PREVENTION IS POSSIBLE: Skills and Strategies to Prevent Adult Abuse and Neglect

Washington DC
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Presenters

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Acknowledgements

• Initially funded by CMS in 2005

• Demonstration leaders:
  - Michigan Office of Services to the Aging
  - Michigan State University - College of Human Medicine
  - BEAM

• Trained 7,800 LTSS direct access staff members
Philosophy

Abuse and neglect of vulnerable adults is preventable.
Prevention Rationale

• Adult learner centered training works
• Build relationships – the heart of quality
• Build on person-centered principles
• Empowerment staff
• Get real about stress—its triggers, its busters, and de-escalation
• Focus on skills building—invest the time
Effective Training Methods

- Active, not passive learning—little lecture—lots of practice
- Begins with an actual experience
- Safe and supportive training environment
- Make it fun and engaging
Test Results

Clare C. Luz, Ph.D. College of Human Medicine

- 7,804 staff trained across positions and settings (459 training sessions)
- 6,500 test forms scanned/graded
- 61.9% had previous abuse training
- 3 domains – identifying, reporting, and preventing abuse and neglect
- Dramatic gains in knowledge in over half of the test items in all 3 domains
Phone Survey Results
Clare C. Luz, Ph.D. College of Human Medicine

- 91% improved ability to recognize abuse
- 48% reported abuse more often
- 91% believe training improved abilities to prevent abuse from developing
- 60% had used the prevention techniques and
- 96% believe the used techniques helped prevent abusive situations
Factors that Trigger Abuse and Neglect
Factors that Trigger Abuse and Neglect

ALICIA’S HORRIBLE DAY
Factors that Trigger Abuse and Neglect

Stress Trigger Test – What are your triggers?
<table>
<thead>
<tr>
<th>Stress Test Scores</th>
<th>Range</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low Stress</td>
<td>0-15 points</td>
<td>(relatively low levels of stress)</td>
</tr>
<tr>
<td>Moderate Stress</td>
<td>16-30 points</td>
<td>(most people fall into this category)</td>
</tr>
<tr>
<td>High Stress</td>
<td>31-45 points</td>
<td>(This won’t be a surprise to those who score this high, but it helps with understanding why they may feel anxious, angry or upset)</td>
</tr>
</tbody>
</table>
Skills Building

Recognizing triggers – in yourself and others
Skills Building

Active Listening
Active Listening

- Requires a conscious effort, attention to another person
- Ask clarifying questions
- How does it feel to be heard?
- How does it feel to be not heard?
Skills Building

De-escalation
De-Escalation

Controlling emotions
Handling criticism
Resolving conflict
Skills Building

ALICIA’S HORRIBLE DAY
Skills Building

Recognizing triggers – in yourself and others

Active Listening

De-escalation
Creating an Abuse Free Environment

• This goal is grounded in person-centered care
• This goal is grounded in teamwork and staff empowerment
• This goal is grounded in solid communications and problem solving skills
Elements of Abuse Prevention

• Leadership commitment to training that prevents abuse, neglect

• Adult learner centered SKILLS training for all staff

• Staff empowerment—staff can ask for help and help will be provided
“I didn’t expect to learn ways to prevent abuse/neglect. I enjoyed the class and was happy to see ways to prevent abuse/neglect rather than the who/what/where to report it.”

Source: TPAAN Learner
Resources for Abuse Prevention

- Michigan’s curriculum found at www.phination.org/aanp
- Welcomed to use all or parts of it
- PHI technical assistance is available
  - Customizing the reporting requirements to the LTSS setting and state and federal requirements
  - Customizing the TPAAN curriculum to state or regional LTSS norms
Resources Cont’d

- Best approach is to create a corps of trainers prepared to deliver the highly-interactive curriculum
- Selection and preparation of trainers
- How to roll out trainings within a broad geographic region or company
- Booster sessions and technical assistance
- Possible funding sources
Thanks for your work, interest and attention.

To find the preventing abuse curriculum go to:
www.PHInational.org/aanp
What Is Pass It On?
Consumer education for active older adults

Respecting a lifetime of experience

Encouraging sharing of information on:

- identity theft
- imposter scams
- charity fraud
- health care scams
- paying too much
- “you’ve won” scams
Pass It On / ¡Pásalo!

⇒ ftc.gov/PassItOn or ftc.gov/Pasalo

⇒ Launched September 2014

⇒ Over 2.6 million copies ordered
Pass It On – First steps

Identified the target audience

- FTC’s normal audience: all consumers
- This audience: active older adults
Things we learned

➡️ Professionals are an excellent proxy

➡️ Printed materials
  • Short and to the point
  • Friendly
  • Respectful
Things we learned

➡️ Don’t “protect yourself”
➡️ Acknowledge life experience
➡️ Ask them to share
“You’ve got this. But you probably know someone who doesn’t. So pass it on. Share what you know.”
Applying learnings

- One-page articles
- Bookmarks
- Coffee cup
- Conversational, not scary
Applying learnings

- Activities
- Video
- Presentations
- Sample press release
- Tweets
Things to do

- Grab and post the video
- Use the text for newsletter articles
- Do a presentation
- Host a scam jam
- Tell us what else you need
Be Creative – “Stop Senior Scams” Acting Program
- Start a conversation
- Share what you know, your strategies, your ideas
- Get more information at ftc.gov/PassItOn
The Scams
Types of Scams

- Imposter Scams
- Charity Scams
- Identity Theft
- Health Care Scams
- Paying Too Much
- You’ve Won
Imposter Scams
Imposter Scams – How They Work

Someone who pretends to be somebody else calls you, emails you

→ Asks for personal information

→ Asks for money – wire transfer or money card
Imposter Scams – Examples

⇒ “Grandma, I need money for bail. Don’t tell mom.”

⇒ “I’m from the IRS and you owe back taxes.”

⇒ “I wish I could come meet you, but I don’t have enough money for a plane ticket.”
Imposter Scams – What You Can Do

→ Stop. Check it out before you wire money to anyone.

• Don’t give out personal information unless you’re sure who you’re giving it to

• Call back at a number you know to be correct

→ Sign up for Do Not Call
Imposter Scams – *FTC v. Grant Connect*

- Scammers used websites designed to look like government
- Scammers falsely claimed they could help consumers get government grants
- Court ordered web sites shut down
- $1.7 million redress paid to 22,764 injured consumers
Charity Fraud
Charity Fraud – How it Works

Here’s how it works:

• Phone call
• Charity name sounds familiar
• Pressure you to pay quickly
Charity Fraud – What You Can Do

- Take your time

- Say no
  - “No, thanks.” Hang up. …OR:
  - “I don’t give money over the phone. If you send something in writing, I’ll consider it.”

- Never send cash, wire money or load prepaid debit cards
Charity Fraud – *FTC v. Handicapped & Disabled Workshops*

- Telemarketers duped consumers into buying overpriced garbage bags & light bulbs
- Falsely claimed that proceeds would benefit handicapped and disabled individuals
- Court ordered company shut down & defendants to pay $15 million to injured consumers
Identity Theft
Identity Theft – How it Works

Someone uses your personal information to fraudulently obtain goods or services.

Can be the result of imposter scams, data breaches, theft.
Identity Theft – What You Can Do

- Protect your information
- Read your statements
- Read your explanations of benefits
- Watch your bills
- Check your credit at www.annualcreditreport.com
- Practice online safety
Identity Theft - Federal Prosecution

Southern District of Florida

Woman was indicted and pleaded guilty to federal charges

- obtaining a fraudulent driver's license in the name of the victim,
- using the license to withdraw more than $13,000 from the victim's bank account
- obtaining five department store credit cards in the victim's name and charging approximately $4,000 on those cards.
Health Care Scams
Health Care Scams – How It Works

They’ll say you need…

- A new Medicare card
- A new health insurance card
- Discounted health insurance
- To act now!
Health Care Scams – Examples

➡ Miracle cures
  • Offers quick cures to MS, Alzheimer’s, cancer

➡ Affordable Care Act scams

➡ Medicare-related scams
Health Care Scams – What You Can Do

→ Take your time
→ Check it out
  • 1-800-MEDICARE
→ Consult reliable sources of health information (healthcare.gov, cdc.gov)
→ Do not delay medical treatment
Health Care Scams - 
*FTC v. 9107-4021 Quebec*

- Prescription discount scam
- Online pharmacy sold sham memberships to seniors
- Claimed you could save 30% to 50% on prescriptions
- Consumers got nothing or a worthless prescription card
- Court ordered company to pay $7.5 million to injured consumers
Paying Too Much
Paying Too Much – How it Works

Charges on bills

- Rate increase
- Interest rate change
- Unexpected charges
Paying Too Much – What You Can Do

➤ Read your bills
  • every statement, every time

➤ Read contracts carefully before you sign them
  • look for balloon payments, variable interest rates
Paying Too Much - 
FTC v. T-Mobile

→ Complaint alleges that T-Mobile put hundreds of millions of dollars on mobile bills for bogus charges never authorized by customers

→ $90 million settlement

→ “cramming” = phone company puts charges on bill for 3rd party & gets a percentage
“You’ve Won”
Scams
“You’ve Won” Scams—How They Work

- You get a call, an email, a card
- Says that you’ve won a prize, lottery, trip
- You just need to pay fees, taxes, custom fees first
- They want you to wire money or give your credit card information
“You’ve Won” Scams – What You Can Do

What you can do:

• Keep your money to yourself
• Keep your information to yourself
• If in doubt, check it out
• Never wire money
American Health Associates called and said you’ve won a car, boat, vacation.

All you have to do is buy $300 to $500 in vitamins to claim it.

Consumers never got items, got nothing or junk.

FTC won injunctive relief shutting down company.
Report frauds and scams to the Federal Trade Commission

1-877-FTC-HELP

ftc.gov/complaint
Questions? Comments?

Lisa Schifferle: lschifferle@ftc.gov
AGENDA

1. Welcome & Introductions
2. Key Terminology
3. LGBT Older Adults, Unique Histories
4. Vulnerabilities to Exploitation
5. Interview Techniques & Interpersonal Skills
6. Finding LGBT Affirming Services & Other Resources
HILARY MEYER

✓ Director, Social Enterprise & National Projects at SAGE
✓ Based in Los Angeles
✓ Lawyer since 2005
✓ Career focus: LGBT rights (HRC, Lambda Legal, SAGE)
✓ NOT an elder abuse expert
SAGE is the country's largest and oldest organization dedicated to improving the lives of lesbian, gay, bisexual and transgender (LGBT) older adults.

- 27 affiliates, 20 states
- Direct Services
- Advocacy
- Training & Consulting
✓ **Funded by** Administration for Community Living

✓ **Part of** National Minority Aging Organizations Technical Assistance Centers

✓ **Provides** resources clearinghouse, technical assistance, webinars
KEY TERMINOLOGY

LGBT: Lesbian, Gay, Bisexual & Transgender

Lesbian: A women who is attracted to women

Gay: A man who is attracted to men; also an umbrella term to describe both gay men and women

Bisexual: Individuals who are attracted to both men and women
KEY TERMINOLOGY

Transgender:

Individuals whose gender identity or gender expression do not align with their biological or assigned sex.

Family of Choice: Diverse family structures that include partners, close friends and other non-biologically, non-legally recognized people
Gender Identity: The gender you feel you are inside (man, woman, neither or both).

Sexual Orientation: A person’s primary physical, romantic, and/or emotional attraction to other people.
WHAT MAKES LGBT OLDER ADULTS UNIQUE?

Many LGBT older adults live alone and rely on other older adults for support and caregiving.

A history of discrimination leaves many LGBT older adults with a general distrust of mainstream institutions.
% of Older Adults

- **Ages as a Single Person**: 80% LGBT, 40% General Population
- **Has No Children**: 90% LGBT, 20% General Population
- **Lives Alone**: 75% LGBT, 33% General Population

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DISTRUST OF MAINSTREAM INSTITUTIONS

HOUSING

RELIGIOUS

MEDICAL

LAW ENFORCEMENT

MILITARY

FAMILY

Estranged or Disowned
Dishonorable Discharge
Don't Ask Don't Tell
Treated as having a psychiatric disorder or illness
Excommunication or Exclusion

EVICTION
Police Brutality & Arrest

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VULNERABILITIES TO EXPLOITATION*

**Abuser:**
- Threatens to “out” the elder
- Says “authorities won’t believe you”
- Gains control of finances and/or assets
- Says “this is what it means to be [gay]”

**Victim:**
- Fears spending the rest of their life alone
- May be easier to isolate
- Thinks this is the best [he] can expect (internalized homo/transphobia)
- History of self-reliance/fears authorities

Case example: Story of Bob

*excerpted from FORGE, NRC: *Identifying and Assisting LGBT Elder Abuse Clients: A Guide for Abuse Professionals*
INTERVIEW TECHNIQUES & INTERPERSONAL SKILLS

- Ask open-ended questions/reframe loaded questions
  Terms to avoid: Queer; Homosexual; Lifestyle; Sexual Preference

- If unclear of name/pronoun, ask

- Do not make assumptions about relationships (in both directions)

- With demographic questions, ask about sexual orientation/gender identity

- Train staff

- Once trained, provide visual cue for LGBT safe space
CREATING REFERRAL NETWORKS

✓ LGBT groups represented at the policy & advocacy table
✓ Create relationships with local SAGE groups (SAGENet affiliates)
✓ Help reduce isolation by creating community-based programs for a safe space
FINDING LGBT-AFFIRMING SERVICES & RESOURCES

SAGE:  www.SAGEUSA.org
National Resource Center on LGBT Aging:  www.lgbtagingcenter.org
FORGE: www.forge-forward.org
CenterLink: www.lgbtcenters.org
Email information:

Hilary Meyer

hmeyer@sageusa.org
Mission
Strengthen Georgia by providing individuals and families access to services that promote self-sufficiency, independence, and protect Georgia's vulnerable children and adults.
People Collecting: Hiding in Plain Sight

2015 HCBS Conference
August 31, 2015

Pat King, RN,
Team Leader, Forensic Special Investigations Unit (FSIU)
GA Division of Aging Services

GEORGIA DIVISION OF AGING SERVICES
Background & Experience
Forensic Special Investigation Unit

Mission:
Supporting those protecting at-risk adults in Georgia.

Financial Crimes
2010

Team Leader
2006

Serious Incident Reviews
2012
FSIU Mission

Established in 2006

Supporting Those Protecting At-Risk Adults

- Training
- Technical Assistance
- Collaborations
- Data Collection
- Policy

GEORGIA DIVISION OF AGING SERVICES
A Perfect Storm

Aging Population

Olmstead Ruling of 1999

Drug Demand for Community Services

Current Economy
Target Rich Environment

For Predators
Solution: Training

At-Risk Adult Crime Tactics (ACT) Specialist

Two Day “Boot camp”
Primary/Secondary Responders

1600+ ACT Specialists
Goals of ACT

ACT

- Protect
- Prevent
- Prosecute
Experts say financial abuse will be the "crime of the 21st century."
Unlicensed Personal Care Homes

- Unlicensed home
- Residents:
  - Ages 52-71
  - Held against their will
  - Charged $300-$400/month
  - Required to sign over SSA and EBT
  - Clients of Dept of Behavioral Health – no appts with DBH >4 yrs
  - Drugged and locked in basement (crawlspace)
  - Locked in backyard surrounded by 8” privacy fence (padlocked)
  - Given 5-Gallon buckets for toilets
- Drove one resident to Atlanta to have sex with men
- Filmed sexual acts by owner/operator and men living in the home

August 23, 2015
Unlicensed Personal Care Homes

More than investigating a crime.

An arrest is not going to solve the problem.

What do you do with 20-30 at-risk adults when the caregiver is taken away?
Human Trafficking

A crime against humanity involving:

• recruiting, transporting, transferring, harboring or receiving a person

• through the use of force, coercion or other means,

• for the purpose of **exploiting** them.

*United Nations Office on Drugs and Crime*
Human Trafficking Defined

Commodity

• An article of trade or commerce,
• A product not a service
• Something of use, advantage, or value

Human Trafficking in Monthly Benefits

• Adults eligible for or receiving monthly benefits
  • At-Risk Adults - Adults with Disabilities & Older Adults
Locks are often found restricting access to the food that was purchased using the resident’s money and/or SNAP (Supplemental Nutrition Assistance Program) benefits.
# Human Trafficking

<table>
<thead>
<tr>
<th>The Act</th>
<th>The Means</th>
<th>The Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recruitment</td>
<td>Promises of Benefits</td>
<td>Monthly income</td>
</tr>
<tr>
<td>Shelters</td>
<td>Benefits</td>
<td>Food stamps,</td>
</tr>
<tr>
<td>Churches</td>
<td>Services</td>
<td>Social Security,</td>
</tr>
<tr>
<td>Hospitals</td>
<td>Not delivered</td>
<td>Medicaid</td>
</tr>
<tr>
<td>Licensed Facilities</td>
<td></td>
<td>Vet’s Benefits</td>
</tr>
<tr>
<td>On-line</td>
<td></td>
<td>Other fraud</td>
</tr>
</tbody>
</table>
Common themes from Federal Research:

• **Residents:**
  • Primarily adults with severe and persistent mental illnesses
  • Require assistance with ADLS (dressing) and IADLS (meds)
  • Targeted for monthly benefits – SSI and EBT

• **Sources:**
  • Hospitals
  • Homeless Shelters
  • Licensed PCHs

*RHI preliminary report, July 2015*
unPCH Findings – June 2015

Common themes from Federal Research:

• Unhealthy/unsafe living conditions:
  • Locked up
  • Food/cabinets with locks
  • Placed in basements – when unable to climb stairs
  • Infestations
  • No heat/air/running water

• Residents sold $100/person

RHI preliminary report, July 2015
Residents

Receive or eligible for public assistance

- EBT (food stamps)
- Social Security Disability
- Medicaid
- Veteran’s Benefits
- Pensions
Diagnosed with schizophrenia and mild cognitive impairment. He was whipped and burned for taking food from the kitchen.
Methods Of Gov’t Benefit Payments

Card

Direct Deposit

Check

Jason Marbutt, Cobb County ADA

GEORGIA DIVISION OF AGING SERVICES
Control Money/Resident

- Become payee
- Joint bank accounts
- POA
Medications often kept behind locked doors.
Source Of Residents

- Advertise internet
- Advertise hospitals
- Licensed facility pipeline
  - Referrals
  - Licensed in one place, but not another
  - Employees at licensed opening unlicensed
- Buying/selling clients

Jason Marbutt, Cobb County ADA
Owners/Operators

- Unlicensed entities
- Licensed/unlicensed entities
- Multiple properties
- Multi-jurisdictions
- Minimal, if any, services
- Scripting residents
Drain on Public Safety

- Frequent calls from residents
  - (no food, heat, meds)
- Frequent calls from owners/operators
  - “make them take their meds”, “take them somewhere, etc.”
- Frequent calls from neighbors
  - wandering neighborhood begging for food, transportation, etc.
Update: Woman Charged After Body Found Behind Assisted Living Home

Posted: Friday, August 8, 2014 8:18 PM EDT, Nicholls, GA
Remains of elderly person could be connected to missing person from senior care home

Posted: Thursday, April 2, 2015 9:32 PM EDT  By Mike Paluska
Flowery Branch, GA
Locks on doors have been found at multiple locations to keep people from being able to leave.
How Cases Unfold

• Local law enforcement is notified of unlicensed care home
• 60 “911” calls to location in past year
• Five residents – all required to turn over EBT cards upon moving in
• Paying $650-$750/month in rent for ½ bedroom
• Frig is padlocked
• “Lease agreement” includes food (so why need for EBT cards)
• EBT info reveals:
  • 44 other EBT cards – all cards being used outside GA
  • 12 other locations (one licensed facility – all others unlicensed)
  • 10 co-conspirators
  • Three jurisdictions

Add’l locations/co-conspirators identified
Frequent Response

- Law Enforcement
- Healthcare Facility Regulation
- Long-Term Care Ombudsman
- Adult Protective Services
- Department of Behavioral Health
  - Social Security Administration/OIG
- Medicaid Fraud Control
  - USDA
- City/County ordinances
  - Fire Marshall
    - PH
    - GOCA
    - IRS
Frequent Response

- Driven by funding stream / agency authority
- Referred from one agency to next
- Lack of coordination
- Lack of intelligence/data/information sharing
- Focus “Social” not “Victim” Services
- While Residents:
  - Moved frequently
  - Go without supervision and essential services
  - Suffer abuse, neglect & exploitation
Outdated food from local stores for residents.
Owners sometimes drive expensive cars while residents live in squalor.
Relocations often require significant personnel and resources.
Lessons Learned

• Standard Response
• Multi-Disciplinary Response
• Media
• Timing (rent)
• Clinical/Forensic Team
• Assess residents/medical recs
• Relocation Team
• Continuity of Care
• Tracking information/residents
• Training for future events
GBI ANE Working Group

11/2011  Gather intel ~ 200 locations statewide
3/26/12  Initial meeting with GBI Director Keenan
4/19/12  1st ANE Work Group Mtg
          (local, state, fed. agencies)
GBI Working Group

Not all agencies listed due to lack of space.

Federal:
US Attorney
US Department of Agriculture – OIG
US Federal Bureau of Investigation
US HHS – OIG
US Postal Inspector
US Secret Service
US Social Security Administration – OIG
US Veterans Affairs – OIG

Local:
Atlanta PD
Cobb Elder Abuse Task Force
Dekalb County PD/DA/ME
Gwinnett County PD/ME
Stephens Co. Coroner

State:
Attorney General
Criminal Justice Coordinating Council
GA Administrative Office of the Courts
GA Advocacy Office
GA Association of Chiefs of Police
GA Bureau of Investigation
GA DBHDD
GA DCH, HFR, OIG
GA DHS DAS, FSIU, APS, LTCO
GA DOL
GA DOR
GA DPH, EMS
GPSTC
GA Sheriff’s Association
Governor’s Office
Prosecuting Attorneys Council of GA
Accomplishments since 2012

• Addressing “Obstacles” identified in 2012 Executive Summary
  • GA Chiefs of Police – White Paper
  • Roll Call Training Video produced and paid for with GBI Drug Seizure Funds
  • HB 78 (2013)
  • Prosecutor’s Manual Updated (no updates since 1998)
• Ongoing training seminars
• Model Protocol
• SOP for emergency relocation teams
• Joint Study Committee – Emergency Relocations
• HB72 (2015)
GBI ANE Working Group

Current Projects:
- Financial Exploitation Working Group
- Prosecutor Training (for/by)
- Coroner/Medical Examiner Training
- Healthcare Provider Training

Working Groups:
- Legislation
- FinExp Work Group
- Public/Private Funding
- Marketing
Contact Information:

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Forensic Special Investigations Unit
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