Elder Abuse Is...

SIGNS

Using an older adult's money or assets (pension, home, social security checks) contrary to their wishes, needs or best interests, or for the abuser's personal gain.

QUESTIONS

Undue influence is when a person of trust manipulates and takes advantage of a vulnerable elder to gain control of money, property or life—either directly or through power of attorney, trust, marriage, adoption, or inheritance.

ACTIONS

« [Previous: Emotional Elder Abuse](#)

[Next: Elder Neglect](#) »

### In this section:

[Law Enforcement Resources](#)

[Recognizing Abusers](#)

[Interviewing Older Adults](#)

[Working With Others To Build A Case](#)

[Documenting Bed Sores](#)

[Elder Abuse Photography Tips](#)

[Photos Depicting Elder Abuse](#)

[Community Resource Referral](#)

[Additional National Elder Abuse Resources](#)



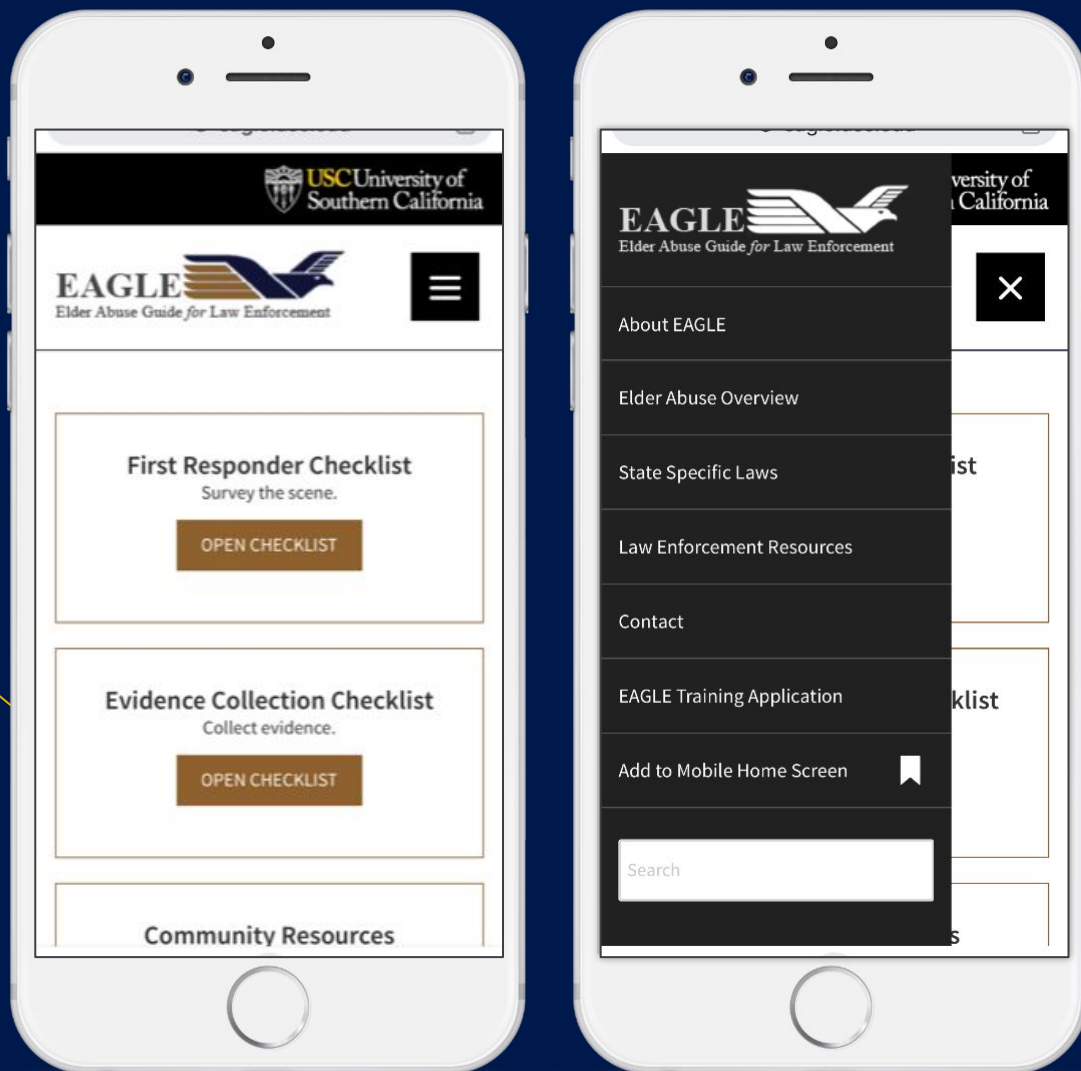
# Roll Call Training Videos

The Elder Abuse Guide for Law Enforcement

Watch the below Roll Call Video, Understanding Elder Abuse







## Pin EAGLE to your Mobile

1. Visit EAGLE on your mobile at [eagle.usc.edu](http://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”**



# Community Policing

APS and Law Enforcement







# EAGLE's Reach

Within the last year EAGLE has reached law enforcement throughout the country:

- Website
  - Offers 25+ FREE tools and resources for LE
  - Over 24k webpage views
  - 100% of US states used EAGLE
  - 16% returning visitor rate
  - 84% new visitor rate
- E-Newsletter
  - Join the community and subscribe today by visiting: **[www.eagle.usc.edu](http://www.eagle.usc.edu)**
    - OR email [eaglehelp@usc.edu](mailto:eaglehelp@usc.edu)





## Smaller Police Departments

Through a small sample of 19 police departments within California, it was found that **79% of 'rural' departments had less than 100 department personnel** and less funding in comparison to metropolitan police departments, such as LAPD which has over 14K Officers and a \$1.1 Billion annual budget for training.

# Elder Abuse Training Opportunities

## In-person Training

Fill out an application on the EAGLE Website:

- [bit.ly/EAGLETraining](https://bit.ly/EAGLETraining)

## Virtual Training Opportunities

- Self-guided Virtual Training:

[bit.ly/EAGLE\\_NW3C](https://bit.ly/EAGLE_NW3C)

- Guided Virtual Training:

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



**We want to hear from you! [eaglehelp@usc.edu](mailto:eaglehelp@usc.edu)**

You may also contact us at  
**National Center on Elder Abuse NCEA**  
1-855-500-3537 (ELDR)  
[ncea-info@aoa.hhs.gov](mailto:ncea-info@aoa.hhs.gov)  
<https://ncea.acl.gov/>

USC Center on Elder Mistreatment website:  
<http://eldermistreatment.usc.edu/> OR  
[www.trea.usc.edu](http://www.trea.usc.edu)

We also thought you might like to use-STEAP....



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



National Center on Elder Abuse (NCEA), in partnership with the National Association of Area Agencies on Aging (n4a), launched the **STEAP (Supports and Tools for Elder Abuse Prevention) Initiative** in an effort to educate and empower communities to create a sturdy structure of support to notice, report, and prevent elder abuse.

The centerpiece of this Initiative is a **toolkit** with practical and customizable elder abuse education and outreach tools.

Download and customize the toolkit at [nceausc.tk/STEAP](https://nceausc.tk/STEAP)





**NEW! FREE and ready-to-use materials**  
to engage and educate your community  
about the role everyone can play in  
**preventing elder abuse.**



Keck School of  
Medicine of **USC**

# Customizable & ready-to-use outreach tools nceausc.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:**

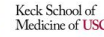
- 1) Listen** to older people and caregivers to understand their challenges and provide support
- 2) Educate** one another about the signs of abuse and how to get help
- 3) Report** suspected abuse or neglect as soon as possible
- 4) Build** a community that fosters social connections and supports
-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

This brochure was created in conjunction with:

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

 **National Center on Elder Abuse**  
855-500-3537  
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. 90AAR000101-02) 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**

**Building Community Supports to Prevent Elder Abuse**

[Click here to insert logo]

[Area to Insert Agency Name]

[Area to Insert Contact Information]

[Area to Insert Agency Name]

[Area to Insert Contact Information]

[Click here to insert logo]

## 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.](#)

**January**

RECOGNITION DAYS

- Wednesday, January 9: **Law Enforcement Appreciation Day (LEAD)**

**February**

MONTH-LONG OBSERVANCES

- Black History Month**

RECOGNITION DAYS

- Wednesday, February 20: **World Day of Social Justice**

**March**

MONTH-LONG OBSERVANCES

- National Nutrition Month**
- Social Work Month**
- Women's History Month**

RECOGNITION DAYS

- Friday, March 8: **International Women's Day**

**April**

MONTH-LONG OBSERVANCES

- Community Service Month**
- Financial Literacy Month**
- Sexual Assault Awareness Month**
- Social Security Month**

WEEK-LONG OBSERVANCES

- Monday, April 1 – Sunday, April 7: **National Public Health Week**
- Sunday, April 7 – Saturday, April 13: **National Crime Victims' Rights Week**
- Sunday, April 7 – Saturday, April 13: **National Volunteer Week**

RECOGNITION DAYS

- Tuesday, April 2: **Sexual Assault Awareness Day of Action**
- Sunday, April 7: **World Health Day**

**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.

**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

# Customizable & ready-to-use outreach tools

## ncausc.tk/STEAP

Add your own logo,  
contact information,  
and local elder abuse  
reporting numbers.

Instructions:  
[ncausc.tk/STEAPCI](https://ncausc.tk/STEAPCI)

Contact us at 1-855-500-3537 or  
[ncea-info@aoa.hhs.gov](mailto:ncea-info@aoa.hhs.gov) for questions  
or assistance.

Building  
Community  
Supports to  
**Prevent  
Elder Abuse**



[Agency Name]

[Contact Information]

**Report suspected abuse or neglect  
in the community setting:**

[Insert Local  
APS Contact Info]

**Report suspected abuse or neglect  
in long-term care facilities:**

[Insert LTCOP Contact Info]

**Abuse reports may also be made to the  
local law enforcement agency:**

[Insert Local LE Contact Info]



# Polling Question:

The Elder Abuse Guide for Law Enforcement

**Do you think that EAGLE will be helpful to you when developing an elder abuse case?**

- (A) Strongly Agree
- (B) Agree
- (C) Undecided
- (D) Disagree
- (E) Strongly Disagree



# Thank You.



EAGLE Help



[eaglehelp@usc.edu](mailto:eaglehelp@usc.edu)



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

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<https://ncea.acl.gov/>