



OVC
Webinar Transcript

**Results of OVC's Needs Assessment:
Financial Fraud, Financial Exploitation, Elder Abuse,
and Polyvictimization**

April 15, 2015

Results of OVC's Needs Assessment: *Financial Fraud, Financial Exploitation, Elder Abuse, and Polyvictimization*

April 15, 2015

Shelly L. Jackson, Ph.D.
Financial Fraud & Abuse Visiting Fellow
Office for Victims of Crime, U.S. DOJ



Technical Assistance



As is a risk with all technology, we may experience a momentary lapse in the webinar session. In the event of a problem, please be patient and remain on the line. If the problem persists, please contact Soojin Park by sending a private chat or e-mailing her at spark@ovcttac.org for technical assistance.

Make sure you are connected on both the Web and on the phone. The audio for the webinar is available by phone only.



JUSTICE FOR VICTIMS • JUSTICE FOR ALL

Technical Assistance

Ashley Stingle: Hello, my name is Ashley Stingle, and I am with the Office for Victims of Crime (OVC) Training and Technical Assistance Center (TTAC). And, just as a reminder, as with all technology, we may experience a momentary – excuse me – a momentary lapse in – I apologize, excuse me – a momentary lapse in the Webinar session. In the event of a problem, please be patient and remain on the line. If the problem persists, please contact me or Soojin Park by sending either of us a private chat or by e-mailing Soojin at spark@ovcttac.org, and she will be able to provide you assistance. Also, please make sure you are connected on both the Web and on the phone. The audio for the Webinar is available by phone only.

Adobe Connect



Your phones will be muted during the presentation.

If you have questions during the webinar, please submit them via the chat box.

 OFFICE FOR VICTIMS OF CRIME

JUSTICE FOR VICTIMS • JUSTICE FOR ALL

Adobe Connect

Ashley Stingle: The Webinar today will be recorded, so please keep your phones muted during the presentation. We will post the Webinar to the OVC TTAC website within 3 weeks.

Ashley Stingle: If you have questions or comments about the information presented during the Webinar, please type your questions into the chat box on the right, and I will be monitoring the chat box throughout the presentation and will be able to jump in with your questions or comments throughout the Webinar. The report and the PowerPoint and handouts are both available above the chat box for you to download and refer to when needed.



Shelly L. Jackson, Ph.D.



Financial Fraud & Abuse Visiting Fellow
Office for Victims of Crime, U.S. DOJ



JUSTICE FOR VICTIMS • JUSTICE FOR ALL

Shelly L. Jackson, Ph.D., Financial Fraud and Abuse Visiting Fellow, Office for Victims of Crime, U.S. DOJ

Ashley Stingle: Now, I would like to introduce Shelly Jackson who will be facilitating this Webinar.



Welcome!

Shelly Jackson: Okay. Excuse me. So, welcome, everybody. Thank you for joining the Webinar today. I am the Financial Fraud and Abuse Visiting Fellow with the Office for Victims of Crime, and I have been here a little over 2 years. I came to OVC from the elder abuse world – kind of family violence and elder abuse, so I am new into victim services.



Question



JUSTICE FOR VICTIMS • JUSTICE FOR ALL

Question

Shelly Jackson: But, one of the first activities that OVC asked me to work on was a needs assessment, and I wonder if any of you can remember – if any of you participated in the original needs assessment that I did, I think, in 2013. So, did anybody on the phone participate in that original needs assessment? Oh, that is good to know. Okay, so, most of you did not. Okay. That just gives me some information to how I should frame this talk.

Why this? Why now?



- Victims of Crime Act of 1984
- Types of crimes have proliferated since 1984 (CM)
- Financial Fraud & Abuse Visiting Fellow
 - Solicitation
 - Needs assessment
 - Program planning



JUSTICE FOR VICTIMS • JUSTICE FOR ALL

Why this? Why now?

Shelly Jackson: So, why OVC was interested in this needs assessment is that new types of crimes, unfortunately, continue to be discovered, gain relevance, and so, one of the things they wanted me to look at, of course, in the context of my fellowship was financial crimes, financial fraud, financial exploitation. But, being that I came from the world of elder abuse, I wanted to also learn about elder abuse from the VOCA (Victims of Crime Act) administrators, and also what we call polyvictimization, which was also in the original solicitation, and it is kind of a strange word, but it really just means multiple types of abuse occurring at the same time.

Four Crime Types



Whether and how VOCA funds are being used to serve victims of:

- Financial fraud (8.3% consumer fraud)
- Financial exploitation (5.3% by family)
- Elder abuse (11%)
- Polyvictimization (5–50%; 30–40% using APS data)



JUSTICE FOR VICTIMS • JUSTICE FOR ALL

Four Crime Types

Shelly Jackson: So, as you can see to the right of each of these types of crime, there is a – sort of a prevalence – as close as we have to a prevalence. So about 8 percent of adults experience financial fraud in a year. About 5 percent of older adults experience financial exploitation, and that is by a family member in this particular study. Elder abuse, overall, it looks like about 11 percent of older adults will experience some type of elder abuse in a given year. And then polyvictimization – we know less about the prevalence, but it looks like 30 to 40 percent of cases that come to the attention of Adult Protective Services (APS) experience more than one type of abuse. And I should clarify, if I did not, that I am using that term kind of as multiple forms of elder abuse occurring at the same time, so older adults. Okay?



2013 OVC Needs Assessment

- 4 crimes:
 - Financial fraud
 - Elder financial exploitation
 - Elder abuse
 - Polyvictimization
- 51 VOCA administrators
- 8 questions



JUSTICE FOR VICTIMS • JUSTICE FOR ALL

2013 OVC Needs Assessment

Shelly Jackson: So, I set about designing a needs assessment based on these four types of crimes. I have the good fortune of being able to talk to all 50 administrators or a point of contact person in all 50 states, and the District of Columbia. And, so I asked them eight questions, again, based on these four types of crimes, and I think we have a question here I wanted to ask.



Question

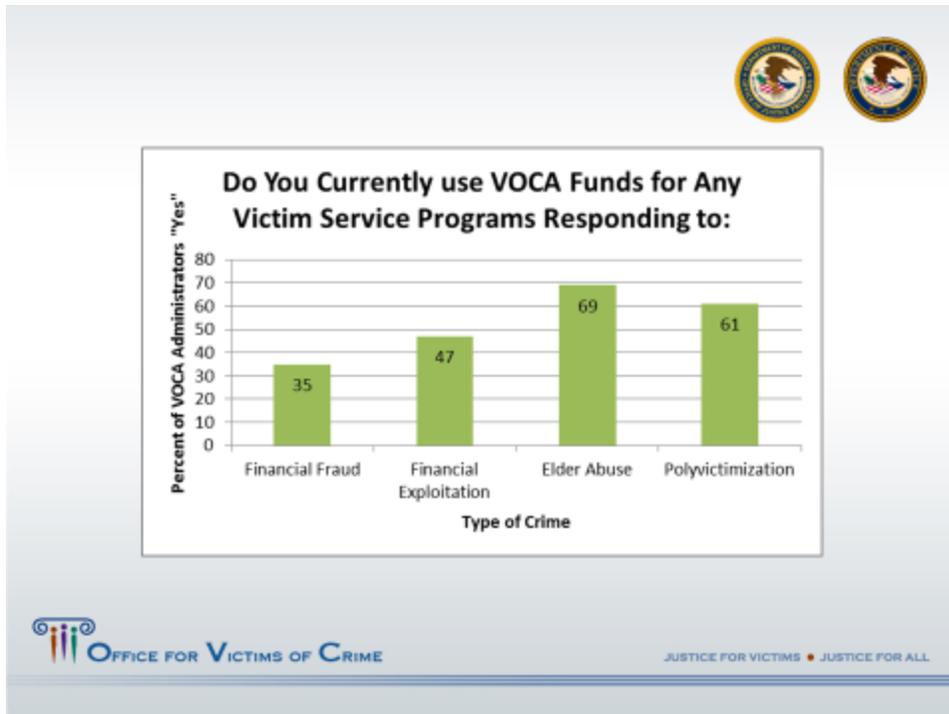


JUSTICE FOR VICTIMS • JUSTICE FOR ALL

Question:

Shelly Jackson: So, if you were to guess – and I am going to show you the graphs in a minute – but if you were to guess based on these four types of crimes that we are looking at, what do you think receives the most attention from VOCA-funded programs?

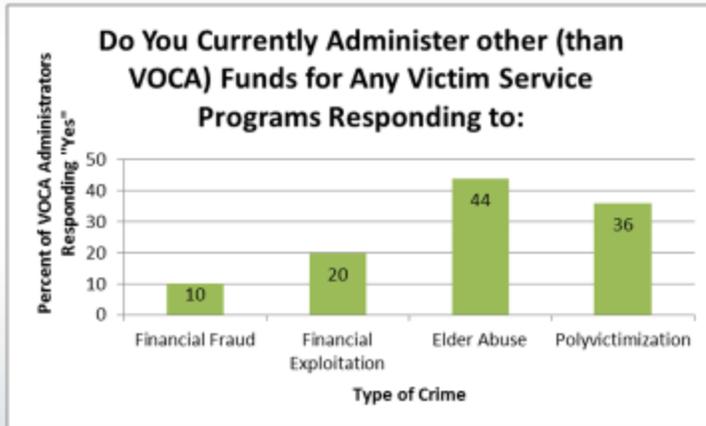
Shelly Jackson: Oh, my goodness. Okay. Okay, well, it looks like that is who is going to call in, and maybe a few more. Okay. Well, all right, let us take a look and we will see.



Do You Currently Use VOCA Funds for Any Victim Service Programs Responding to:

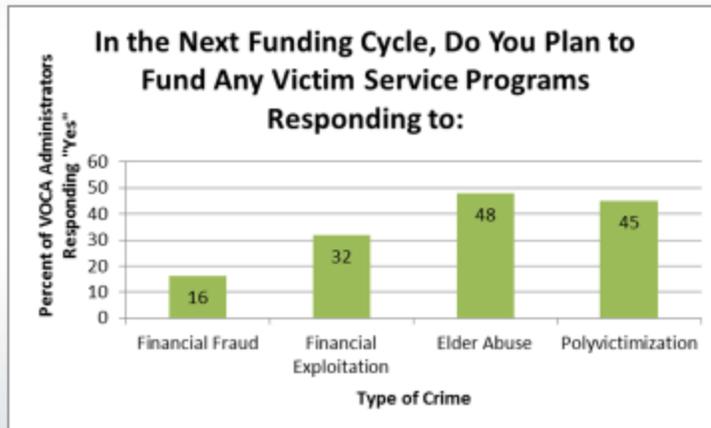
Shelly Jackson: Okay, so, here is the graph. I have got eight of these, one for each question that I am going to show you. So, let me just point out on this first graph, over on the left, you are going to see the percentage of yeses, okay? Up at the top, the title really is the question that I asked, and then down along the bottom, you will see the types of crime. There is financial fraud, financial exploitation, elder abuse, and polyvictimization.

Shelly Jackson: And so, this is what we found for the first question. Do you currently use VOCA funds for any of these types of programs? And you can see that elder abuse, and really, polyvictimization, those two kind of got melded together sometimes, but the VOCA funds are going more for elder abuse than for financial crimes – either financial fraud or financial exploitation. So you are pretty right, those of you who weighed in.



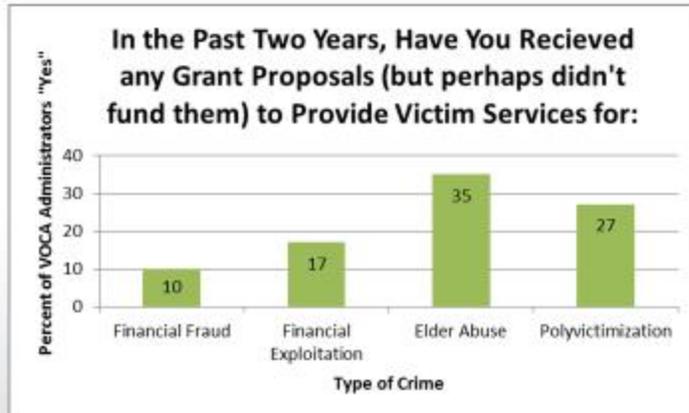
Do You Currently Administer Other (Than VOCA) Funds for Any Victim Service Programs Responding to:

Shelly Jackson: Now, we also asked: Do you currently administer other funds for victim service programs, and what are those funds going for? And more often, again, it looks like more VOCA programs are spending their money on elder abuse. Again, a little more polyvictimization than financial fraud and financial exploitation.



In the Next Funding Cycle, Do You Plan to Fund Any Victim Service Programs Responding to:

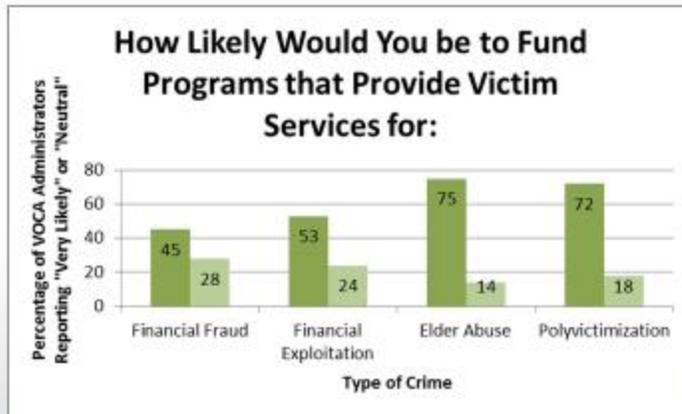
Shelly Jackson: And then we were trying to get a handle on kind of their plans for the future. Do you plan on funding any of these types of programs for any of these types of crimes? And again, elder abuse was higher than – and polyvictimization – was higher than financial fraud and financial exploitation.



JUSTICE FOR VICTIMS • JUSTICE FOR ALL

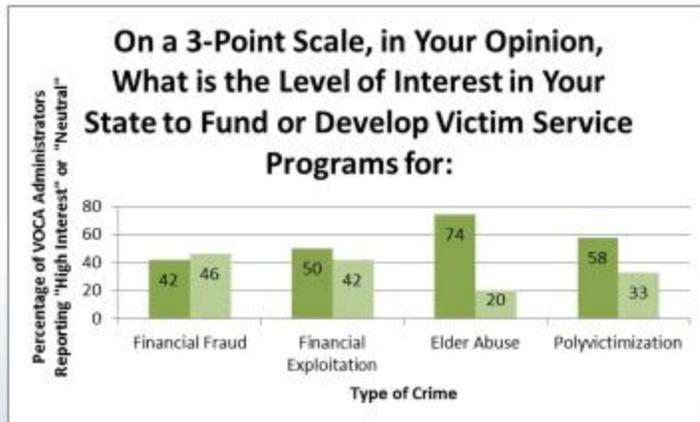
In the Past Two Years, Have You Received Any Grant Proposals (but Perhaps Did Not Fund Them) to Provide Victim Services for:

Shelly Jackson: And then – so, here what we were asking about was if they had received more proposals for these types of crimes, thinking that if you have proposals, you are probably more likely to fund such a program than if you do not. And, sure enough, VOCA administrators do receive more elder abuse, and a little bit more polyvictimization proposals, in comparison to financial fraud and financial exploitation.



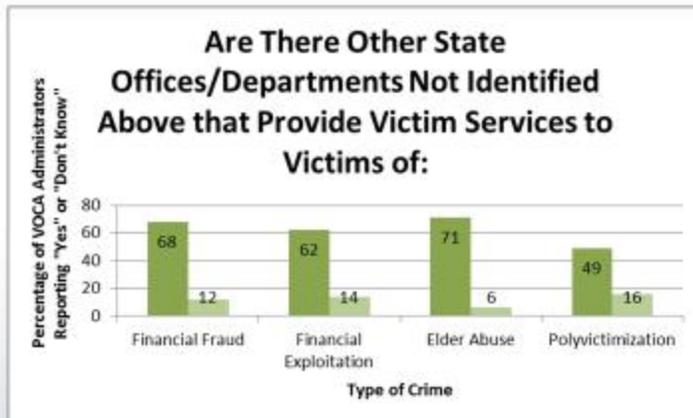
How Likely Would You be to Fund Programs That Provide Victim Services for:

Shelly Jackson: And then here we are getting at opinions. How likely would you be to fund a program? So, if you are not doing that now, how likely would you be to fund one of these types of programs? And, again, elder abuse, polyvictimization comes out higher than financial fraud and financial exploitation. And – oops – okay.



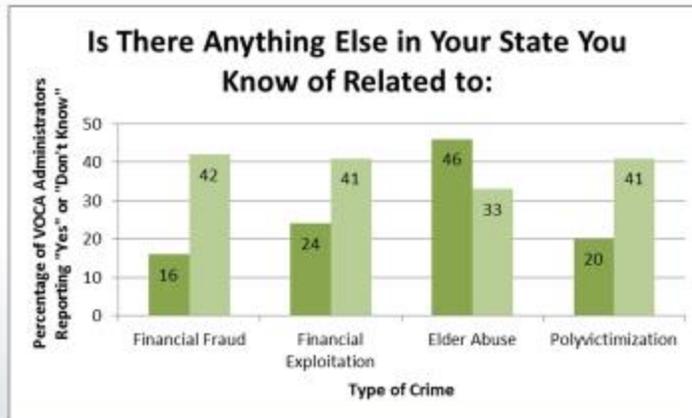
On a 3-Point Scale, in Your Opinion, What is the Level of Interest in Your State to Fund or Develop Victim Service Programs for:

Shelly Jackson: And then we were thinking, well, maybe some states are more – are paying more attention to this. And by state, I mean it could be their legislature, it could be that this is receiving a lot of attention in the media. And again, elder abuse and polyvictimization are receiving more interest statewide, kind of generally in their state, compared to financial fraud and financial exploitation.



Are There Other State Offices/Departments Not Identified Above That Provide Victim Services to Victims of:

Shelly Jackson: Okay. So, here is the one exception to all of the slides that we are going to see, and we were asking, thinking if there were other agencies that might be handling these crimes, these types of crimes, then victim services might be less likely to fund those kinds of programs. And, sure enough, so for financial fraud and financial exploitation, we generally heard that Attorneys General were handling those cases. And for elder abuse and polyvictimization, that Adult Protective Services were handling those crimes. So they could think of other agencies that would be handling those crimes.



Is There Anything Else in Your State You Know of Related to:

Shelly Jackson: And this, I think, is really interesting also. So is there anything else in your state, any other entity, who is working on these types of crimes? And so, here, the dark green lines are showing you the “yes” answers, and the light greens are the “do not know.” But if you look at the dark green, again, they know of other entities who are responding to victims of elder abuse. Less so polyvictimization, but certainly elder abuse. And that might be a nonprofit in your community, it might be a center affiliated with a university, but some other entity.



Needs Assessment Conclusions

Elder abuse and polyvictimization receive more attention than financial fraud and financial exploitation.



JUSTICE FOR VICTIMS • JUSTICE FOR ALL

Needs Assessment Conclusions

Shelly Jackson: So, one of the takeaways from this needs assessment was that elder abuse and polyvictimization do appear to be receiving more attention from our VOCA administrators than other types of crimes.

Explanations



Financial Crimes

- Other agencies handle those cases (AG)
- State policy prohibits responding to those victims
- Insufficient number of victims
- We don't receive proposals
- Generalists vs. specialists

Elder Abuse

- More proposals than for financial crimes
- Higher state interest
- Other agencies handle those cases (APS)



JUSTICE FOR VICTIMS • JUSTICE FOR ALL

Explanations

Shelly Jackson: So, as part of the interview that I did with VOCA administrators, we also kind of talked about why things were the way they were. And in terms of explaining why financial crimes might be getting less attention than elder abuse, again, we heard that Attorneys General handled those cases.

Shelly Jackson: There are a couple of states where the policy prohibits – now, prohibits VOCA funding on financial crimes. Now, that is not a federal prohibition, that is a state policy. And there are two or three states that their state prohibits funding financial crimes.

Shelly Jackson: We also heard that there are an insufficient number of victims – that there are not that many victims of financial crimes that come to the attention of victim services. And, again, we mentioned this, they do not receive proposals for financial crimes types of programs.

Shelly Jackson: And then another interesting point they made was that they really preferred that their VOCA service providers – VOCA-funded service providers – be generalists rather than specialists. And I think that also feeds back into the idea that they did not have a sufficient number of crime victims – of financial crime victims. But, interesting point.

Shelly Jackson: So, then on the other side, we look on the right. What might explain why elder abuse is receiving more attention? And as we saw, there were more proposals for elder abuse kinds of programs. And also, there is just a greater, higher interest statewide. Now why – they did recognize that APS also handles those cases, but we are still seeing some differences between these types of crimes.



FINANCIAL CRIMES



JUSTICE FOR VICTIMS • JUSTICE FOR ALL

Financial Crimes

Shelly Jackson: So, now what I want to do is just talk for a couple minutes about each one of these types of crimes that I was looking at.



Financial crimes are not
perceived to be as serious as
violent crimes.



JUSTICE FOR VICTIMS • JUSTICE FOR ALL

Financial Crimes are not Perceived to be as Serious as Violent Crimes

Shelly Jackson: So, sometimes, and I will say sometimes, financial crimes are not perceived as serious as violent crimes. But we are now finding that there are some very serious consequences associated with financial crimes, generally, and this slide really does focus on financial exploitation, or financial crimes against older adults.

Financial Exploitation Consequences



- Financial
 - \$2.9 billion lost annually
 - Poverty and even homelessness
 - Tarnished credit scores or difficulty obtaining credit
- Psychological
 - Loss of independence and security
 - Relationship disruptions
 - Fearful, depressed, suicidal
 - Change of plans for the future
- Health
 - Unable to afford needed medications or health care treatment
 - Financial strain produces stress
 - Hospitalization
 - Institutionalization
 - Mortality
- Secondary victims
 - Financial support
 - Loss of transfer of wealth



JUSTICE FOR VICTIMS • JUSTICE FOR ALL

Financial Exploitation Consequences

Shelly Jackson: But – so, there are really huge financial losses that they are experiencing, but there are a range of psychological losses, as well, such as independence, security, relationships, and there are health consequences. And we are even now finding that mortality is a result of financial exploitation. And then there is secondary victims, as well. So, some very serious consequences.



Older Adults Cannot Recoup Their Losses



JUSTICE FOR VICTIMS • JUSTICE FOR ALL

Older Adults Cannot Recoup Their Losses

Shelly Jackson: And we know that restitution is unlikely for any person of financial crime, but older adults are unable to recoup their losses. They are not able to go back to work, usually, and recoup those losses.



Diminished Quality of Life



 OFFICE FOR VICTIMS OF CRIME

JUSTICE FOR VICTIMS • JUSTICE FOR ALL

Diminished Quality of Life

Shelly Jackson: So, we are finding a diminished quality of life for older adults who are victims of financial crimes.



VOCA & Financial Crimes

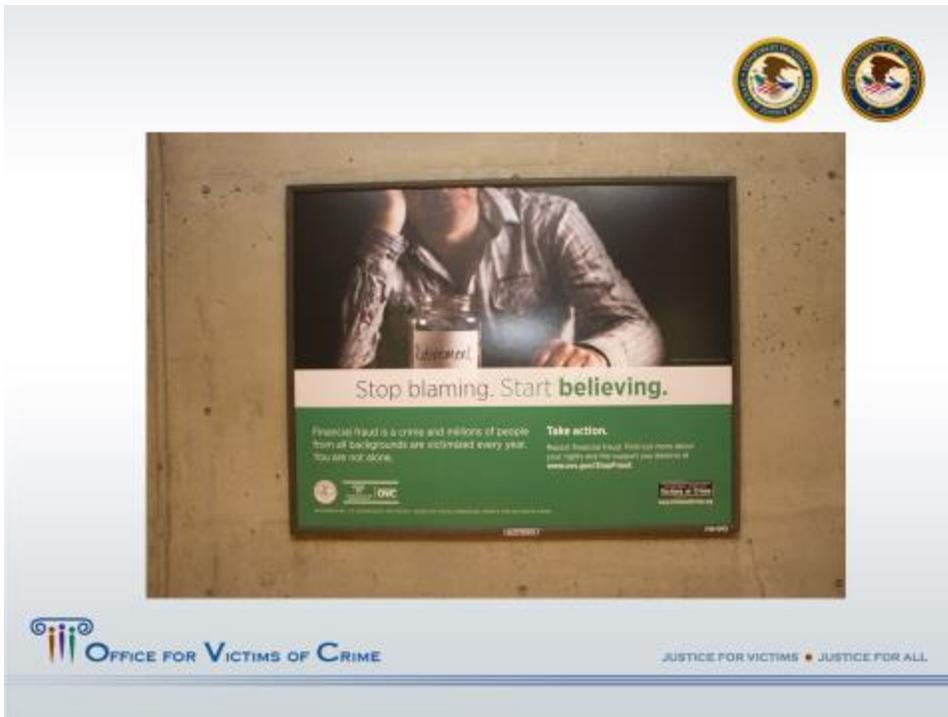
There is **no** federal legislative prohibition against using VOCA funds to assist victims of financial crimes.



JUSTICE FOR VICTIMS • JUSTICE FOR ALL

VOCA and Financial Crimes

Shelly Jackson: And, again, I want to reiterate here that there is no federal prohibition against using VOCA funds for financial crimes, but I recognize that some states do.



Stop Blaming. Start Believing.

Shelly Jackson: And I just wanted to show you this. This is a new public awareness campaign. OVC and the National Center for Victims for Crime have this new financial fraud public awareness. This is in our Metro station in Washington, DC, so we are getting the word out that this is a problem.



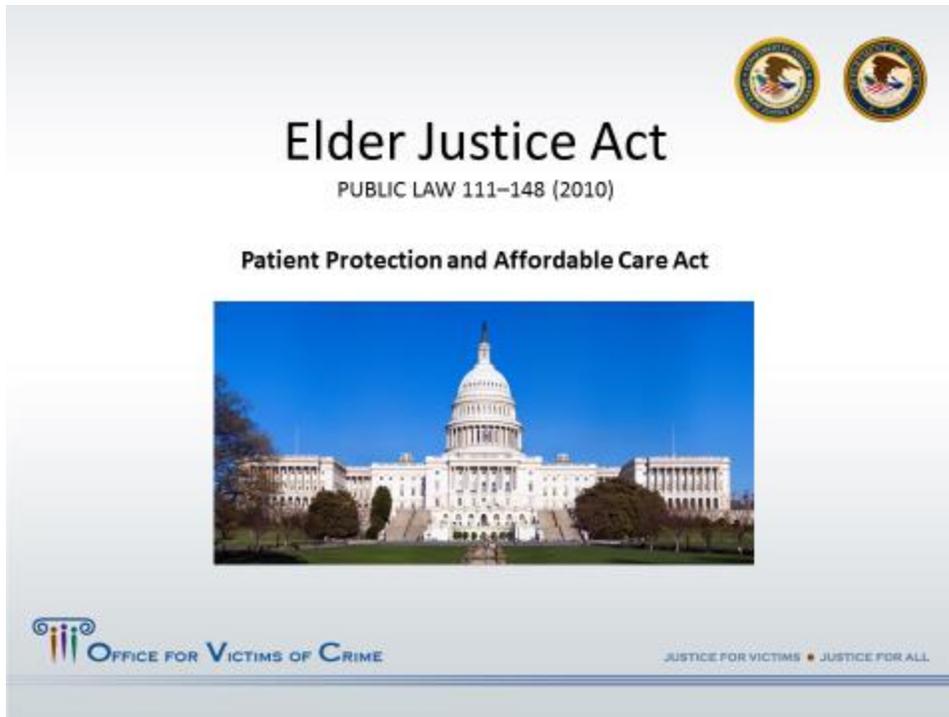
ELDER ABUSE



JUSTICE FOR VICTIMS • JUSTICE FOR ALL

Elder Abuse

Shelly Jackson: Okay, so now let me turn my attention to elder abuse for a couple of minutes. So I started in the field of elder abuse in the early 2000s, so in the last 10 or 15 years, we have seen tremendous changes in the world of elder abuse.



Elder Justice Act

Shelly Jackson: And we now have the Elder Justice Act, which is the first federal legislation exclusively devoted to elder abuse.

Making the Distinction



Domestic Violence/IPV

- Physical abuse
- Psychological abuse
- Sexual abuse
- **Economic abuse**

Elder Abuse (by anyone)

- Physical abuse
- Psychological abuse
- Sexual abuse
- Neglect
- **Financial exploitation**
- Abandonment



JUSTICE FOR VICTIMS • JUSTICE FOR ALL

Making the Distinction

Shelly Jackson: And I wanted to make this distinction before I go further, because sometimes we talk about domestic violence or intimate partner violence, we will call it, and elder abuse is kind of the same thing, but they really are different. And my little Venn diagram down at the bottom is kind of an attempt to show how they overlap to some degree, but that they really are different, even though both may experience physical abuse, both may experience psychological abuse. But I really do think there is some important distinctions.

Shelly Jackson: Neglect would not be usually found over in the context of intimate partner violence. And financial exploitation looks really different in elder abuse, where the person is really after money, as opposed to in the context of intimate partner violence, where it might be used as a tactic to control. So, while there is overlap for sure, I do think there is some important distinctions there.



Picture:

Shelly Jackson: And here, this is a fun, right? And my point here is that parent-child relationships are different and unique. Similar in some ways, but different and unique from intimate relationships, and much less likely to be severed than you might sever a relationship with an intimate partner.

2011 VOCA Performance Reports



Percent of Elderly Victims

- 14 states
 - 1–3.39%
- Remaining states
 - > 1%

# of Elder Abuse Victims	Total Number of Victims	% Elder Abuse Victims
77	90,544	0.09%
168	64,326	0.26%
307	18,963	1.62%
110	93,168	0.12%
35	20,292	0.17%
5,806	239,202	2.42%
301	297,292	0.10%
5	4,083	0.12%
1,466	139,619	1.10%
399	53,611	0.75%



JUSTICE FOR VICTIMS • JUSTICE FOR ALL

2011 VOCA Performance Reports

Shelly Jackson: Now, another thing that I did as part of this needs assessment was to look at the VOCA performance reports to see how many clients of victim service programs were seeing who were victims of elder abuse. And you can see that the vast majority of states – I just put up a little part of this table, but you can get the whole table in the needs assessment report if you want to see all of the states and the numbers in each state.

Mismatch Between VOCA EA Clients and EA Incidence



- >1% of VOCA clients are elder abuse victims
- 10% of older adults experience elder abuse
(Acierno et al., 2010)
- What can VS do for elder abuse victims?
(Brandl, 2005)



JUSTICE FOR VICTIMS • JUSTICE FOR ALL

Mismatch Between VOCA EA Clients and EA Incidence

Shelly Jackson: But anyway, so, the vast majority of states have under 1 percent of their clients that are elder abuse clients, and yet we know that over 10 percent of older adults experience elder abuse. Now, no victim – not all victims of elder abuse are going to go to Adult Protective Services, or to a victim services program, but I think we might be able to do a little bit better than 1 percent. And also, Bonnie Brandl reminds us that the criteria to access Adult Protective Services is pretty stringent sometimes, and so she is reminding us that there might be something that VOCA – VOCA-funded programs, victim service programs – might be able to do for those older victims that cannot access Adult Protective Services.



POLYVICTIMIZATION



JUSTICE FOR VICTIMS • JUSTICE FOR ALL

Polyvictimization

Shelly Jackson: All right. And then, a couple of minutes on polyvictimization.

Polyvictimization



- Difficult to define
- “Ya, those are our clients.”



JUSTICE FOR VICTIMS • JUSTICE FOR ALL

Polyvictimization

Shelly Jackson: So, this is a really tough term to define, and we have not defined it yet. So it can mean co-occurring forms of abuse. That is typically how I use it. But, it could be re-victimization from either childhood, or intimate partner violence, and now we are into later life, it could be across the lifespan. So we do not have a good handle on that. But when I was talking to VOCA administrators about what this term is, and what it means, you know, most of them said, “Yeah. Those are our clients. We have lots of clients who are experiencing multiple forms of abuse.”

Digging Deeper



Human service agencies tend to address the **presenting problem** without digging deeper to determine whether there is co-occurring abuse.

(Hamby & Grych, 2013)

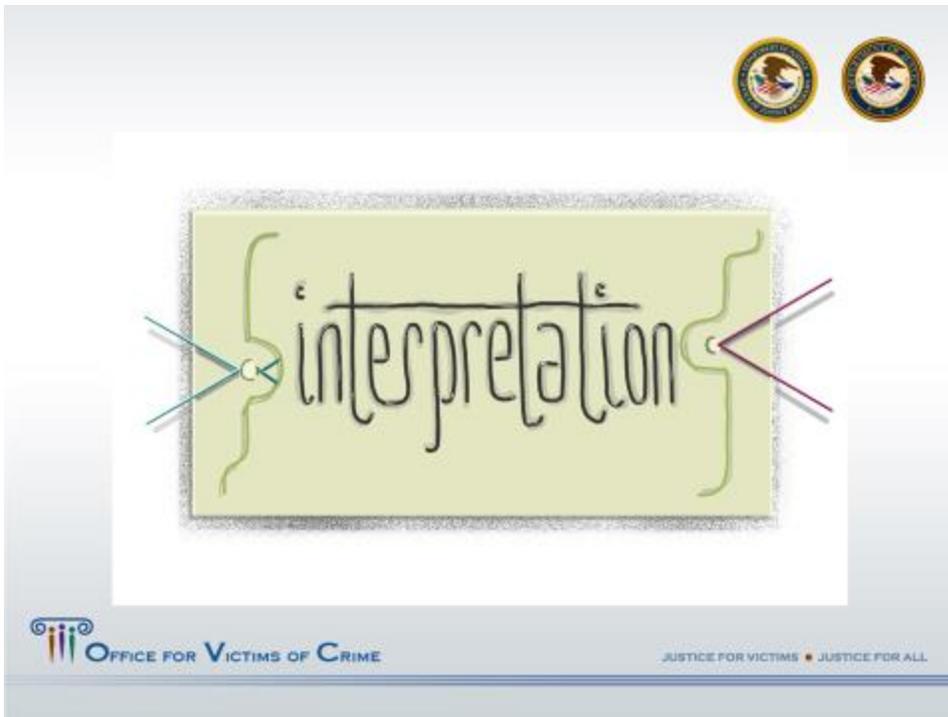


 OFFICE FOR VICTIMS OF CRIME

JUSTICE FOR VICTIMS • JUSTICE FOR ALL

Digging Deeper

Shelly Jackson: And so, I think it just reminds us that we need to be sure and dig deeper in this era of trauma-informed care to make sure that we are understanding all of the types of trauma that people are experiencing.



Interpretation

Shelly Jackson: So, those are the results, and I think now is the really tough part. How do we interpret them? What do they mean? What do we do with them?

Recommendations



- Capture these victims on VOCA reporting forms
- Outreach to older adults
- VOCA solicitations could expressly identify these crime victims
- Advocates ask about additional forms of victimization (polyvictimization)
- Sharing information between VOCA administrators and elder justice professionals



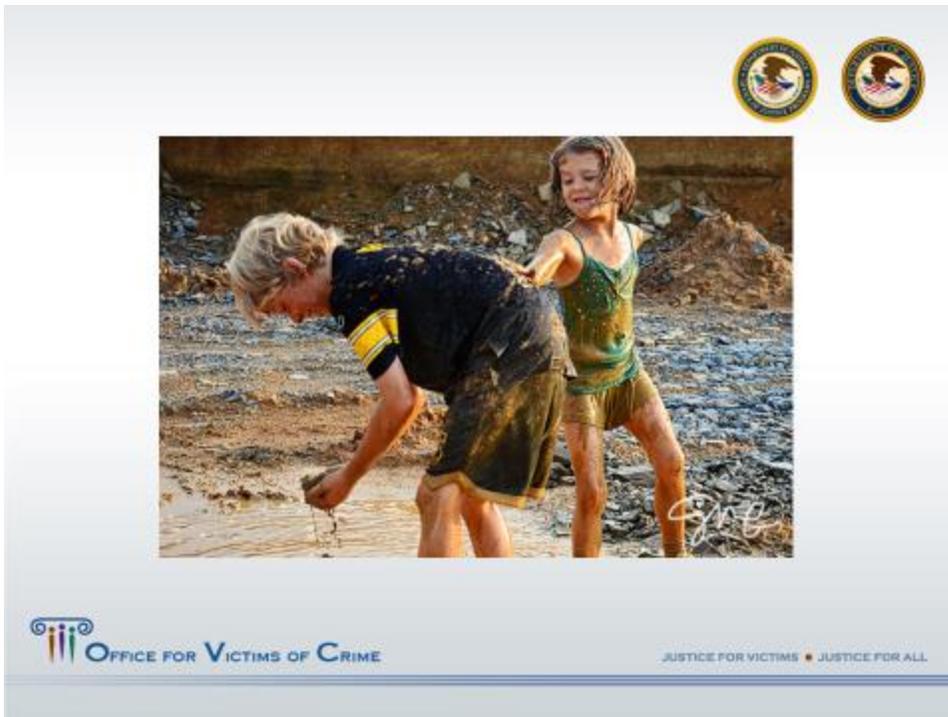
JUSTICE FOR VICTIMS • JUSTICE FOR ALL

Recommendations

Shelly Jackson: So, these are a few of the recommendations that I came up with, and we are going to talk more about this at the end, but...So we want to capture these victims, these various victims, on VOCA reporting forms. So, for example, I understand that a victim that comes to victim services might be an older adult, but they might be categorized as a domestic violence victim, and we would not capture them as an elder abuse victim, and that certainly could be the case. We do not have any kind of reporting right now for financial crimes. So, I am going to leave that. I know OVC is working on these forms, but I just wanted to raise that issue.

Shelly Jackson: Now, in terms of outreach for older adults – and I know that victim services is uncomfortable with doing a lot of aggressive outreach. Rather, waiting for the victim to come to them when they feel the time is right. But we might need a different strategy for older adults who may be less aware of victim services, and also, we have got a number of – not all of them – but a number of older victims who are relatively isolated, and they are not going to learn about victim services. So, we need to think maybe strategically about targeted outreach to older adults.

Shelly Jackson: Another thing, you know, we kept hearing that, “Well, we do not get those kinds of proposals.” So, encouraging VOCA administrators to include crime victims such as elder abuse, financial crime victims, in their solicitations. And we already talked about making sure that we ask victims about all the types of victimization that they are experiencing.



Picture:

Shelly Jackson: Now, the next part that I want to really focus in on is sharing information between VOCA administrators and elder justice professionals, because this is really what I am interested in right now. And from where I sit, I kind of straddle the worlds of elder justice and victim services, and I can tell you that there is a bit of mudslinging on both sides of the camp.

Funds Not Used for EA Victims



Elder Justice Professionals

- VOCA funds aren't used for elder abuse
 - Unable to access VOCA funding
 - Unable to break the inner circle
 - Funds are restricted

VOCA Administrators

- Failure to fund elder abuse programs
 - Insufficient number of proposals
 - Unable to add programs (\$)
 - Another agency handles elder abuse



JUSTICE FOR VICTIMS • JUSTICE FOR ALL

Funds Not Used for EA Victims

Shelly Jackson: So, what I hear from elder justice professionals is that VOCA funds are not being used for elder abuse – these should not be indented – but that elder justice professionals are not able to access VOCA funding, they are not able to break the inner circle. So at the state level where the policy is being made, they are unable to break into that inner circle and funds are restricted. So – but VOCA administrators explained to me that, “Well, we do not get any proposals. We do not have enough proposals to fund those kinds of programs.” And, of course, what we frequently hear is that we do not have the money to add those new kinds of programs. That might be a different issue in the future, but 2 years ago, this was a serious limitation. And, once again, the other agencies are handling those kinds of cases.



VOCA Funds Cannot Be Used for Investigations



JUSTICE FOR VICTIMS • JUSTICE FOR ALL

VOCA Funds Cannot be Used for Investigations

Shelly Jackson: So, I want to be, you know, frank and honest and acknowledge that I am very aware that VOCA funds cannot be used for investigations.



Building Bridges



JUSTICE FOR VICTIMS • JUSTICE FOR ALL

Building Bridges

Shelly Jackson: But I do think that we can build some bridges between VOCA – VOCA-funded programs anyway – and elder justice professionals such as Adult Protective Services.

Ashley Stingle: Shelly, can I – can I just interrupt you for a moment?

Shelly Jackson: Yes.

Ashley Stingle: And let us make sure to pause and see if anybody had any questions or comments. I did not see anything in the chat box, but feel free to chime in if there is anything that you want to comment on, or have a question for Shelly on anything that she has addressed so far. Thanks. Keep going, Shelly. Thank you.

Shelly Jackson: Okay, yeah. Thanks. Yeah, I am happy to discuss any of these, and we are going to save some time at the end, but we will – jump in any time.

Shelly Jackson: So, the building bridges – and this is just an analogy, but some of the bridges might be not so stable, old, but some are going to be huge and technologically sophisticated, and really want to run with it. But, so, they are going to look different in different communities, but I wanted to kind of introduce you to this idea of bridging the gap between these two fields.



 OFFICE FOR VICTIMS OF CRIME

JUSTICE FOR VICTIMS • JUSTICE FOR ALL



Incheon Bridge, South Korea

 OFFICE FOR VICTIMS OF CRIME

JUSTICE FOR VICTIMS • JUSTICE FOR ALL



VICTIM SERVICES & APS



JUSTICE FOR VICTIMS • JUSTICE FOR ALL

Victim Services and APS

Shelly Jackson: And one of the first things – or one of the things I have been working on right now – is thinking about how victim services and Adult Protective Services are similar and distinct, and there are four pretty big distinctions.

Four Distinctions Between VS & APS



- Mandatory reporting
- Investigations
- Involuntary interventions
- Capacity assessments



JUSTICE FOR VICTIMS • JUSTICE FOR ALL

Four Distinctions Between VS and APS

Shelly Jackson: So, Adult Protective Services, for example, functions in the context of mandatory reporting, with the exception of the State of New York, but every other state has some form of mandatory reporting, which I know victim services is uncomfortable with.

Shelly Jackson: They are required to conduct investigations, which again I know is uncomfortable for victim services.

Shelly Jackson: There are times when Adult Protective Services have to impose involuntary interventions. Again, I know victim services is uncomfortable with that.

Shelly Jackson: And, APS, Adult Protective Services, also has to conduct capacity assessments, because depending on the older adults' capacity, it sets in motion a number of different avenues that APS has to follow.

Shelly Jackson: So, again, these are things that are really uncomfortable for victim services, but I think we have to identify these differences and face them, you know, front on, and explain why they are there. It is kind of like cross training, if you have been involved in multidisciplinary teams, which I am going to get to in a minute.

Agenda



Informing Elder Justice (EJ)

- Provide VOCA information to EJ
 - Vision 21, fact sheets
- Notify EJ of VOCA opportunities
 - Solicitations, conferences
- Invite VOCA administrators to give webinars
- NAPSA conference workshop on VOCA

Informing VOCA Administrators

- Needs assessment webinar
- EJ speakers at VOCA conferences
- VOCA administrators include elder abuse in solicitations
- VOCA newsletter articles
- Invite VOCA administrators to EJ conferences
- Invite VOCA administrators to give webinars



JUSTICE FOR VICTIMS • JUSTICE FOR ALL

Agenda

Shelly Jackson: So what I have been working on, and when Meg Morrow was at OVC with me, she helped – did a lot of the development of this agenda with me. She has since left, but... So, I wanted to go over kind of some of the things that we are thinking of. And, again, I want to save some time at the end to get your feedback on these. But we are trying to funnel information to elder justice professionals about VOCA. So Vision 21, we are sending them fact sheets so they can learn about the VOCA world. We are notifying elder justice professionals of VOCA opportunities. So, are there conferences, are there solicitations that are out. And I have invited a VOCA administrator to give a Webinar in May to elder justice professionals, kind of describing the VOCA world to help them understand it and help them learn how to maneuver in it. And then last October, I and a VOCA administrator did a workshop on this building bridges idea at the National – NAPSA stands for National Adult Protective Services Association – and it just went over really well.

Shelly Jackson: So, then – and this is where you come in – we want to engage VOCA administrators on elder abuse and financial crimes generally, but I will confess, my interest is in elder abuse and financial exploitation. So we are doing this needs assessment as one of the ways of engaging you and getting your feedback. We would like to have elder justice speakers at VOCA conferences. So, for example, I am going to be giving an elder abuse session at the VOCA conference in August, I think it is. You know, we mentioned this already, we would like to encourage VOCA administrators to include elder abuse in their solicitations. I have written an article about this needs assessment in a newsletter that is going to be coming out. We would like VOCA administrators to come to elder justice conferences, so we would like to share these two worlds. And, I am sorry, the last one is a typo – it should be invite elder justice professionals to give Webinars to VOCA administrators. Again, to enable them to learn more about the elder abuse world.



Question



JUSTICE FOR VICTIMS • JUSTICE FOR ALL

Question

Shelly Jackson: Okay. So, one more question. I think it is coming up. There you go. So, are you involved in any type of multidisciplinary team? Now, probably not, as you are VOCA administrators, but – oh, well, anybody else?

Multidisciplinary Teams



Communication and collaboration between disciplines is important.



 OFFICE FOR VICTIMS OF CRIME

JUSTICE FOR VICTIMS • JUSTICE FOR ALL

Multidisciplinary Teams

Shelly Jackson: Okay. Well, we could – of those who participated, most of you are not – and I realize you are VOCA administrators so you are probably less likely to be involved in those, but we are also really promoting the use of multidisciplinary teams (MDTs) in the context of elder abuse.

Multidisciplinary Teams



- Geriatricians
- Sexual assault nurse examiners
- Neuropsychologists/clinical psychologists
- Law enforcement
- Mental health practitioners
- Civil attorneys and/or bar members specializing in family and elder law or legal aid
- **Adult Protective Services (APS)**
- Long-term care ombudsman program
- Probation and parole (community corrections)
- Emergency medical treatment (EMT)
- **Domestic violence advocates**
- **Sexual assault advocates**
- Regulatory agencies
- Guardianship programs
- Aging services organizations
- Faith communities
- Financial institutions
- Meals on Wheels (community-serving agencies with access to isolated older adults)
- Consumer protection agencies
- Hospital discharge planner



JUSTICE FOR VICTIMS • JUSTICE FOR ALL

Multidisciplinary Teams

Shelly Jackson: And, just briefly, this is where a group of different professionals get together to talk about particular cases. So, these are some – just some of the disciplines, professions that might be involved in a multidisciplinary team. And you can see over on the right, in red, domestic violence advocates, sexual assault advocates are on MDTs. I have done a number of site visits, looking – observing multidisciplinary teams in the context of elder abuse, and I do remember the one, particularly in Denver, where the domestic violence advocate was sitting right there at the table with everybody else on the MDT, and it was a really effective use. So – and Adult Protective Services was there as well, and a number of other professionals. But it really – it really can be an effective way of responding to cases of elder abuse.



Reaction & Suggestions



JUSTICE FOR VICTIMS • JUSTICE FOR ALL

Reaction and Suggestions

Shelly Jackson: Okay, so this is where I really want to start getting your feedback. I am hoping that you can ask some questions that – I want to learn how best to engage you. And so, when we first – when I first started this – I will get to the question in a second, that is fine – but when we first started this, and kind of looking over the needs assessment report, reading it, what do we do with it, and we thought, “Oh, we can send VOCA administrators all kinds of links and reports and information.” And, of course, everybody said, “Whoa. We should talk to them, VOCA administrators, about, first, whether they would like to have this kind of information, and how best to communicate with you about it.” So, I am going to go on the assumption that you are receptive to this kind of information.



Question



JUSTICE FOR VICTIMS • JUSTICE FOR ALL

Question

Shelly Jackson: And then the question is, right now, what is your preference for this kind of communication? If we want to send you information about an upcoming conference, or a really unique or innovative report on elder abuse or financial crimes, or something like that, so, yeah, how would you like to receive that information? And so, it is looking like e-mail, Webinars. And then, you know, I have other suggestions, so if you want to go down to the chat box, and you have other ways of communicating, other things that you would like to learn about, I would love to hear your thoughts. In the meantime, you can keep voting. Okay, well, it looks like maybe that is – that is it? All right.

OVC Elder Abuse Activities



- Elder abuse multidisciplinary team (MDT) guidebook
- 15 lessons learned from Child Advocacy Centers
- Needs assessment report
- Webinar with VOCA administrators to introduce the needs assessment
- Webinar to introduce the elder justice field to VOCA
- OVC Bulletin: Financial Exploitation
- Release of APS modules
- Release of Online Elder Abuse Training for Legal Aid Attorneys
- 2015 VOCA Conference will have an elder abuse session



JUSTICE FOR VICTIMS • JUSTICE FOR ALL

OVC Elder Abuse Activities

Shelly Jackson: So, I am going to go over that – a few of the OVC elder abuse activities that we are doing, and then I am hoping that you have a few questions for me, or at least some discussion of things that you think we should take away from this Webinar, from this report, from this building bridges idea. This is really – I would love to – this is your opportunity to tell me how we can make this work.

Shelly Jackson: So, while you are thinking about things, I have written – so, this is under review, it is not out, but an elder abuse multidisciplinary team guidebook. I am really interested in promoting this idea of people working together. I have worked in the child advocacy center world since the 1990s, and so I have borrowed a number of principles, but there are really some unique aspects to elder abuse. And so, I think it warrants of its own guidebook.

Shelly Jackson: There is the needs assessment report. We are trying to do some Webinars back and forth. So – I am blanking on the name if it is a San Diego group for Adult Protective Services. They do all kinds of training modules, and OVC funded a number of those APS training modules, so those are available online.

Shelly Jackson: And also, I think I have this on the next page as well, but there is an online elder abuse training for legal aid attorneys. So for those of you who are working with your legal aid attorneys, you might want to notify them of – I mean, they should know that, but just to make sure.

Shelly Jackson: And then I mentioned the upcoming VOCA conference. We are going to have an elder abuse session there.

OVC Activities & Collaborations



- NAPSA session (Portland, OR, October 30, 2015)
 - Building Bridges Between the Elder Justice & Victims of Crime Act Professions
- Four civil legal online training modules on elder abuse
 - https://www.ovcttac.gov/views/dspLegalAssistance.cfm?tab=1#online_training
- DOJ Elder Justice Web site (launched September 2014)
 - www.justice.gov/elderjustice
- Polyvictimization online curriculum
 - Under review



JUSTICE FOR VICTIMS • JUSTICE FOR ALL

OVC Activities and Collaborations

Shelly Jackson: Yeah, this is the online training modules that you can find. I also wanted to mention that the Department of Justice have launched the elder justice website back in September. We are doing some revising of it, but it has all kinds of information on elder abuse, elder justice for professionals, for victims and families, for prosecutors, for all kinds of people. So, that is a good resource as well. And then OVC funded a polyvictimization online curriculum that is going – it is going through review right now, but that is another...[audio goes silent]



Questions or Comments?



JUSTICE FOR VICTIMS • JUSTICE FOR ALL



Thank You

Shelly Jackson: Well, I did not want to end. You must have some kind of feedback for us, but I do like to show this slide. This is a slide that I usually give at the end of my presentations, and it really just shows that older adults are as diverse as everybody else, and sometimes we kind of put them in a single category, but they are unique and diverse, and as wonderful as the rest of us. So, any questions? Nothing coming in, Ashley?

Ashley Stingle: No, I do not see any questions or comments from the chat box.

Shelly Jackson: Okay, so here is my contact information, and I would – if you do not want to provide your comments publicly, I would love to hear from you. You can ask me questions, send me suggestions, anything that you would like to offer. I would be happy to hear from you.

Ashley Stingle: Thank you, Shelly, and thank you, everyone, for attending the Webinar today. And just feel free to contact us if you have any questions, or contact Shelly if you have any questions, and we will send out an e-mail when we have the Webinar posted on the OVC TTAC website. Thank you so much.

Shelly Jackson: Great, thank you.



Shelly L. Jackson

Shelly.Jackson@usdoj.gov



JUSTICE FOR VICTIMS • JUSTICE FOR ALL

[End.]