



The Elder Abuse Guide for Law Enforcement (EAGLE)

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Housekeeping

- Today's training will be held in three segments:
 - Part One – Introduction to the NCEA and Elder Abuse
 - Part Two – Intro to EAGLE and walkthrough of resources
 - Part Three – Mock Case Study Activities (3) and Q&A
- All attendees will enter the webinar in listen-only mode until prompted to unmute.
- If you have questions, type them in the Q&A box. We will do our best to address them during the training, but if we cannot, they will be addressed during the Q&A session before we conclude the webinar.





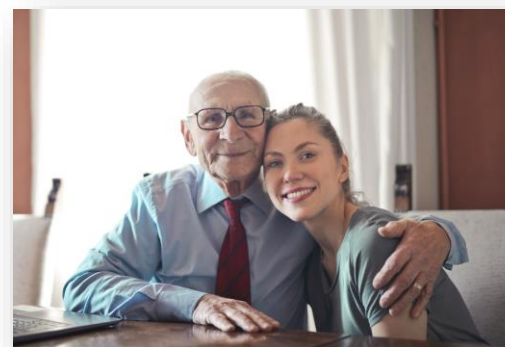
At the conclusion of this training, you will be able to do the following:

Objective 1	Develop a better understanding of The National Center on Elder Abuse and the understanding of elder abuse as a multi-dimensional issue
Objective 2	Identify EAGLE's aids for evidence collection and processing in elder abuse cases
Objective 3	Comprehension of the multi-disciplinary approach to various elder abuse cases

National Center on Elder Abuse

Our Mission

- ❖ The National Center on Elder Abuse strive to improve the national response to elder abuse, neglect, and exploitation.
- ❖ We provide education, share the latest in research and national policy, and promote best practices in the field and in our communities.



New WEAAD Campaign Tools and Tips

Walk for WEAAD
May 1 – June 15, 2021

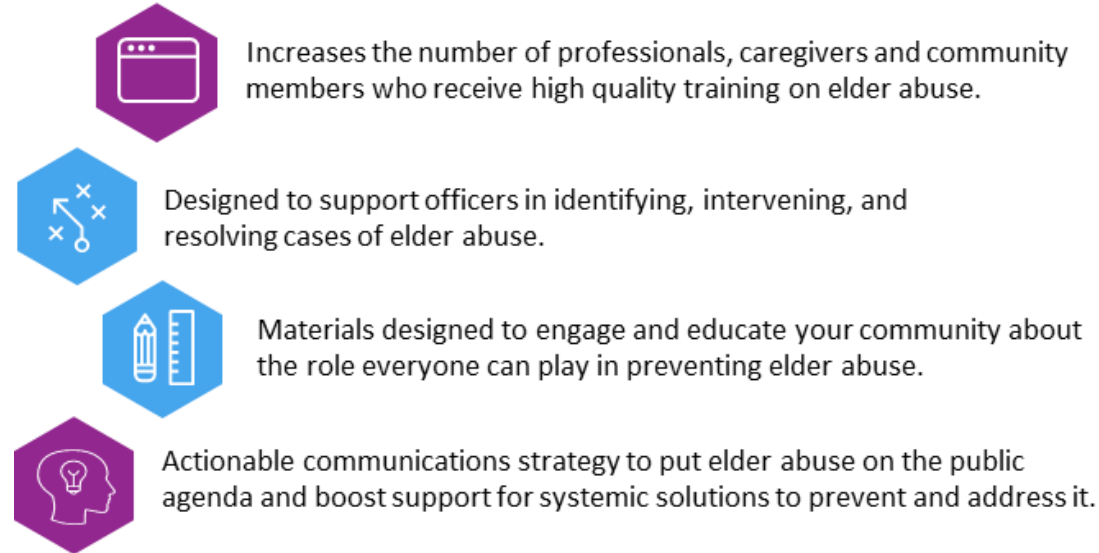
Visit the WEAAD Microsite for New &
Updated Campaigning Tools and Tips!



eldermistreatment.usc.edu/weaad-home

#WEAAD

NCEA Related Projects

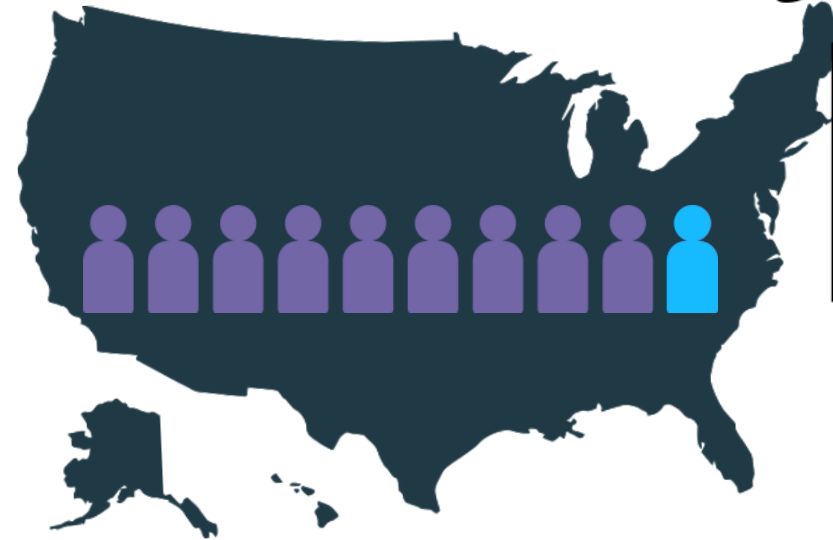


What is Elder Abuse?

The mistreatment or harming of an older person, is an injustice that we all need to prevent and address.

It is increasing at an alarming rate as our population increases but not much of the abuse is being reported.

Elder abuse IS preventable.



” 1 in 10 Americans
age 60+
experience a form
of elder abuse
every year ”

- 95 million Americans will be aged 65 or older by the year 2060
- **67%** of victims are women
- **1 in 24** cases are reported

Elder Abuse Takes Many Forms

Elder abuse, the mistreatment or harming of an older person, is an injustice that we all need to prevent and address.

- Elder Abuse occurs in both community and institutional settings and takes many forms, including:



PHYSICAL



PSYCHOLOGICAL &
EMOTIONAL



FINANCIAL



SEXUAL



NEGLECT

Multiple forms of abuse can occur at once.

Risk Factors: How Does Elder Abuse Happen?

Elder Abuse can occur when strong social supports are not in place to keep us connected as we age.

Isolation & Location



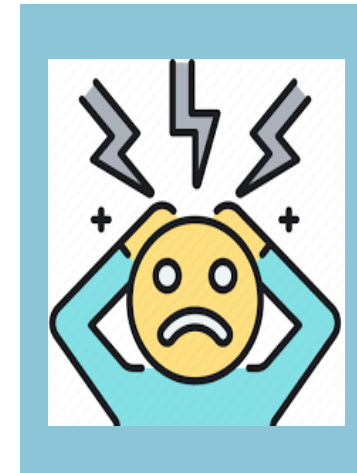
Communication Scams



Drug Use



Anxiety



Elder Abuse can be prevented if we work together to create a stronger society that values and supports all of us as we age.

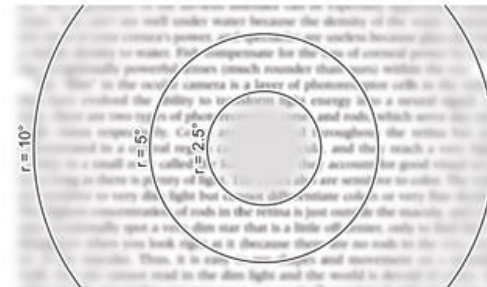
Social Isolation – A Major Factor in the Cause of Elder Abuse

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 driver's license*

... the appearance of the surface interface can be especially appreciative under water. You can't see well under water because the density of the water neutralizes most of your cornea's power, and glasses are useless because glass also has a similar density to water. Fish compensate for the loss of corneal power by having exceptionally powerful lenses (much rounder than ours) within the eye.

The "film" in the eye's camera is a layer of photoreceptor cells in the retina. They have evolved the ability to transform light energy into a neural signal. In man, there are two types of photoreceptors, cones and rods, which serve day and night vision respectively. Cones are distributed throughout the retina but are concentrated in a small region called the macula, and they reach a very high density in a small zone called the fovea where they account for good visual acuity as long as there is plenty of light. The cones also are sensitive to color. The rods are sensitive to very dim light but cannot differentiate colors or very fine detail. The highest concentration of rods in the retina is just outside the macula, and you may occasionally spot a very dim star that is a little off-center, only to find that it disappears when you look right at it (because there are no rods in the very center of the macula). Thus, it is easy to see stars and movement on a moonlit walk, but one cannot read in the dim light and the world is devoid of colors. In other words, our ocular cameras come automatically equipped with the same of



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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 COVID1
- 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
- Restrictions on access to judges for signing warrants
- General lowering of morale because of recent events





Roll Call Training Videos

The Elder Abuse Guide for Law Enforcement

Watch the below Roll Call Video, Understanding Elder Abuse





Polling Question:

Why do you think professionals are 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

Let us know in the chat box!



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

The Elder Abuse Guide for Law Enforcement

Part Two

The Elder Abuse Guide for Law Enforcement

- EAGLE Background
- Site Tour of EAGLE Tools
- Elder Abuse Overview Roll Call





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

EAGLE
Elder Abuse Guide for Law Enforcement

About EAGLE | Contact |

To search, type and hit

[Elder Abuse Overview](#) [State Specific Laws](#) [Law Enforcement Resources](#)

First Responder Checklist
Survey the scene.

Evidence Collection Checklist
Collect evidence.

Community Resources
Leave behind helpful information for the elder and their families and caregivers.

Senior Scam Alerts from DOJ

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](#)

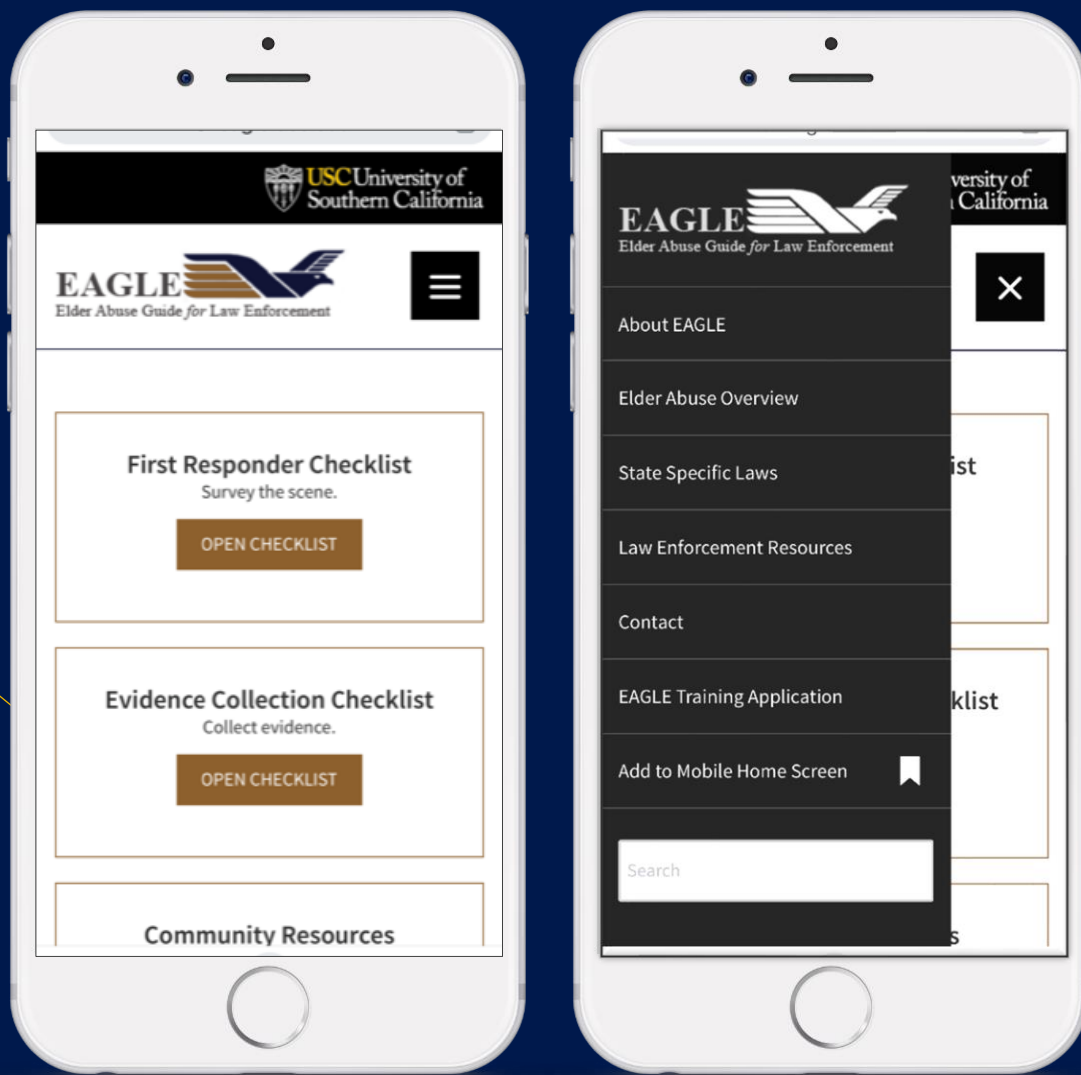


Roll Call Training Videos

The Elder Abuse Guide for Law Enforcement

Watch the below Roll Call Video, Interviewing Older Adults





Pin 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”**



Mock Case Studies

The Elder Abuse Guide for Law Enforcement

Part Three

The Elder Abuse Guide for Law Enforcement

- Set of three case studies:
 - Neglect
 - Financial Exploitation by a Family Member
 - Financial Exploitation by a Stranger
- Walkthrough of each case and appropriate EAGLE resources that can aid in each case
- Q&A





Neglect

The Elder Abuse Guide for Law Enforcement

Neglect Abuse

Eagle.usc.edu

The refusal or failure to fulfill any part of a person's obligations or duties to an elder. Neglect may also include failure of a person who has fiduciary responsibilities to provide care for an elder (e.g., pay for necessary home care services) or the failure on the part of an in-home service provider to provide necessary care.

The failure of an identified caregiver or responsible other to provide basic necessities, including:

- Nutrition
- Clothing
- Hygiene
- Necessary Medical Care
- Shelter
- Safety



Neglect Abuse

Eagle.usc.edu

SIGNS & SYMPTOMS:

- Dehydration, malnutrition, untreated bed sores, and poor personal hygiene;
- Unattended or untreated health problems;
- Hazardous or unsafe living condition/arrangements (e.g., improper wiring, no heat, or no running water);
- Unsanitary and unclean living conditions (e.g. dirt, fleas, lice on person, soiled bedding, fecal/urine smell, inadequate clothing);
- **An elder's report of being mistreated.**





Opening Narrative

94-year-old Ms. Kirkland is admitted to the ER. Her son had called the ambulance, describing the situation as a non-emergency. Upon examination, emergency staff find a stage IV septic pressure ulcer on the woman's lower back.

Emergency department staff took note of large, suspicious, and deeply embedded marks that covered Ms. Kirkland's rear area, which they suggested was the likely cause for her injury and contacted police on suspicion of abuse.

You and your partner arrive at the hospital and are informed that the older woman has been transferred to ICU due to her critical condition.

Discussion: Ask Yourself

The Elder Abuse Guide for Law Enforcement

- Does the caregiver isolate the elder?
- Are medications being taken properly? Are prescriptions current?
- Is the elder eating regularly? Do they require help at mealtime?
- How does the victim's area compare to the rest of the house (cleanliness, safety, access)?
- What are signs of neglect?
 - General signs
 - Case-specific
- What comes to mind when you hear the rationale 'Caregiver Stress?'





EAGLE Resources

- ☐ Elder Abuse Evidence Collection Checklist
- ☐ Documenting Bed Sores
- ☐ Recognizing Abusers

Evidence Collection

The Elder Abuse Guide for Law Enforcement

You and your partner arrive at Ms. Kirkland's home to collect additional evidence after obtaining a search warrant. Given the circumstances of this case thus far, you remove Ms. Kirkland's son James, her caregiver, from the home to prevent the tampering of evidence.

As you navigate the home, it becomes clear that the space is uninhabitable. There are piles of clutter and trash throughout the home. A single, isolated chair stands out next to a pile of newspaper. You then realize that the pattern from the chair matches the pattern that was present surrounding Ms. Kirkland's injured area.



Hoarding





Roll Call Training Video

The Elder Abuse Guide for Law Enforcement

Watch the below Roll Call Video, documenting how law enforcement and legal prosecuted an Elder Abuse Neglect Case





Financial Exploitation by a Family Member

The Elder Abuse Guide for Law Enforcement

Financial Abuse

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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.

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.



Financial Abuse

Eagle.usc.edu

SIGNS & SYMPTOMS:

- Sudden changes in bank account or banking practice, including an unexplained withdrawal of large sums of money by a person accompanying the elder;
- Inclusion of additional names on an elder's bank signature card;
- Unauthorized withdrawal of the elder's funds using the elder's ATM card;
- Abrupt changes in a will or other financial documents;
- Unexplained disappearance of funds or valuable possessions;
- Substandard care being provided or bills unpaid despite the availability of adequate financial resources;



Financial Abuse

Eagle.usc.edu

SIGNS & SYMPTOMS Continued:

- Discovery of an elder's signature being forged for financial transactions or for the titles of his/her possessions;
- Sudden appearance of previously uninvolved relatives claiming their rights to an elder's affairs and possessions;
- Unexplained sudden transfer of assets to a family member or someone outside the family;
- The provision of services that are not necessary; and
- An elder's report of financial exploitation.





Opening Narrative

An 88-year-old widow, Ms. King, was living with her niece Ms. Remmert, who had moved in after her aunt was diagnosed with Dementia.

As time went on under the care of her niece, Ms. King became isolated from her community and other family members, who were denied visitation by her niece.

Ms. King's bank had noticed unusual withdrawals and contacted APS on suspicion of financial abuse. APS contacted law enforcement.

Discussion: Ask Yourself

The Elder Abuse Guide for Law Enforcement

- What is the victim's understanding of their financial situation?
- Is the person having power of attorney for the older adult abusing their authority?
- Is the older adult's money being used for their care?
- Who pays the bills?
- What are the red flags of financial abuse?





EAGLE Resources

- ☐ Photography Tips
- ☐ Recognizing Financial Abuse
- ☐ Community Resource Referral

Evidence Collection

The Elder Abuse Guide for Law Enforcement

APS indicates that the niece has the power of attorney. As a mandated reporter, the Bank Teller had also disclosed to police that Ms. King's niece was the one making the withdrawals without Ms. King being present.

APS reveals that the 88-year-old's niece filed a quick claim deed for the aunt's home, which was signed by the aunt.

Based on this information a warrant is issued and a visit is scheduled.





Roll Call Training Video

The Elder Abuse Guide for Law Enforcement

Watch the below Roll Call Video, documenting how law enforcement and legal prosecuted an Elder Abuse Financial Abuse by a Family Member Case





Financial Exploitation by a Stranger

The Elder Abuse Guide for Law Enforcement



Opening Narrative

An 80-year old man, Mr. Waller, was approached by a younger woman at a gas station and agreed to pay for her gas.

Since this initial introduction, the young woman has persisted to harass Mr. Waller for financial favors. She has repeatedly showed up to his home banging on windows, creating a hostile and isolated environment for him.

A concerned relative contacted the police.



EAGLE Resources

☐ SAFTA Tool

☐ Working With Others to Build a Case



Roll Call Training Video

The Elder Abuse Guide for Law Enforcement

Watch the below Roll Call Video, documenting how law enforcement and legal prosecuted an Elder Abuse Financial Abuse by a Stranger Case



Why it takes a Team?



- Cases are complex
- Multi-layered
- Require multiple experts
- Multi Disciplinary Teams (MDTs) brings together experts in monthly meeting to discuss cases brought from APS and the LTC Ombudsman



New Adult Protective Services Factsheet Series

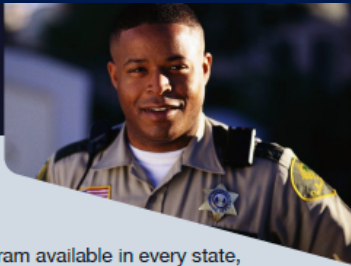
The Role Of APS

- Receive reports of alleged abuse, neglect, self-neglect or financial exploitation
- Assess individual's unique needs
- Develop a service plan to maintain his/her safety, health and independence
- Address emergency needs for food, shelter, legal assistance or law enforcement protection

APS Will:

- Honor the alleged victim's right to make their own decisions, including declining services
- Strive to keep alleged victims in their homes
- Focus on the alleged victim and not the perpetrator

What is Adult Protective Services?



Your Partner to Protect and Serve Older Adults & Adults with Disabilities

ADULT PROTECTIVE SERVICES (APS) is a social services program available in every state, serving older adults and adults with disabilities. APS workers respond to reports of abuse, neglect or financial exploitation. Contact your local APS program for state-specific information.

THE ROLE OF APS

- Receive reports of alleged abuse, neglect, self-neglect or financial exploitation
- Assess individual's unique needs
- Develop a service plan to maintain his/her safety, health and independence
- Address emergency needs for food, shelter, legal assistance or law enforcement protection

APS WILL...

- Honor the alleged victim's right to make their own decisions, including declining services
- Strive to keep alleged victims in their homes
- Focus on the alleged victim and not the perpetrator

WHY PARTNER WITH APS?

Approximately half of APS cases involve a perpetrator and many of these cases involve criminal actions. APS is your partner in these cases. Depending on your state, APS might be able to:

- Assist alleged victims in obtaining protection orders against perpetrators
- Provide expertise in working with older adults and adults with disabilities
- Share records (medical, financial) with law enforcement
- Help law enforcement interpret those records

LEARN MORE ABOUT MULTIDISCIPLINARY TEAMS

APS works collaboratively with law enforcement and other professionals through Multidisciplinary Teams to ensure the safety of older adults and adults with disabilities.

CONNECT WITH A MULTIDISCIPLINARY TEAM NEAR YOU:



FIND YOUR LOCAL APS AGENCY by contacting the state APS reporting hotline, available on the [State Resources Map](#)





Final Polling Question:

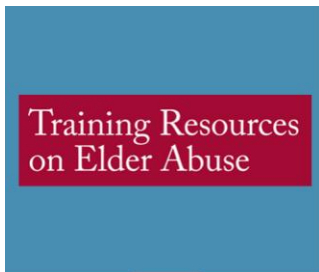
Do you think that EAGLE will be helpful to you when developing an elder abuse case?

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

Let us know in the chat box!

OUR WEBSITES

FREE useful resources and web-based tools!



<https://trea.usc.edu/>



<https://ncea.acl.gov/Resources/Reframing.aspx>



<http://eagle.usc.edu/>



<https://ncea.acl.gov/Resources/STEAP.aspx>



<https://eldermistreatment.usc.edu/>

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1-855-500-3537 (ELDR)
ncea-info@aoa.hhs.gov

NCEA
National Center on Elder Abuse

Elder Abuse prevention
and outreach can take
place at any distance.



Access free tools here:

<https://ncea.acl.gov/Resources/STEAP.aspx>



NCEA
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EAGLE's Virtual Communities

1. E-Newsletter

Join the community and subscribe today
by visiting: www.eagle.usc.edu
OR email eaglehelp@usc.edu



2. Twitter

Follow us!
@EAGLEatUSC



We want to hear from you!



Give website feedback or suggest content you'd like to see. We are open to collaboration.

Email: eaglehelp@usc.edu

You may also contact us at:

- **National Center on Elder Abuse (NCEA)**
Phone: 1-855-500-3537 (ELDR)
Email: ncea-info@aoa.hhs.gov
Website: ncea.acl.gov
- **USC Center on Elder Mistreatment Websites**
eldermistreatment.usc.edu **OR** trea.usc.edu



Thank You.



EAGLE Help



eaglehelp@usc.edu



www.eagle.usc.edu